Photon Chat Reference Guide

Photon Chat is our companion application that facilitates user-to-user HIPAA-compliant messaging. The following provides a brief description.

Chat will Access	- The user's personal contact list - The user's Photon list (If applicable)
Content	- Does NOT reside in the patient chart - Expires after 7 days
Features	- Secure exchange of text, photo(s) & video - Full-text search

Photon Chat is available in the App Store (iOS) and Google Play (Android). As a separate application a user does not need to utilize Photon to access Chat.

Invite a User

Users may invite anyone on their contact list (both personal and Photon) by sending a Chat message. The recipient will receive a SMS text message or email (depending upon chosen option) containing a link to download the app.

Photon Chat Functionality

Send a New Message
1. From "Chat" homepage tap icon in the upper right-hand corner
2. Type recipient's name (first, last or a portion of)
3. Tap name – Select destination of choice (phone number or email) if applicable
   - <u>Note</u>: Repeat step 2-3 to add additional recipients
4. Tap the textbox to type message, the tap "Send"

Or… Access Chat directly through Photon:

From "Patients" screen, Tap "Menu," Tap "Chat" – This will seamlessly access Photon Chat
To return to Photon tap "< Photon" in the top left corner

Send Photo(s)/Video
All Photo(s) and/or Video exchanged are HIPAA-compliant – Never resident on your smart device
1. From "Chat" homepage, Choose to send photo(s)/video in either a new or existing message
2. Tap camera icon
3. Tap "Take Photo or Video" – Take image
4. Tap "Use Photo" or "Use Video" to send

Respond To/View Message
1. From "Chat" homepage tap message thread with the green badge
2. Tap the textbox to type – Tap "Send"

Account Lockout

If a user has been locked out due to -
A. ***Login Attempts***: A 20-minute lockout will occur after 6 failed attempts to log in to the system. After surpassing this allotted timeframe you are able to reattempt login. If attempts continue prior to lockout completion the 20-minute period will restart.

B. ***90 Days of Inactivity***: Contact your facility's Photon System Administrator to regain access.