



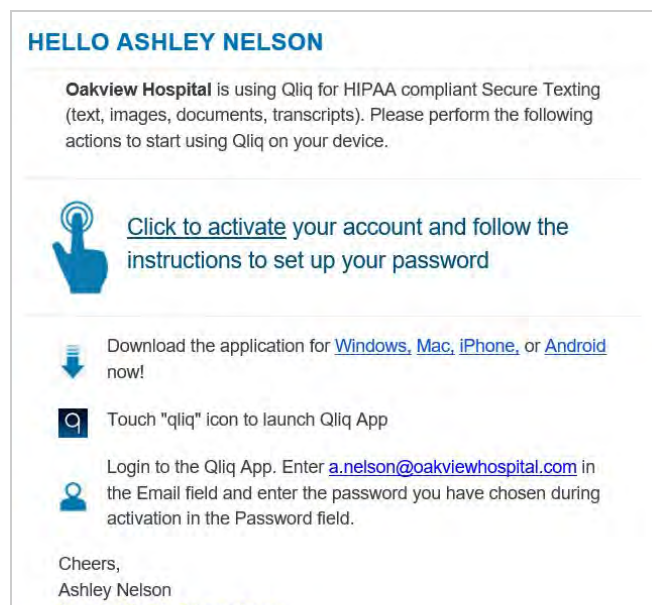
## Qliq Secure Texting User Guide

### GETTING STARTED

#### Activation Email

When you are invited to join Qliq, you will receive an activation email from QliqSOFT. Follow the below steps to activate the account:

1) Click the link to activate your account and set your password. Your user ID is your email address. If your account is already activated through your organization's Active Directory, the instructions will tell you to use your existing system ID and password.



2) Download the Qliq Secure Texting app by clicking the appropriate link in the email invitation.

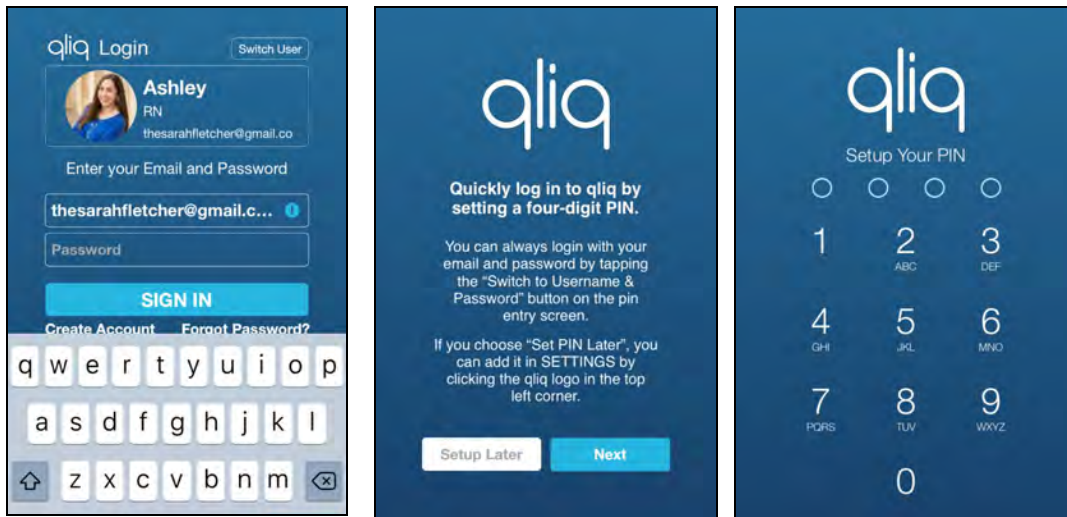
Mobile users can download Qliq directly from the [Apple AppStore](#) or [Google Play Store](#). Desktop computer users can download the [desktop app](#) by clicking the below link : <https://qliqsoft.com/download-desktop>

3) Go to the Home screen of your smartphone, tablet or desktop computer and tap/click on the blue Qliq icon to launch the application and select log in.

## Logging In

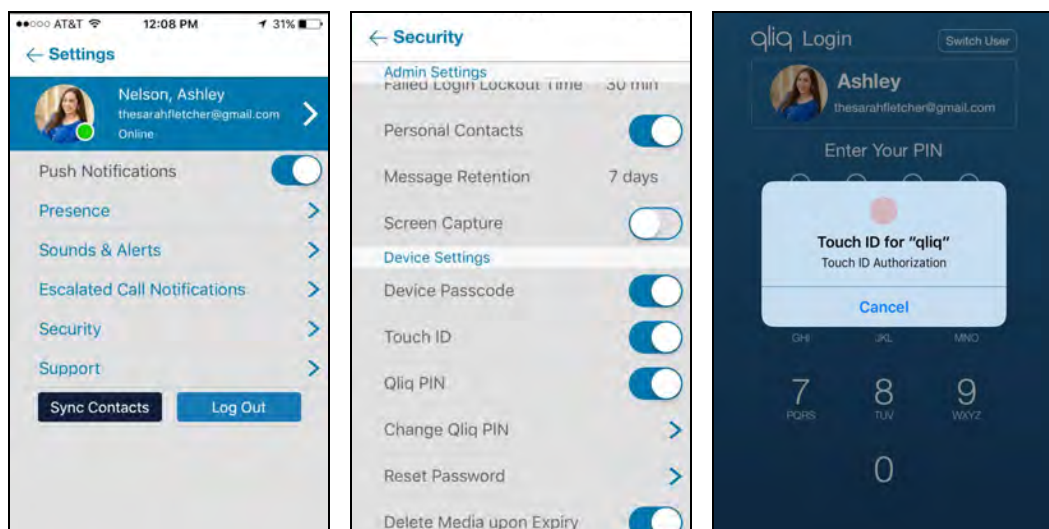
When you tap the Qliq icon to open the application, you will be asked to log in with your user ID and password. This will be either the email and password you set up after accepting the invitation, or your company network credentials.

1. Upon first initial login you will be prompted to create a 4-digit PIN. Select next and set up your PIN, re-enter your pin to confirm, then log in.



## 2. Setting a PIN Number and Enabling TouchID on Your Mobile Device

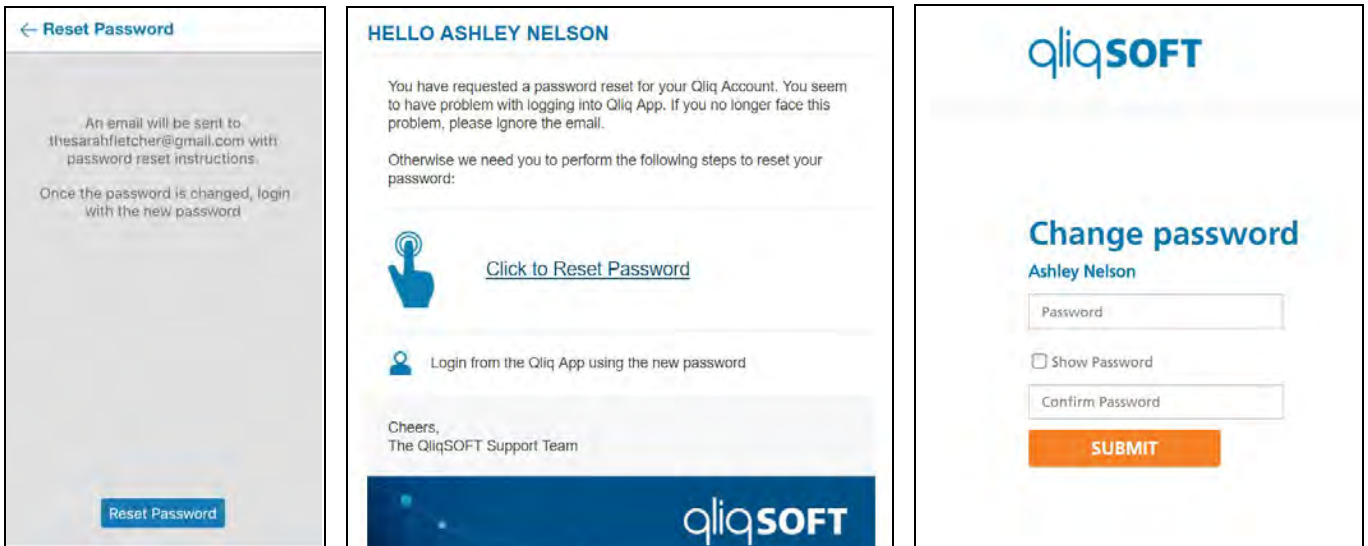
- If you tap setup later, you can go to the Qliq settings within the security tab and set up or change your PIN at anytime.
- Go to settings, then select 'security'. Turn on the toggle for 'TouchID' & 'Qliq PIN'. Create your 4 digit pin # or select Change Qliq PIN at anytime.



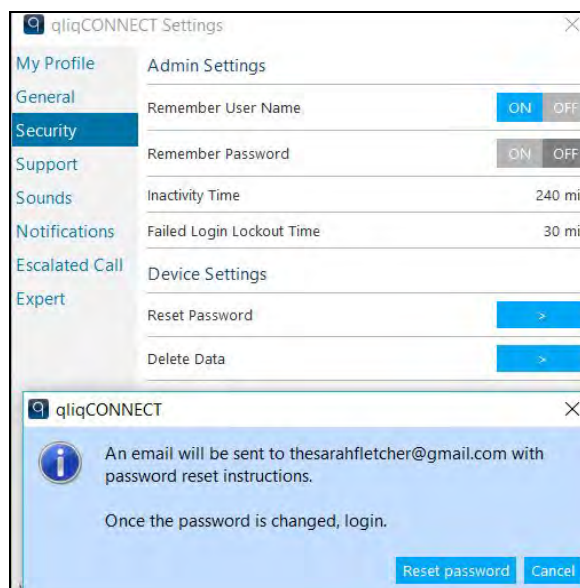
# Application Locked/ Password Change

## How do I recover or change my password?

1. If you enter the incorrect password, you are presented with a choice to retry or select 'Forgot Password'. Qliq will send you an email to Reset Password.
2. When logged into the Qliq Mobile app, you can change the password by going to Settings, then Security. Tap the Reset Password button to continue. You will then receive an email to reset your password.

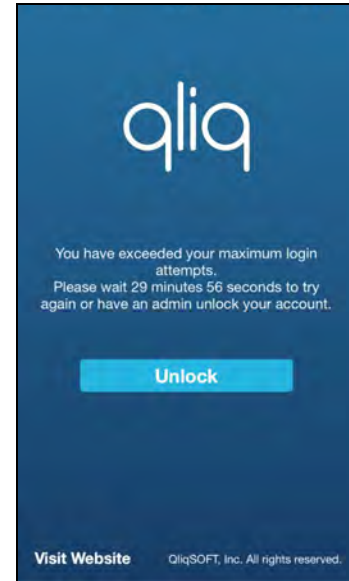
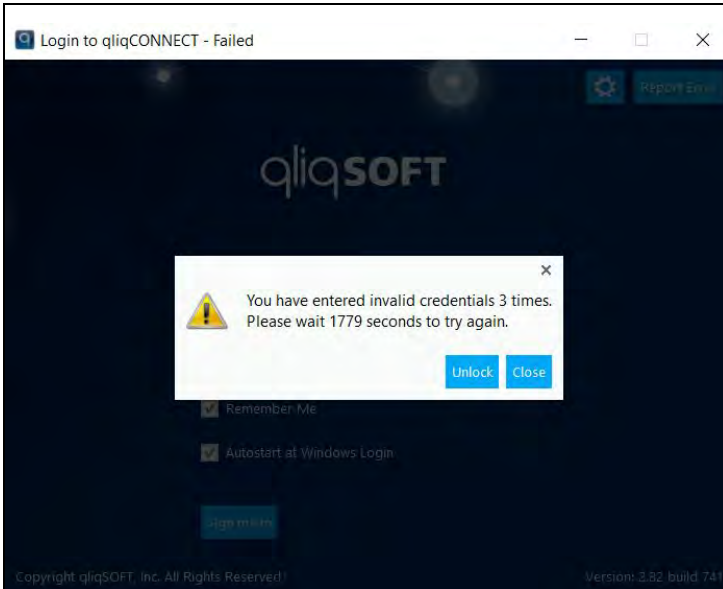


3. On the Qliq Desktop app, select the Dashboard icon in the upper right corner of the screen. Then select Settings, followed by Security, then Reset Password.

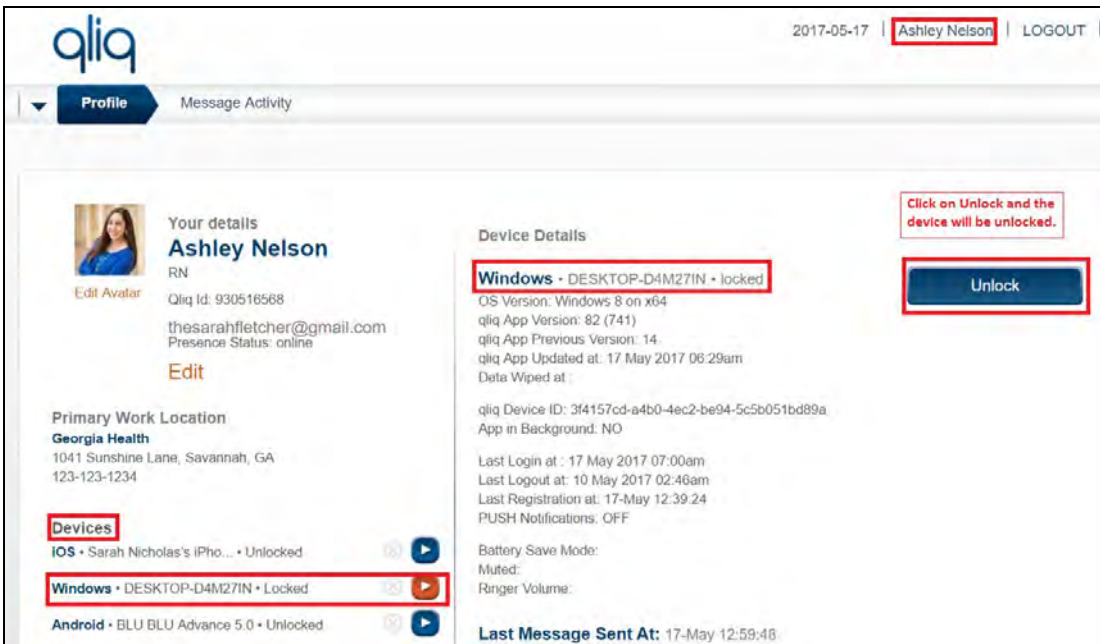


## How do I unlock my device?

1. If you enter your password incorrectly, depending on your Organization's security policy, the app is locked. Your Qliq Admin can unlock the app from Admin Dashboard portal by going to the devices Page, selecting the user device and clicking unlock.



2. You can also unlock the device if you know the password. Go to [www.qliqsoft.com](http://www.qliqsoft.com), and select Login at the top right corner. Once you login with your Qliq username & password, you will see your Profile. In the Profile settings, under Devices, click the arrow to select the device that is locked. The user device details will be displayed. Next, click unlock.



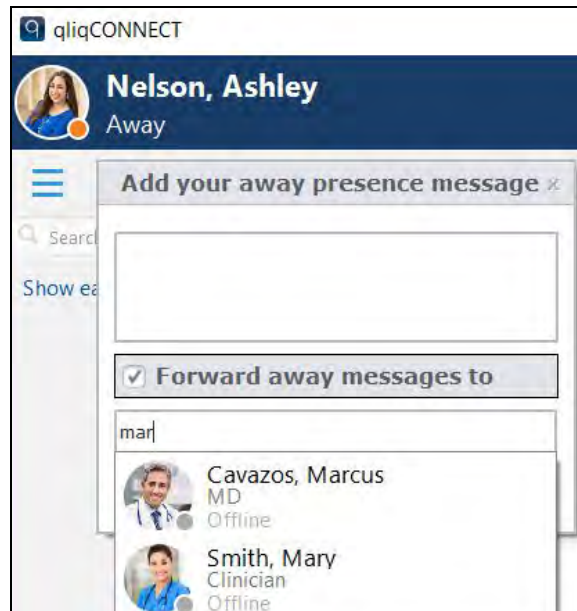
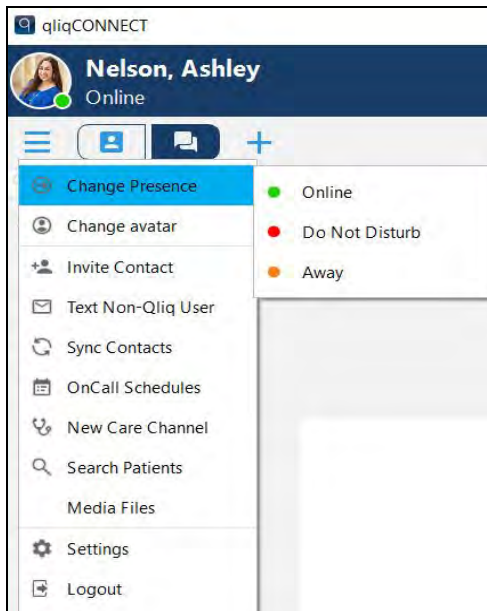
## Setting Your Presence Status

Your default presence status is 'Online' which displays with a green indicator next to your profile picture. Additionally, you can change your presence settings to 'Do Not Disturb' and 'Away'.

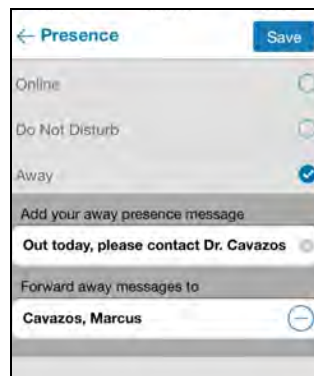
- When your status is set to 'Do Not Disturb' you will still receive messages sent to you, but you will not receive sound notification.
- When your status is set to 'Away' you can add a message and forward incoming messages to another Qliq user in your organization.

### How do I change my presence status?

In the Desktop Qliq app, tap on the ☰ Menu at the top left corner, under your profile picture. Select Change Presence status and choose the appropriate label.



On the Mobile app, tap the ☰ Menu (bottom right on iPhones and iPads, top left on Androids), select change presence and choose the presence label, then select Save.





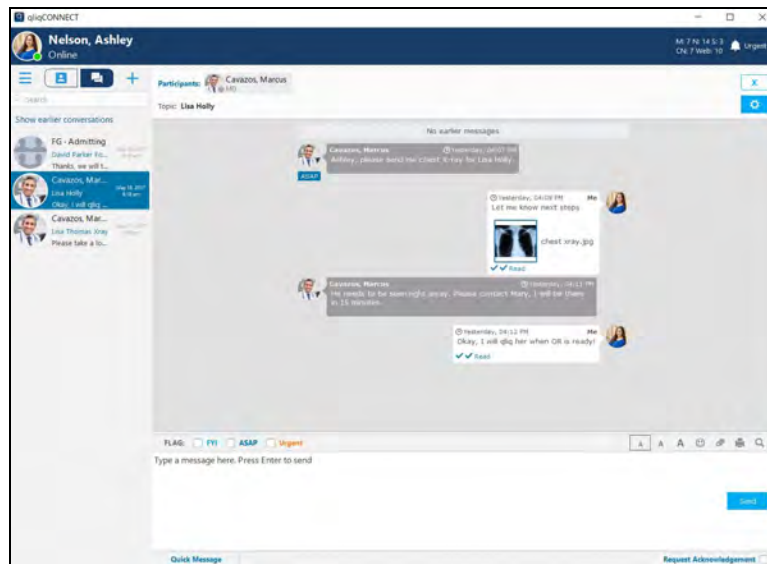
## Collaborating on Qliq

### Are the messages encrypted and secure?

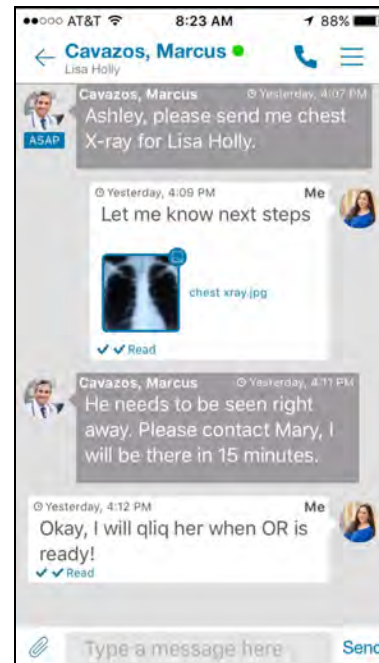
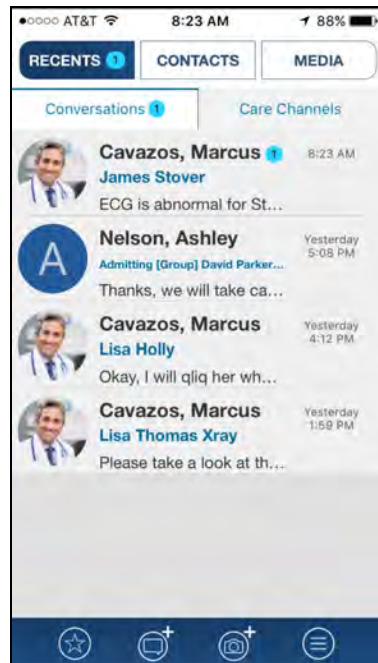
Yes. Although you do not see it, all of the messages are encrypted when being sent to and received from other users. The messages can only be decrypted by the specific recipient of that message.

When you login, you will see a view of your most recent conversations. This screen is labeled 'Recents' on mobile devices. Tap on the conversation listed to display the messages. To send a message in the conversation, type your message in the message field and click Send.

Recent Conversations on Desktop App

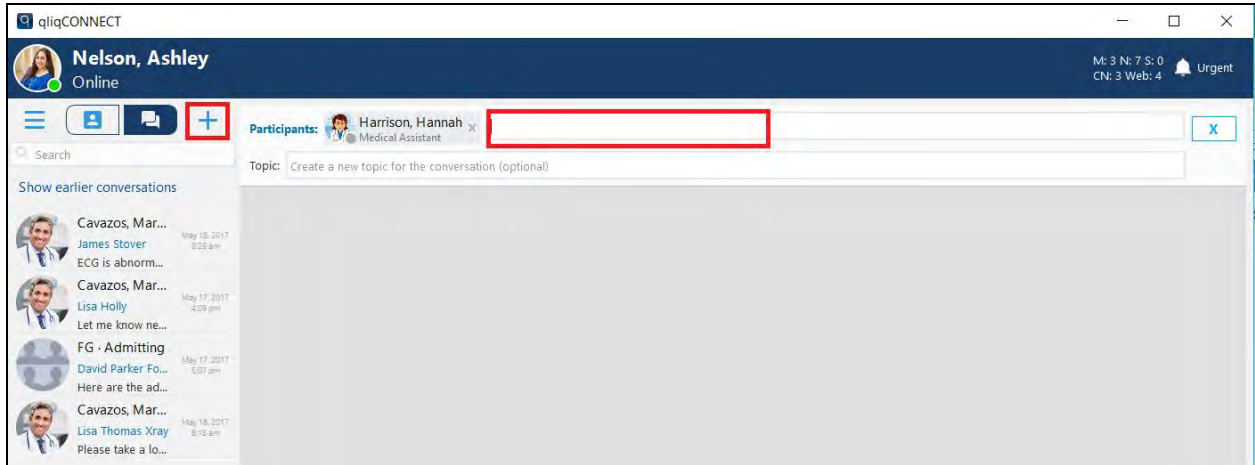


Recent Conversations Mobile App



## Create a New Conversation With Desktop App

In the Qliq Desktop App, click the Contacts tab and locate the user in the Contact List, then click on their name. A new conversation will be created. If you have an existing conversation with that contact, that text will be displayed.

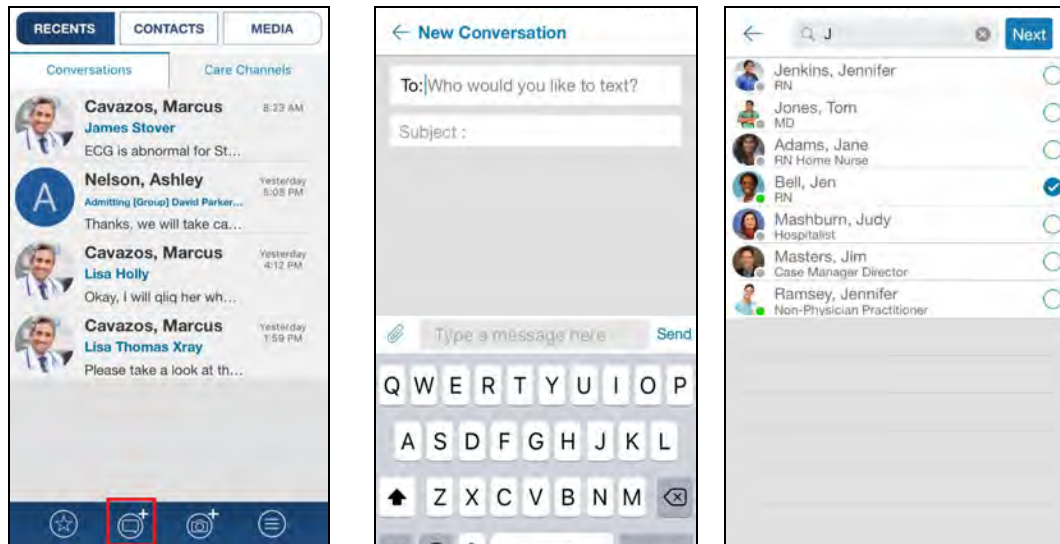


Alternatively, you can click the conversation plus icon to display a blank conversation. Start typing the name of the contact in the To: field

## Create a New Conversation With Mobile App

In the Qliq Mobile App, there are two easy ways to create a new conversation.

1. In the Recent Conversation screen, tap the '+' button at the bottom of the screen. A new conversation screen will appear. Tap the 'To:' field and add one or more contacts. Type the first few letters of the person's name and select it from the list.



2. Another method is to go to the Contacts Screen, locate the user in the list and tap the name. Then tap the 'Plus Chat' icon that appears at the bottom.

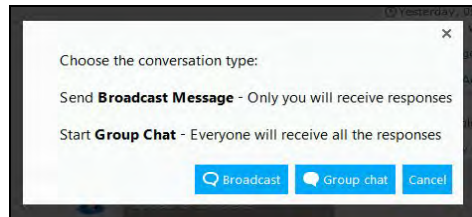
## Send a Group Message or Broadcast Message

Qliq offers two types of group messaging:

**Group Chat** - collaborative style messaging where everyone in the group sees all the messages in the conversation.

or

**Broadcast Message** - announcement style messaging where many can receive a message but only the sender receives the responses.

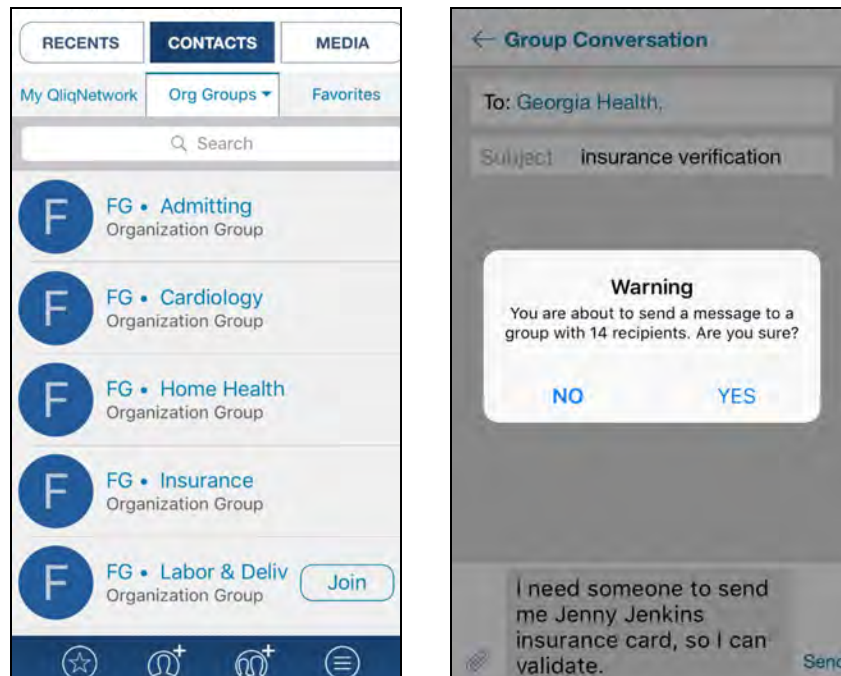


### Create a Group Message in Mobile App

In the Qliq mobile app, there are two ways to create a group message. You can add multiple recipients in the TO: field when creating a new conversation.

You can add someone to an existing conversation, by selecting the ☰ Menu in the top right corner of the conversation and selecting 'edit participants.' Select add, then begin typing characters to search and select the person or group. Continue to add others as needed.

A second way to create a group message is to select a subgroup from the Contact list under the 'Org Groups' tab. Start by tapping on the group you want to message. You will see the group info such as contacts and recent conversations. Select Start Group conversation to send a group message. Add your subject and text, then hit send.



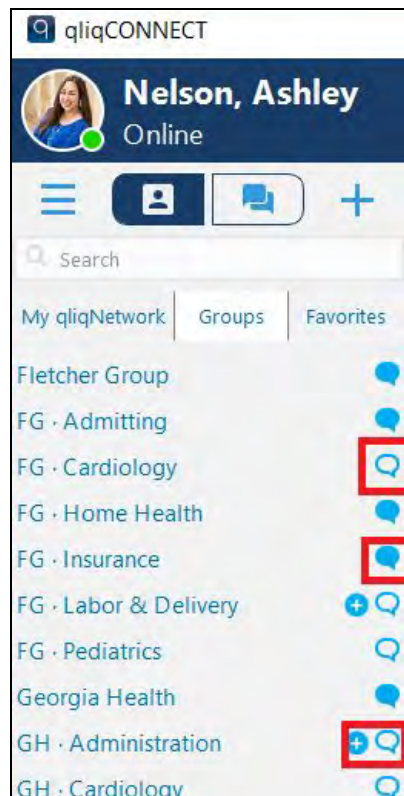


## Create a Group Message in Desktop App

In the Qliq desktop app, you can add multiple users to a new or existing conversation. Tap the Settings icon in top right corner of the conversation. Select 'edit participants'. Type a few characters to search and select the person. Continue to add others as needed.

Also in the Qliq Desktop App, you can quickly start a Group Conversation with an entire subgroup by tapping on the 'Groups' tab, selecting a subgroup and clicking on the blue 'talk bubble' icon. You will be asked to choose the conversation type. If you see a blue 'talk bubble', it means you are a member of the group and can send both Group Chat and Broadcast Messages.

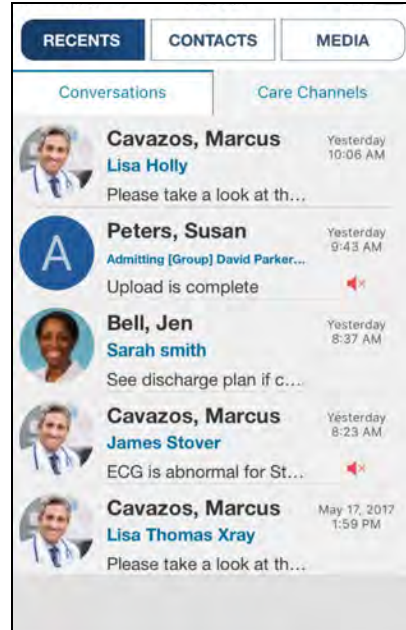
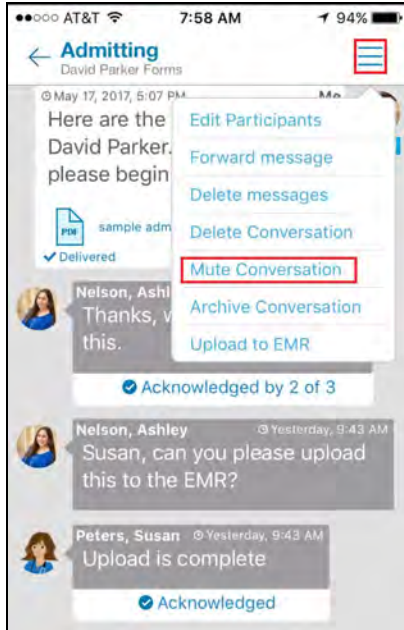
If you see a white 'talk bubble' icon, this means you are not a member of the group and can send only Broadcast messages to that group.



## Mute a Conversation

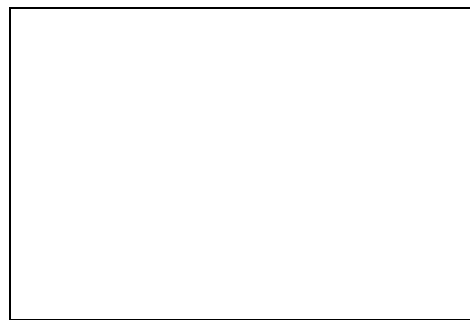
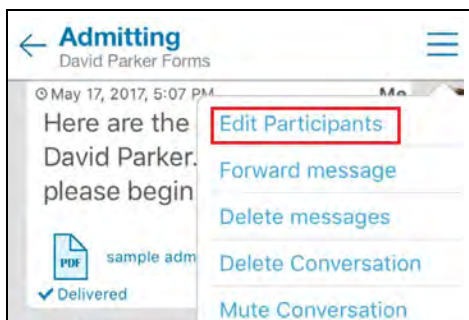
You can mute notifications for Qliq conversations. In the mobile app, open the conversation you wish to mute. Tap on the ☰ menu and select 'Mute Conversation'. Then in the Recent Conversation screen, you will see a red mute symbol on that message.

In the Desktop App, mute a conversation by right clicking on message in the conversation tab and selecting 'Mute'. Right click again to 'Unmute'. Alternatively, click the gear icon in the conversation panel and choose 'Mute Conversation'.



## Editing a Conversation

In a current conversation, you can add/remove participants or change the Subject by tapping settings within the conversation and choosing 'Edit Participants'.

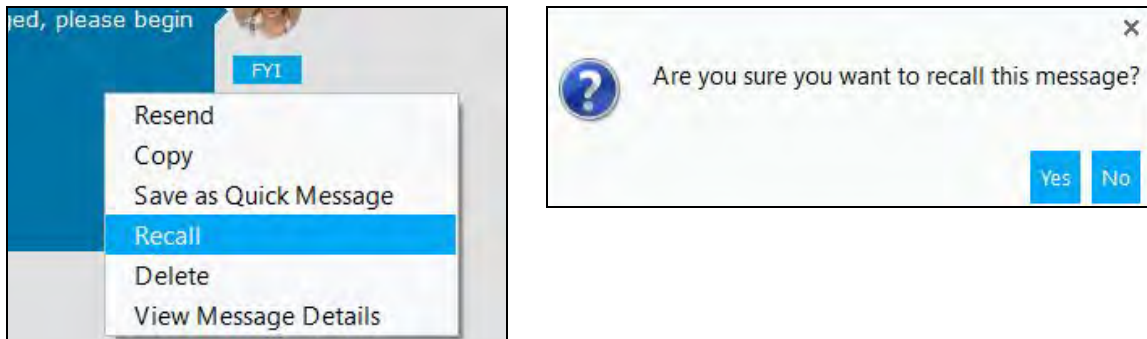


## Recall a Sent Message

To recall an incorrect message on your iPhone, tap and hold the message bubble and select 'Recall'. On Android devices, select the 'settings' button once it appears in the top right corner. Then select 'Recall'.

The receiver will see the message has been recalled and will not see the content of message.

To recall a message on your desktop, right click on the message bubble and select 'recall'.

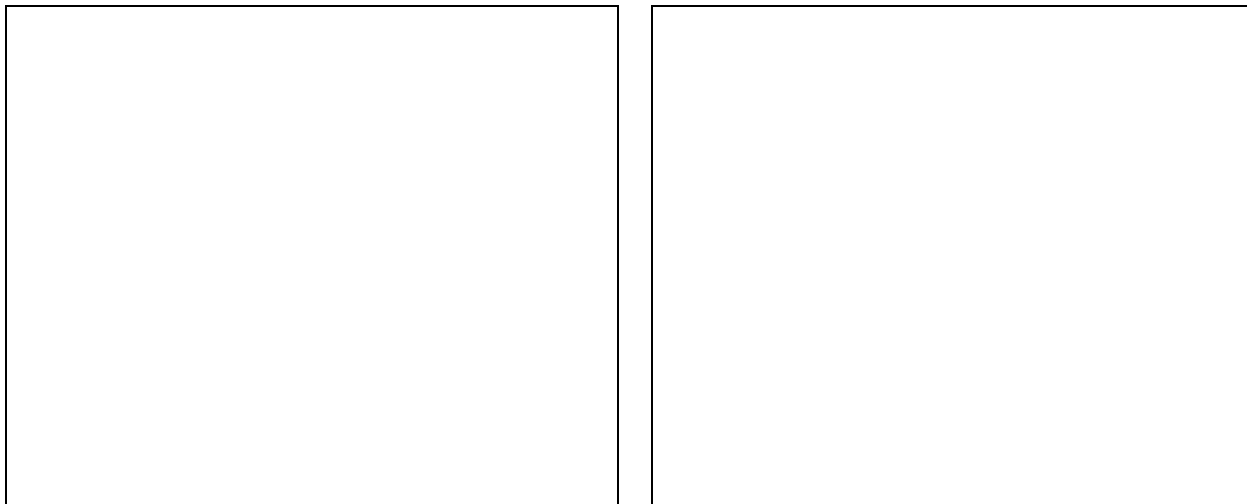


## Deleting a Conversation or Message

All messages have a retention date and will be deleted automatically from the mobile or desktop app at that time. The retention period is set by your Qliq administrator.

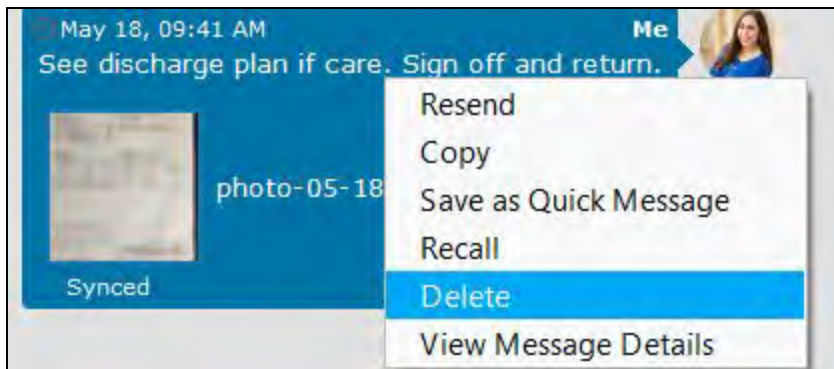
To manually delete a conversation on your iPhone, view it in the 'Recent Conversation' list and swipe left to reveal a 'Trash' icon. Click on the trash icon and select one or more conversations to delete. On Android, simply tap and hold the conversation and select the trashcan icon once it appears in the top right corner.

To delete a single message, tap and hold the message bubble in the conversation. Once the menu appears, tap 'Delete'. To delete a single message on an Android device, tap and hold the message, then select 'Delete' from the settings menu once it appears in the top right corner.



To manually delete a conversation in the desktop app, right-click on the conversation name to reveal the Delete menu and choose 'Delete'. You will be asked if you want to delete the conversation, select 'yes or no'.

To manually delete a single message, right click and select 'Delete'. Once the menu appears, tap 'Yes' to delete the message.

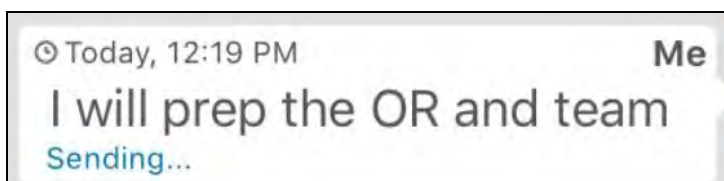


## Message Delivery Status & Sequence

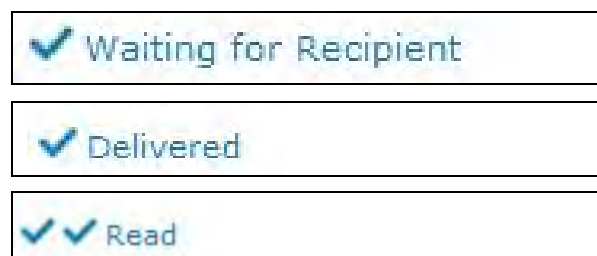
Each message bubble in a conversation contains detailed information regarding the status of the message. You will see the date and time that each message was Delivered and Read. The timestamps update as the message status changes.



When sending a message, the status will typical change quickly from 'Sending' to 'Delivered', which means the message has arrived on the recipient's computer or smartphone. Once the person views the message, the status changes to 'Read'.



## Message Delivery Sequence:





'Waiting for Recipient' means the notification has been sent to the recipient and Qliq is waiting for the recipient to respond. Notifications to the recipient will repeat regularly until the recipient opens the app and receives the message.

If you send a message to a user that is logged out the message status will indicate this. Once the user logs back in a notification and the message will be delivered.

If your smartphone does not have Internet access, the app cannot send messages. You will see the Pending message status until the app reconnects to the Internet and sends the message..

Pending. Server error (502)

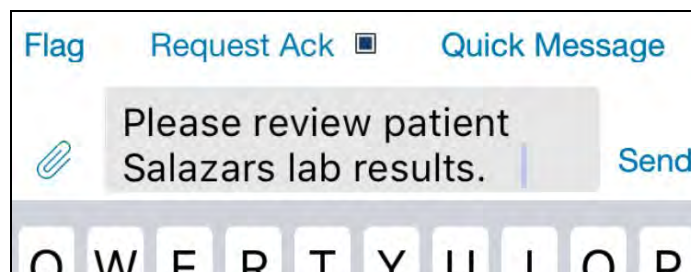
Infrequently, a sender may see the status 'Encryption Error' for 5-20 seconds when sending a message. This will occur if the Sender's app needs to a new encryption key from the server to encrypt the message. The app will automatically correct this error quickly and then send the message as normal.

## Request Message Acknowledgement

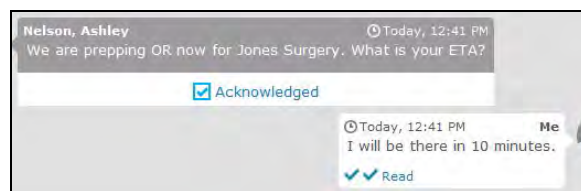
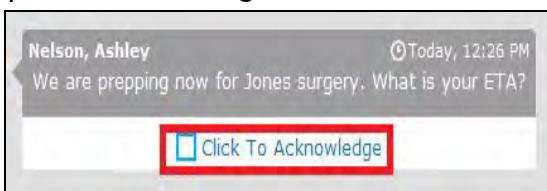
How do I know if the recipient has read my message?

There are two ways. First, the message status will always indicate 'Read' when the message has been viewed on the screen. To be certain the recipient has read the message, you can request an acknowledgement.

To do so from the mobile Qliq app, you can select the checkbox 'Request Acknowledgement', then type your message and hit send.



The recipient receives the message with an acknowledgement notification that they can simply tap to provide the acknowledgement to the sender. The acknowledgement is recorded as part of the message status.

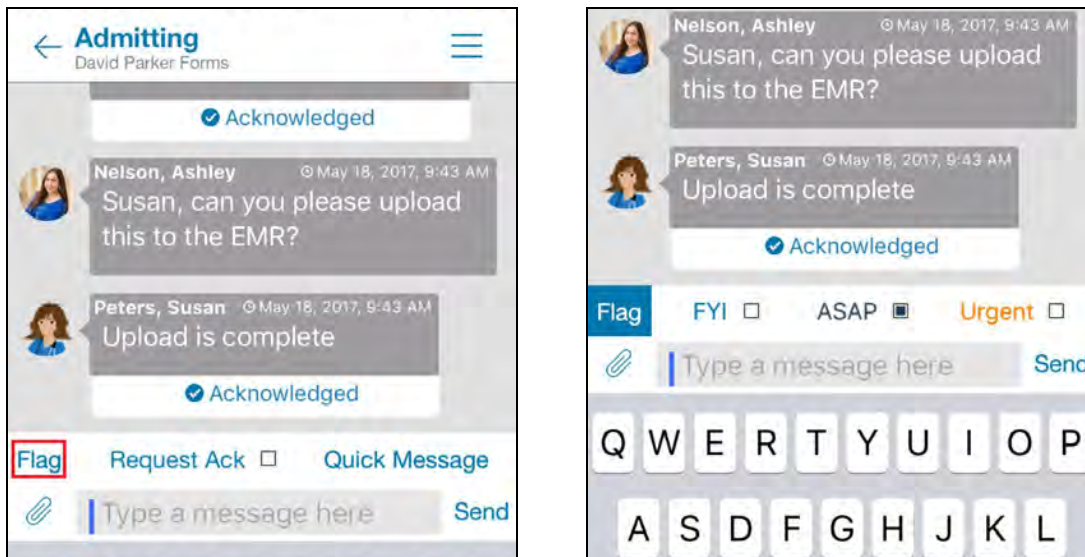


On your Desktop Qliq App, check the 'Request Acknowledgement' box at the bottom right of your text toolbar before sending your message.

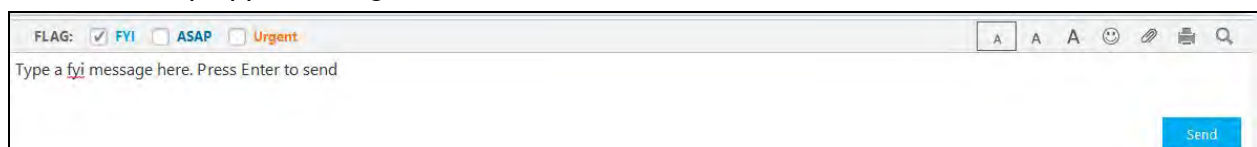
## Adding an URGENT, ASAP or FYI flag to your message

### How do I flag a message as URGENT?

To give a message URGENT status, check the URGENT checkbox before sending your message. On the mobile app, tap on 'Flag' to the left of the text field to reveal flag options.

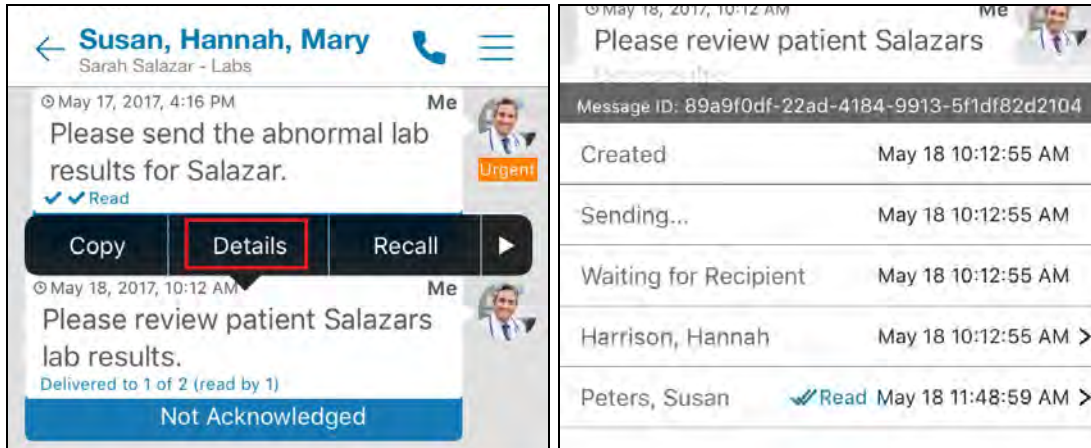


The Urgent flag checkbox appears above, along with FYI and ASAP. On the Desktop app, the flag check boxes are above the text field.

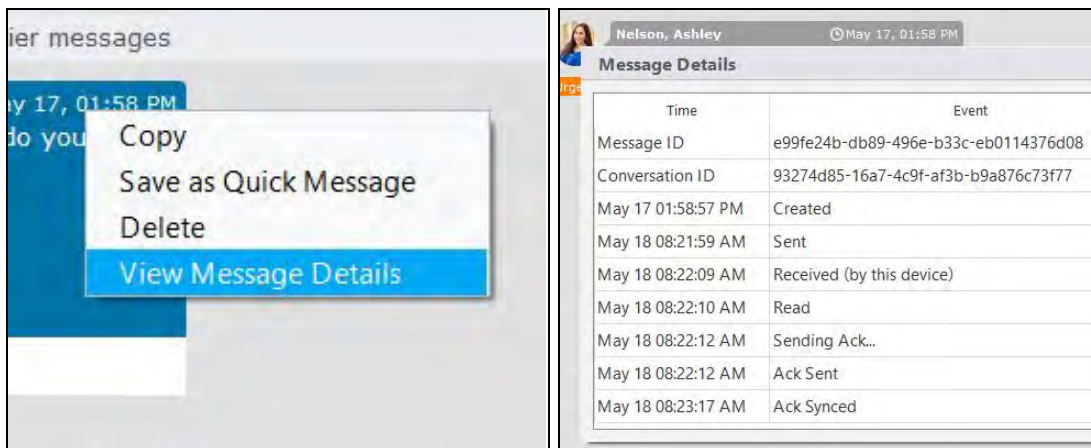


## Message Status History

You can see the entire status history of any message. On the iPhone App, tap and hold on a message to reveal the message menu and then click 'Message Details'. On Android, simply tap and hold on the message, then select the "!" in the top right corner.

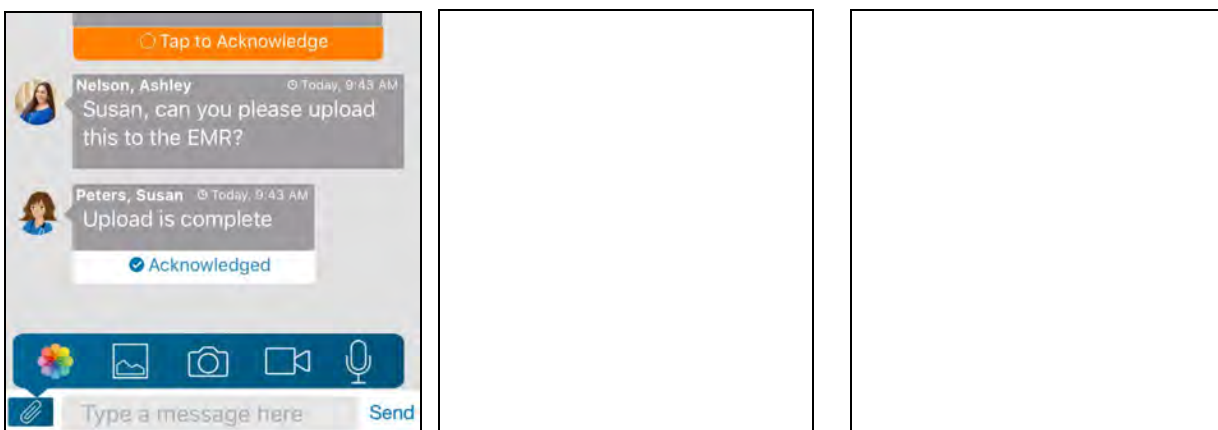


On the Qliq Desktop App, right-click a message to reveal the menu.



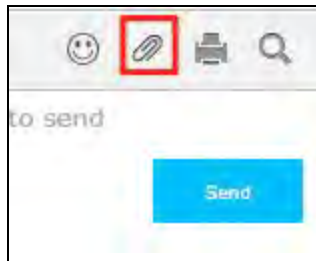
## Sending Images and Files

On the Qliq mobile app, tap the attachment icon to the left of the text field and a media menu is revealed. You can take a picture with the camera icon and record a video or audio clip to attach.



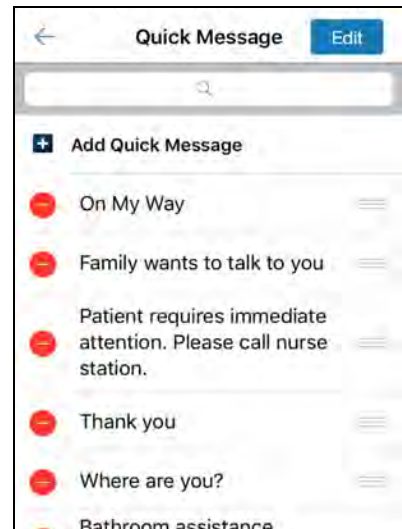
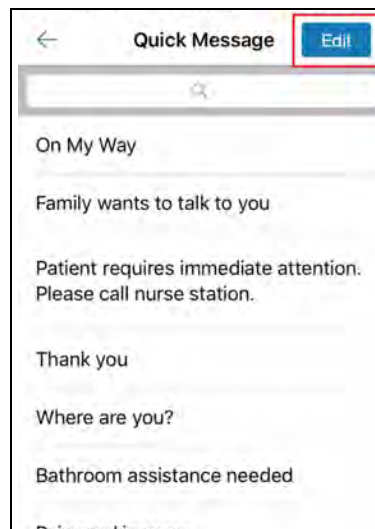
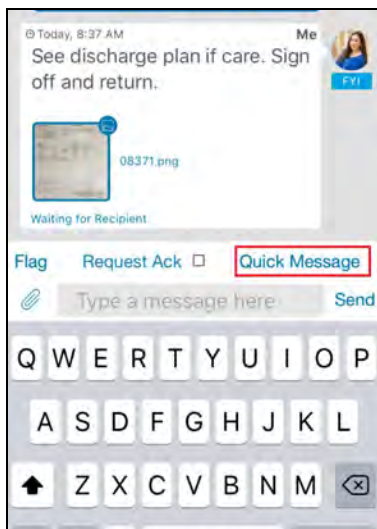
You can also select an existing, image or document from Qliq’s ‘Media’ tab or if you have permission from your device's photo library. When you take a picture or records a video/audio clip in Qliq, the file is encrypted and saved securely within the app.

On the Qliq Desktop App, click the ‘paperclip’ icon to attach a file from your computer, such as a PDF, Word or Excel file, text file or image.



## What is a Quick Message?

A Quick Message is a frequently used message that can be quickly selected and entered into a conversation. Tap the ‘QuickMessage’ button near the text entry field and a default list of messages appear. Tap on a message to add it to the text message. Click the 'Edit' button on the list, to add or edit the Quick Messages for your personal list.

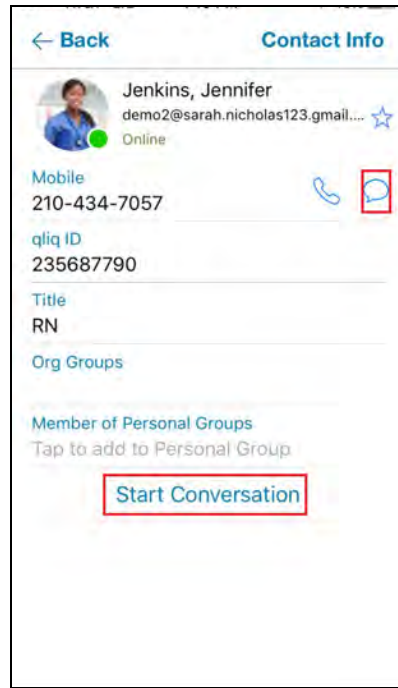
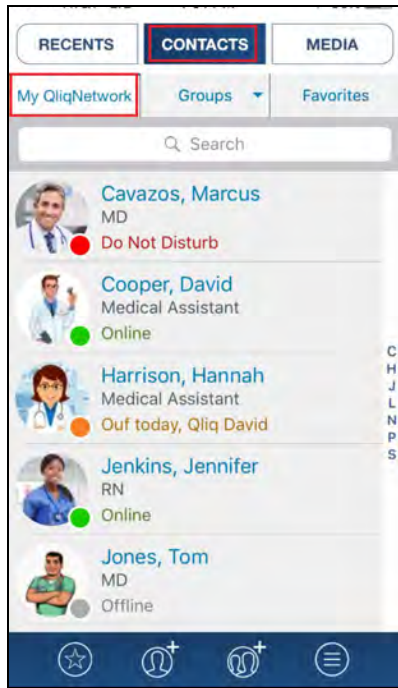


## Contact List

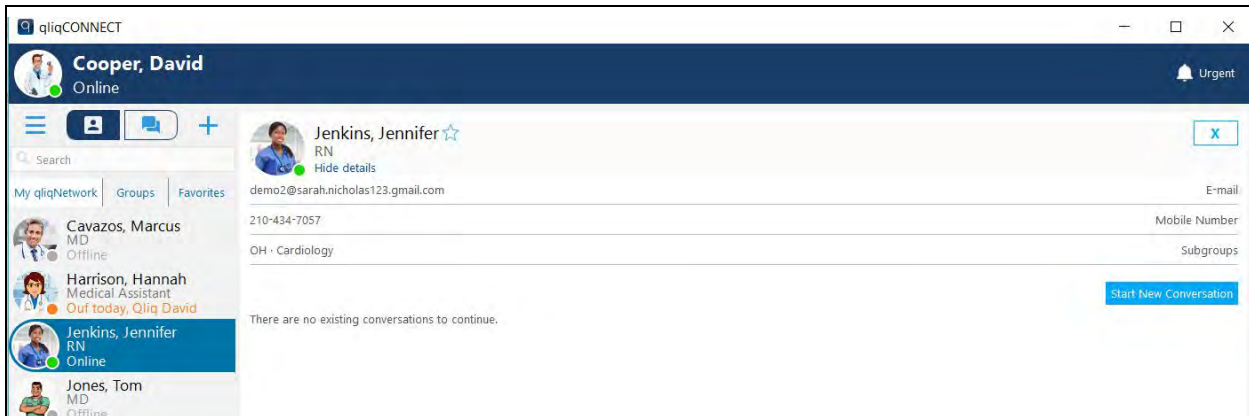
Tap ‘Contacts’ to see all the subgroups and users you have access to communicate with on Qliq. On the Mobile App, tap the contacts tab, select either ‘My QliqNetwork’ or ‘Groups’. Select another user from the contacts list and click the ‘chat’ button or ‘start conversation’ to send a new message.



To view contact information for someone in your group, tap on Groups and search for group. You can view their mobile number, email, presence status and which groups they are a member of if not private.

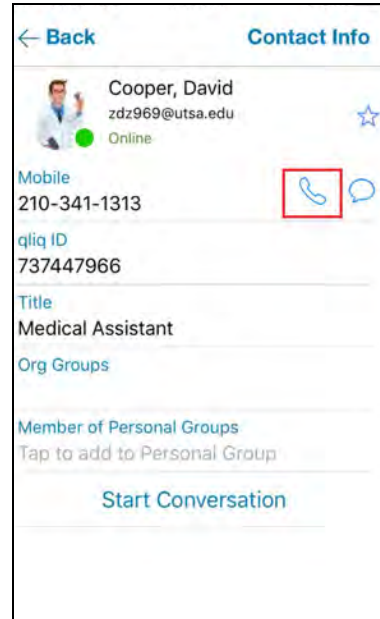
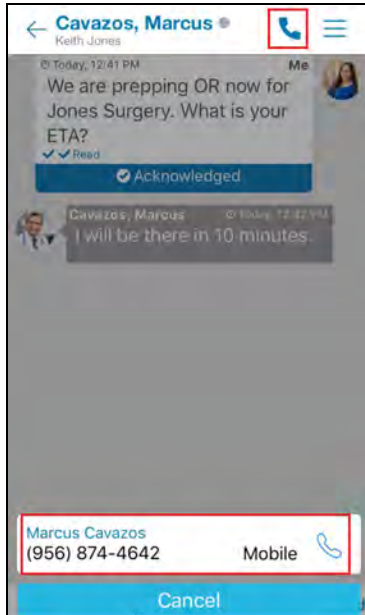


On the Desktop App, click on the contact icon, then 'My QliqNetwork' to view contacts, Select 'Groups' to see what group messages you can send.



## Qliq to Call

If a Qliq user has their phone number added to their Qliq profile, you can call them directly by tapping the phone icon from either the Conversation or Contact Info page. To call someone you are sending a message with, tap on the phone icon at the top right corner of the message.

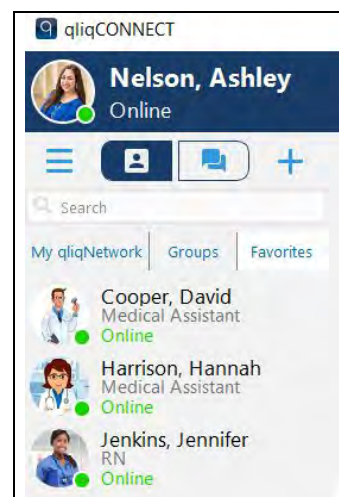
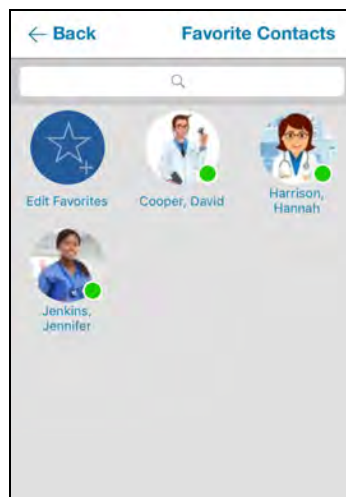


## Favorites

Create your own favorites list of Qliq contacts you collaborate with on a regular basis.

On your mobile app, Start by tapping the 'Star' symbol on the bottom left menu. Select edit favorites and enter the name of the Qliq contact. Select as many contacts as you want and click next.

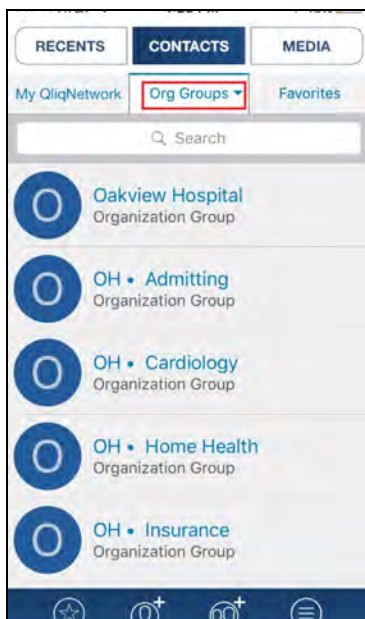
To add a favorite contact on the Qliq Desktop App, search for the contact in 'My QliqNetwork', right click on their name, then select 'Add to Favorites'. You can also click on their name, to view their contact details, then select the 'star' icon next to their name.



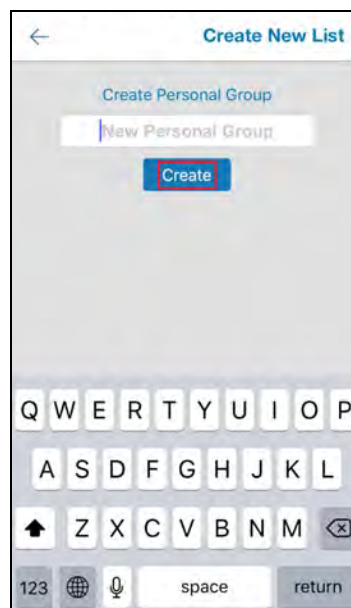
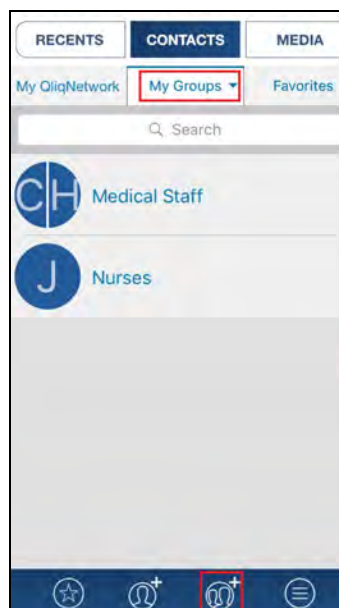
## View Organization Groups and Create Personal Groups

In the Contacts view, you can see all groups for your organization except for private groups from which you are excluded. From the menu you can choose 'Org Groups' or 'My Groups'

1. 'Org Groups' are set up by your organization's Qliq Administrator.



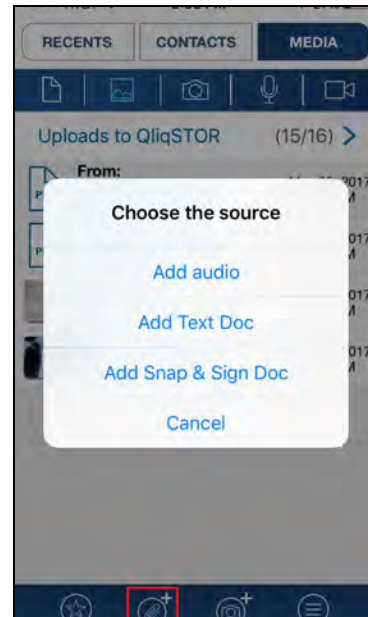
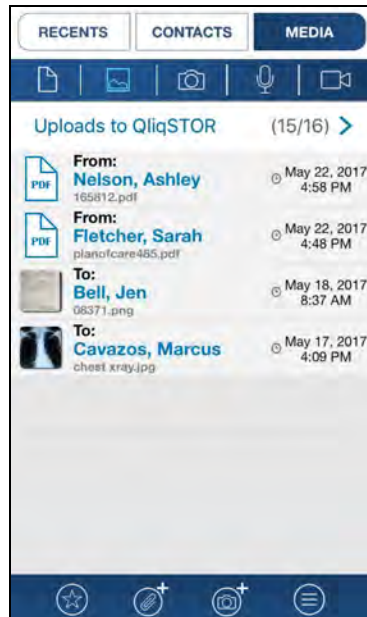
2. 'My Groups' are personal groups created by mobile users. To create your own personal group, tap on the icon at the bottom menu with two members and a plus sign. You can then name your new personal group and tap 'create'. Begin adding Qliq users to your group by searching their name or typing their email or phone number.



## Media

Your Mobile Qliq App has a 'Media' tab to store all images, documents, video and audio files that you will send, receive or save.. Additionally, you can create new media right from the Media screen that you can save and reference or send at another time.

Start by tapping on the media tab. Then select the attachment icon with a plus sign. Choose the source of media you want to add to your media library: Audio, Text Doc, From Camera.



## Communicating with External Contacts

There are two ways to communicate with external contacts. First, you can invite them to join you on Qliq and text you through the Qliq app. Second, you can send them a message that can be viewed through a web browser.

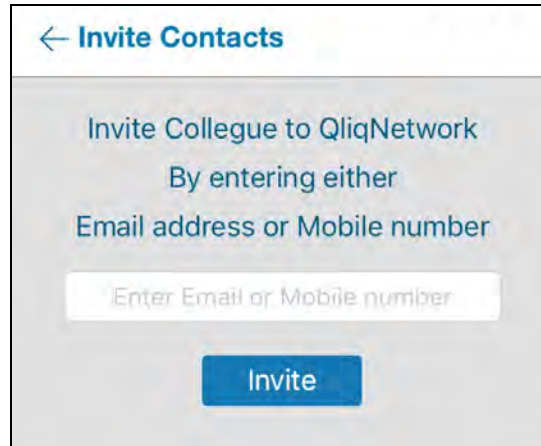
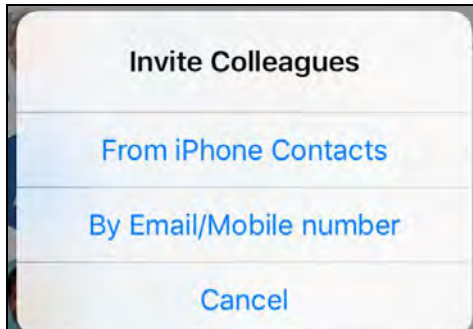
### Inviting External Contacts

You have the ability to send Qliq secure messages to external contacts, but you first need to invite them to connect with you on Qliq. A contact outside of your organization can set up an individual Qliq Professional account. This is a free account that is managed by an individual, not by an organization and does not provide access to scalability, archiving, and other features available on paid accounts.



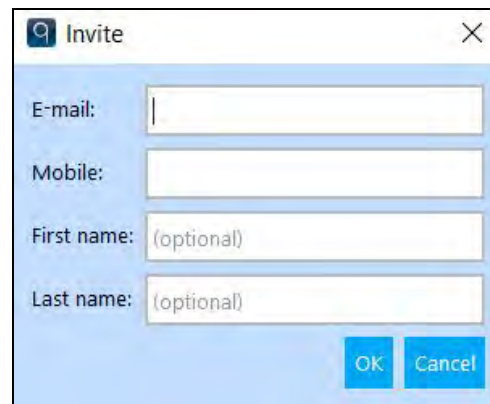
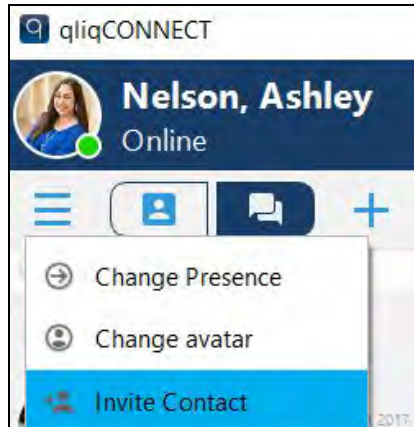
### Invite an external contact from the Qliq mobile app:

- 1) Tap on the ☰ Menu. Then select 'Invite Contacts'
- 2) Choose to invite from your phone contact list or by manually entering an email or mobile phone number.



### Invite an external contact from the Qliq desktop app:

- 1) At the top left of your screen, click on the ☰ Menu. Then Click on 'Invite a Contact'.
- 2) Enter your contact's email address or mobile number, along with their name and click 'OK'.

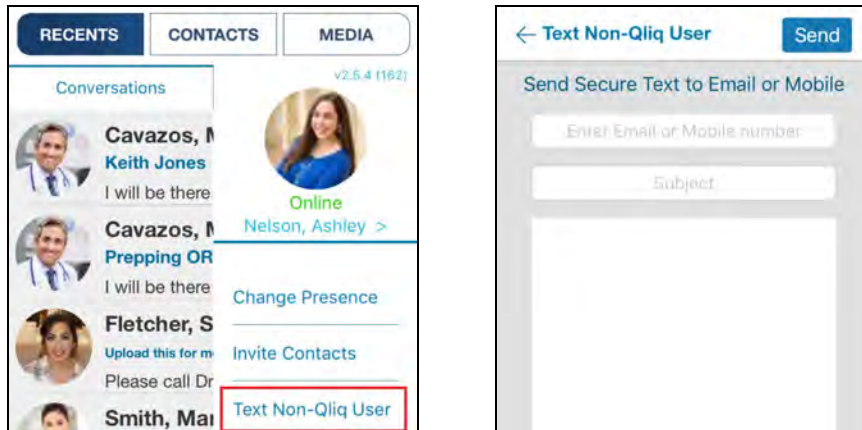


## Secure Texting a Non-Qliq User

You can send a Secure Text Message to your contact without them having to download the Qliq Application. The contact will receive a notification by email or SMS with secure web link that will open the message in a secure web browser. This secure link will expire within 24 hours of initial message delivery.

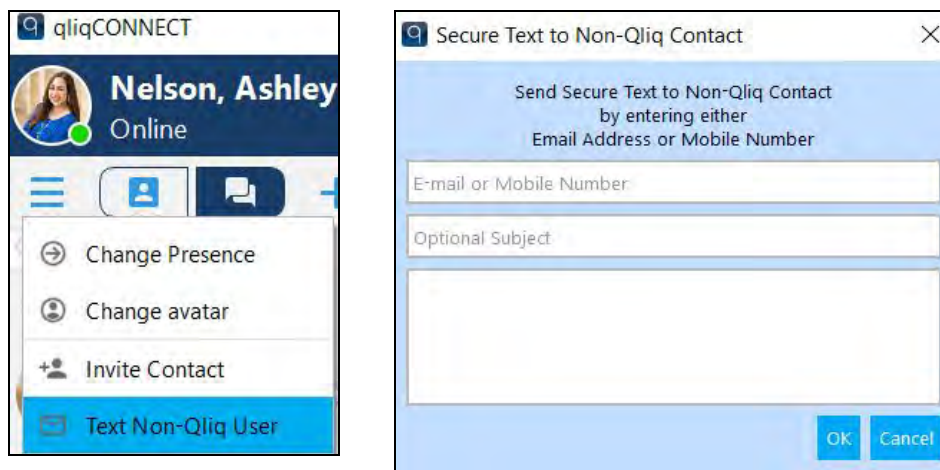
### Text a Non-Qliq User from your Mobile:

- 1) Tap on the ☰ Menu at the bottom right. Select 'Text Non-Qliq User'.
- 2) Enter the contact's email or Mobile Number, a subject and message, then select 'Send'.



### Text a Non-Qliq User from your Desktop:

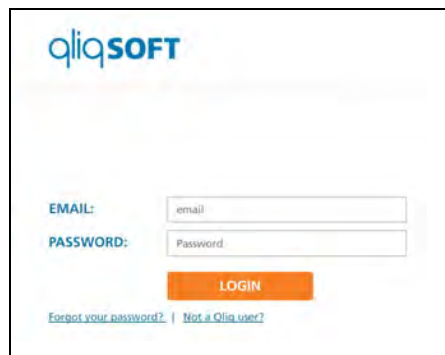
- 1) At the top left of your screen, click on ☰ Menu. Then click on 'Text a Non-Qliq User'.
- 2) Enter your contact's email address or mobile number, subject and a message and click 'OK'.



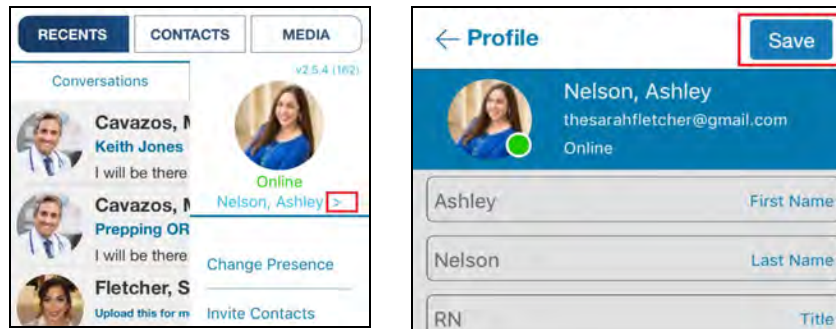
## Managing Your User Profile

### How do I change my profile information?

To change your profile information from a web browser, go to the QliqSOFT web site, [www.qliqsoft.com](http://www.qliqsoft.com). Click the Login button on the top right corner and enter your Qliq credentials.



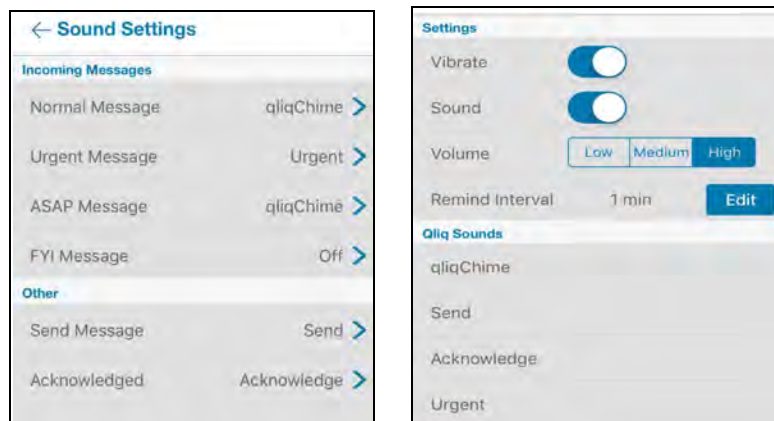
From your mobile device, tap on ☰ Menu. On the iPhone, tap on the arrow next to your name > edit first & last name, Title, Organization, City, State, Zip or Mobile Number then tap Save. On Android, tap on 'Profile' and edit the available fields.



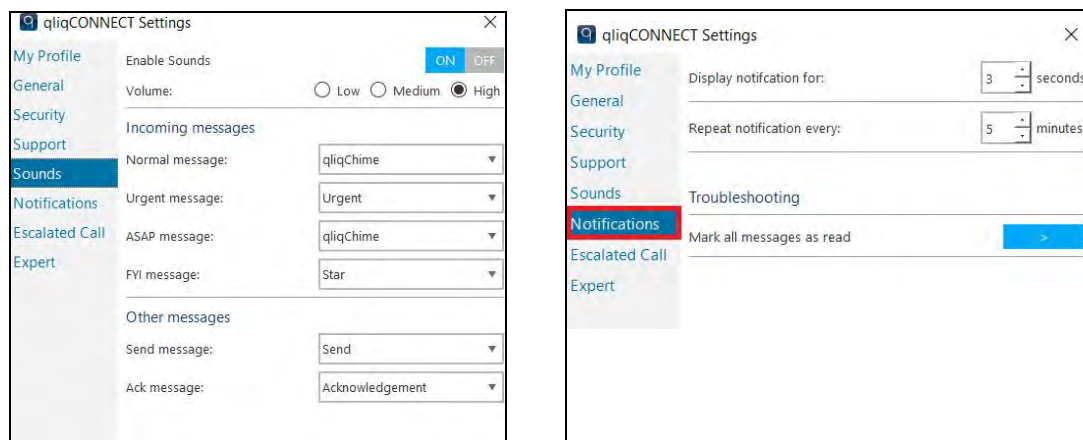
## Managing Notification Sounds and Alerts

In Qliq you can adjust the sounds and settings for message notifications.

In the Qliq Mobile App, tap the ☰ Menu, select Settings, tap on Sounds & Alerts and customize your notification sound settings.



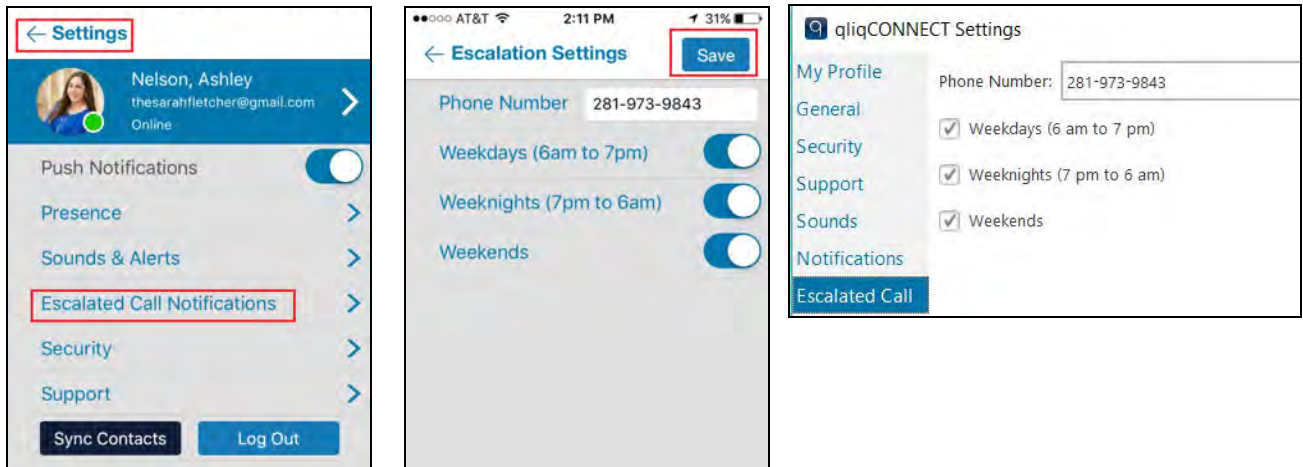
In the Qliq Desktop App, click ☰ Menu on the top left, select 'Settings', then select 'Sounds' to display and change your notification alerts. To change your notification reminder, select 'Notifications'.



## Escalated Call Notifications

To insure you are always notified promptly, turn on the escalated call setting. If your device is not connected to WiFi or a Mobile Data network, the Qliq service cannot deliver a notification. Instead, you will receive an automated phone call from QliqSOFT, alerting you of a new message.

To enable this on your mobile device select 'Settings' from your mobile or desktop application and tap on 'Escalated Call Notification'. Add the number you want to be reached on and select time windows for escalated calls. Tap on 'Save'.



## Reporting Problems To QliqSOFT

If you ever run into a problem with the Qliq Secure Texting app, it is easy to report the issue to QliqSOFT right from your device. No messages or PHI are sent to QliqSOFT.

In the mobile app, Tap Settings > Support > Report Error. Type in a subject and message and click Report Error. If prompted to send database, please choose yes to send us more information.

On the Desktop Qliq app, you can find the Report Error buttons on the Login screen and the Dashboard screen.

