

Turning Off MBMD Conversation Alerts for a Specific Conversation

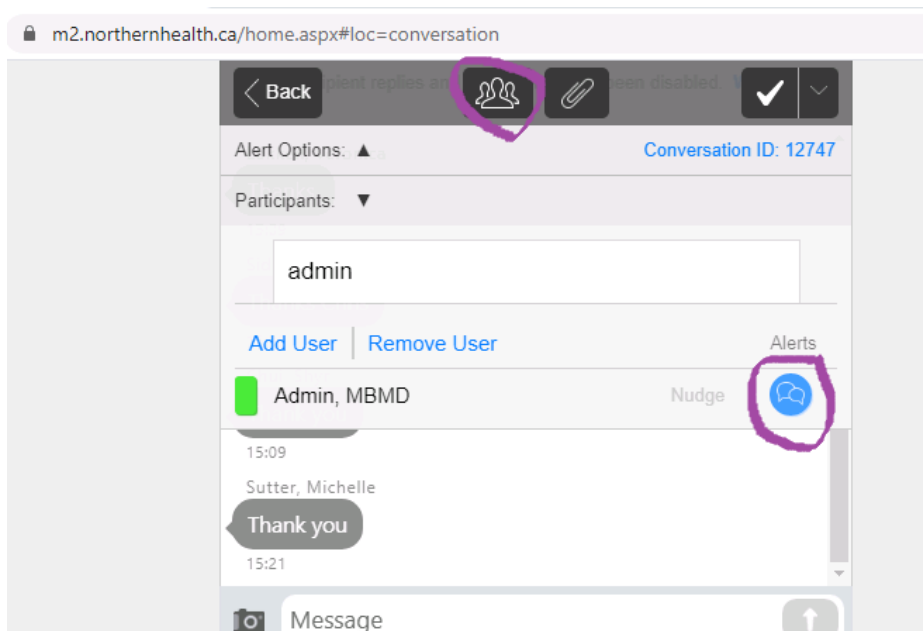
Situation

Sometimes, there is a large group discussion underway amongst Physicians, which causes MANY alerts on the mobile device. Some physicians are not interested in the conversation as it is not important to them. They start to ignore the multiple alerts because they are not interested in the larger conversation. However, because they are ignoring the alerts from the larger conversation, when a TRUE alert (specific to them) comes in, they miss it as they thought the alert was related to the larger discussion they were not interested in.

Solution

Turn off your alerts for the unwanted conversation. When an MBMD user clicks the Participants icon at the top of the conversation window, they'll get a dropdown listing of the conversation participants, with an option to control their alerts. In a large conversation, they may need to type in their name in the search box to locate their listing.

Next to their name, under the "Alerts" heading, there's a blue icon with a couple speech bubbles. If they click that, they'll get an option to disable alerts to themselves for that conversation. See the image below.



Note: Once your alerts have been silenced on a specific conversation, that conversation will no longer appear on your active MBMD conversation list. To locate the silenced conversation, access the 'Archive' folder and open the conversation to adjust the alert settings as needed.

