

# 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](http://admin.42Chat.com)



Tap the 'Manager' button



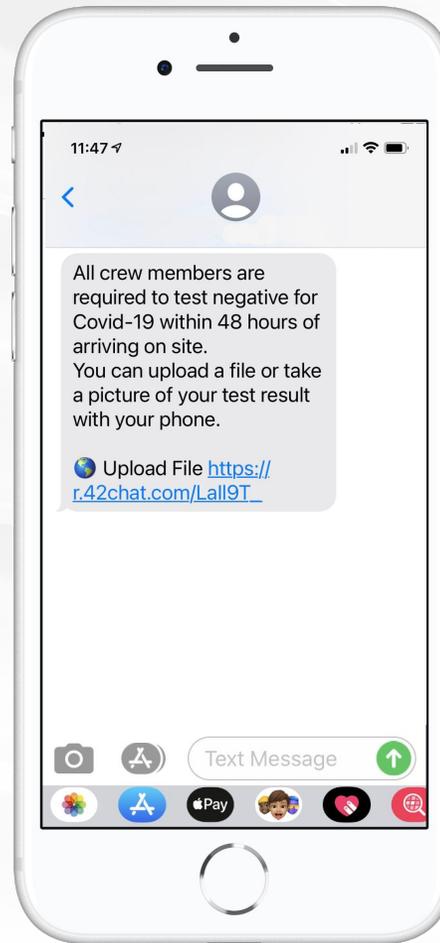
Tap the 'Validate' button to view, validate  
or reject a document

# Uploading a Document via SMS

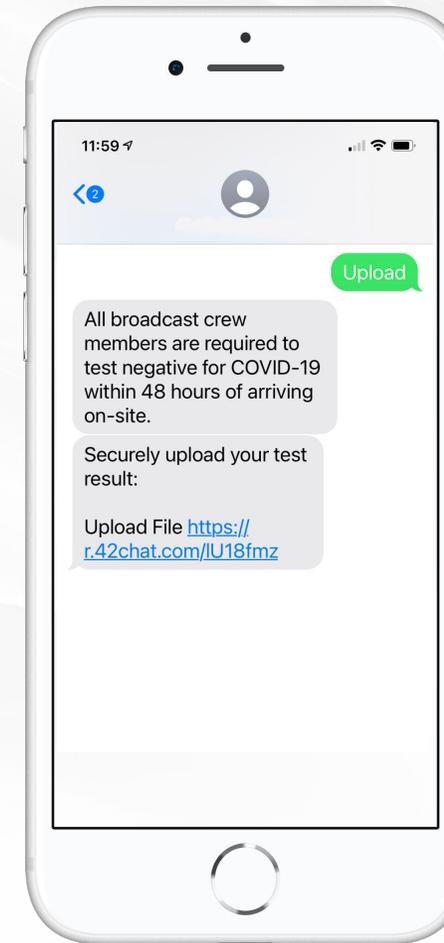
- Users (optionally) receive a text with a link to upload their document

OR

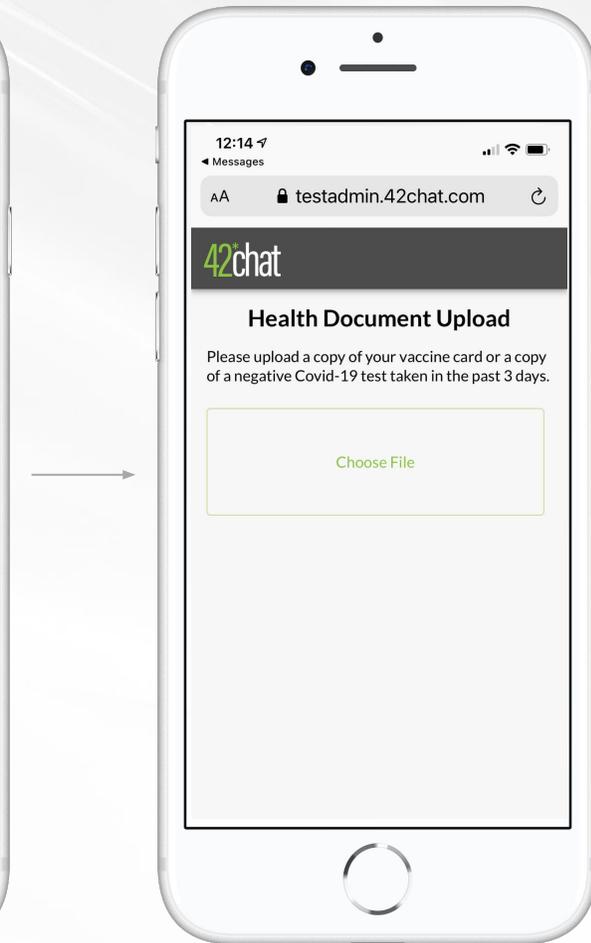
- Individuals text 'Upload' to the HealthShield number



**Receive a Text**



**Text 'Upload'**

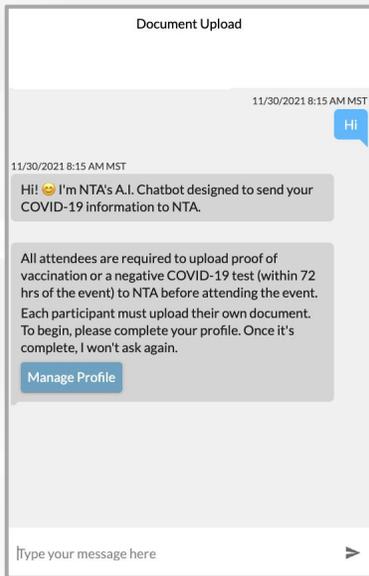


**Upload**

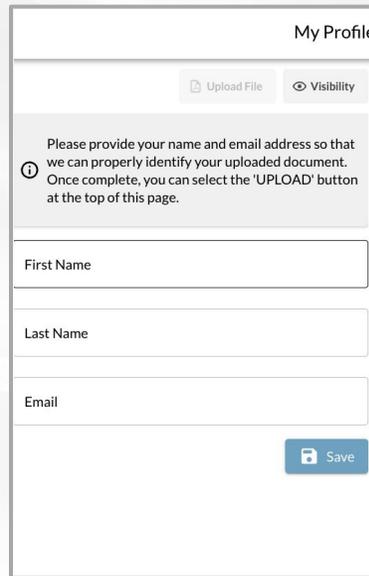
# Uploading a Document via Messenger

## INTERNATIONAL ATTENDEES

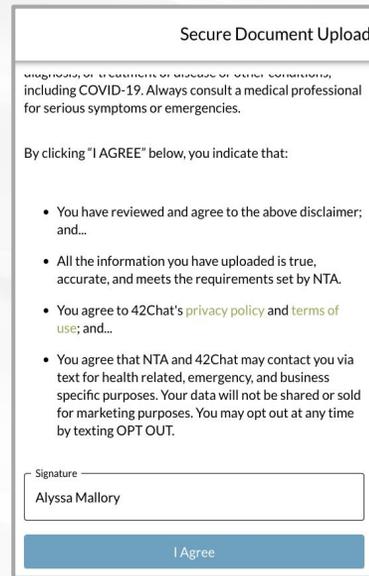
- International attendees that do not have access to SMS may upload their documents by following a web messenger link provided to the event manager by the 42Chat team.



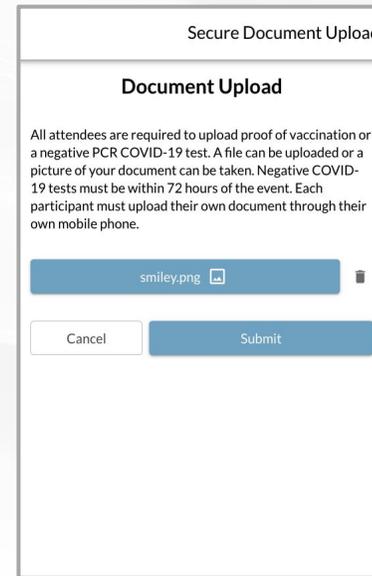
**Follow Link Provided**



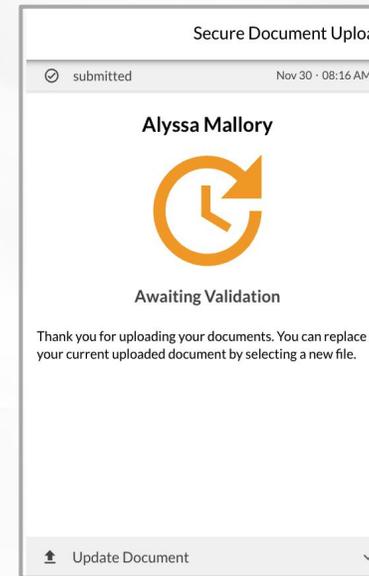
**Enter Name/Email**



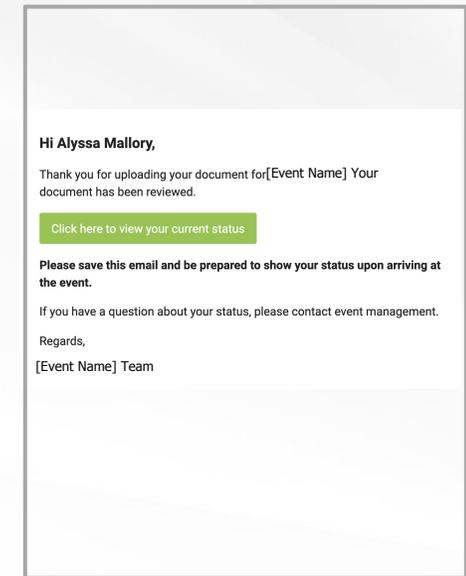
**Sign Terms & Conditions**



**Upload Document**



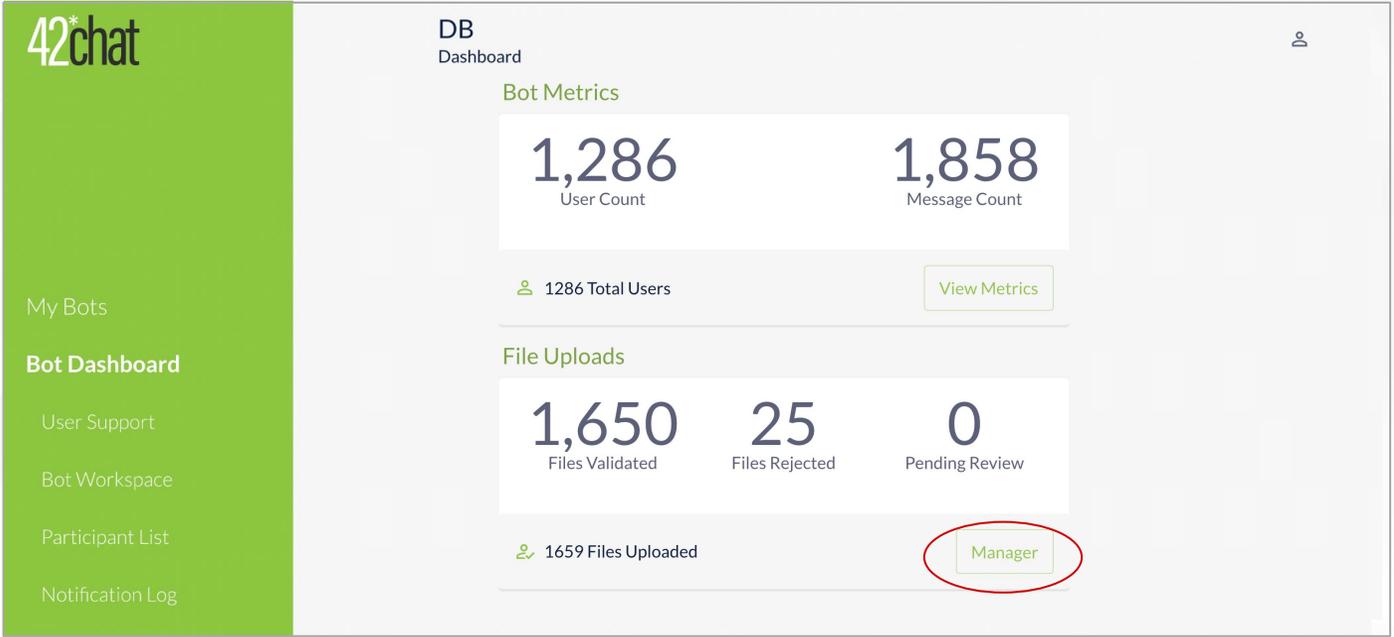
**Results**



**Email Sent Upon Validation/Rejection**

# Document Upload Access

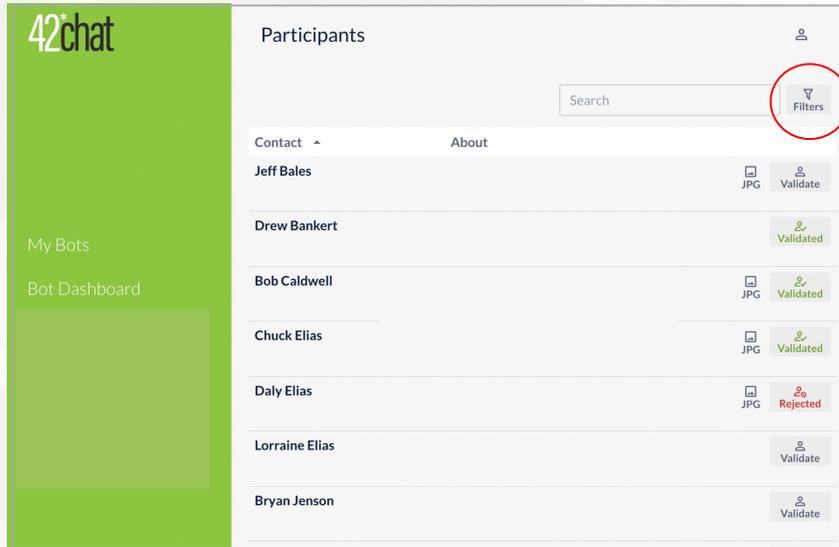
- If your organization has set up the document upload feature: go to your online dashboard.
- *If you do not have the document upload feature and would like to add, please contact the 42Chat team.*
- Select the “Manager”



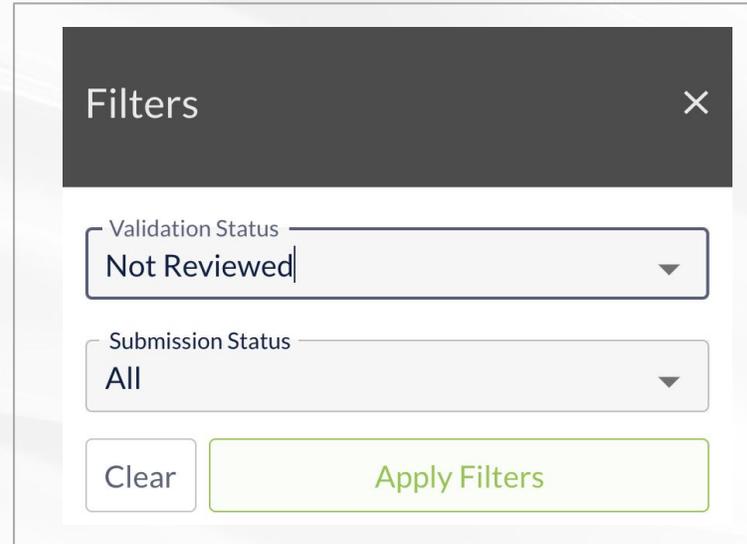
The screenshot shows the 42Chat dashboard interface. On the left is a green sidebar with the 42chat logo and navigation links: My Bots, Bot Dashboard, User Support, Bot Workspace, Participant List, and Notification Log. The main content area is titled 'DB Dashboard' and features two sections: 'Bot Metrics' and 'File Uploads'. The Bot Metrics section displays '1,286 User Count' and '1,858 Message Count', with a 'View Metrics' button and '1286 Total Users' below. The File Uploads section displays '1,650 Files Validated', '25 Files Rejected', and '0 Pending Review', with a 'Manager' button circled in red and '1659 Files Uploaded' below.

Section	Metric 1	Metric 2	Metric 3	Action
Bot Metrics	1,286 User Count	1,858 Message Count		View Metrics
File Uploads	1,650 Files Validated	25 Files Rejected	0 Pending Review	Manager

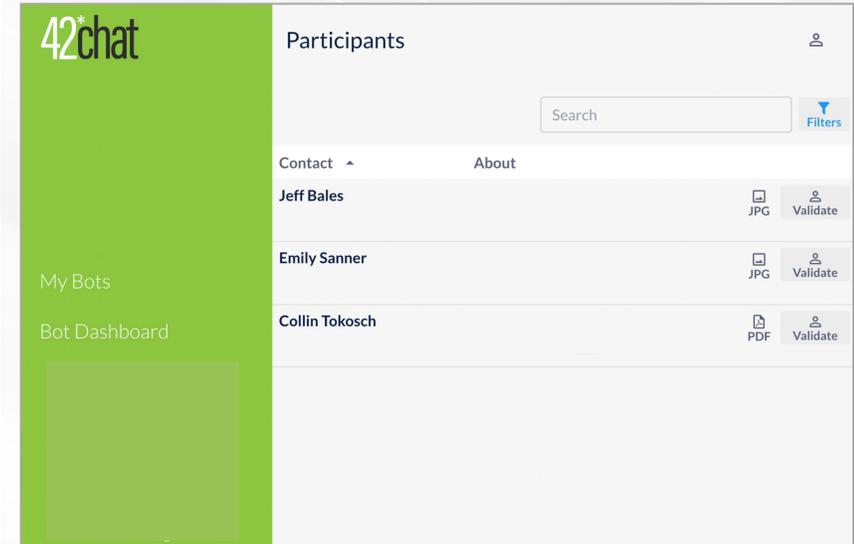
# Filter To Documents To Review



Select 'Filters'

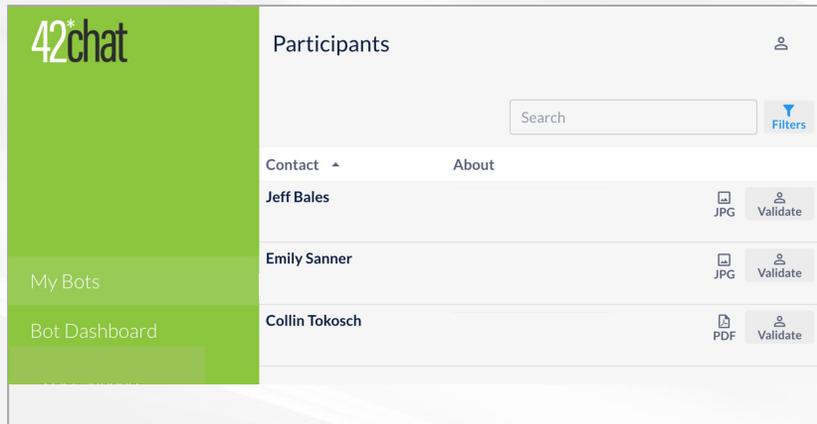


Select 'Not Reviewed' from the 'Validation Status' dropdown

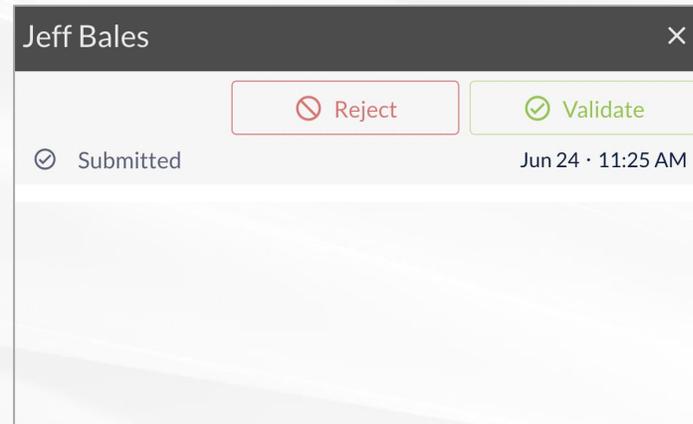


Review

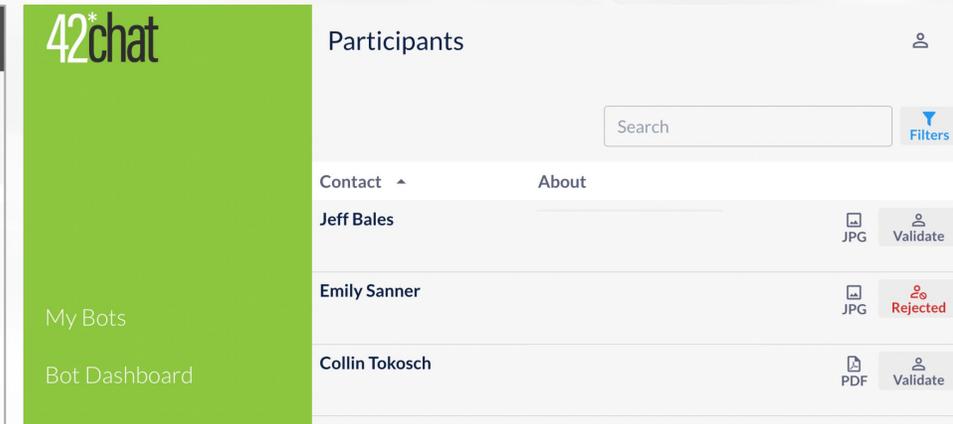
# Manage and Validate Documents



**Tap 'Validate'**



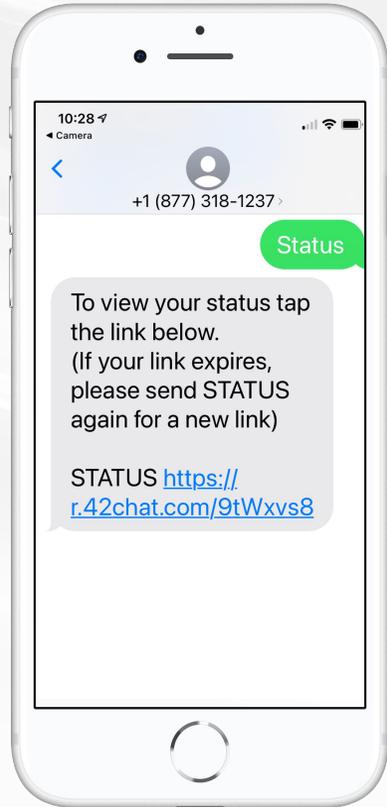
**Select 'Reject' or 'Validate'**  
*Once validated, the user will receive a text message with their validation results.*



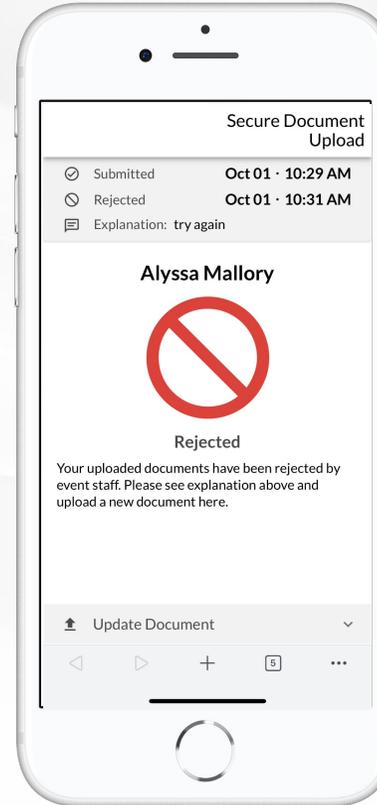
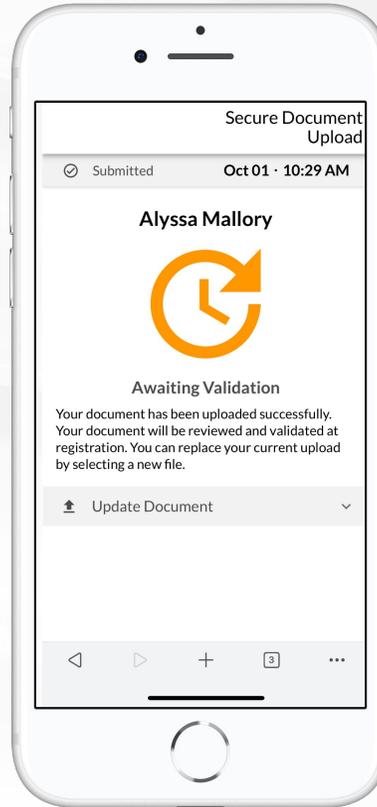
**Results**

# Validation Status

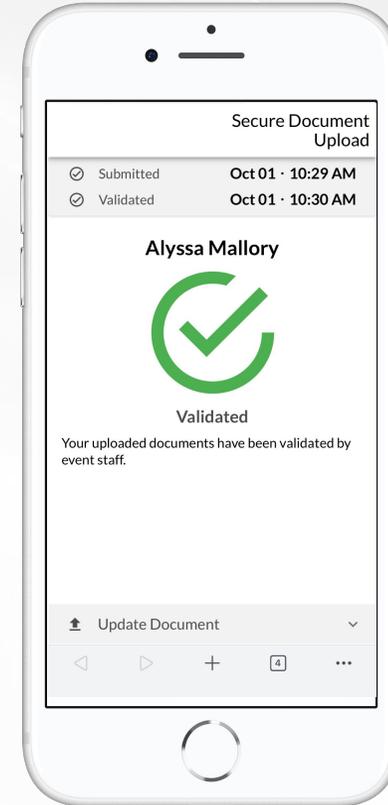
- Users may text 'STATUS' at anytime to view the validation status of their documents or to upload a new document.



**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

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# 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

A FEW BOTS WE'VE DELIVERED TO CLIENTS:

