1. Click here from your mobile device to install the app. Configure your connection and notification settings as shown on page 2.

2. Log in with your <user name>@mymbt.ca and your network password. (Each time you change your network password you will be prompted to update it in MyMBT Messaging.)

3. Follow the instructions below.

- **Send secure photos**
  - Click on Callback Requests to instantly call
  - Urgent message (!)
  - Send secure messages (including out of network encrypted messages)

- **BE PRIVACY-WISE**
  - You MUST use the Take a Photo option when sending images so that the image is not stored on your device.

- **Send secure messages**
  - Request a callback quickly
  - Configure your callback numbers in “Settings” under “Account”

- **View users availability**
  - View and configure your Cortext settings

- **Create and manage your favorite colleagues and groups**

- **View colleagues in your directory**

- **Number of unread messages from person or group**

- **Compose message to individuals and groups**
  - Let users know your availability status
  - Choose from 3 different options: “Available”, “Busy”*, “Do Not Disturb”**
  - “You can add custom details and a timer for your “Busy” or “Do Not Disturb” status

- **View and configure your Cortext settings**

- **Upload your photo**
  - Configure your photo in “Settings” and then under “Account”

- **Compose message to individuals and groups**

- **Request a callback quickly**
  - Configure your callback numbers in “Settings” under “Account”

- **View read receipts to see when your colleagues receive and open your messages**

- **Use pre-populated responses to quickly text your colleagues back**

Cortext can be used from personal or managed devices.

Need Help?
Call the Service Desk
204-940-8500 Option 4, Option 1
toll-free 1-866-999-9698 Option 4, Option 1
www.mbtelehealth.ca

On the web:
Access the web version on any computer at: cortext.imprivata.com
Connection & Notification Settings
Proper settings ensure that alerts for new and unread messages are displayed when the application is not running. Follow the steps below.

Ensure notifications for new messages will display on the lock screen: Settings > Sound and Notifications > Notifications on Lock Screen

Ensure the push notifications are on: Settings > Sound and Notifications > Application Notification > Cortext

Ensure cellular connection settings are appropriate: Settings > Data Usage > By application (bottom of screen) and then select Cortext > Restrict background data

Ensure phone Wi-Fi avoids poor connections: Settings > Wi-Fi > Advanced

Turn off power saving mode: Settings > Power Settings > Battery > Battery saver

Ensure alert settings are enabled: Open Cortext > Settings > Urgent Alerts/Routine Alerts

also select user preferences for these 3 options

Turn this option on if you need to receive alerts even when you have turned your phone to silent mode.