# HealthShield 42CHAT

**Secure Document Upload User Guide** 



#### **User Quick Start Guide**





Follow the link sent to you via text message or scan the QR Code



**Upload your document** 



Event staff will review and validate your

document

#### **Admin Quick Start Guide**





Login to your dashboard at admin.42Chat.com



Tap the 'Manager' button



Tap the 'Validate' button to view, validate or reject a document

## **Uploading a Document via SMS**



• Users (optionally) receive a text with a link to upload their document

OR

 Individuals text 'Upload' to the HealthShield number

<ul> <li>II:47.7</li> <li>All crew members are required to test negative for Covid-19 within 48 hours of arriving on site.</li> <li>You can upload a file or take a picture of your test result with your phone.</li> <li>Upload File https:// r.42chat.com/Lall9T_</li> </ul>	11:59 -7 11:59	12:14 7   Messages   A   testadmin.42chat.com      A testadmin.42chat.com Choose File
Text Message () () () () () () () () () ()	Text 'Upload'	Upload

## **Uploading a Document via Messenger**



#### **INTERNATIONAL ATTENDEES**

• International attendees that do not have access to SMS may upload their documents by following a web messenger link provided to the event manager by the 42Chat team.

Document Upload	My Profile	Secure Document Upload	Secure Document Upload	Secure Document Upload	
II/30/2021 8:15 AM MST         II/30/2021 8:15 AM MST         II/20/2021 8:15 AM MST         III: If the provide	Upload File Visibility  Please provide your name and email address so that we can properly identify your uploaded document. On at the top of this page.  First Name Last Name Email  Email  Save	<text><text><list-item><list-item><list-item><list-item></list-item></list-item></list-item></list-item></text></text>	Document Upload All attendees are required to upload proof of vaccination or a negative PCR COVID-19 test. A file can be uploaded or a picture of your document can be taken. Negative COVID- 19 tests must be within 72 hours of the event. Each participant must upload their own document through their own mobile phone. <u>smiley.png</u> <u>Cancel</u> Submit	Submitted Nov 30 · 08:16 AM  Alyssa Mallory  Alyssa Mallory  Awaiting Validation  Thank you for uploading your documents. You can replace your current uploaded document by selecting a new file.	Hi Alyssa Mallory, Thank you for uploading your document for[Event Name] Your document has been reviewed. Click here to view your current status Please save this email and be prepared to show your status upon arriving at me event. If you have a question about your status, please contact event management. Regards, [Event Name] Team
Follow Link Provided	Enter Name/Email	Sign Terms & Conditions	Upload Document	Results	Email Sent Upon Validation/Rejection

**Document Upload Access** 



- If your organization has set up the document upload feature: go to your online dashboard.
- If you do not have the document upload feature and would like to add, please contact the 42Chat team.
- Select the "Manager"

42°chat	DB Dashboard Bot Metrics		گ
	<b>1,286</b> User Count	1,858 Message Count	
My Bots	😤 1286 Total Users	View Metrics	
Bot Dashboard	File Uploads		
User Support	1,650 2	25 0	
Bot Workspace	Files Validated Files	s Rejected Pending Review	
Participant List	∠ 1659 Files Uploaded	Manager	
Notification Log			

#### **Filter To Documents To Review**



42°chat	Participants					
	Contact 🔺	About	Search		Filters	
	Jeff Bales			JPG	온 Validate	
My Bots	Drew Bankert				ی Validated	
Bot Dashboard	Bob Caldwell			JPG	<u>ک</u> Validated	
	Chuck Elias			JPG	ی Validated	
	Daly Elias			JPG	දි <sub>©</sub> Rejected	
	Lorraine Elias				온 Validate	
	Bryan Jenson				은 Validate	

Filters	×
Validation Status	•
Submission Status	•
Clear	Apply Filters

chat	Participants				2
			Search		<b>T</b> Filters
	Contact 🔺	About			
	Jeff Bales			لے JPG	온 Validate
	Emily Sanner			JPG	온 Validate
	Collin Tokosch			D PDF	온 Validate

Select 'Filters'

Select 'Not Reviewed' from the 'Validation Status' dropdown Review

#### **Manage and Validate Documents**





Tap 'Validate'

#### Select 'Reject' or 'Validate'

Once validated, the user will receive a text message with their validation results.

Results

#### **Validation Status**



 Users may text 'STATUS' at anytime to view the validation status of their documents or to upload a new document.



#### Troubleshooting



We've created a help center <u>here</u> that will assist you with any troubleshooting your issue. Please take a peek, if you need further assistance, please let me know.

- Uploading Documents: Video Tutorial
- Sending Images Via Text
- Device Security Errors
- Access Denied or No Response

**Device Security Error:** Tokens expire for security purposes. Request a new token (link) by texting 'Hi' to your HealthShield

**Blank Screen After Tapping The Screening Link:** This is a carrier level block of text messaging from an 800 number. You can resolve this in 1 of 2 ways.

- 1. If time permits, user needs to call their carrier and ask that the block be removed.
- 2. A screener or admin may take the survey on their behalf using another mobile device.



### **HealthShield Support**

Alyssa Mallory Director of Customer Success +1.801.856.3996 <u>Alyssa.Mallory@42Chat.com</u> Reilly Tangen Customer Success Specialist +1.224.688.5641 <u>Reilly.Tangen@42Chat.com</u>

## **Recognized for Innovation**





#IMEXpitch WINNER 2017





SISO Innovation Battlefield **WINNER 2017** 



FFEA ArtFest Fort Myers MOST INNOVATIVE PROJECT 2018



Mirror Review Top 10 **CEM SOLUTIONS 2019** 



ibtm World Technology Watch WINNER 2017



**Events DC Tech Summit** SHEPARD SHARK TANK WINNER 2018



**CIO Applications Top 10** CHATBOT SOLUTION PROVIDERS 2019



Event Tech Live Launchpad **FINALIST 2017** 



**IFEA ArtFest Fort Meyers** SILVER 2018



MPI WEC Tech Showcase RUNNER UP 2019



National Sports Forum Tech Tank WINNER 2018



CIO Review 20 Most Promising **CEM SOLUTION PROVIDERS 2018** 



Best AI-Based Chatbot Dev Company WESTERN USA 2019



MPI WEC Tech Showcase **WINNER 2018** 



**CIO Review 10 Most Promising CONVERSATIONAL PLATFORM 2018** 





©2020 42Chat - Proprietary and Confidential