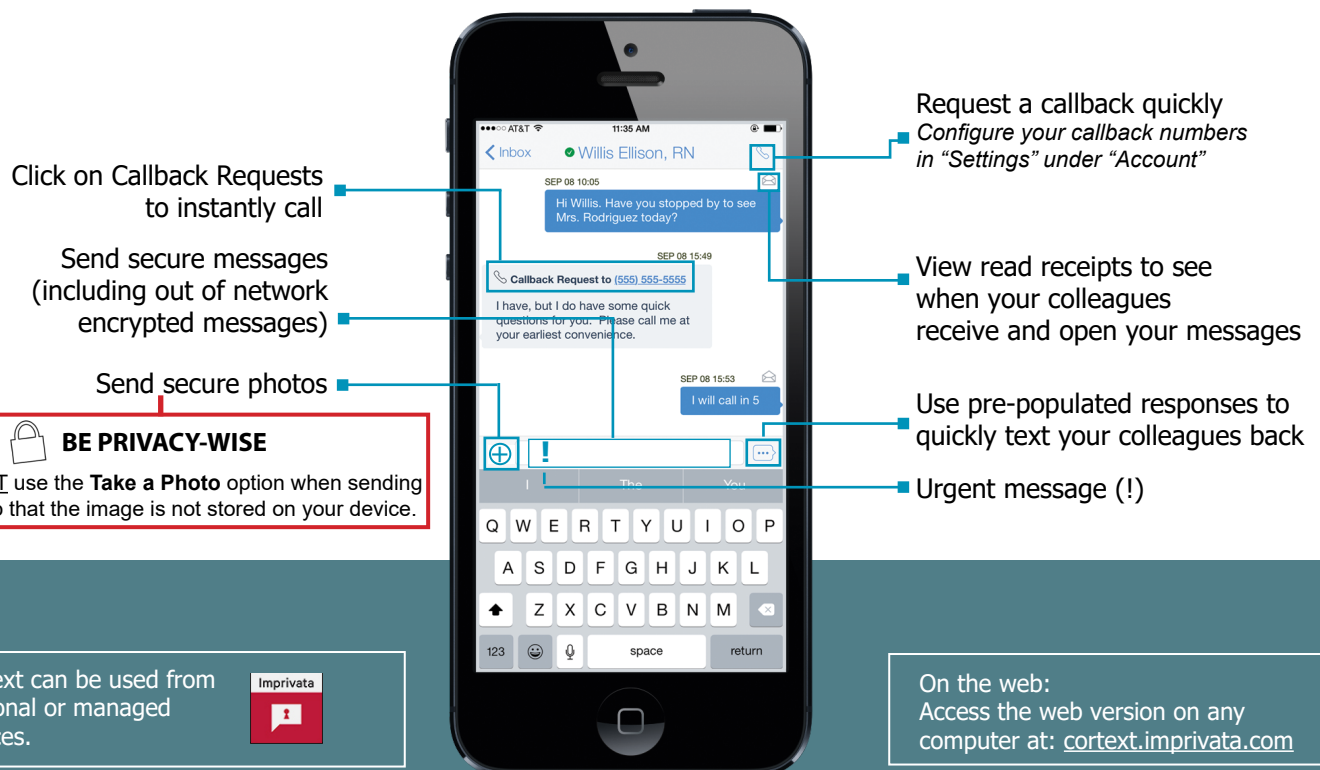




- Do not connect your device (workstation, cellphone or iPad) to BellMTS Guest Wifi while at the hospital (other than at these locations: CCMB MacCharles or 700 Elgin); it will break your connection to MS Teams, Connection Dialer (Virtual Visit Provider Portal) and MyMBT Messaging (Cortext).
- Due to the potential security and privacy risks associated with the TikTok app, you must delete the app from your work or personal device prior to installing and using MyMBT Messaging (Cortext) on that device.

1. [Click here](#) from your mobile device to install the app. Configure your connection and notification settings as shown on pg 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.)



BE PRIVACY-WISE

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

Cortext can be used from personal or managed devices.



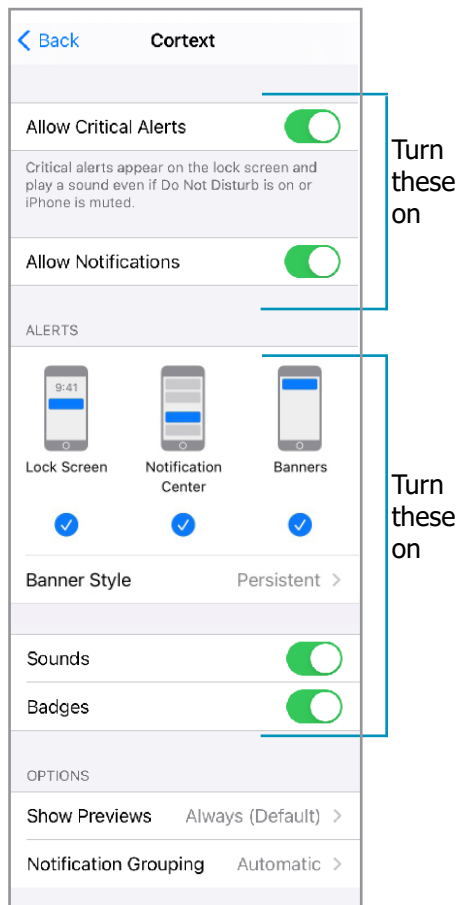
On the web:
Access the web version on any computer at: cortext.imprivata.com

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.

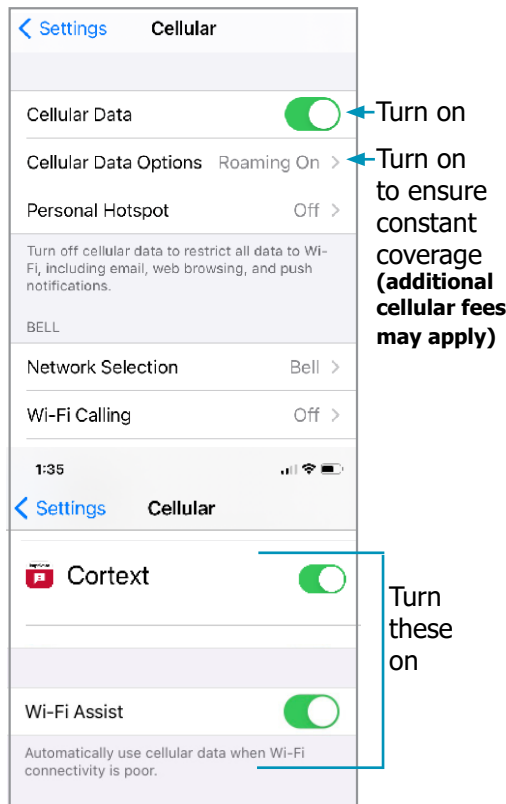
Ensure notifications for new messages will display on the lock screen:

Settings> Notifications > Cortext



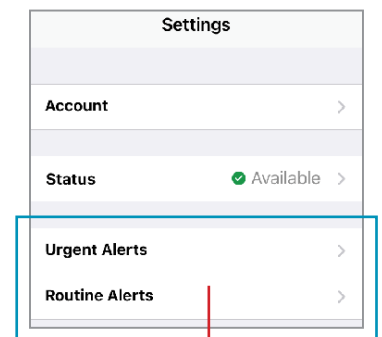
Ensure cellular connection settings are on:

Settings>Cellular

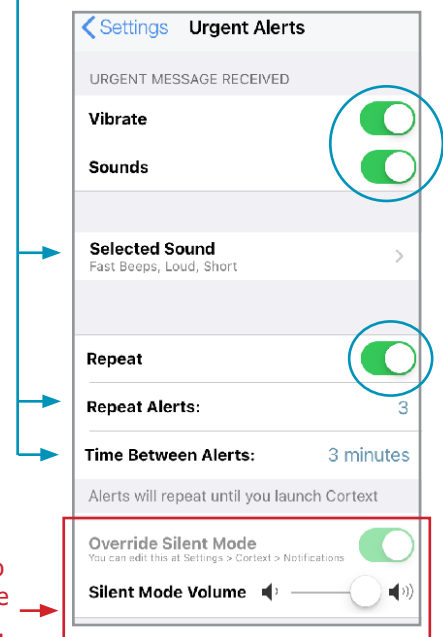


Ensure alerts and repeating alerts for unread messages are on:

Open Cortext>Cortext Settings>tap Urgent Alerts/ Routine Alerts and configure as shown.



In addition to the options circled on the image below, select your user preferences for these 3 options.

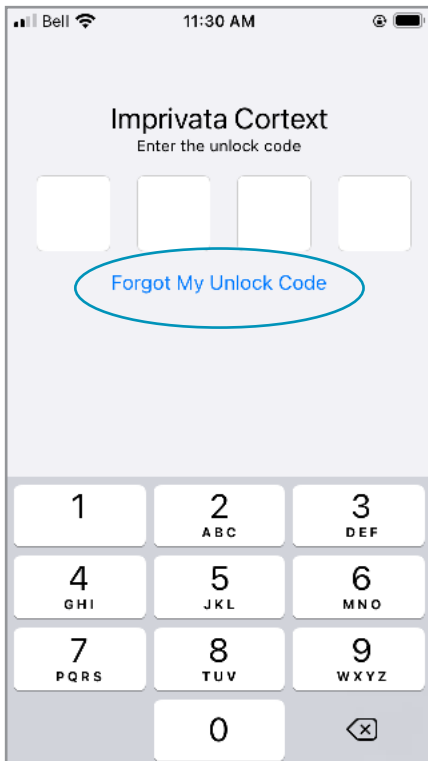


Turn this option **On** if you need to receive alerts even when you have turned your phone to silent mode.

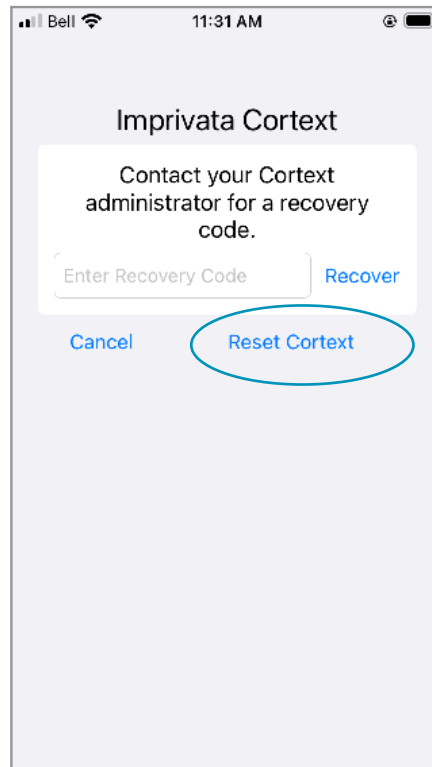
Unlock Cortext Account and Reset the App

If you have locked your Cortext account and do not remember your 4 digit unlock code, follow the instructions to reset the app.

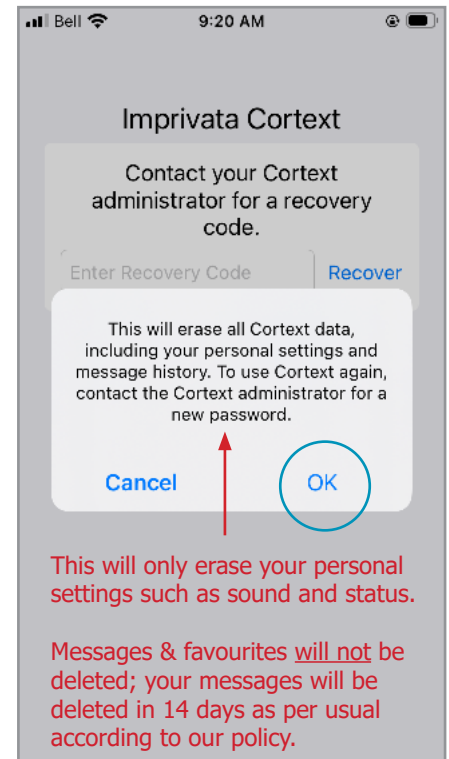
- 1** Open Cortext app & tap **Forgot My Unlock Code.**



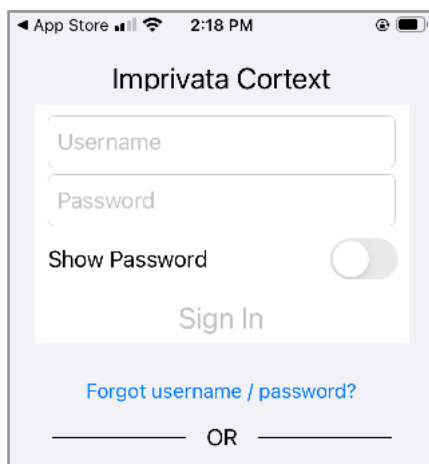
- 2** Tap **Reset Cortext.**



- 3** Tap **OK.**



- 4** Sign in with your <user name>@mymbt.ca and your network password.



- 5** Create your unlock code.

