Quick Guide 0003H: Using e-Bridge for iOS
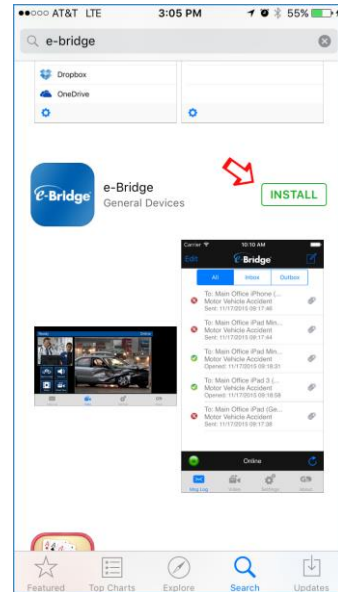
Note: Screenshots taken with v12.0 of e-Bridge app and may vary slightly with different versions.

I. Download & Login

1) Search for "e-Bridge" by GD in the App Store and install the app. A shortcut will appear on the Home screen of the device. Once installed tap the e-Bridge icon to open it.

2) The first-time e-Bridge runs, the following dialog box may appear asking to allow Notifications. Tap the OK button. **Note: If this permission is not allowed, you will not receive a notification when there is an incoming message.**
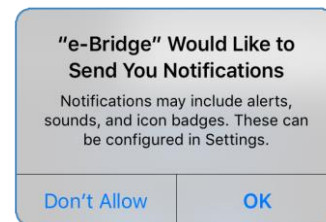
3) The Login screen will appear asking for credentials (provided by GD or organization administrator). Enter the credentials and tap the Login button.
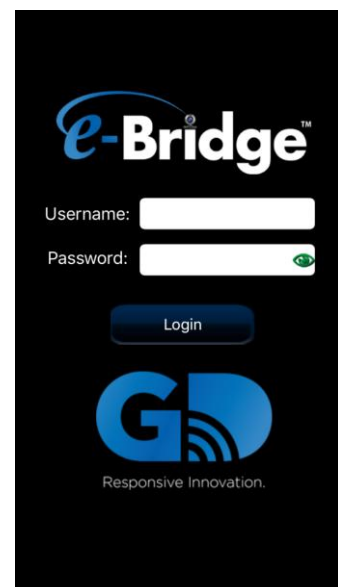
4) Once the credentials have been entered, you will see it go from Connecting to Online and it will bring you to the Home screen.

5) From the Home screen, which is customizable by your organization administrator, you're able to send customizable quick messages or create a new, blank message.
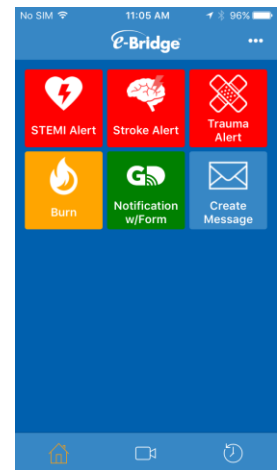
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II. Creating a New Message

(New Message Button)

A) Tap the New Message button. This will bring up a list pre-defined destinations which are configured by your organization administrator. To collapse/expand the Device names in a Facility tap the Facility tap the ∨ / ∨ buttons respectively to the right of the Facility name. All Devices from that Facility will appear. To select a single device, tap the name to select that device and automatically move on to the next screen. To select multiple devices, tap the ◯ buttons to the left of each device that you want to select, then tap the **Next** button at the bottom of screen. To select all Devices within a specific Facility, tap on the ◯ button to the left of the Facility you want to select and the button will change to ✓ and all devices under that Facility will have a ✓ button.
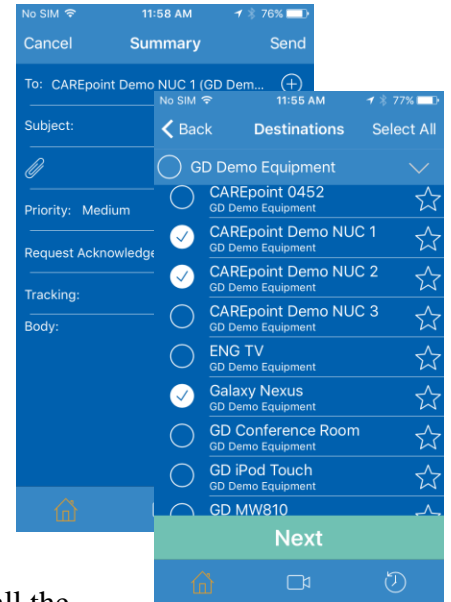
Tap the **Next** button at the bottom of screen once all the desired Destinations have been selected. They will be added in the **To:** field on the Summary page.

B) Subject: This field is used to specify the subject of the message. You can also choose a pre-determined, canned message "Quick Text" by tapping the ⊘ button. Please refer to the "Quick Text" section in the "Settings" section later in this Quick Guide.

C) Attachments: Tap the ⊕ button on the right side of the attachment ✎ icon to add an attachment.

(See Appendix A later in this Quick Guide more information on attachments)
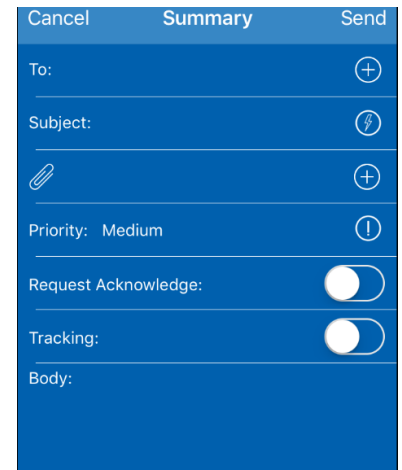
D) Priority: Select the priority of the message to Low, Medium or High by tapping the ⓘ button. The recipient will receive a different alert based on the priority the message was sent with.

E) Request Acknowledge: Tap the Request Acknowledge ⬤ switch and it will change to enabled ⬤. This will request an acknowledgement to a sent message. When the recipient receives the message, they will be prompted to acknowledge the message.

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Note: If a message with a Request Acknowledge does not get acknowledged, the status will remain red ● in both the sender's and recipient's History screen.

**F) <u>Tracking:</u>** Tap the Tracking ⬤ switch and it will change to enabled ⬤. This will send the ETA and location of the device to the recipient. The location and ETA are updated continuously until this device reaches to the location of the recipient of the message. This is useful for EMS to send the location of the ambulance while they are traveling to the hospital Emergency Department.

Note: If the recipient does not have the Tracking capability configured on their device, when the Send button is pressed a warning will appear letting the user know that the Destination does not support Tracking, but the message can be sent anyway without the Tracking information.

G) <u>Body:</u> The large text box below the Tracking field is to type the body of the message. To review the message when done typing the body, swipe down on the screen to hide the keyboard. Once the message has been reviewed, tap the Send button. The Status Bar will

show "Message sent" and the message will appear at the top of the History screen (⟳).


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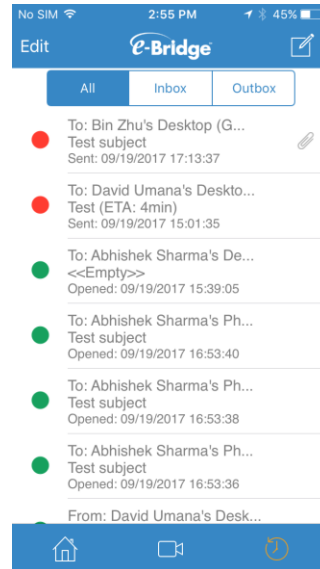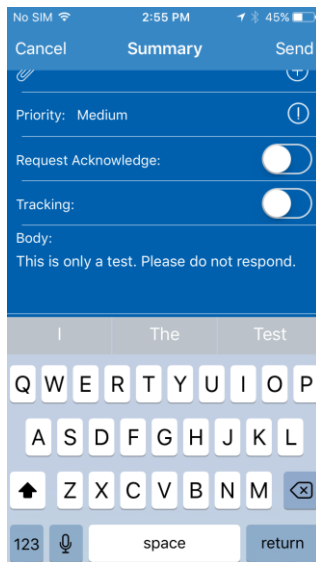
III. History

(History Button)

A log of all sent/received messages are stored in the History screen. Any sent/received messages can be opened to be reviewed. It provides the record of your inbox and outbox such as the time a message was sent, delivered and opened. If a message in the log begins with **"To:"** it is a Sent message. If a message begins with **"From:"** it is a Received message. Each entry in History shows To/From whom the message was sent, the subject, and the date/time stamp of the message (Time Sent if message was received and Time Opened if message was sent). Any messages with a red status icon (●) are not yet complete. Any messages with a green status icon (●) are complete. If a message has an ❗ next to the status icon, it was sent or received with a High Priority.
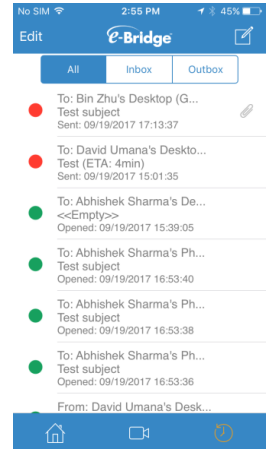
A) Sent Messages:
If a sent message has a red status icon (●) to the left, that means the message has not yet been either delivered or opened by the recipient.
If an Acknowledge was requested when the message was sent, it means the message has not yet been either delivered, opened or acknowledged.
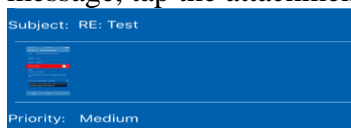
B) Received Messages:
If a received message has a red status icon (●) to the left and has a bold font, that means the message has not yet been opened on this device.
If a received message has a red status icon (●) to the left but it is not in bold font, that means the message has been opened on this device, but the sender requested an Acknowledge and the message was not acknowledged on this device.
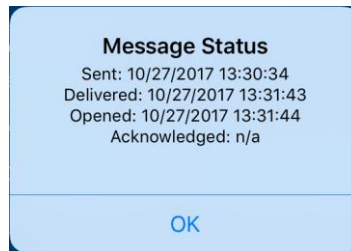
C) Opening Messages:
Tap any message on the History screen to open it. The Read Message screen will appear. It will list To whom the message was sent or From who the message was received, the subject of the message, any attachments, the priority of the message, if the sender requested an acknowledge, if the sender included tracking info, and the body of the message. The status of the message will also be listed (Time Sent if message was received and Time Opened/Acknowledged if message was sent). If a message requires an acknowledgement it will contain a flashing notification. Tap the flashing red switch to acknowledge the message. To view the attachment of a message, tap the attachment thumbnail to open.

Tap the ⓘ button to see the Message Status that includes date/time stamps of the message.
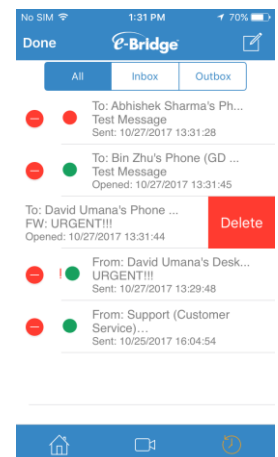
Message Status
Sent: 10/27/2017 13:30:34
Delivered: 10/27/2017 13:31:43
Opened: 10/27/2017 13:31:44
Acknowledged: n/a

OK

To reply to or forward a message: Tap the ↩ button at the top right corner of screen. Select Reply or Forward and follow the steps outlined previously for sending a message.
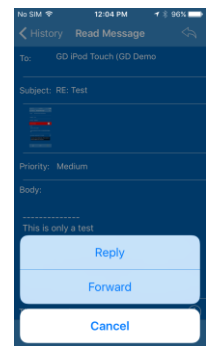
D) Deleting Messages:
Note: An administrator password is required to delete any e-Bridge messages from the History screen. Contact GD Support or the organization administrator for this password.

To delete a message, tap the Edit button at the top left of the screen. All messages will show a ⊖ to the left. Tap the ⊖ button next to the message you want to delete. Tap the Delete button that appears to the right. You will be prompted to enter the Admin Password. Once you enter the Admin Password the message will be deleted. Once you are done deleting messages tap the Done button at the top left of the screen.

Note: Once the Admin Password has been entered and confirmed, you have five minutes for it to reset and ask you for the password again.

E) Refreshing Messages:
To check for new messages and update the statuses of existing messages, swipe down on the History screen. By default, the message statuses will automatically refresh every 1 minute if the screen is on and e-Bridge is on the History screen. To change the interval or disable automatic refreshing, refer to the "Settings" section of this Quick Guide.

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IV. Settings

Tap the menu button [•••] located on the top right of the Home Screen. Click on the Settings option.

Note: An administrator password is required to edit any e-Bridge settings. Contact GD Support or organization administrator for this password.

A) **Enable alerts:** By default, the Enable alerts switch is set ⬤. If the Enable alerts switch is set to ⬤, when a new message is received, an alert sound will be played and it will appear in the Notification Center. If the Enable alerts switch is set to (⭕), messages can still be received, but only by manually refreshing the History screen. No alert sound will be played and nothing will be placed in the Notification Center
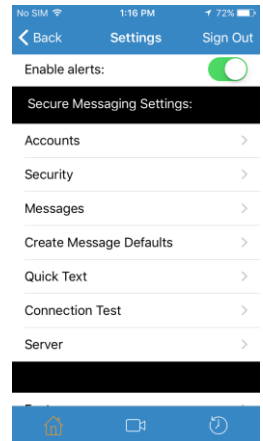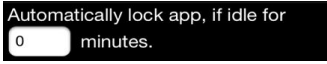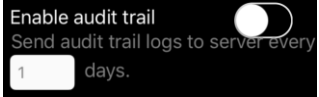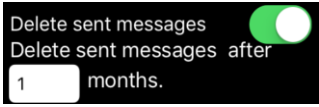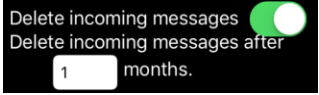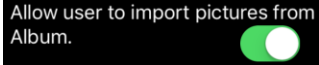
B) **Accounts:** Where the credentials of the user account can be changed or accounts added. These user credentials are provided by GD or the organization administrator. Here you enter the user's credentials to sign in. You are given the option to have the password remembered and the account enabled. Once it has been entered, hit the [Save] button to bring you back to the Accounts page. If the credentials entered are correct, you'll see it go online [Online ↻]. You can also modify the account's credentials by clicking the ⓘ to change he display name, username or password. To add any additional accounts, tap the [+] on the Accounts page and repeat the previous steps.

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C) Security:
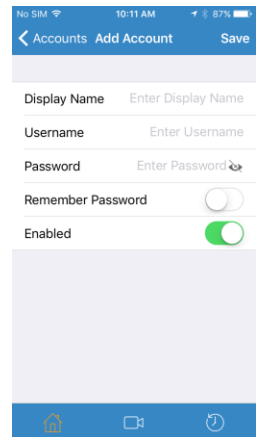
- **Automatically lock app, if idle for [0] minutes.** This option will automatically lock the app after it has been inactive for the time specified. Tap the [0] field to change the amount of inactivity time the app should wait before locking itself. A value of 0 means that the app will never automatically lock.

- **Enable audit trail. Send audit trail logs to server every [1] days.** This option will allow an audit trail of all e-Bridge activities to be logged and then automatically uploaded to the GD Server at the specified interval. To enable this option, turn the switch to the position. Set the interval of how often the audit trail logs are sent to the GD Server by tapping on the [1] field.

- **Delete sent messages. Delete sent messages after [1] months.** This option will automatically delete any sent messages from the History screen after the specified time. By default, this option is set to . Change the specified time by tapping on the [1] field. The Duration screen will open which will allow you to set any number of minutes, hours, days or months. To disable this option, turn the switch to the position.

- **Delete incoming messages. Delete incoming messages after [1] months.** This option will automatically delete any received messages from the History screen after the specified time. By default, this option is set to . Change the specified time by tapping on the [1] field. The Duration screen will open which will allow you to set any number of minutes, hours, days or months. To disable this option, turn the switch to the position.

- **Allow user to import pictures from Album.** This option allows the user to attach previously taken pictures from their photo albums on the device. By default, this option is set to .

- **Admin Passwd: ••••••••** This option allows you to view the admin password, or change the admin password.
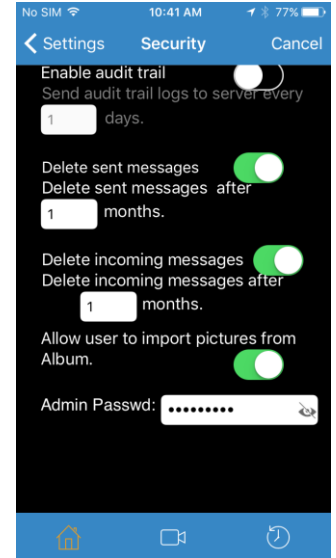
Note: Tap the ‹ Settings button at the top left to save any changes you have made in the Security settings screen.

D) <u>Messages:</u> Here you can set how often the History screen will automatically refresh in order to check for new messages and update message statuses. This automatic refreshing **<u>ONLY</u>** takes place when the screen is on and the app is on the History screen. The messages are also refreshed every time you switch to the History screen from another screen. If the app was minimized, it will also refresh the messages when it is maximized if it is on the History screen. To change how often the messages will automatically refresh, tap the ⬜ field and change the amount of time. Tap the ❮ Settings button at the top left to save any changes you have made.
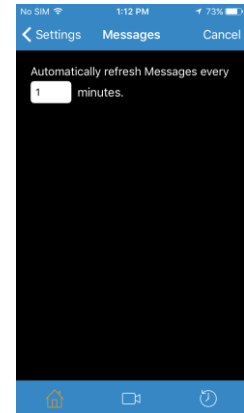
E) <u>Create Message Defaults:</u>   Here you can change the new message default priority by tapping the priority option and selecting the desired Priority level (Low, Medium or High). You can also set the Request Acknowledge (Req Ack) field to default to On for new messages. To enable this option, turn the ⬭ switch to the 🟢 position. You can also attach your current GPS coordinates to a message when sending it by enabling Attach GPS Coordinates. To enable this option, turn the ⬭ switch to the 🟢 position.
Select the Picture quality of pictures taken within e-Bridge by tapping the quality option and selecting Low, Medium or High.
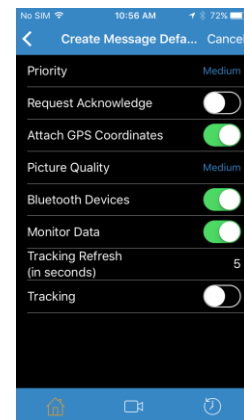
Note 1: For Bluetooth devices, Monitor Data and tracking, please contact GD for more information.

Note 2: When enabling Attach GPS Coordinates, a dialog box may appear asking for permission to use your location. Tap OK.

**Note 3: High quality pictures may take longer to send.**

F) Quick Text: This function allows the sender to send predetermined, canned messages by tapping the ⊞ button on the Create Message screen. Inside the 'Quick Text' screen, users are able to create and modify Quick Texts. To create a new quick text, tap the ⊞ icon. On the 'Add Quick Text' screen, enter the desired text into the "Subject" and "Body" fields. Select your "Quick Text" paste mode from Overwrite or Append.
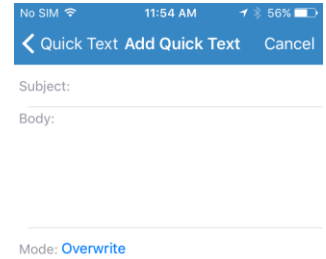
Overwrite Mode: Will overwrite any existing text in your subject and body field of the message.
Append Mode: Will paste the quick text right after any existing text in your subject and body field of the message.
Once the fields are completed, tap the ❮ Quick Text button at the top left to save the quick text.
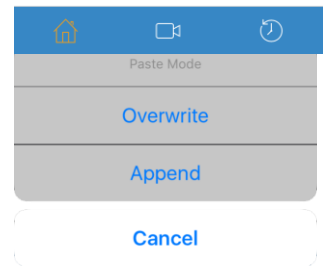
To edit a quick text, tap the ⓘ icon to the right of the quick text you want to edit. Once the fields are completed, tap the ❮ Quick Text button at the top left to save the quick text. To delete a quick text, tap the 🗑 button at the **"Edit Quick Text"** screen then tap **"Yes"** for the dialog popup. You can also delete a quick text by swiping left on the desired quick text and tap the Delete button.

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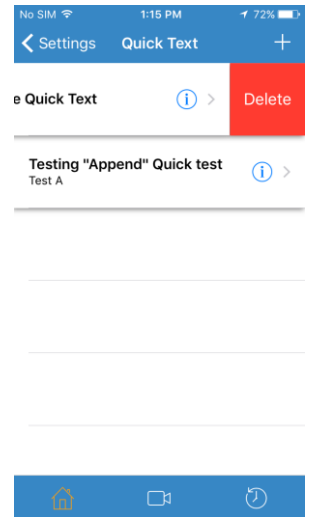
G) Connection Test, Server, Configure tabs and Send Logs are used by GD Tech Support for troubleshooting and should **NOT** be adjusted unless instructed to do so by GD Tech Support.
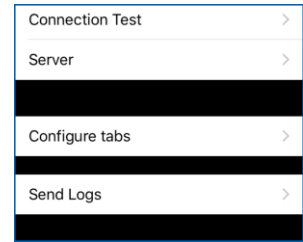
V. About

Tap the menu button located on the top right of the Home Screen. Click on the About option.
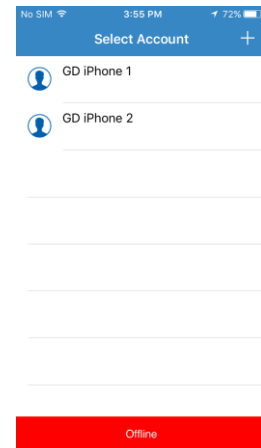
Displays specific app information which may be used by GD for troubleshooting.
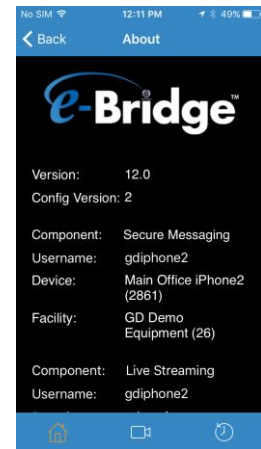
VI. Sign Out

Tap the menu button located on the top right of the Home Screen. Click on the Sign Out option.

This is used to sign out as one Device and then sign in as another Device. Once signed out, notifications for incoming messages will no longer be received. You will not be able to send or receive messages either. To sign in as another Device, tap the Device from the list and it will sign in as that Device.

Appendix A: Adding an Attachment to a message

- ## Take Picture:

Tap the [Take Picture] button if you would like to take a picture and use it as an attachment. Operations of the camera are the same as the default Camera App. By default, the rear camera is set to take the picture but you can switch to the front camera (if available). You can also change the flash option between **On/Off** mode to **Auto** mode. Once you have taken the picture a preview screen of the picture will appear. You can either choose to use the picture or you can retake the picture.

Note: A dialog box may appear asking for permission to use the device's camera. Tap OK.
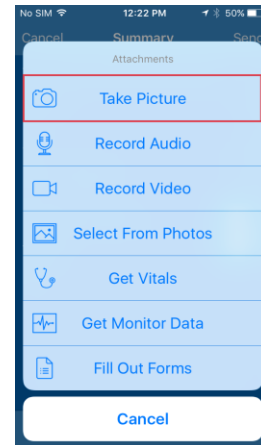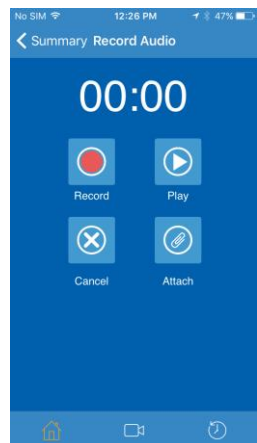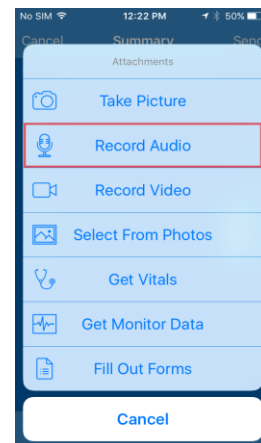
- ## Record Audio:

Tap the [Record Audio] button to record an audio clip and use it as an attachment. The Record Audio screen will appear with the different controls to record audio. Tap the Record button ⏺ to start recording audio (Once the Record button has been tapped it will change to a Stop button). The timer will start running after the record button is tapped.

Note 1: A dialog box may appear asking for permission to use the device's microphone. Tap OK.

Note 2: You can record audio for up to five minutes. The recording will automatically stop once the timer reaches 05:00.

To manually stop the recording, tap the Stop button ⏹. To preview your recorded audio, tap the Play button ▶ (Once the Play button has been tapped it will change to a Stop button). Tap the Stop button ⏹ to stop the preview. If you are satisfied with your recording, tap the Attach button 📎 to attach it to your message. Tap the Cancel button ⊗ to cancel the recording and to go back to the Create Message screen.

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- **Record Video:**

Tap the [Record Video] button to record a video clip and use it as an attachment.

Operations of the video camera are the same as the default Camera App.
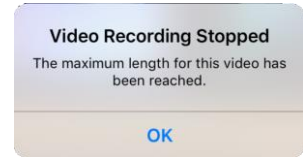
Note 1: A dialog box may appear asking for permission to use the device's camera. Tap OK.

Note 2: You can record video for up to one minute. The recording will automatically stop once the timer reaches 01:00.

<u>IMPORTANT!</u> **When you select Record Video you will get a "Record video in landscape with Home button to your right for proper playback" reminder.**
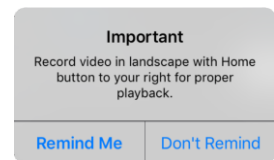
Chose <u>"Remind Me"</u> to be reminded every time "Record Video" is selected.

Chose <u>"Don't Remind"</u> if you wish to not be reminded again when "Record Video" is selected.
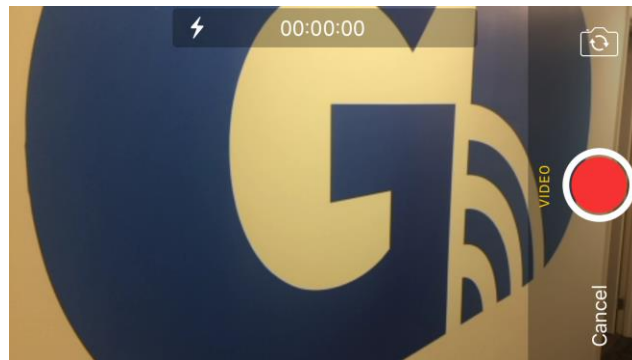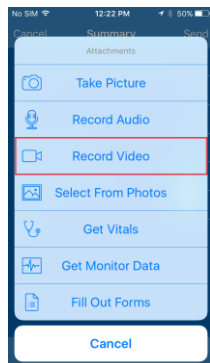

Video in landscape mode

By default, the back camera is set to record the video clip but you can switch to the front camera (before tapping the record button) if desired. You can also change the flash option between **On/Off** mode to **Auto** mode. Once you have recorded the video clip a preview screen of the video will appear. You can either choose to use the video, or you can retake the video.

- **Select From Photos:**
Tap the ![Select From Photos] button
to bring up your photo albums. Choose your
album from where to select a photo to use as an
attachment. Once you have opened an album, tap
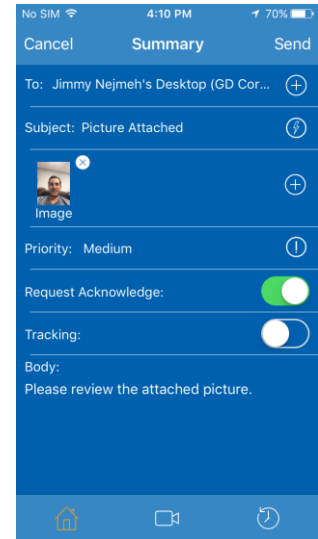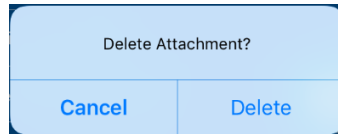the photo that you would like to attach.
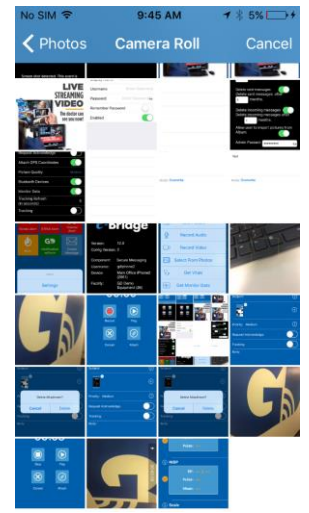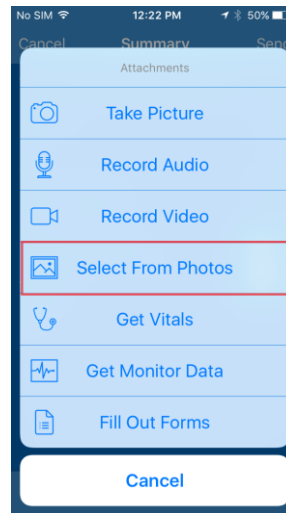
- **Get Vitals:**
Tap the ![Get Vitals] button to attach Vitals
from compatible Bluetooth devices. The vital will
automatically populate from the Bluetooth devices
into e-Bridge when entering the Vitals screen.
Contact GD for a list of compatible Bluetooth
devices. Click the attach button at the upper right
of the screen to attach the Vitals into the body of
the e-Bridge message.
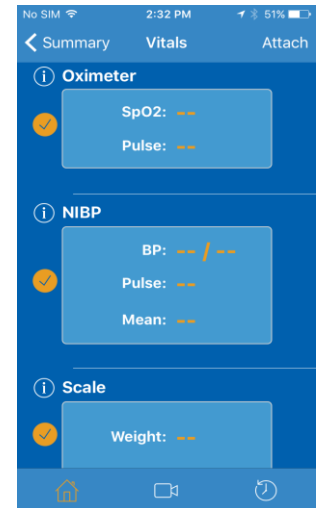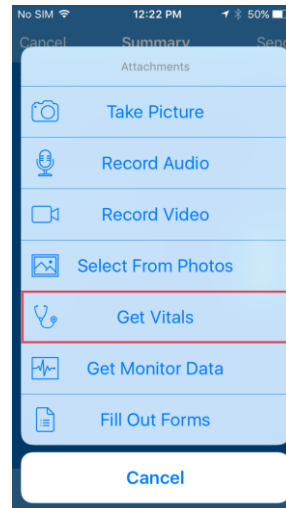
- **Get Monitor Data:** Please contact GD for more information on getting monitor data.

- **Fill Out Forms:** Please contact GD for more information on using custom forms.

- **Deleting an Attachment:**

To delete an attachment from the message, tap the "X" in the upper right of the thumbnail and you will see a pop up. Tap Delete to delete, or cancel to leave the attachment in place.

-END PROCEDURE-