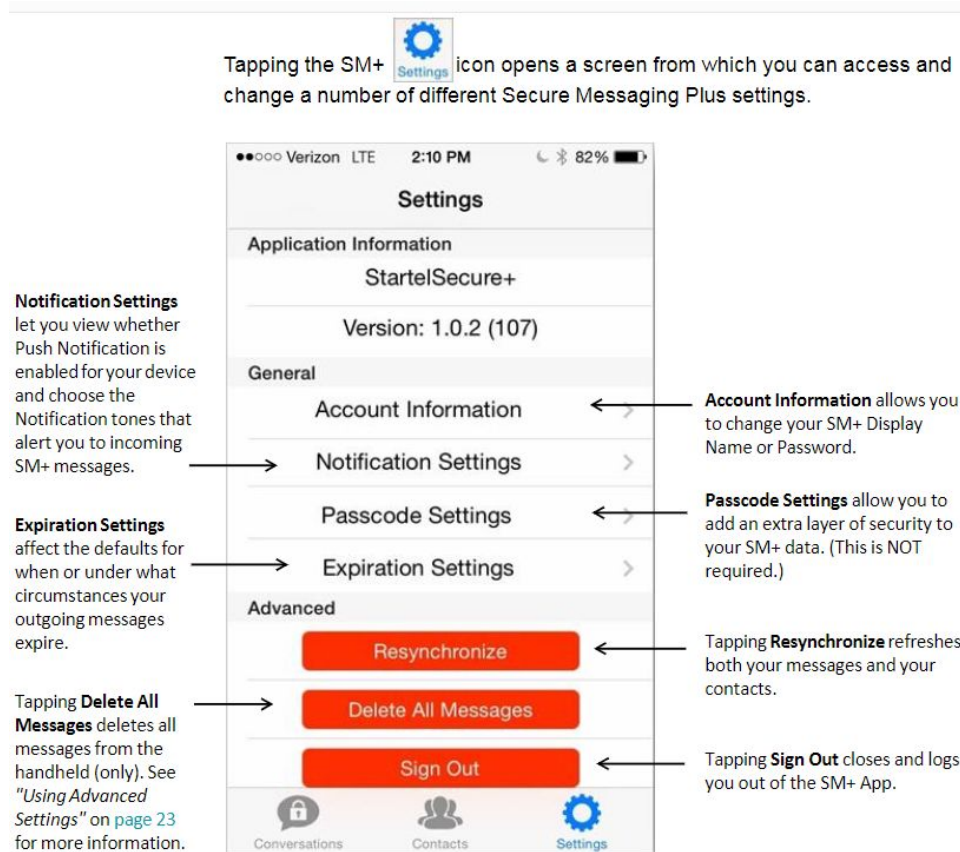


## Suggested notification settings for the Apple SMP app:

Once your SMP app is installed, notifications have been allowed and your device is registered, proceed to the settings tab at the bottom right of the in-app screen.



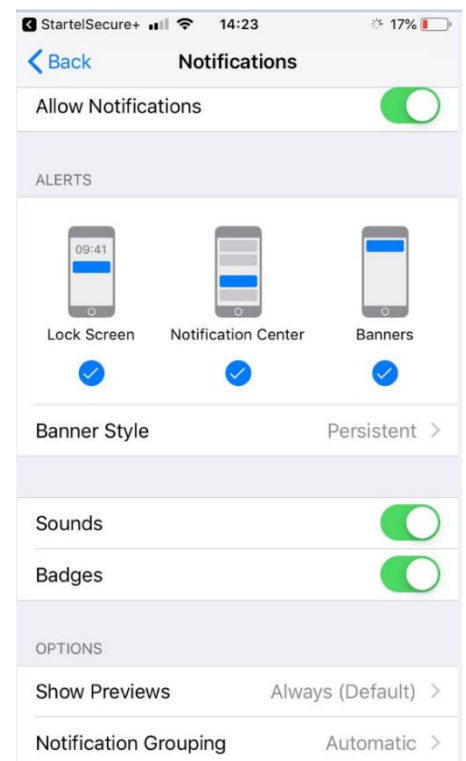
Select the Notification Settings and make sure you apply the following:

**For both the Push Tone and the In App Tone setting** -The tone of **Retro** seems to be the most effective.

**DO NOT** select anything that plays twice. (ie, Retro X 2) This is a bug that is being fixed currently

**Push Notifications**- (Through the phones notification center) should reflect as shown on the right:

- Make sure "Allow Notifications" is on.
- Enable the in-app vibration.
- Turn Banner Style to "Persistent."
- Turn "Badges" on.
- "Show Previews" is recommended.



## Access Account Online:

You can also access your Secure Message plus account online at: <https://secureplus.startel.com/>.

Your username and password are the same credentials as your app login.

Here you can:

- Update your Info
- Read Messages
- Removing old or lost devices

## Additional troubleshooting:

### Dark Mode:

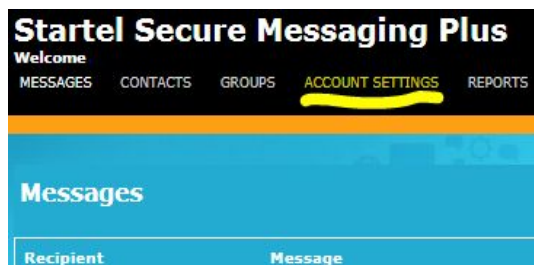
Currently dark mode will make messages very difficult to read. Startel is working to correct this issue, but for now, please do not use dark mode with your app. (This can be updated under “Brightness and Display” within the general phone settings.)

### Online Device Reset:

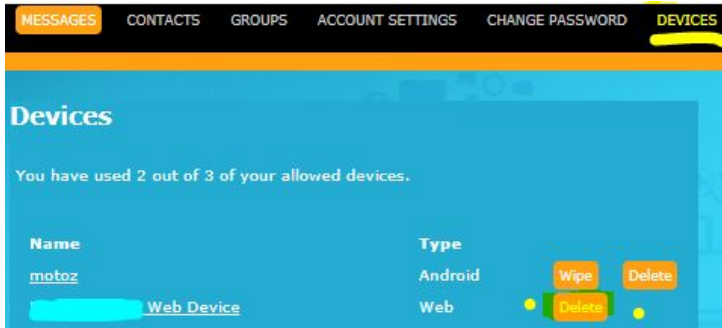
If for any reason you find you are having trouble with the app, and your setting match those outlined above, you can take these additional steps:

Uninstall your Secure Message Plus app from your device.

Go into your account online and select account settings.



Then select Devices to the right of account settings.



After you have selected the devices option, there will be a list of current devices accessing the account.

Delete the Device from the list that you are troubleshooting.

Restart your device and re-install the app.

When prompted, select “Allow” when asked if notifications can be sent for this app to the device.

User name AND password are their phone number with no dashes

Register the device with the user’s name

\*Ex: Dr. Doe.

Once the device is registered Proceed to the notification settings and ensure all settings are set to alert in the correct ways outlined on pg. 1.

**Please contact Business Extension Service at 1-800-628-7470 with any questions or concerns and ask for a Senior Operator or Supervisor.**