

SmartCall Messenger

Account Registration

JTECH RECOMMENDS

JTECH recommends Google Chrome as the preferred browser to operate SmartCall when utilizing a PC or Mac.

COMPATIBILITY

The following browsers have all been tested with SmartCall SMS and have been considered satisfactory alternatives to Google Chrome for desktop users.

- Internet Explorer – version 10 or higher
- Firefox version 31.0
- Safari version 5.1
- Opera version 23.0

Windows Surface and Chromebook are the recommended tablet to use.

As of date of publication, Apple iPad, Amazon Kindle Fire and Android powered tablets; like Samsung and Acer models, have only limited functionality and are not recommended or supported by JTECH.

FROM YOUR BROWSER

<https://www.hmeapps.com/smartcall25>

REGISTRATION

When you arrive at the login page, select SIGN UP and complete the registration screen.

Fields marked with an * are required.

NOTE: Company Name and DBA do not have to be the same. However, DBA is the name that will appear in SMS text messages (if using that service). Please complete the fields with that in mind.

Registration

Country * Company Name *

Address Line 1 * DBA *

Address Line 2 First Name *

City * Last Name *

State or Province * Phone *

Email * Website

Postal Code * Accept Terms & Conditions

Create Log In

Desired Username * Desired Password * Confirm Password *

Let's Get Started!

For example, the hospital may be *ABC Regional Medical Center*, but you are using the system in the *Smith Memorial Cancer Center*. The Company Name would be *ABC Regional*, and DBA would be *Smith Memorial*; so SMS text messages would say:

“Smith Memorial: Please return to the desk.”

When all fields are entered and correct, please accept the Terms and Conditions by clicking the slider.

CREATE LOG IN

This is the log in that the onsite “Account Owner” or Administrator will use. This login will be the only one permitted to make changes to the Account Information and will be the user responsible for the initial system setup.

LET'S GET STARTED

Once all fields are complete, click “Let’s Get Started” and your registration is complete.

If you are utilizing an on-site guest or staff paging system with SmartCall Messenger, instructions on setting up your paging system will be included in the shipment.

INTERNATIONAL USE

For international use, SmartCall Messenger is only available for text messaging and does not impact JTECH pagers. When using SMS text Messaging, SmartCall will add the appropriate dialing code for the country selected. Some additional testing may be needed depending upon location.

ACCOUNT SET-UP

At any time, hover over the “Welcome” box in the upper right and choose ADMINISTRATION.

In Administration, you can:

- Edit Account Information
- Add/Edit Pagers and Transmitters
- Add/Edit Departments
- Add/Edit Preset Messages
- Add/Edit Users and Passwords
- View Reports

ACCOUNT INFORMATION

- Add a Company Logo
- Modify Account owner information (admin privileges required).

PAGERS (IF APPLICABLE)

- Add pager numbers as either Alphanumeric (full text) or Numeric (number display) pagers.
- Add “static” IP addresses of HME transmitters. Messages are sent via internal network to one or multiple transmitters. Multiple addresses are separated by commas.

DEPARTMENTS

Each list for waiting or staff is considered a “Department.”

- Input Department Name; select icon if desired.
- Assign Minimum and Maximum thresholds.
 - Thresholds are determined based on how long a customer/patient is waiting, the record icon changes color on the waitlist
- Click + to add. Once all Departments are added, their position can be adjusted by clicking on Edit.

IMPORT

Administrators can import a .CSV or .XLS file that includes the day’s appointments or reservations. All imported records will show up as NOT ARRIVED on the Waitlist. Samples are available for download to ensure proper mapping.

MESSAGES

There are two different types of Pre-Set Messages available: ❶ the Welcome Message and ❷ the Pre-Set messages for the Waitlist and Staff.

The Welcome Message is sent whenever a mobile phone number is added to a Waitlist. Edit the field inside the phone to craft your specific message – 60-character limit. Leaving it blank or toggling the green switch will turn off the message.

Pre-Set Messages are messages that users can choose from to page a JTECH pager or SMS text message a mobile phone on the Waitlist or Staff screens.

To setup, select a Department from the list on top; add message(s) by Department and by List type. Waitlist are in the top table; Staff messages are in the lower table.

- Edit messages at any time by highlighting the message and making the necessary changes.
- Messages cannot contain special characters (e.g. *@%?<>). Periods and commas are permitted.

USERS

Users are defined as the login credentials anyone will utilize when accessing the system. Users are not all staff members who may be paged, that is handled on the Staff list outside of Admin.

- Login names can be specific to a person or generic for multiple users like Greeter or Nurse.
- Add Users by completing each of the boxes at the bottom of the screen, passwords are case sensitive.
- For each username, highlight the name and assign the departments they will have access to.

REPORTS

Multiple reports are available for research or a deeper look at the daily operation.

EXIT ADMIN – Set-up is complete

If you have any questions, contact us at 800.321.6221 or via email at wecare@jtech.com.