

Using Secure Chat

Secure Chat is a powerful communications tool at Upstate. We use it to send ~13,000 messages per day. There are a few caveats you need to keep in mind when using it.

Please follow these etiquette rules to ensure communication is safely sent and received.

Do not use Secure Chat for emergent communications

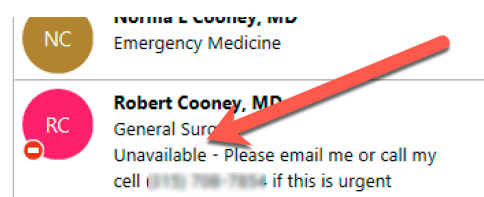
Secure Chat is good for routine communications. Emergencies require methods that are more assured to be seen timely. For emergent communications phone calls and pagers are a better option.

If you are unsure how to reach someone in an emergency, please look in AMION for their preferred method.

Make sure the person you are sending the message to is available

In Secure Chat, a user can set themselves as “Available” or “Unavailable”. They can also leave this setting blank or add a comment if they like. Please respect your colleague’s wishes if they set themselves “Unavailable” and use another form of communication.

In the example to the right, Dr. Cooney has both set himself to unavailable and has provided an alternative method to reach him. If you need to send him a message, please use the alternative he provided.

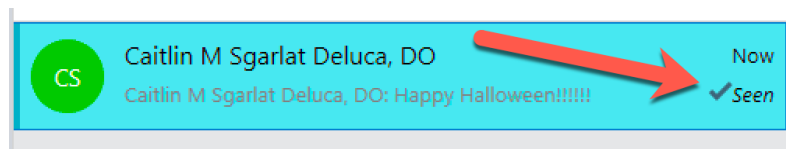


Dr. Cooney is listed “Unavailable”

Like all communications, you are responsible for ensuring the message was received

If you send a message, you cannot assume it was seen unless you have confirmation. This is similar to making a phone call- if no one answers you need to call back or try another solution. Leaving a message does not ensure it will be heard. In Secure Chat, if you do not see a message has been viewed in an expected time frame, please resend it using an alternative (pager, phone call, etc.).

It is easy to check if your message was seen: Look at the message list. Messages will have a checkmark and will be labeled as *seen* once they have been opened. The example message to Caitlin Deluca shows this. If you do not see “✓Seen” you can assume the message is still not viewed.



Dr. Deluca has seen this message

Additionally, if you open a message, the initials of the person you sent the message to will show the furthest point they have read in the conversation.