

Secure Chat for Rover EVS and Patient Transport

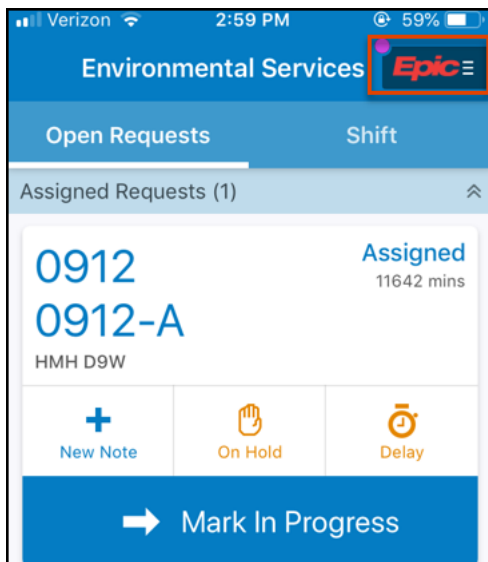


Audience: EVS and Transport Staff

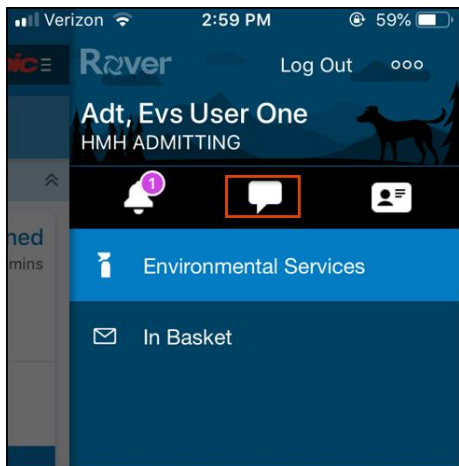
Communicate quickly and safely with colleagues by sending secure instant messages in Rover. Here's how to access **Secure Chat** to send and read messages in the Rover application.

Using Secure Chat in Rover

1. On your device, click the **Epic** button in the upper right corner.



2. To open **Secure Chat**, click the chat bubble icon.



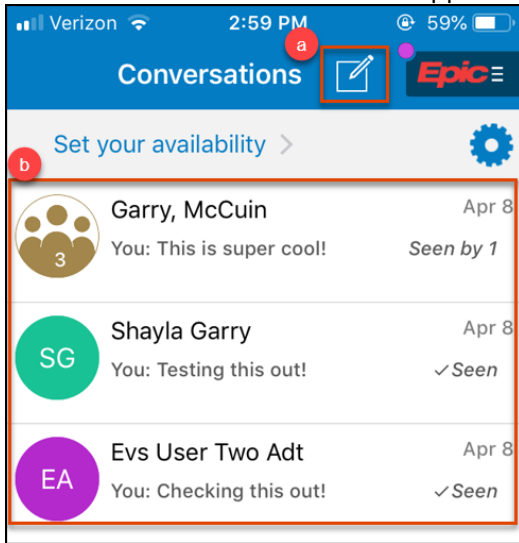
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3. To create a new conversation:

a. Click the **new conversation** icon.

b. The conversations screen appears. Messages that you send and receive will appear here.



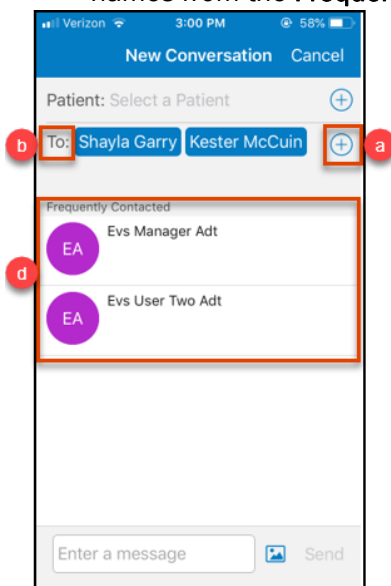
4. Patient Transport, EVS staff and management names will appear in the search field.

a. To search for someone, click the  sign in the **To** field, and tap the name. When the employee's name appears, click the name to select it.

b. The employee's name appears in the **To** field.

c. If you need to add more than one person, repeat the steps above.

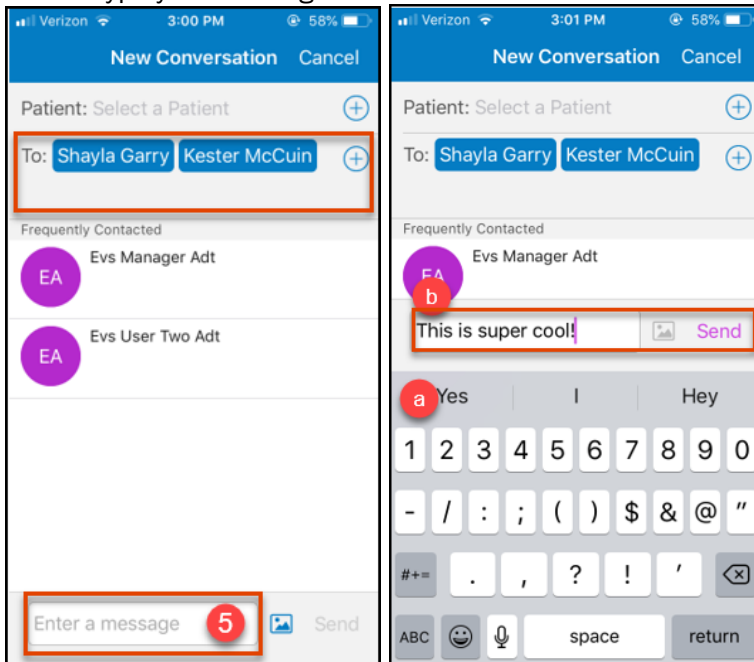
d. Names of those you test frequently appear in **Frequently Contacted**. You also can select names from the **Frequently Contacted** list.



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5. After entering a recipient's name, click **Enter a message**.
 - a. The keyboard will appear.
 - b. Type your message and click **Send**.



6. The next screen appears, indicating the message was sent.
 - a. To return to your conversations, click **<List** in the upper left corner.
 - b. You can click on a to name to read messages that have been sent and received.

