Secure Texting with MicrobloggingMD (MBMD) App Support

Northern Health is in the process of transitioning to a new Mobile Device Management (MDM) System called Intune Company Portal (Comp Portal). Mobile device enrollement is required for the MBMD 2 app to connect

Contact the ITS Service Desk to assist with the Intune Company Portal (Comp Portal) app enrollment. Once your mobile device is enrolled, you will find the MBMD 2 app listed in the Comp Portal app under Categories > Other Apps. Tap on the MBMD 2 app to install it on your home screen.


MBMD 2
Medical

The MBMD 2 icon will appear on your home screen

MBMD Configuration and Setup

Once the MBMD application has been launched for the first time, the user will be prompted to enter the Facility ID. Enter "**Northern**" for the Facility ID and then select the "Submit" button to continue.

When asked to confirm "Northern" as the facility, select "OK". A prompt will appear advising the selection has been saved.

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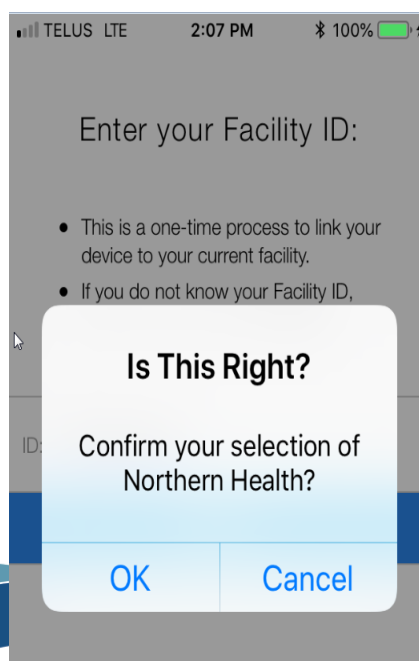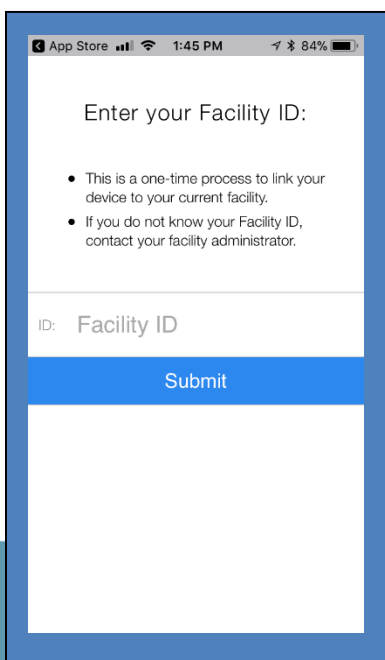
Next, a prompt will appear for requesting a Northern Health username and password. Once this information has been entered select the "Sign In" button.

A prompt will then appear allowing users to enable Push notifications. Select "Enable" at this prompt and then select "Allow" when asked to allow Notifications.
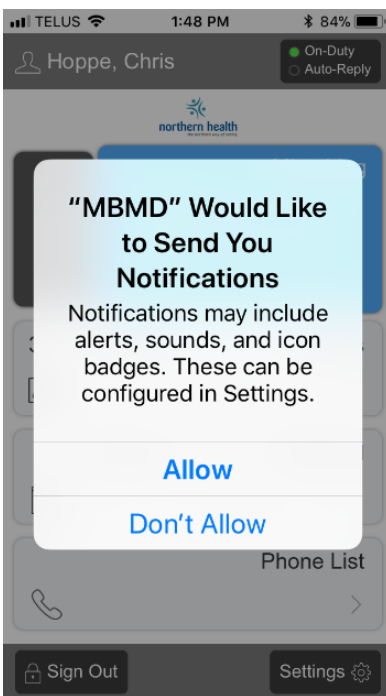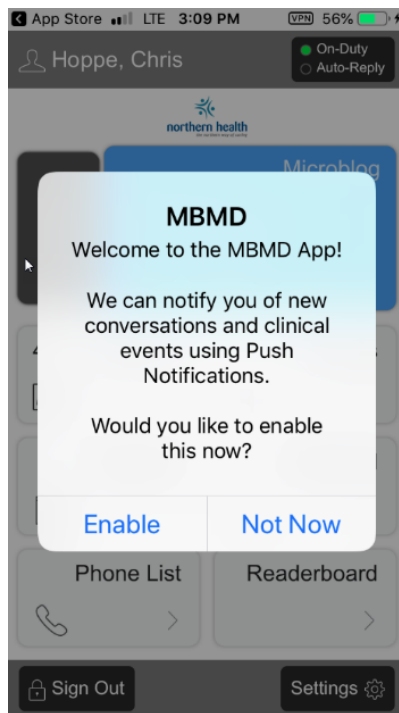
The MBMD home screen will appear and the application is now ready for use.

MBMD Home Screen

The first screen that appears after logging into MBMD is the home screen. The selectable options on the home screen are outlined below.

Name of the user that is signed-in

On-Duty/Auto-Reply option settings

Create new message icon

New unviewed messages

View All Messages including archived messages

**Patients** displays a provider's patient listing

Groups – Patient Lists

Calendar allow users to view staff schedules that have been imported into MBMD

Callboard is used for viewing physicians and other staff members who are either scheduled or on-call for specific departments

Sign Out of the application

Phone List- Facility phone list of physicians, staff, and departments.
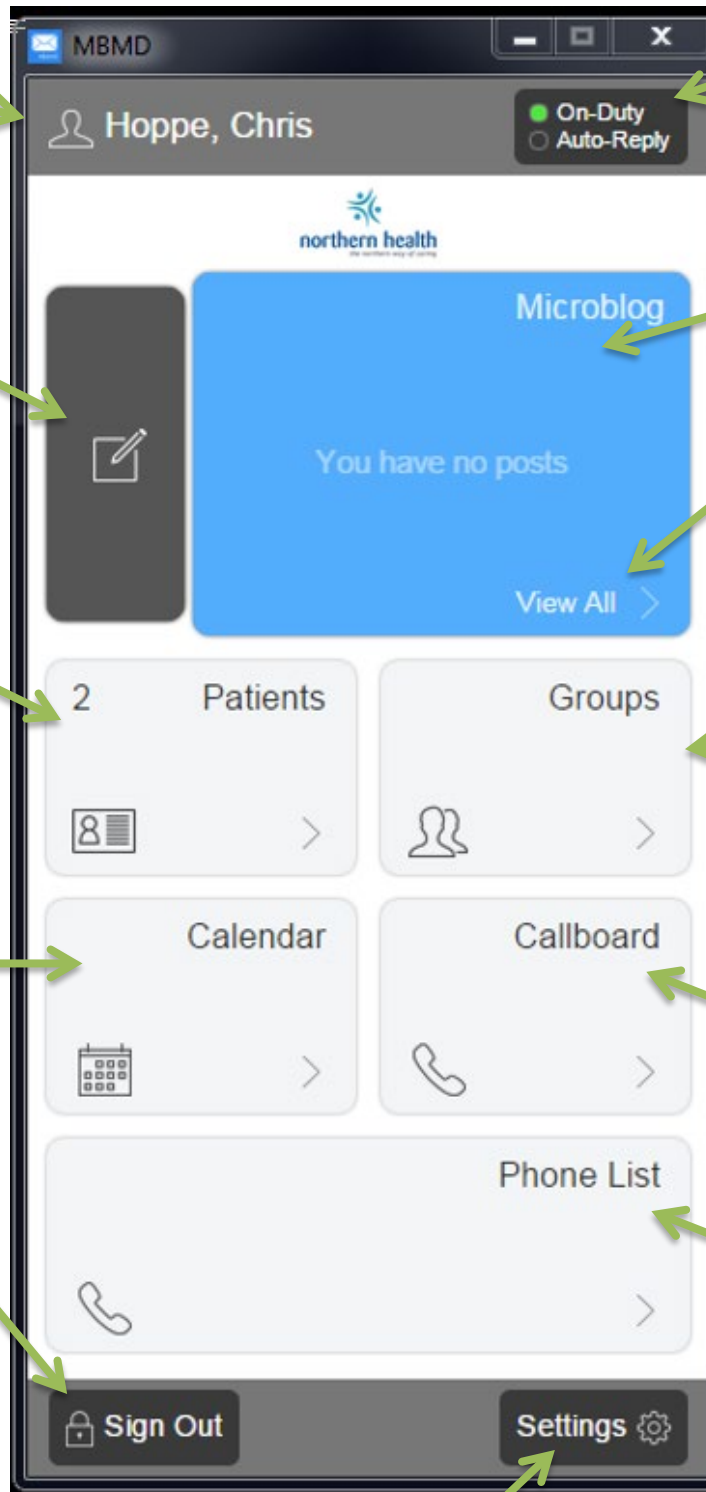
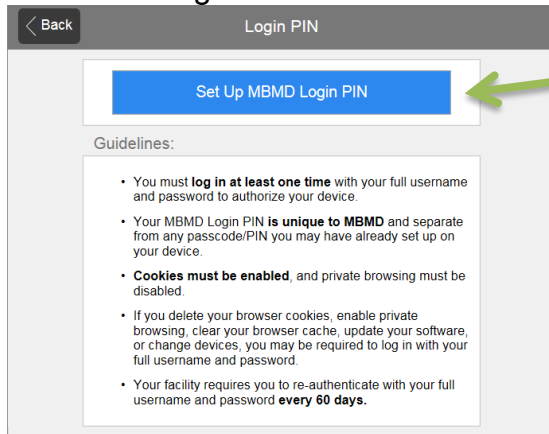Allows user to adjust their notification settings, PIN number and other preferences

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Settings

To set a Login PIN, tap on Settings in the bottom right of the MBMD app. [Settings ⚙]

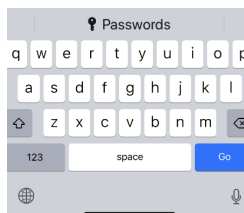Login PIN: change existing PIN, attached to phone based fingerprint or facial recognition
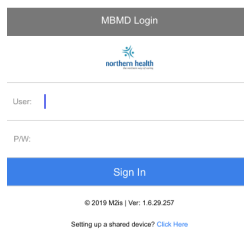1. Select the Login PIN
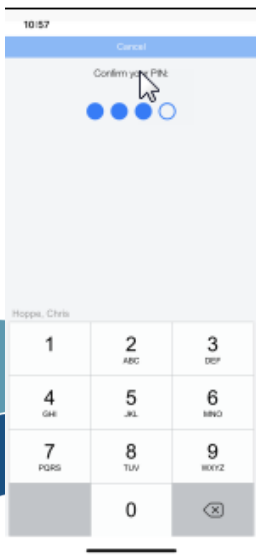

Tap on Set up MBMD Login PIN

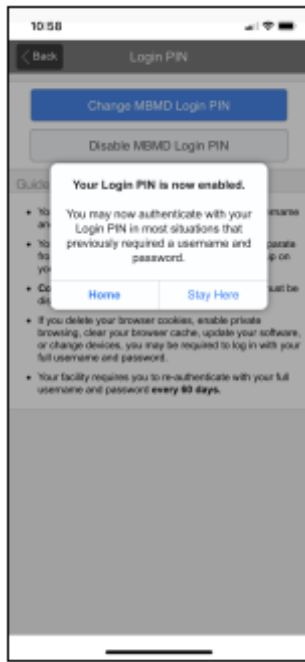2. Change MBMD Login PIN -> I have read and understand the Login PIN Guidelines -> Yes

3. Confirm your current NH Password -> Username -> PW

4. Create a 4-digit Login PIN

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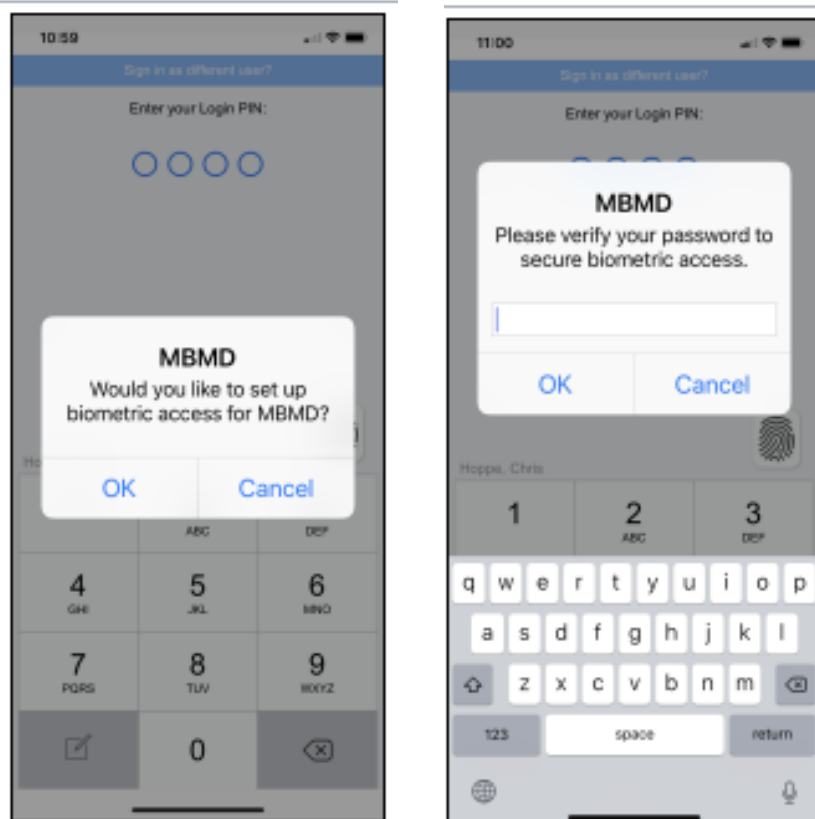*the northern way of caring*

5. You may now authenticate with your Login PIN in most situations that previously required a username and password -> Home

6. Sign out and Sign In again to activate

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7. Touch ID for MBMD – Use Biometrics to log in to MBMD -> OK. Enter your Northern Health password to verify biometric access

<u>Additonal Settings</u>
Preferences: Adjust conversation appearance
Bulk Archive**:** last 24 hours
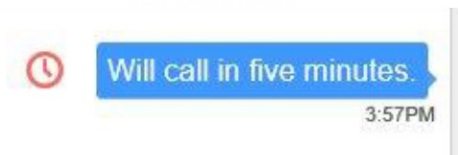Keywords: create personal keywords accessed via qq in conversation
Feedback: Provide feedback to Northern Health and MBMD regarding application.
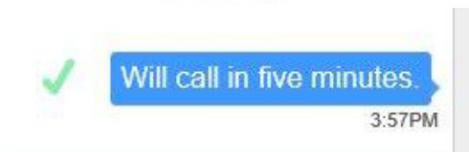
Messaging

Compose a Message – Search for names by either first or last name. Several individual names can be selected, or entire groups, or individuals within a group.

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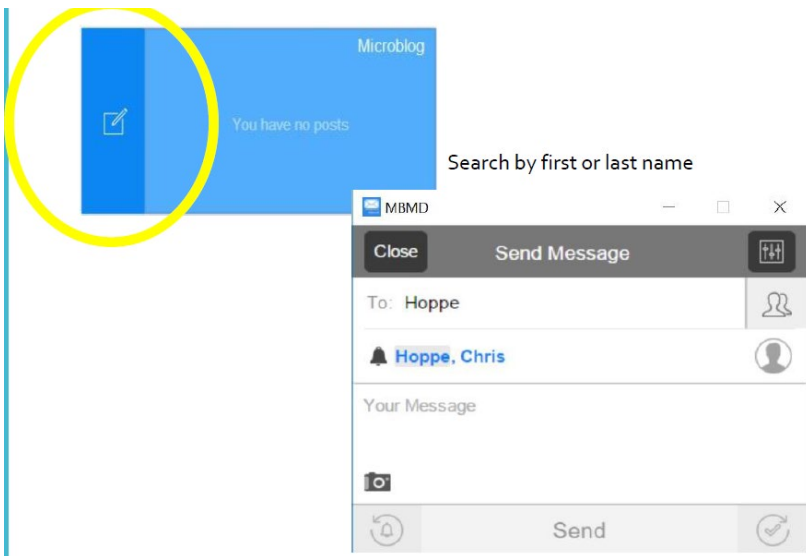
Each Message is time stamped and a Red Clock will appear to the left of the message indicating the message has not been viewed

When the recipient opens the message, the Red Clock will change to a Green Check indicating the message has been viewed

Bell Icon and recipient name in blue indicates user is actively receiving notifications. Absence of Bell Icon and name in gray indicates user is off duty or not receiving notifications.
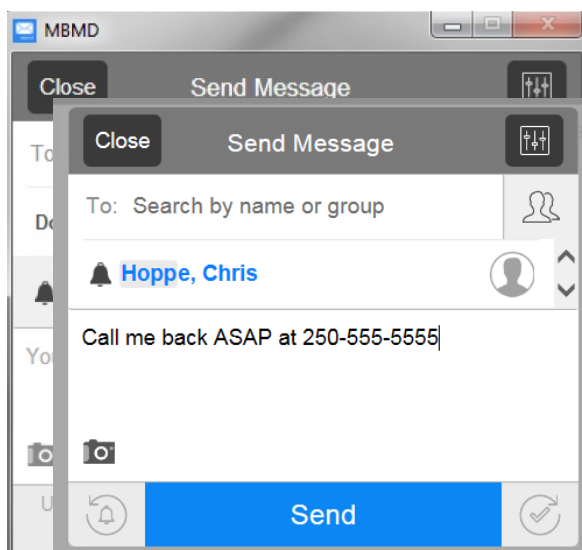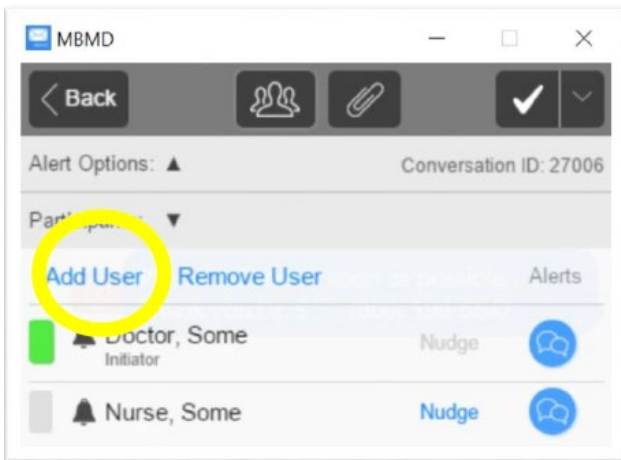

Send a message with a return phone #

The recipient of the message can tap the phone number within the message to autodial.
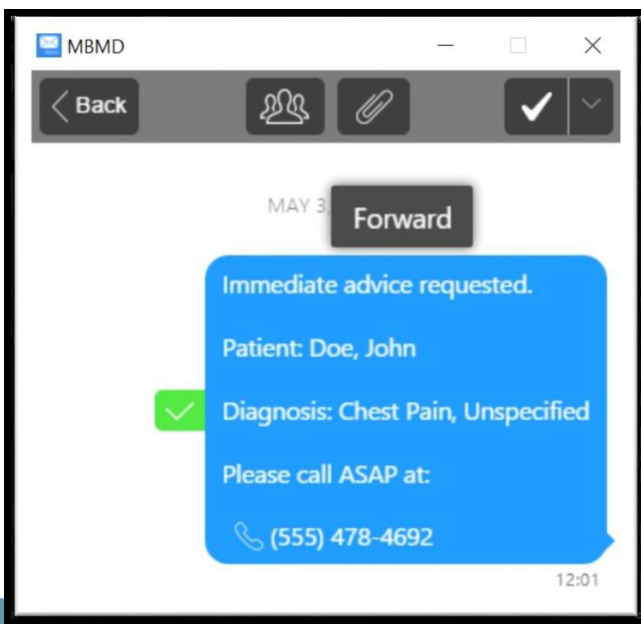
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Add a person to an existing conversation
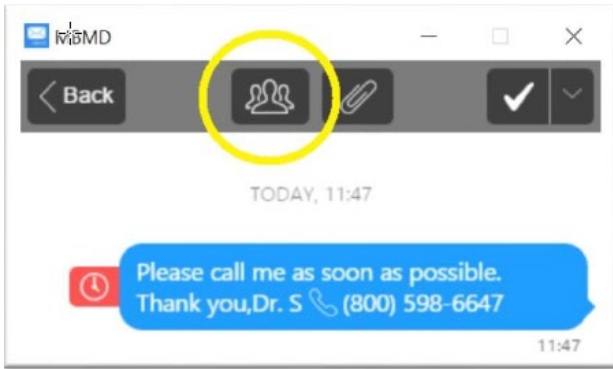
Add User opens the name search box to bring another user into the conversation

Forward specific text bubble – forward a single portion of a conversation without need for whole thread

On a mobile device, holding a finger down on the content of the message for 2 seconds creates a forward option to forward a portion of a conversation to a new contact
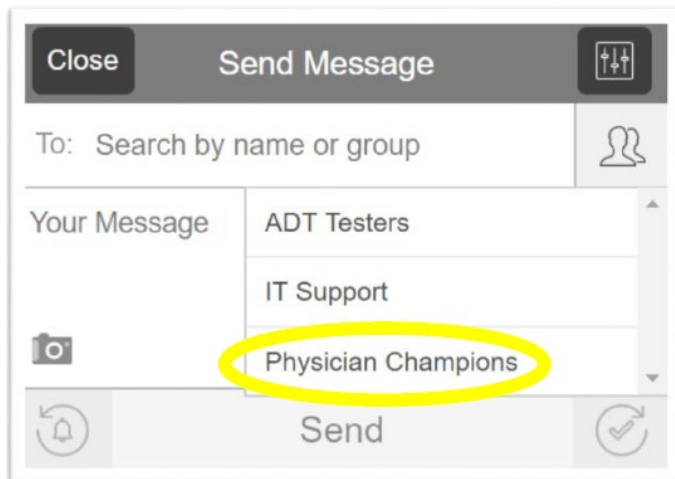
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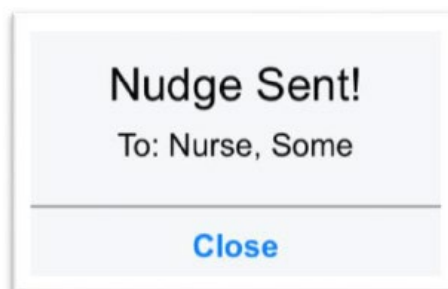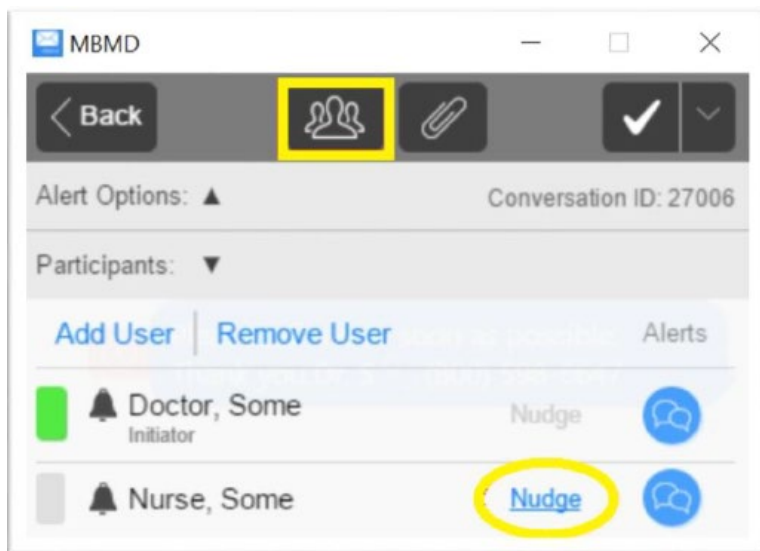
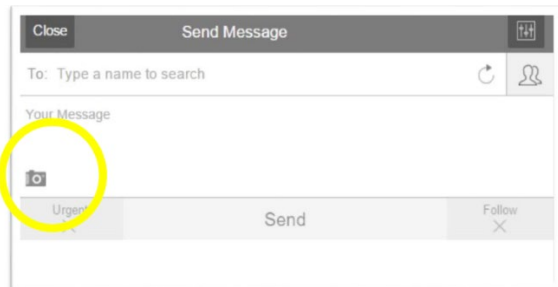Compose a Group Message

From compose message screen click group icon
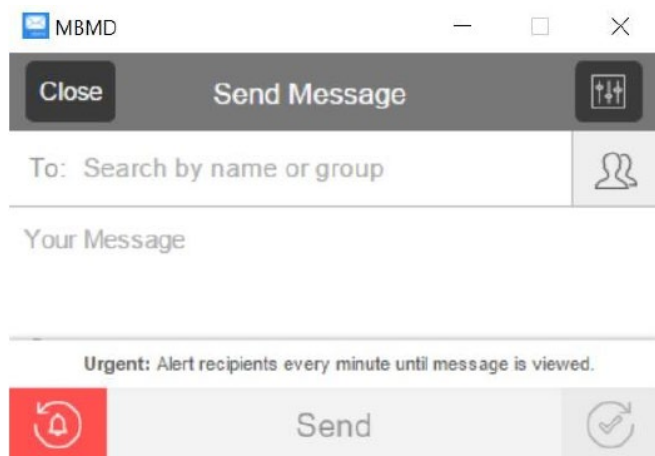

Select individual members, or whole group

Nudge – open message participants, click nudge as needed

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Compose message with photo

Send urgent message – notification is sent to recipient(s) every minute until message is opened
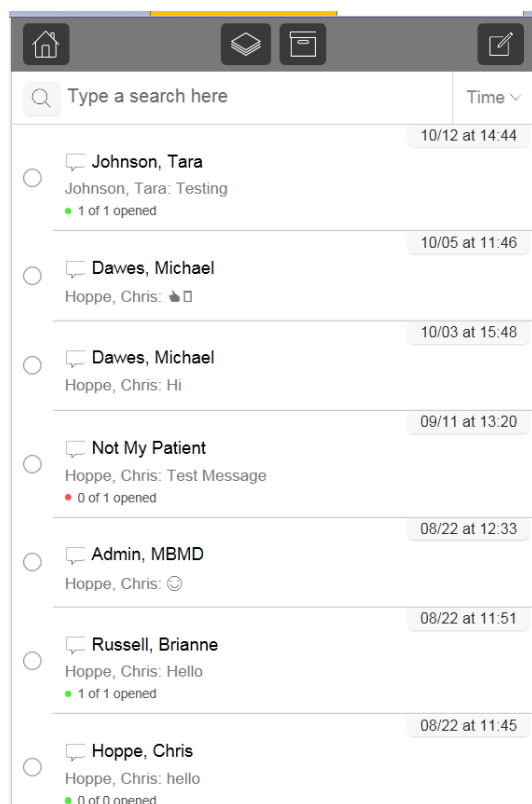

Follow – When follow is selected the message sender receives bounce-back notifications after 5 minutes notifying them of who has not entered the conversation
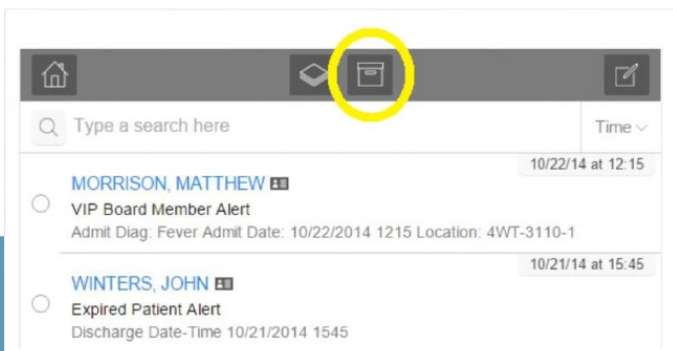
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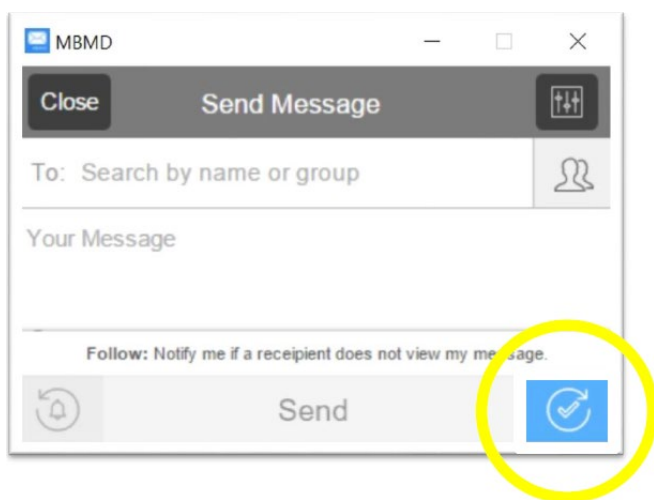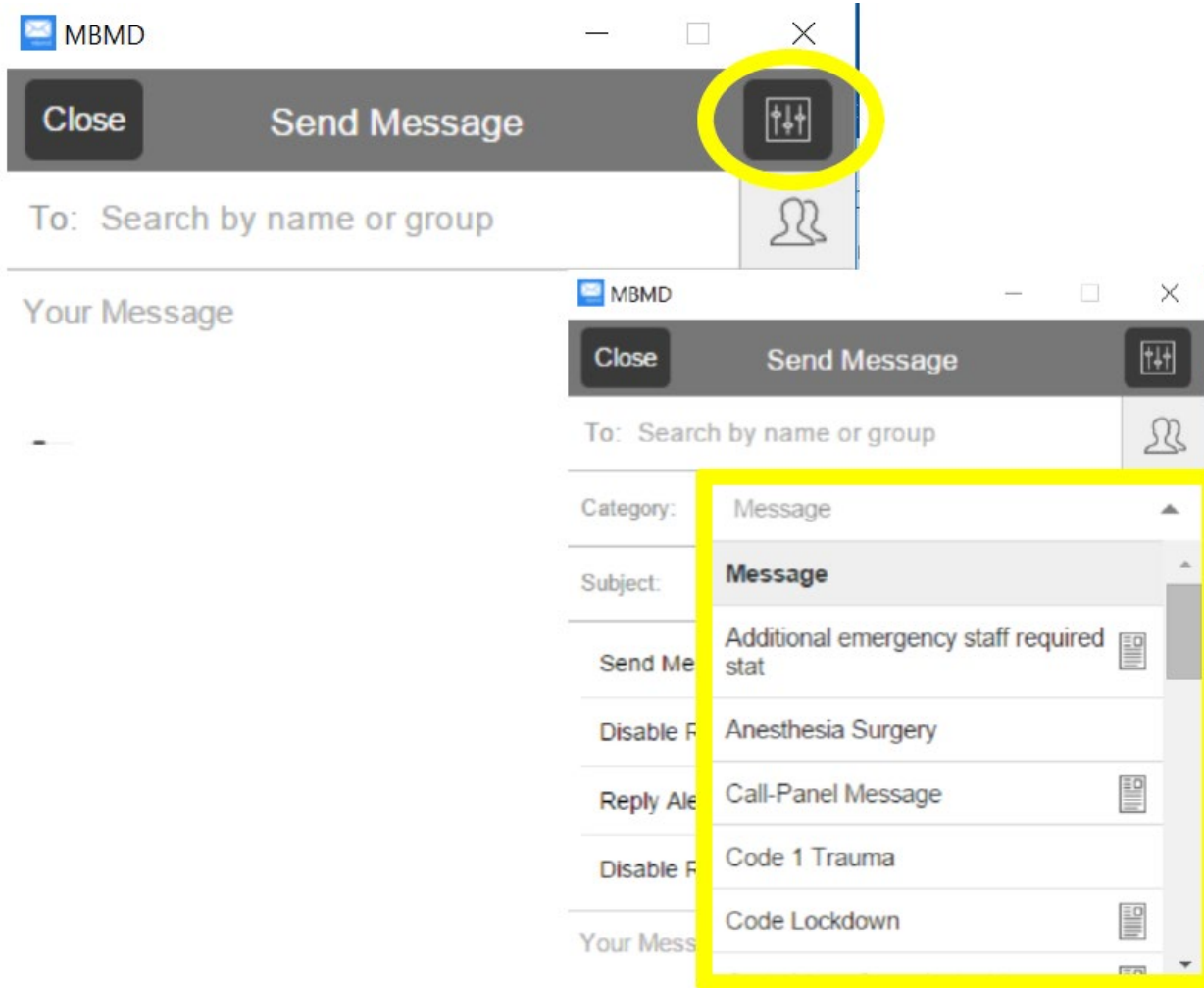
Receive Message – Click notification to access new message
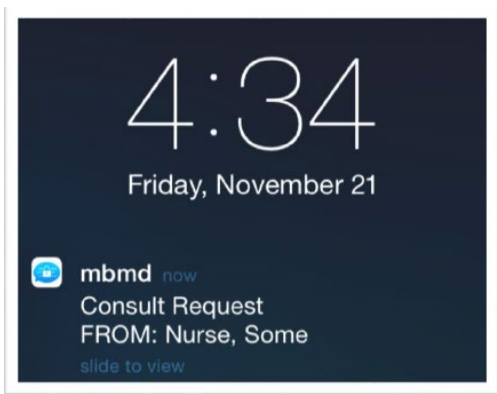
View Previous Conversations – log-in may be required

Archive conversation – select Archive displayed at the top of the screen

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Advanced Messaging

Message Category

- Set Message Behaviours and Keywords associated with category (qq)
- Message Subject
- Send Message on Behalf of
- Disable Reply Alerts
- Reply Alerts to Initiator Only
- Disable Recipient Replies

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Phone List – search department phone numbers.

From the home screen select Phone list button to open the facility contact page. Phone calls can be initiated on mobile phones directly from this screen to contact the department or service listed.
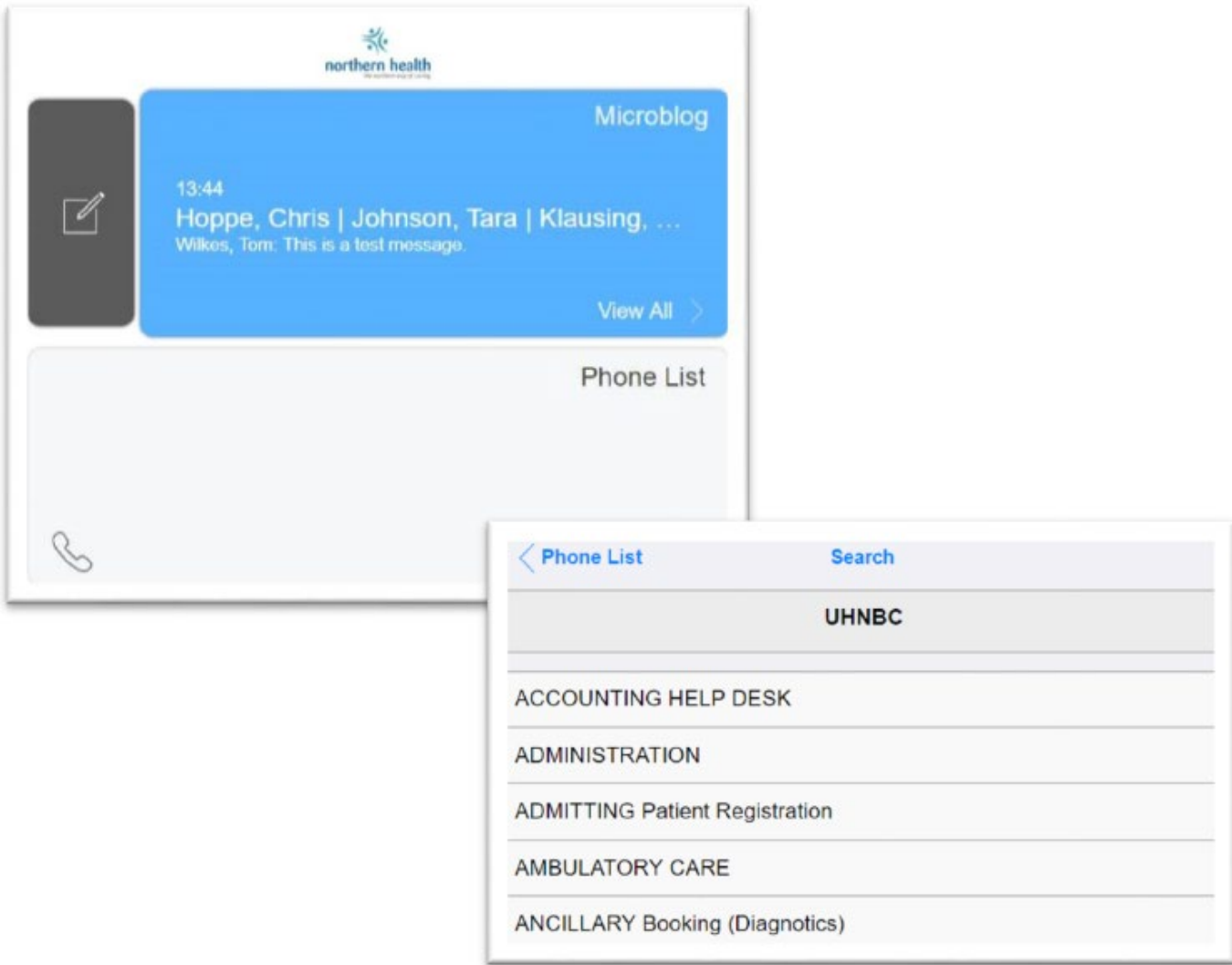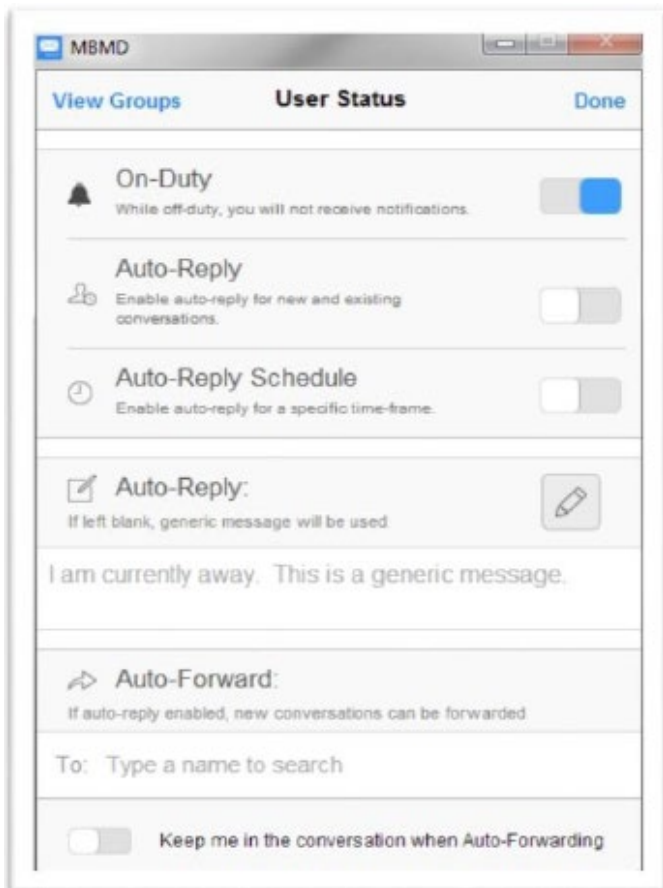
Visibility / Notifications (On/Off Duty)

Hoppe, Chris   ● On-Duty
                    ○ Auto-Reply

Advanced Off-Duty Options

Auto Reply – Enables the sending of an auto-reply message for new and existing conversations

Auto-Reply Schedule – Allows the user to specify a time-frame for the auto-reply message to be active

Sign-Out Options

If you're having trouble with this task, or require further assistance, please contact ITS Service Desk at 1-888-558-4357

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