User Quick Start Guide

**STEP 1** Follow the link sent to you via text message or scan the QR Code

**STEP 2** Upload your document

**STEP 3** Event staff will review and validate your document
Admin Quick Start Guide

**STEP 1** Login to your dashboard at admin.42Chat.com

**STEP 2** Tap the ‘Manager’ button

**STEP 3** 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
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 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”
Filter To Documents To Review

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.

Text ‘Status’

Results
Troubleshooting

We've created a help center [here](#) 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  
Alyssa.Mallory@42Chat.com

Reilly Tangen  
Customer Success Specialist  
+1.224.688.5641  
Reilly.Tangen@42Chat.com
Recognized for Innovation

#IMEXpitch WINNER 2017
SISO Innovation Battlefield WINNER 2017
ibtm World Technology Watch WINNER 2017
Event Tech Live Launchpad FINALIST 2017
National Sports Forum Tech Tank WINNER 2018

MPI WEC Tech Showcase WINNER 2018
FFEA ArtFest Fort Myers MOST INNOVATIVE PROJECT 2018
Events DC Tech Summit SHEPARD SHARK TANK WINNER 2018
IFEA ArtFest Fort Meyers SILVER 2018
CIO Review 20 Most Promising CEM SOLUTION PROVIDERS 2018

CIO Review 10 Most Promising CONVERSATIONAL PLATFORM 2018
Mirror Review Top 10 CEM SOLUTIONS 2019
CIO Applications Top 10 CHATBOT SOLUTION PROVIDERS 2019
MPI WEC Tech Showcase RUNNER UP 2019
Best AI-Based Chatbot Dev Company WESTERN USA 2019

©2020 42Chat - Proprietary and Confidential