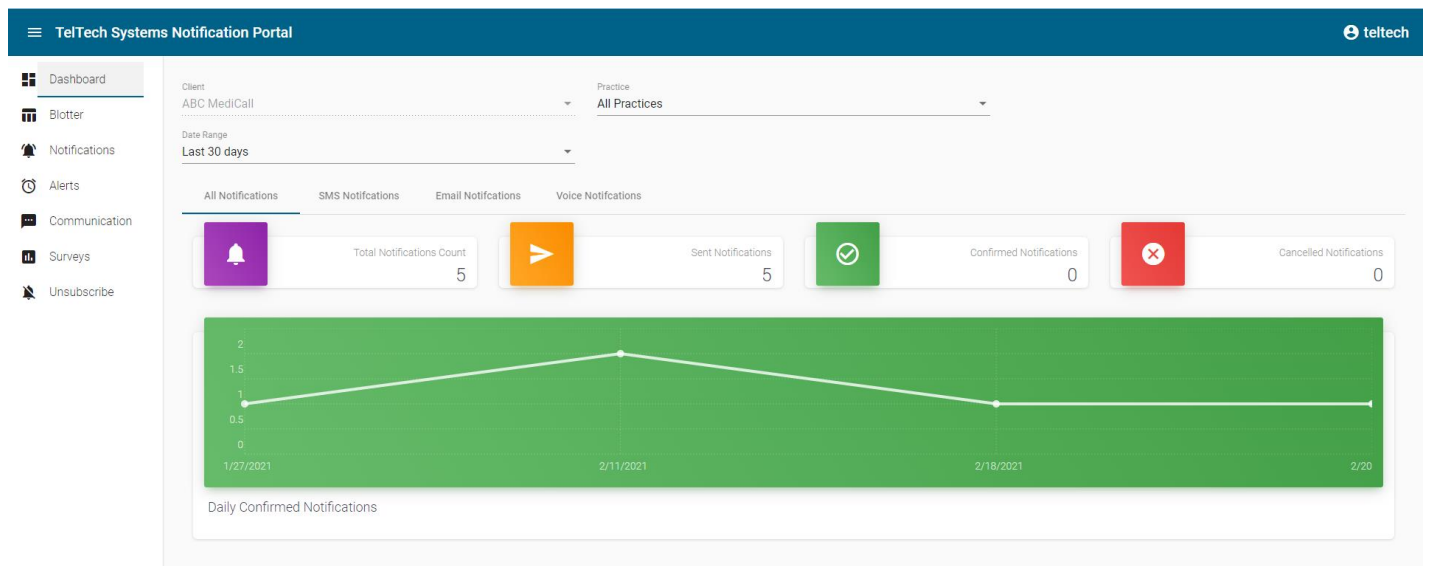# The MediCall Online Portal
Use Instructions

The TelTech System's online portal is a user-friendly, cloud-based enhancement to your current **MediCall** service. The portal provides convenient access to view your messaging results with the added features of real-time, two-way texting and broadcast alert capability.

Once your account is set up, we will provide your own login credentials so that you may access our portal as pictured below:

To access the TelTech Systems messaging portal, you simply go to http://www.teltechsystems.com in your web browser. Then click on "LOGIN" located in the top menu bar. This brings you to the login screen where you enter your account user name and password. You will then view your dashboard which provides a summary of all of your messaging activity.

General Portal Instructions:
Dashboard: This is a summary of all email and text messages that were sent out over a range of time; you can specify different date ranges to see more or less data points. You may also click on SMS or Email Notifications to view those notifications separately.

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The **Blotter** feature lets you see different notification types and statuses based on a different data ranges.


1. Click on the date range pull down arrow to select the day or period of time you would like to view.
2. Click on the status pull down arrow and check your messages according to the status you would like to view.
3. If you have multiple locations or practices, click on the practice pull down arrow to select the practice or location you would like to view.
4. Click on the notification type pull down arrow to check your messages according to the type of message (voice, text, email) you would like to view.
5. The column labeled "Last Update" shows the last time a change was made for each record. If a patient received a message and did not respond, the date and time will be 24 hours prior to the appointment time. If a patient responded to the message, this column will show you the date and time that the patient responded.
6. You may download the report as an Excel.
7. You may resend a text reminder by clicking the RESEND button.
8. If you click on the circular clock button, you will see the details relating to your appointment notifications and the specific text message your patient sent to confirm their appointment. If the status says "unknown" the system could not interpret the patient's message. Click on the clock and you will see the patient's message that the system could not interpret.
9. The Custom button will display a window in which you can type a custom message for the specific patient. The circular button at the right will display a window with details about the messages sent and received for that patient.

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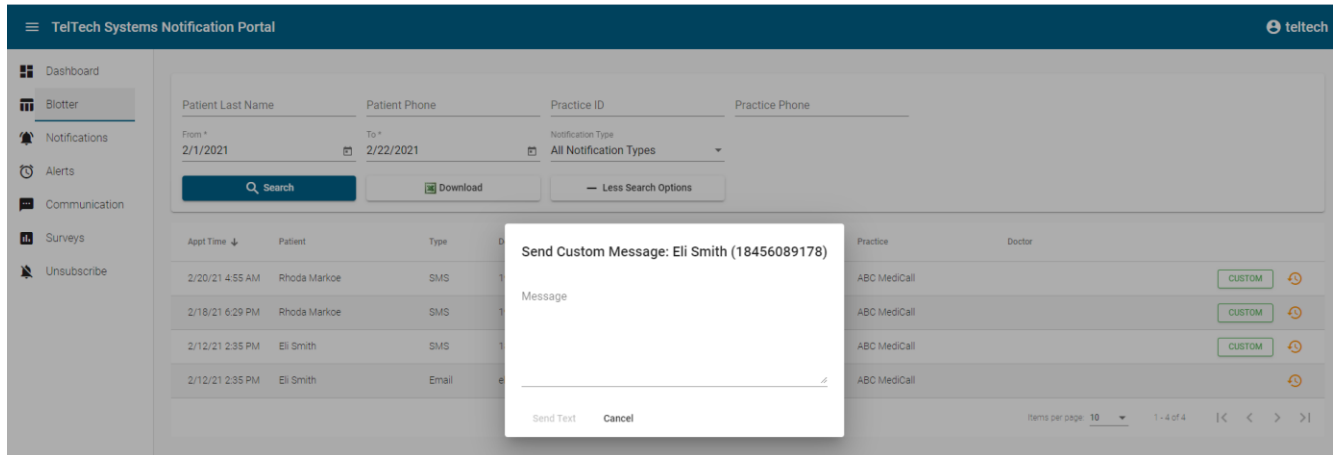
The Alerts feature let you send a broadcast text message to all or some patients on a particular day. To access this feature, Click on **Alerts** on the dashboard**.** Click on "+" at the top on left-hand side, Enter Alert Date, Enter Alert Time, Enter Alert Name (i.e. Closing due to snow), Create Alert Message> Click on Save (Message will be sent immediately).
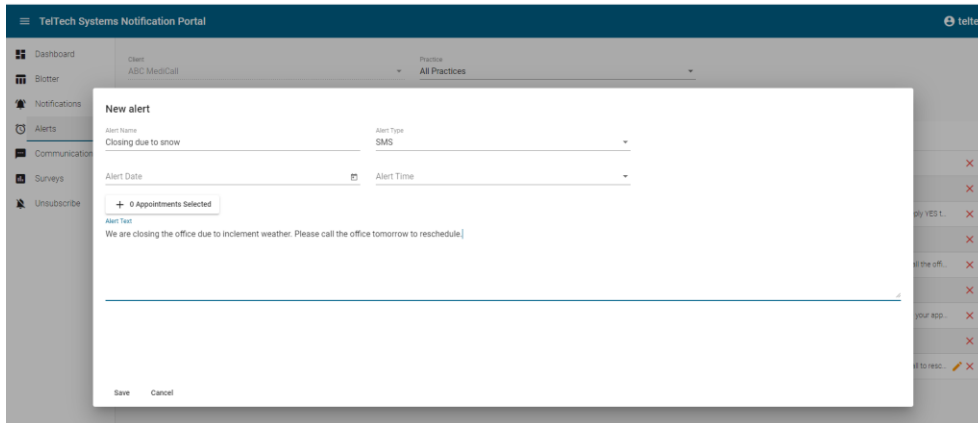
The Communication feature lets you send a text message to patients on an as-needed basis.
1. To access this feature, Click on **Communication** on the dashboard**.**
2. Enter patient name in **Search,** Click on **the Patient's name and then, Type your message**, Click the arrow at the right **to Send.** Both sent texts and patient replies will be recorded in the message field.
3. To text a patient who is not in database, click on the '+' at the top left- hand side of the screen. Enter the patient's name and phone number. Then, type the message in the bottom right-hand side bar and click the arrow to send.

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When finished, you can logout by clicking on your client number at the top right and then clicking Logout.