

Front Desk Messenger for iOS Setup Guide

Front Desk 2016 - Practice Management System

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Revision, March 2016

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FRONT DESK MESSENGER FOR IOS SETUP GUIDE

You will find full instructions below on how to setup both your existing Front Desk application and your iOS devices to start using this new feature.

1. You must be running **Front Desk v16.9.9 or higher** on your machines in order to communicate with the iOS application. Front Desk upgrades can be downloaded by logging into your account at: www.smartsoft.com.au/support
2. Turn on the Global Messenger feature.

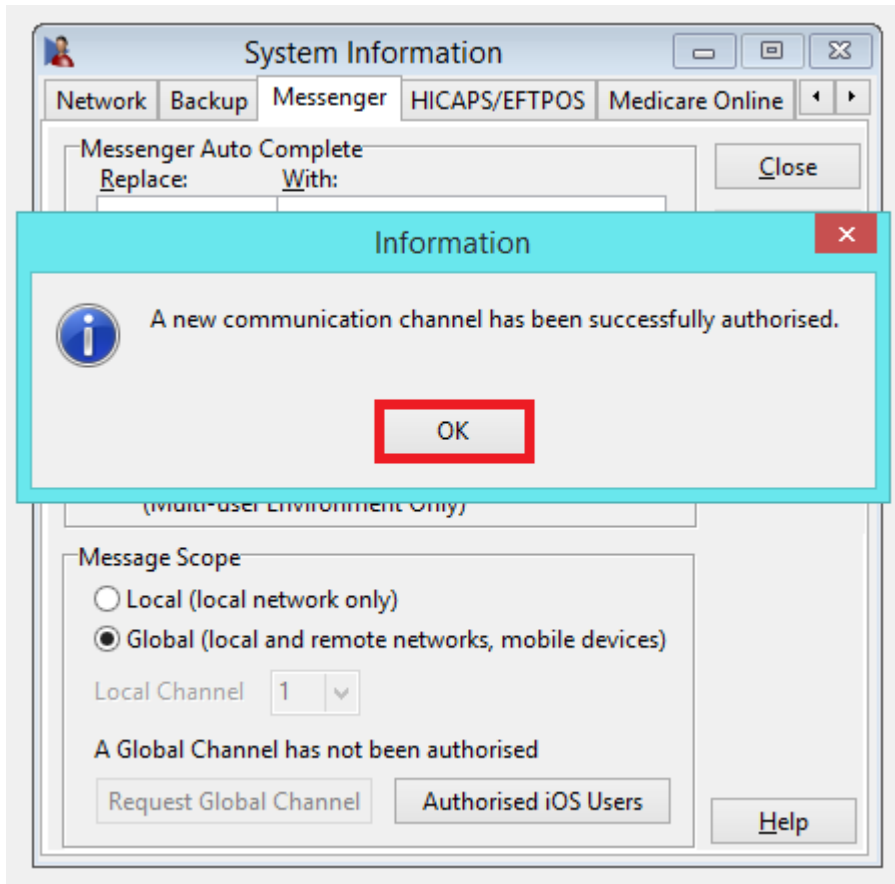
This is completed in **System information > Messenger**.

Select the **Global** option followed by clicking **Request Global Channel**.



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You will receive a prompt to confirm that the new communication channel has been successfully authorised.



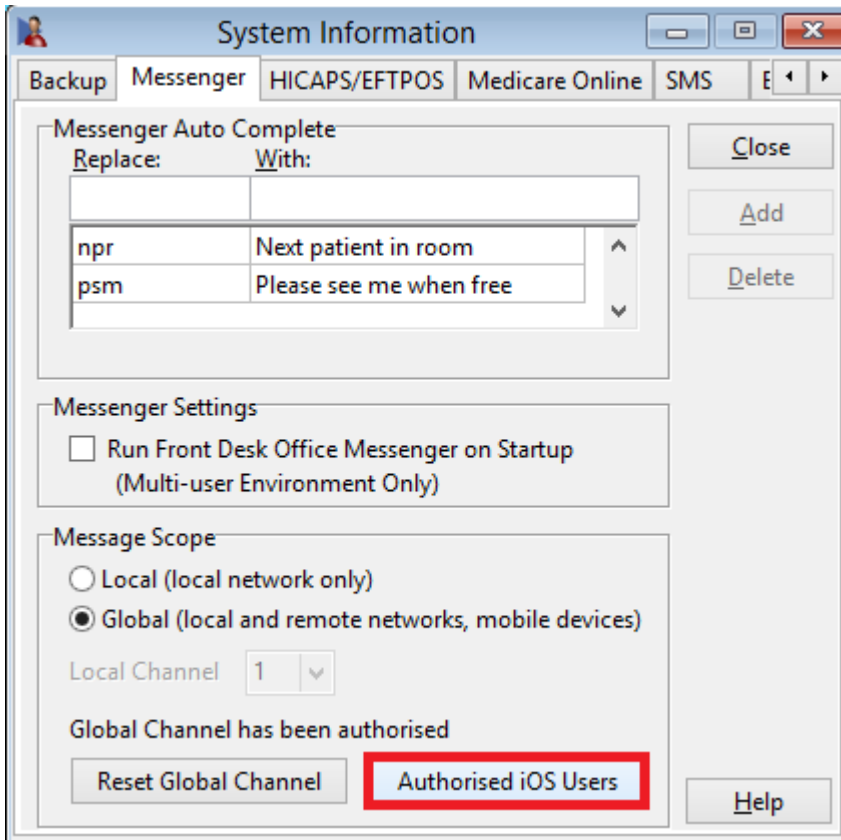
You will then need to restart the Front Desk Messenger running on all computers. This is done from the icon tray in the bottom right hand corner of your screen.



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3. Add an Authorised iOS User

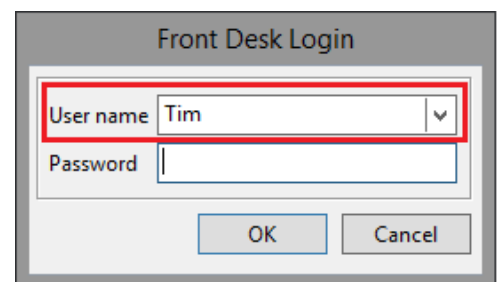
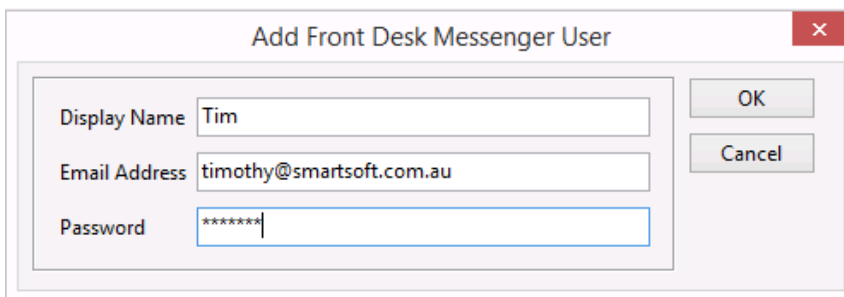
Select the **Authorised iOS Users** button to provide access to staff that will be using the iOS app.



Select the **Add** button and create a set of the login details for the user that they will log into the iOS app with.

The 'Display Name' should be the same name as the Front Desk user login. This will allow you to receive your messages on your desktop and iOS device at the same time.

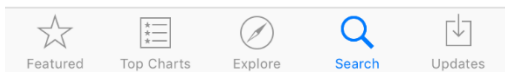
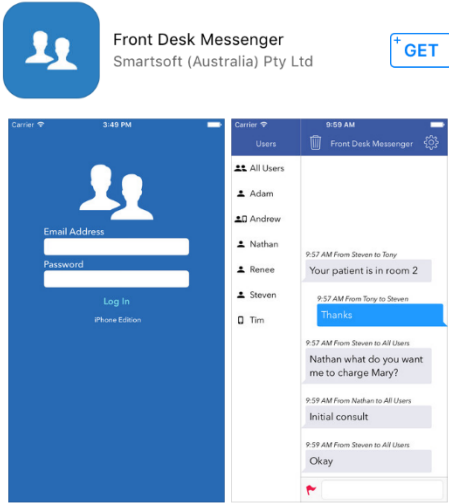
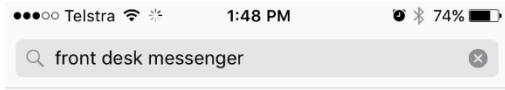
Best practice requires staff to each have their own user name to log into Front Desk. If staff in your practice share the 'Admin' login (which is strongly discouraged) messages for the user will not be delivered to both the desktop and iOS application.



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4. Installing the iOS app

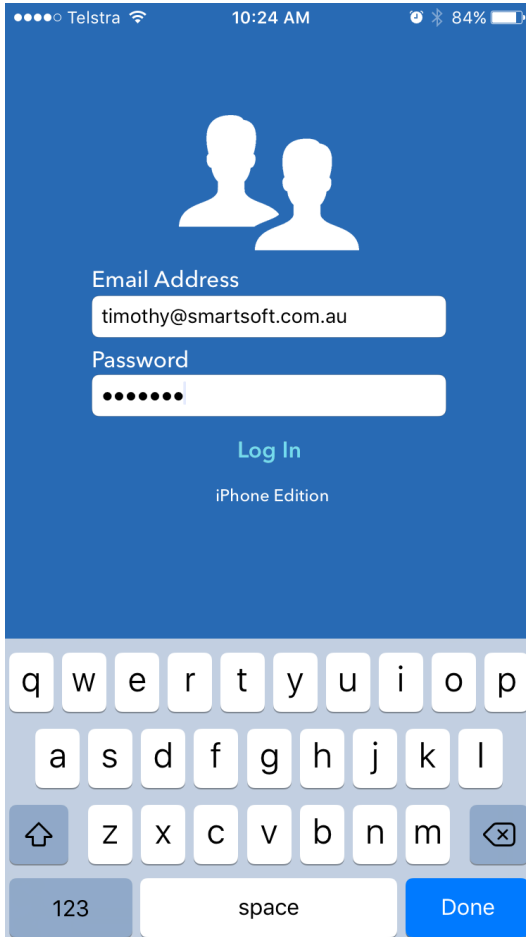
On your iPhone or iPad, open the App Store and search for Front Desk Messenger. Select 'Get' and open the app from your home screen.



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5. Logging into Front Desk Messenger for iOS for the first time.

Use the credentials that you created in Step 3 to login to the app.



The app replicates the behaviour of the desktop Front Desk Messenger. Select All Users or one or more users on the left hand side and type a message to send to the selected user/s.

6. Important information you need to know:

- For any Front Desk Messenger client to be able to see an iOS device for the first time, the iOS device needs Front Desk Messenger open on-screen while the desktop application is open on your computers. This only needs to be completed on this first occasion.
- Emoji support is not currently present in the desktop version of Front Desk Messenger. If you send an emoji, it will appear as random characters on a desktop. We are looking at addressing this at some stage in the future. Emoji are supported on the iOS version.