

### What application do I need to install to send messages?

The application required is called Cortext Imprivata and is available through your smartphone's App Store once you have been provisioned with access.

### Is there a way to use MyMBT Messaging from my computer?

A web application is available which can be found at [cortext.imprivata.com](http://cortext.imprivata.com).

### Who am I able to send messages to?

Any other user who has been provisioned with MyMBT Messaging will appear in the application's directory. Messages can be sent to other smartphone users without the application, however you must confirm you have the correct phone number before sending.

### Am I able to take and send images?

Yes, the application has a built-in feature which ensures that images are sent securely using the in-application camera and not stored on your device in accordance with The Personal Health Information Act.

### What kind of connection do I require to use this application?

A connection to a Wifi or cellular network is required to use the application. Note: Do not connect to BellMTS Guest Wifi while at the hospital (other than at these locations: CCMB MacCharles & 700 Elgin) as it will break your connection.

### Can notifications be disabled?

You can set your status as "Do Not Disturb" which will disable all notifications.

### Can the volume be adjusted for urgent messages?

The volume settings can be adjusted to the desired level within the application.

### Is there a cost to use this application?

There is a yearly license fee to use MyMBT Messaging.

### I've been locked out of my account, what can I do?

You can reset the app by doing the following, tap **Forgot my unlock code>reset Cortext>OK**. This will only erase your personal settings such as sound and status. Messages & favourites will not be deleted; your messages will be deleted in 14 days as per usual according to our policy.

Detailed instructions can be found on page 3 of the MyMBT Messaging- iPhone/iOS QRG.

### My title has changed, how do I have this updated?

Contact the Digital Health Service Desk at 204-940-8500 and the Service Desk can make the updates on your account.

### Where are further training resources located?

Quick Reference Guides are available on the MBTelehealth website under the MyMBT section at the following link:

<https://mbtelehealth.ca/training/>.