

IT SUPPORT

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Ticket

- The King messenger

Problem

- How to use it?

Solution

- To open the chat, please click on the **blue messenger balloon** in the lower right corner of the screen

The screenshot displays the 'THE KING' software interface. On the left is a dark sidebar with a menu including 'Dashboard', 'MODULE SELECTION', 'Order entry', and 'MODULE MENU'. The main area shows a dashboard with four colored tiles: '437327 Appointments' (green), '255305 Patients' (blue), '65224 Sent E-mails' (yellow), and '928654 Sent SMS' (red). At the top right, there is a 'Support Ticket' button and a user profile for 'Nemanja Jovanovic'. In the bottom right corner, a chat window is open, listing 'CURRENT CHATS', 'KING PORTAL CHATS', 'GROUPS', 'DEPARTMENTS', and 'ONLINE USERS' with a search bar below. A red arrow points to a blue messenger balloon icon in the bottom right corner of the interface, with the text 'CLICK TO OPEN' below it.

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- The chat window displays the following:
 - King Portal chats – *messages coming from King Portal*
 - Groups – *list of groups you created or a member of*
 - Departments – *list of departments existing in the King – group department chat*
 - Current chats – *current chats, including private and group chats*
 - Online users – *list of online users*
 - Offline users – *list of offline users*

The screenshot shows a chat application window for a user named Nemanja Jovanovic, who is online. The interface includes a header with the user's name, a profile picture, and status 'Online', along with icons for mute, download, add people, a red lightning bolt, and a close button. Below the header is a list of chat categories with counts and expand/collapse icons:

- CURRENT CHATS: 0 -
- KING PORTAL CHATS: 0 +
- GROUPS: 3 +
- DEPARTMENTS: 4 +
- ONLINE USERS: 67 (green), 26 (orange), 93 (blue) -

Below these categories is a list of online users, each with a circular profile picture containing initials and a blue 'T' icon:

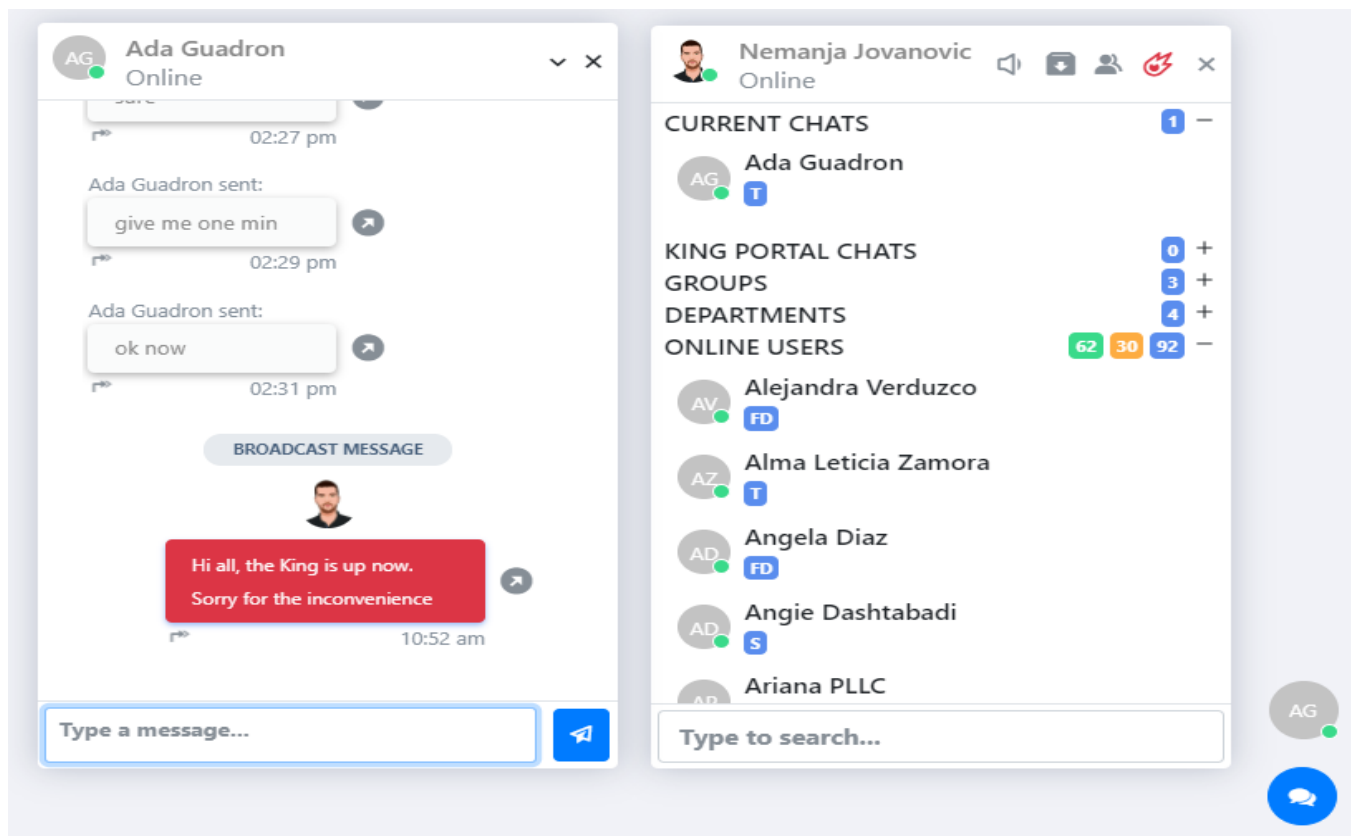
- Ada Guadron (AG)
- Alejandra Verduzco (AV)
- Alejandro Bernal (AB)
- Alma Leticia Zamora (AZ)
- Angela Diaz (AD)
- Ariana PLLC (AP)

At the bottom of the chat window is a search bar with the placeholder text 'Type to search...'. A blue circular chat icon is located in the bottom right corner of the window.

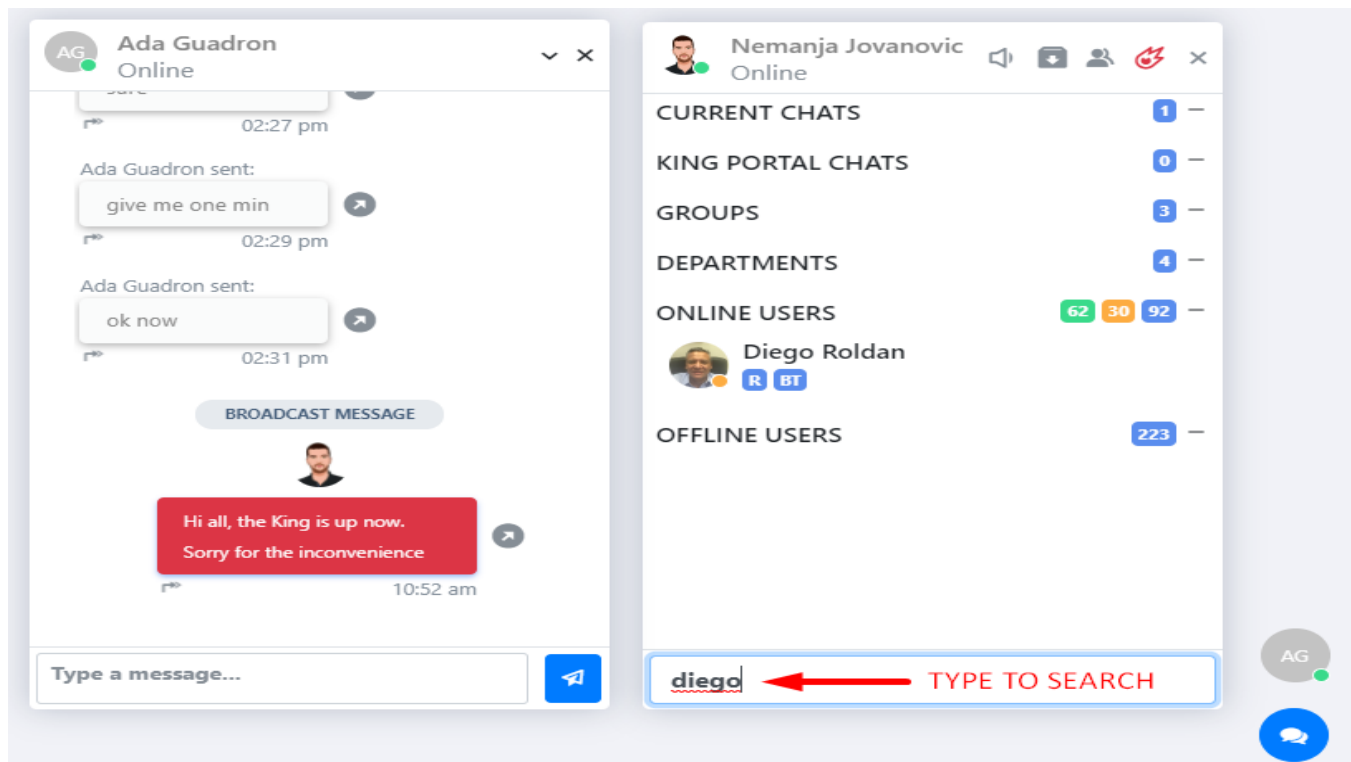
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- To **open a chat**, click on the user's name



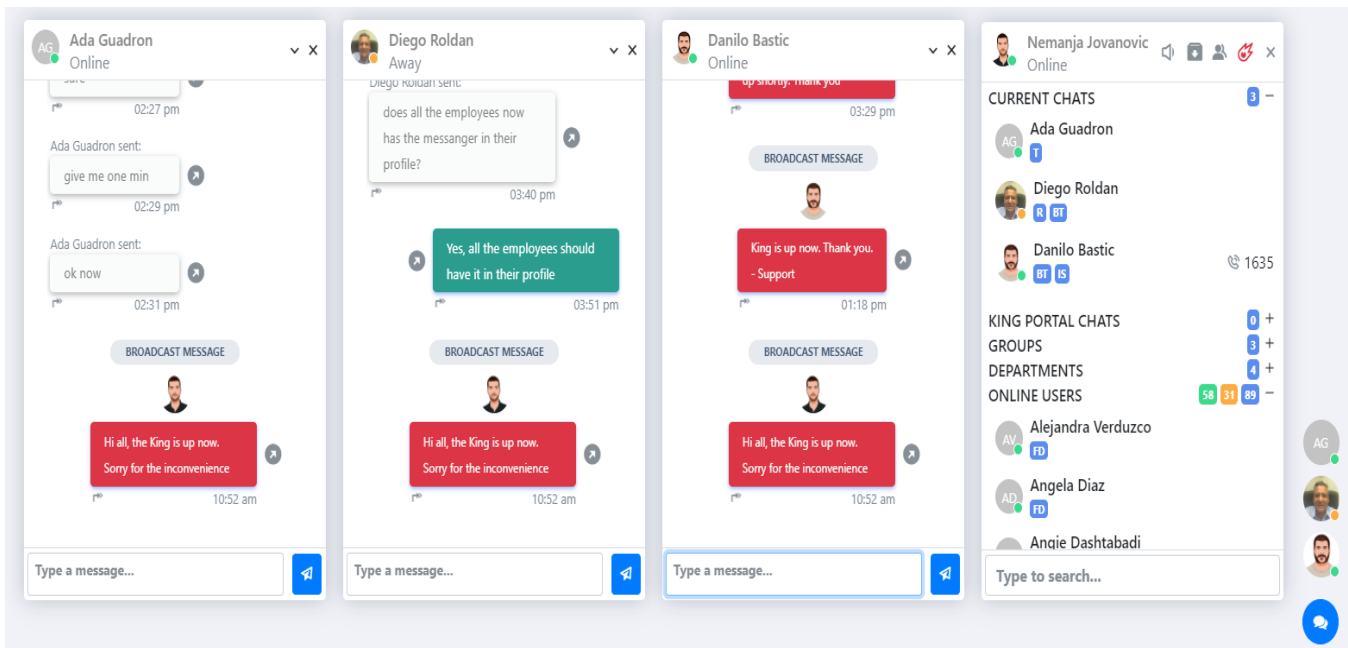
- To **find a specific user**, please type the name in the search box



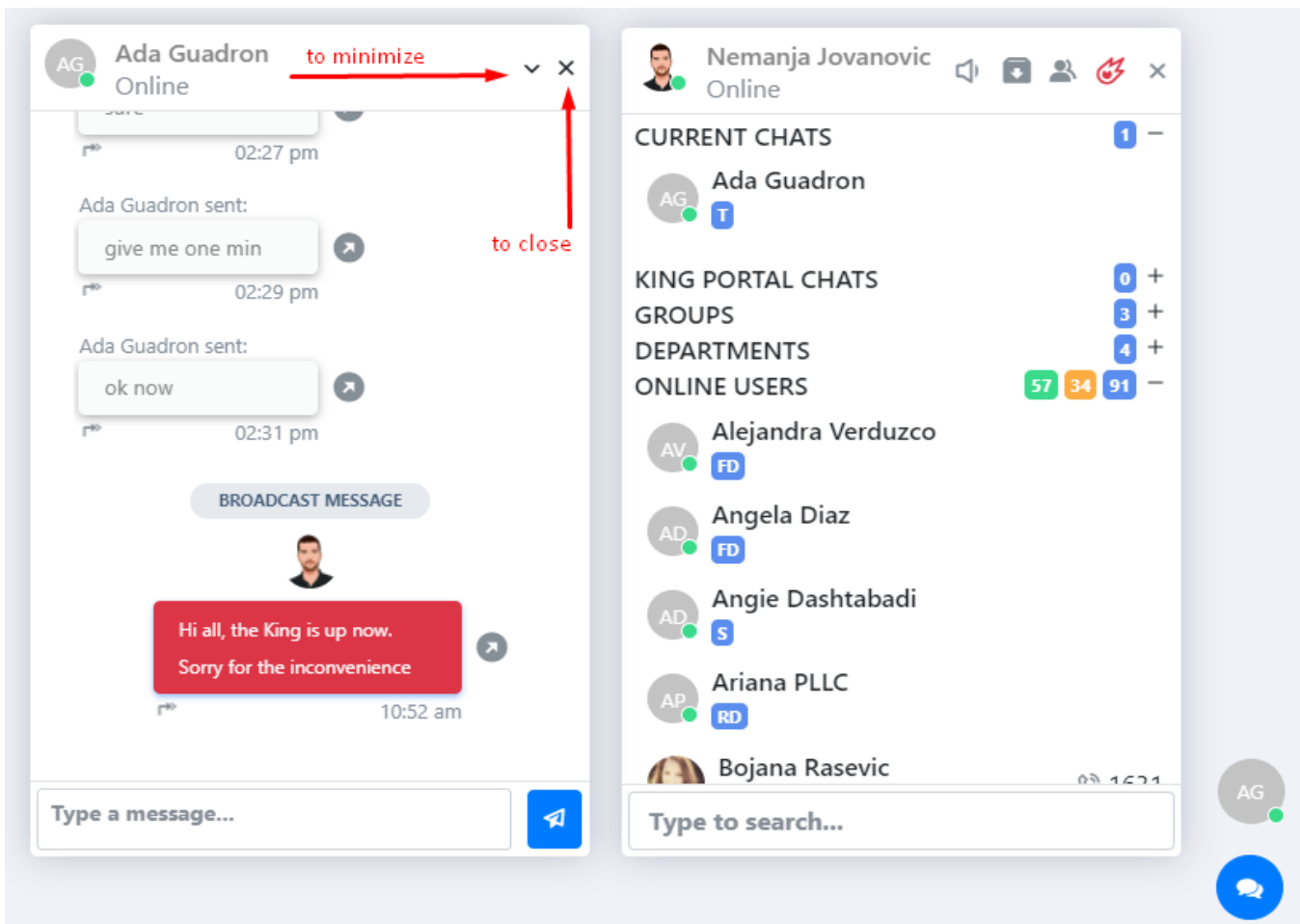
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- Please note, you can open 3 windows at the same time



- To minimize chat window, please use the arrow pointing down, or X to close the chat



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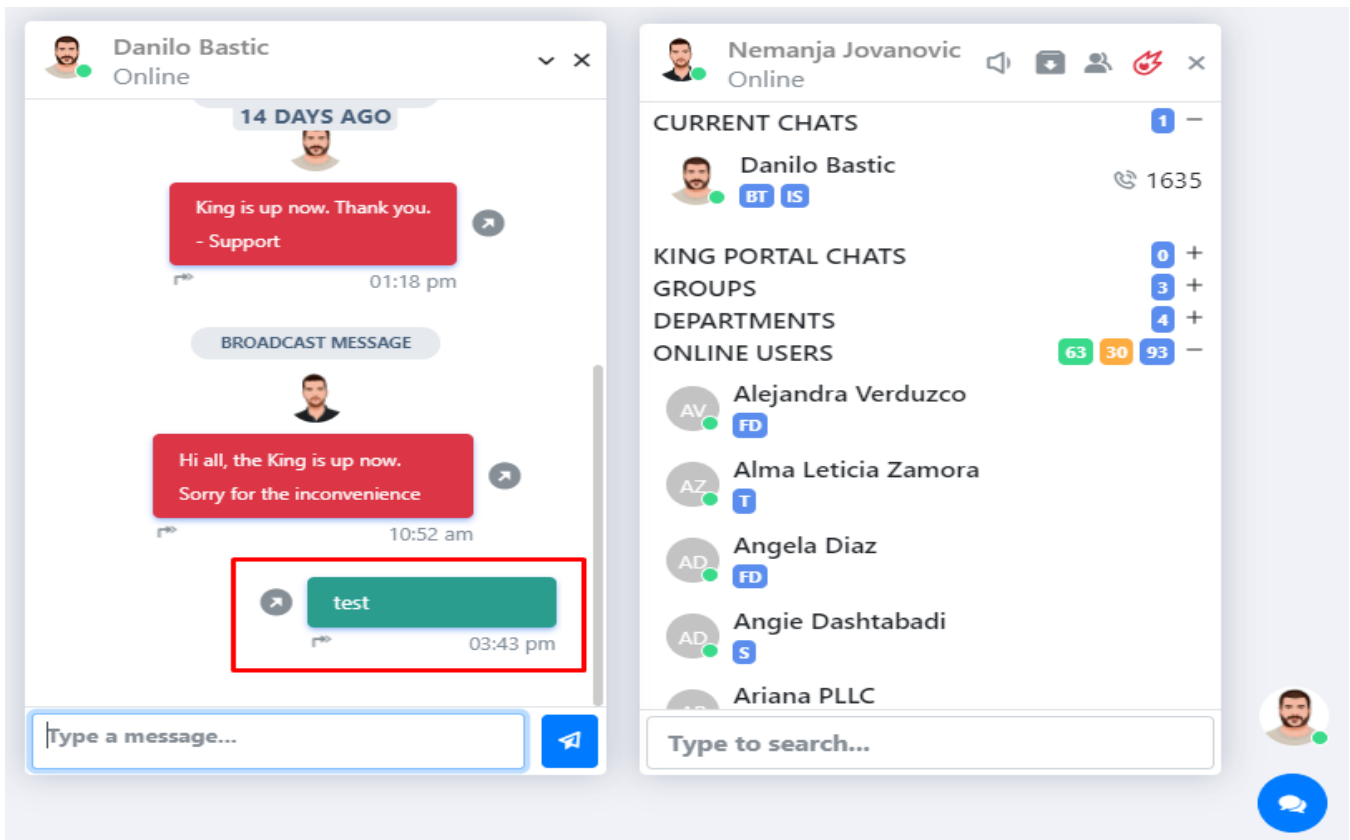
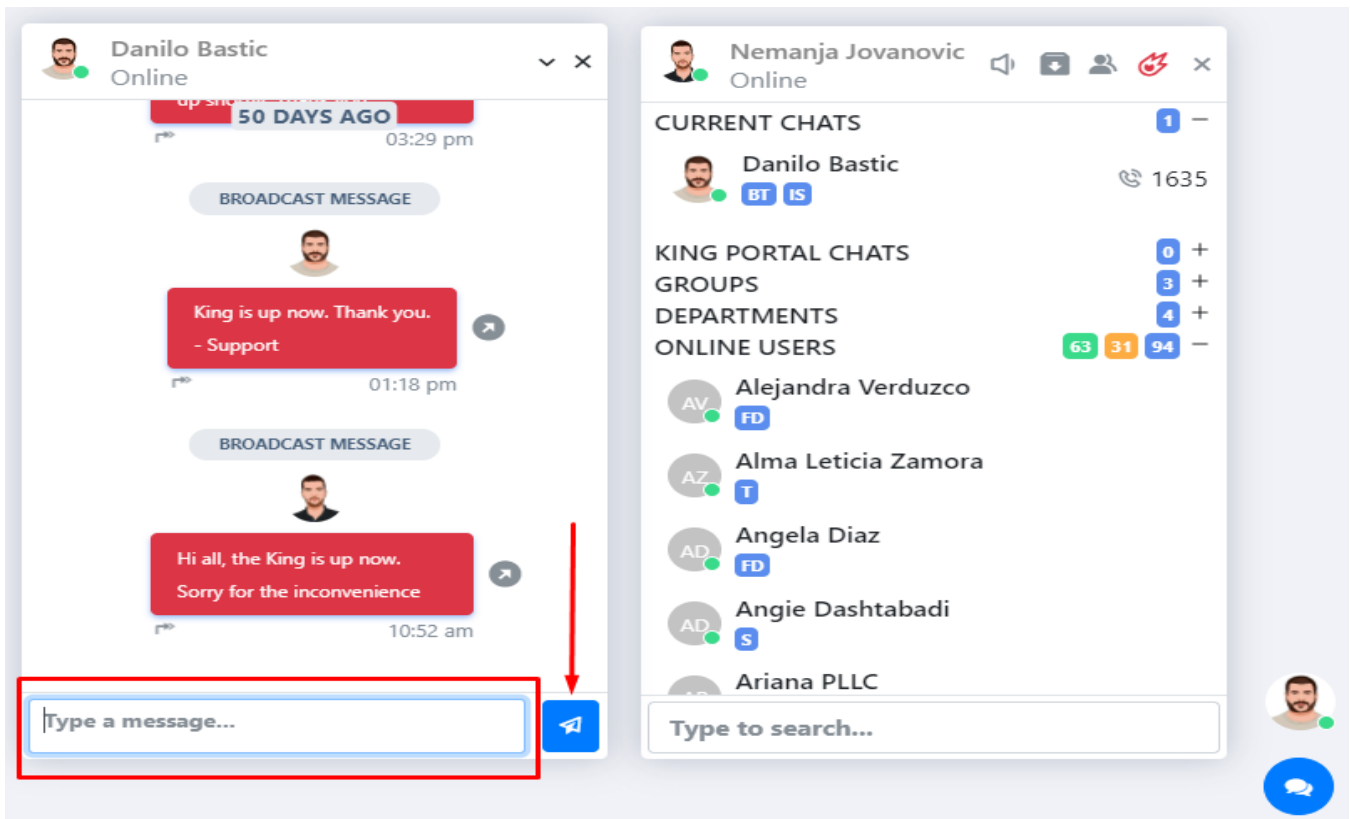
- Minimized chats will appear as circle shaped badges above the [blue messenger balloon](#) enabling quick access to current chats
- To prevent overloading of the page with unnecessary icons, the maximum of 5 minimized chats will appear on the side

The screenshot displays a chat window for 'Nemanja Jovanovic' who is 'Online'. The window is divided into several sections: 'CURRENT CHATS' (5), 'KING PORTAL CHATS' (0), 'GROUPS' (3), 'DEPARTMENTS' (4), and 'ONLINE USERS' (59, 29, 88). A search bar at the bottom is labeled 'Type to search...'. On the right side, a vertical stack of five circular chat badges is highlighted with a red box. These badges correspond to the 'CURRENT CHATS' list: Ada Guadron (AG), Alejandra Verduzco (AV), Angela Diaz (AD), Cynthia Ramirez (CR), and Carlena Blanco (C). Each badge has a small green dot indicating the user is online. Below the badges is a blue circular messenger icon.

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- To **send a message**, type a message and press Enter or click on the **Send** icon



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- To **reply to a message**, please click on the reply button and type your message

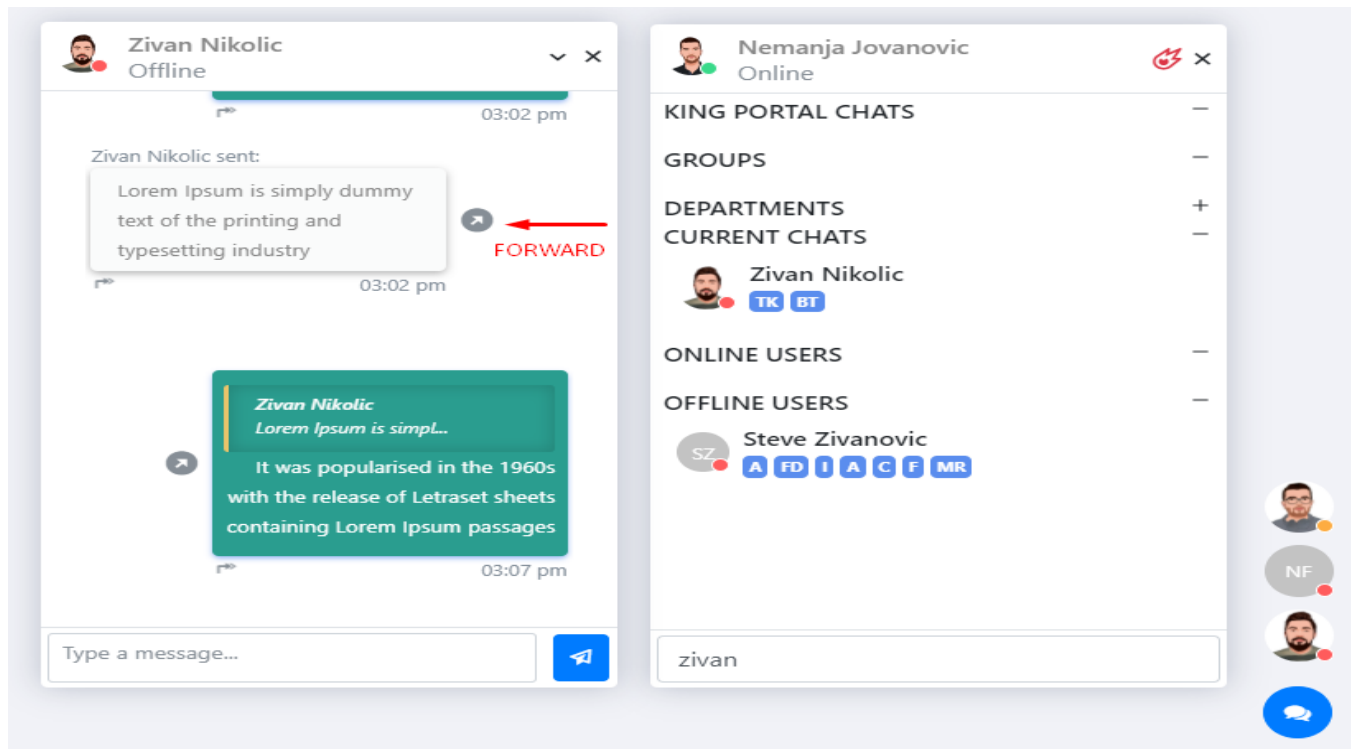
The screenshot shows a chat window with two messages from Zivan Nikolic. The first message is partially visible, mentioning 'publishing software like Aldus PageMaker'. The second message, timestamped 03:02 pm, reads: 'Wikipedia is hosted by the Wikimedia Foundation, a non-profit organization that also hosts a range of other projects.' Below this message is a 'REPLY' button, which is highlighted with a red arrow. At the bottom of the chat window, there is a text input field containing the text 'Lorem Ipsum is simply dummy text of the printing a ...' and a blue send button. A red box highlights the input field and the send button.

The screenshot shows the same chat window. The first message is now fully visible, timestamped 03:02 pm, and reads: 'Lorem Ipsum is simply dummy text of the printing and typesetting industry'. The 'REPLY' button is now highlighted with a red box. A new message from Zivan Nikolic, timestamped 03:07 pm, is shown below it, reading: 'It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages'. The text input field at the bottom now contains the text 'Type here...'. A red box highlights the 'REPLIED message' and the new message.

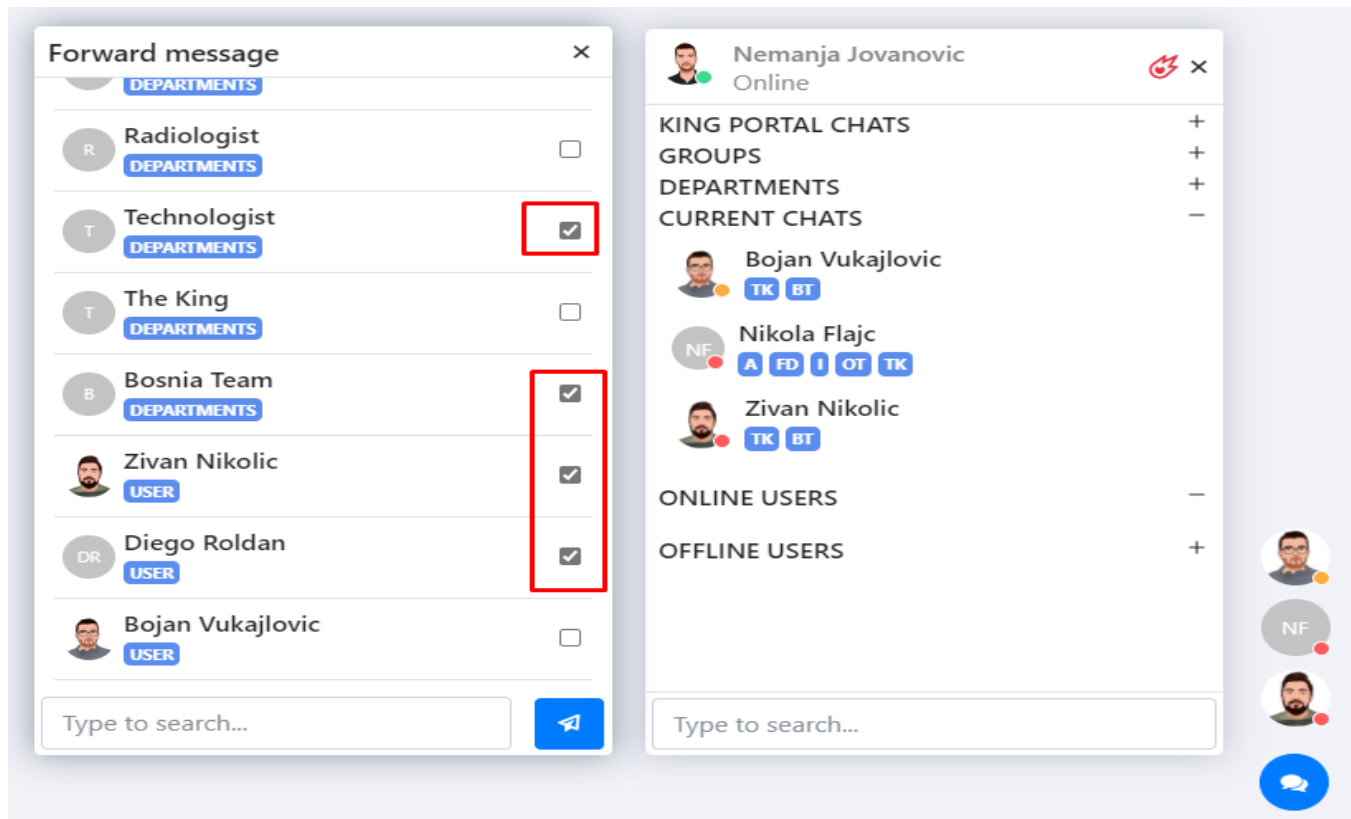
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- To **forward a message**, please click on the forward button




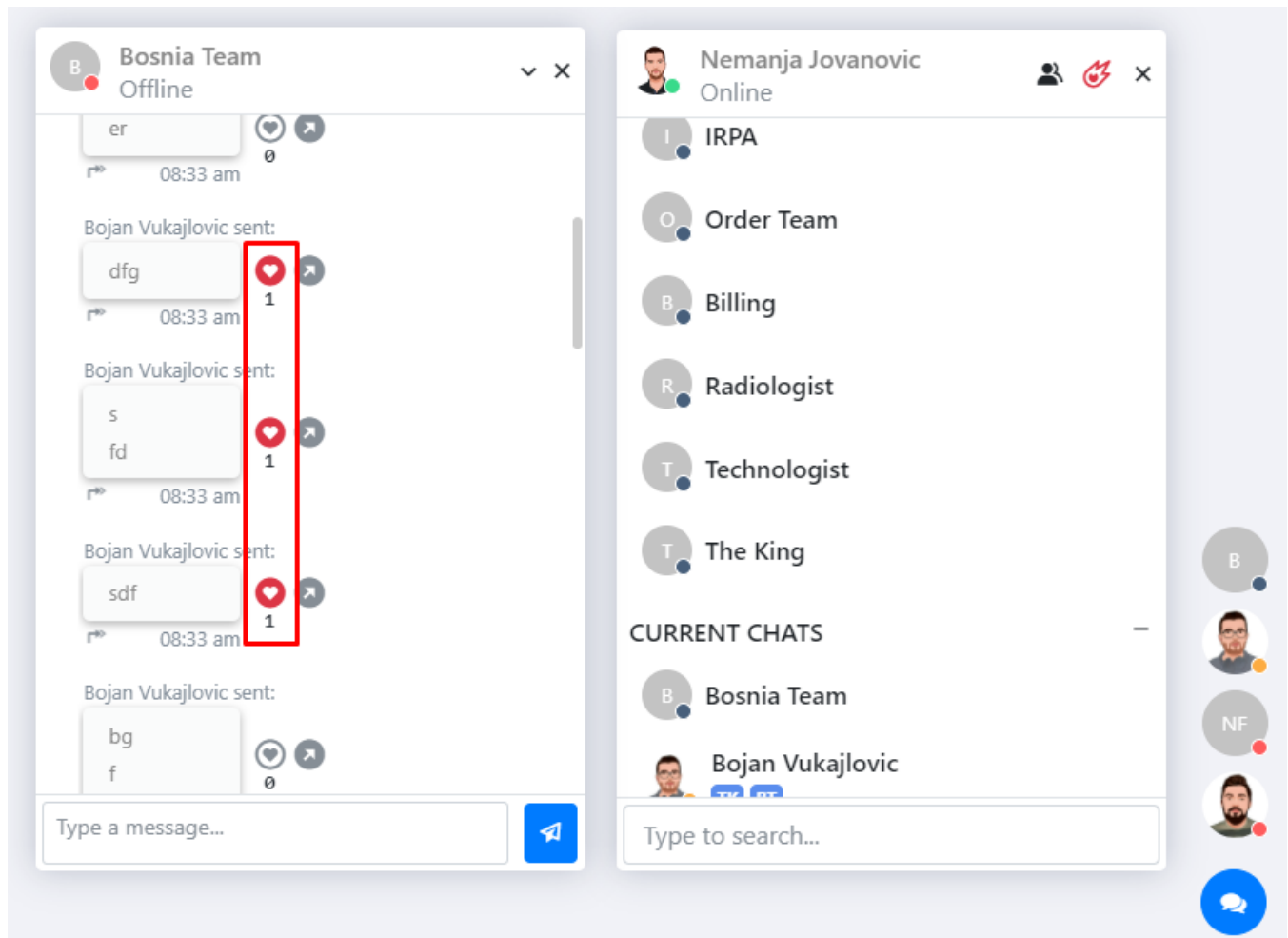
- It will open a new window asking you to **select** users/department you wish to forward a message to. **Check the box** next to user/department and click on the **Send** icon



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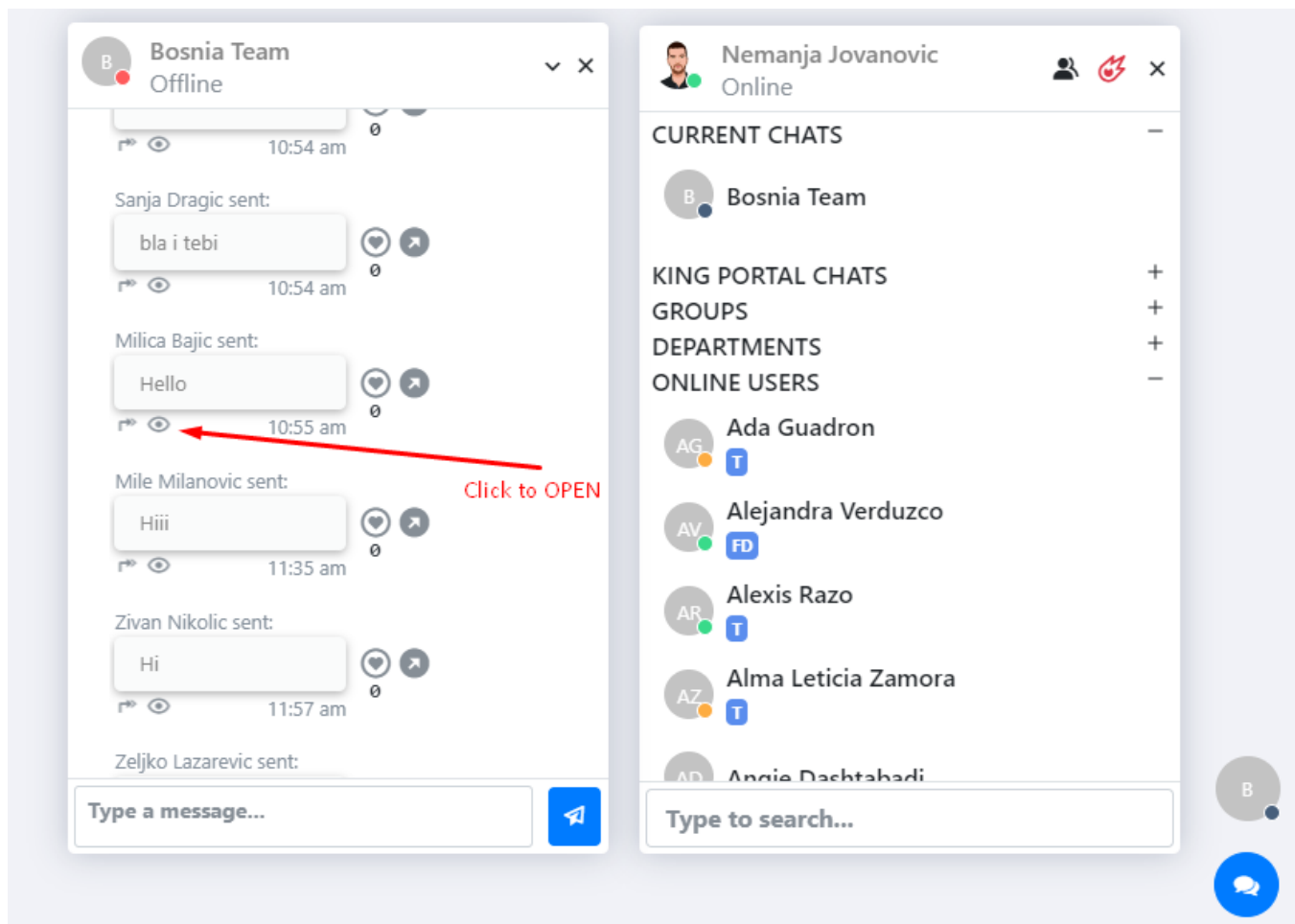
- Like option is also available in the chat, but limited to group chats only
- **To like a message**, just click on the  icon
- To “unlike”, click on the heart icon again



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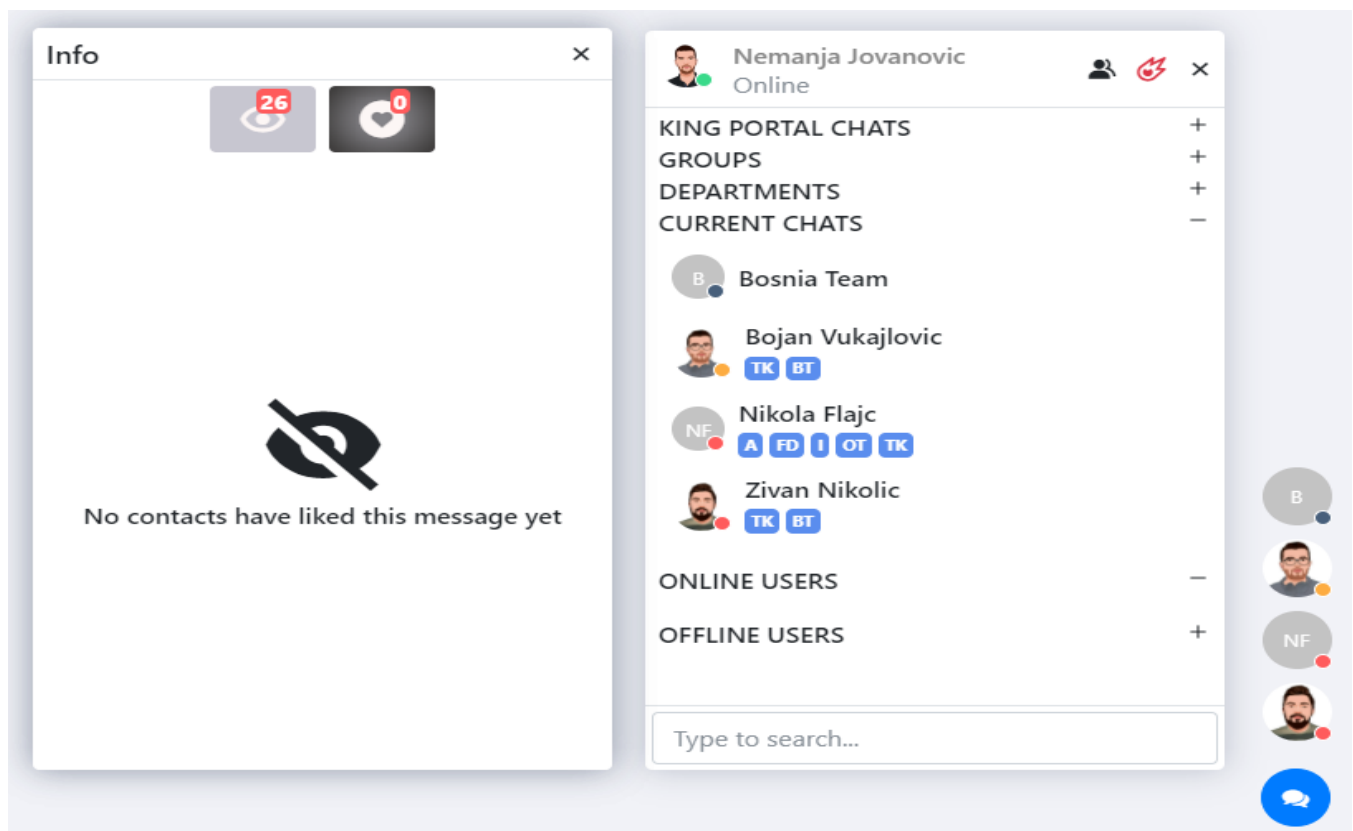
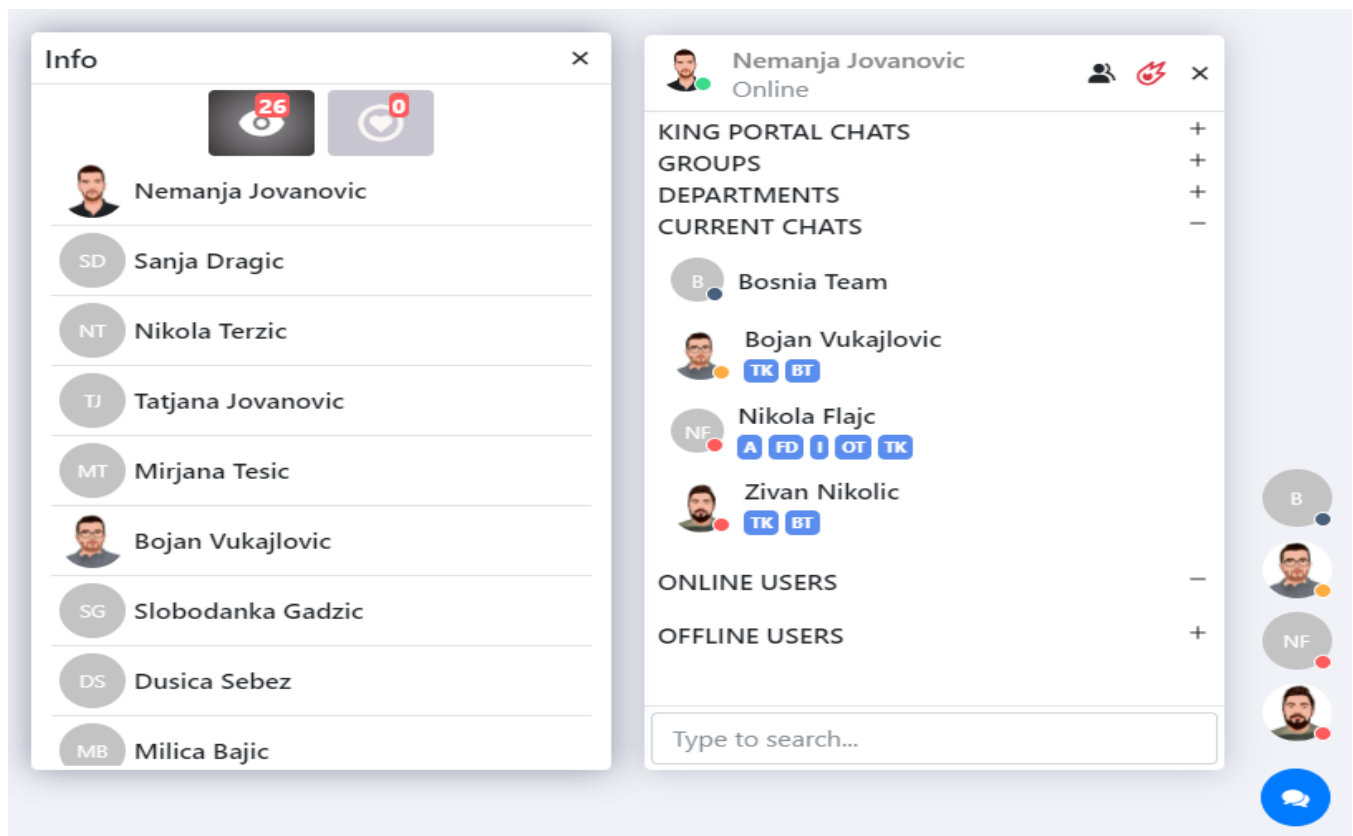
- In the group chats, you will be able to check if your message has been **seen** and **liked** by other users. The system will show who saw and liked your message
- When you click on the eye button  , the system will bring the **Info** page up



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- Switch between “seen” and “liked” tabs by clicking on the icon



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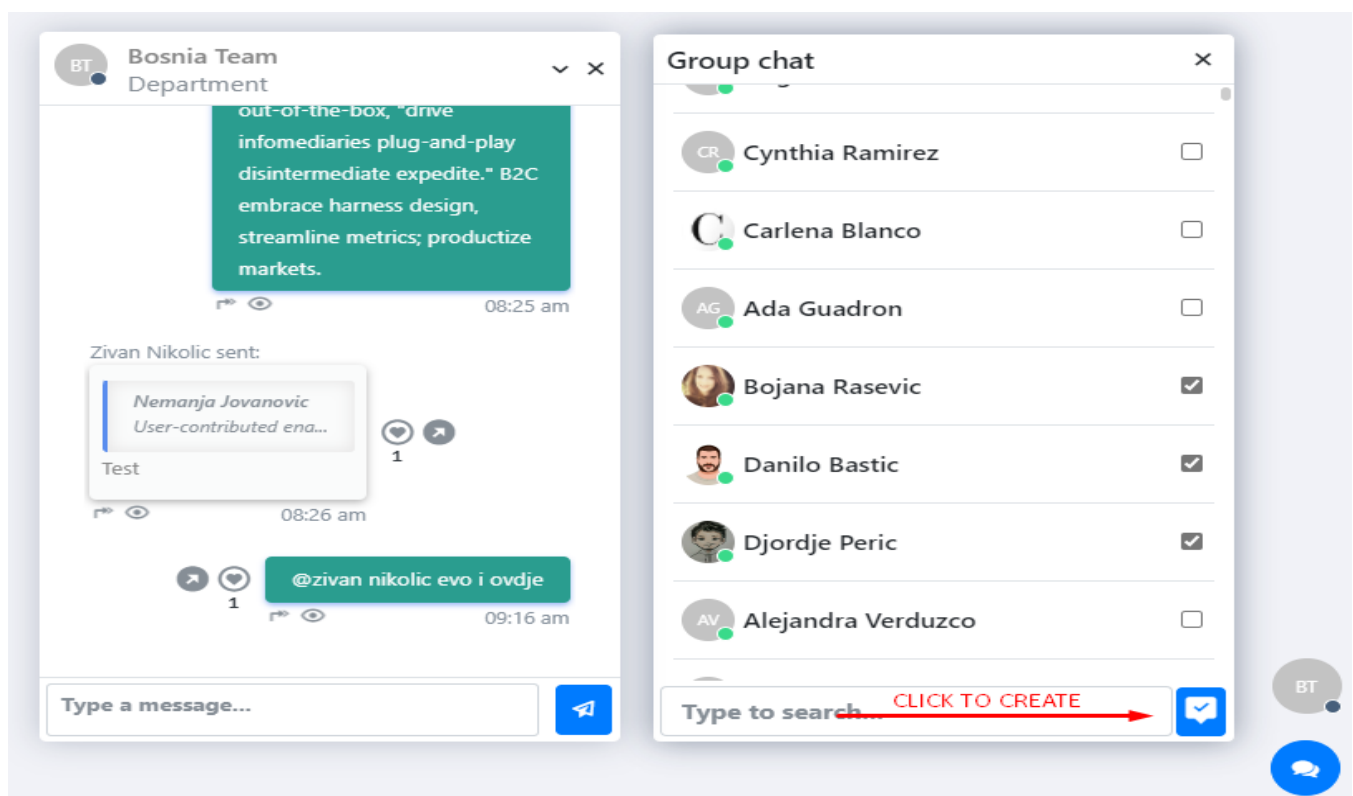
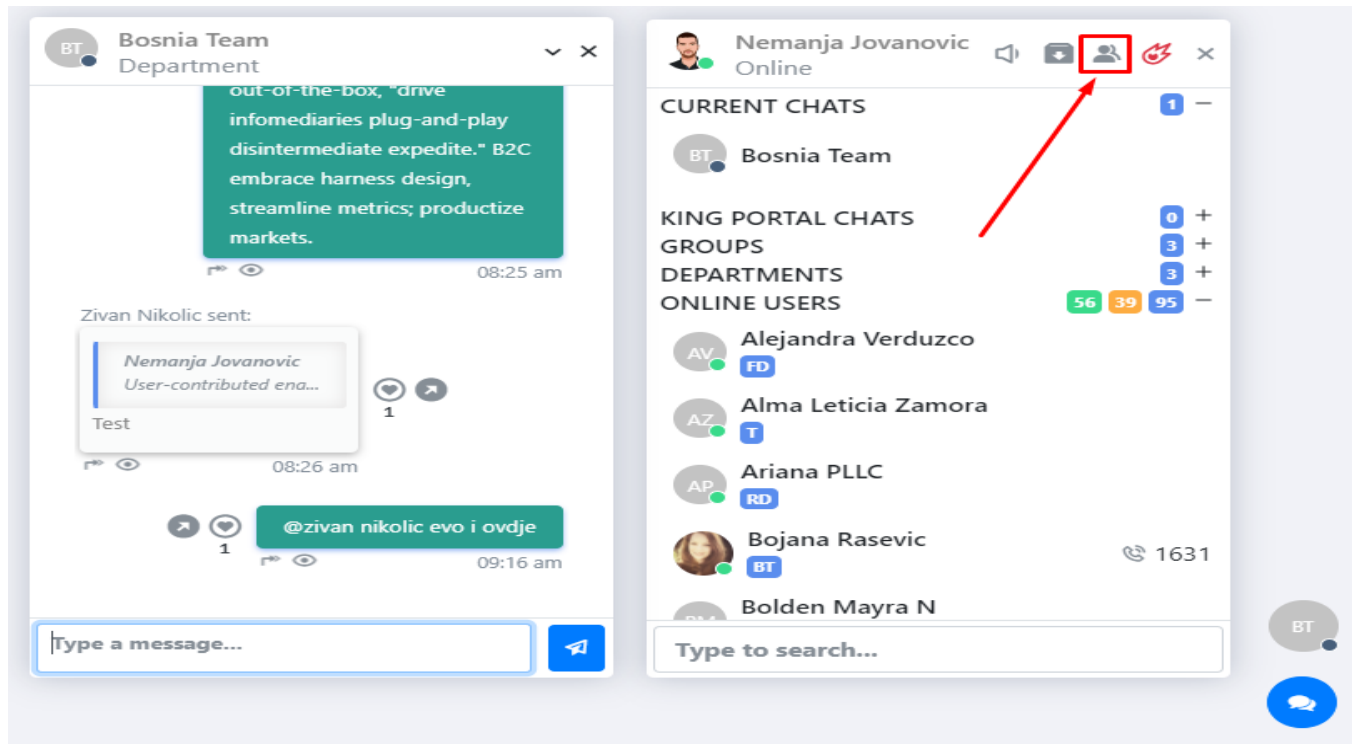
- To send a broadcast message, please click on the red comet icon
- A new pop-up window will appear asking you to select:
 - Departments or
 - Users
- **Select All** option is available to select all departments or all users. Please note that either 1 department or 1 user are required for a broadcast message to be sent

The screenshot displays the 'Order entry' interface. A 'Broadcast message' pop-up window is open, showing options to select 'Departments' or 'Users', each with a 'Select all' button. A red arrow points to the 'Select all' button for 'Users'. Below the selection options is a text input field labeled 'Message' with the placeholder text 'TYPE a message...'. At the bottom of the pop-up are 'Close' and 'Send' buttons. In the background, a chat window for 'Nemanja Jovanovic' is visible, with a red arrow pointing to the 'BROADCAST' icon (a red comet) in the chat header. The chat window lists various chat categories like 'KING PORTAL CHATS', 'GROUPS', and 'DEPARTMENTS', along with individual users like 'Bosnia Team', 'Bojan Vukajlovic', 'Nikola Flajc', and 'Zivan Nikolic'.

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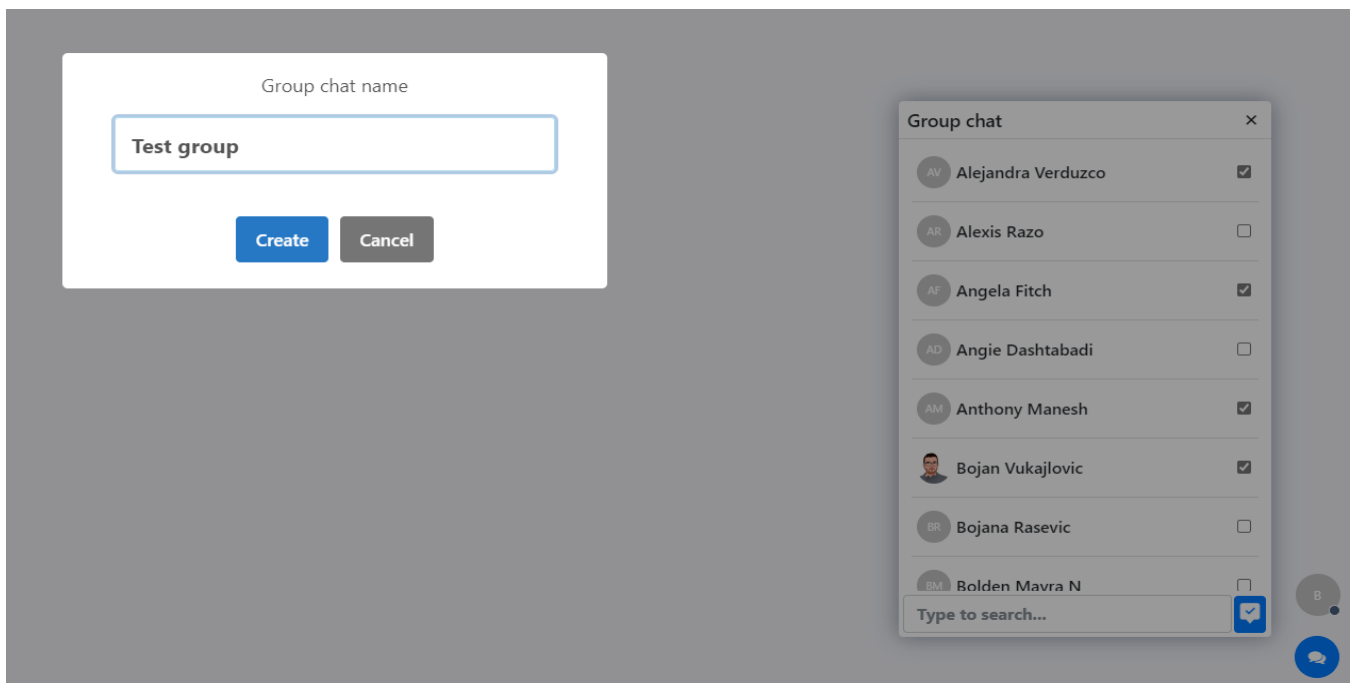
- To create a group, please click on the group icon.
- It will open a new window asking you to **select** users you wish to add to a group. **Check the box** next to user and click on the **Create** icon



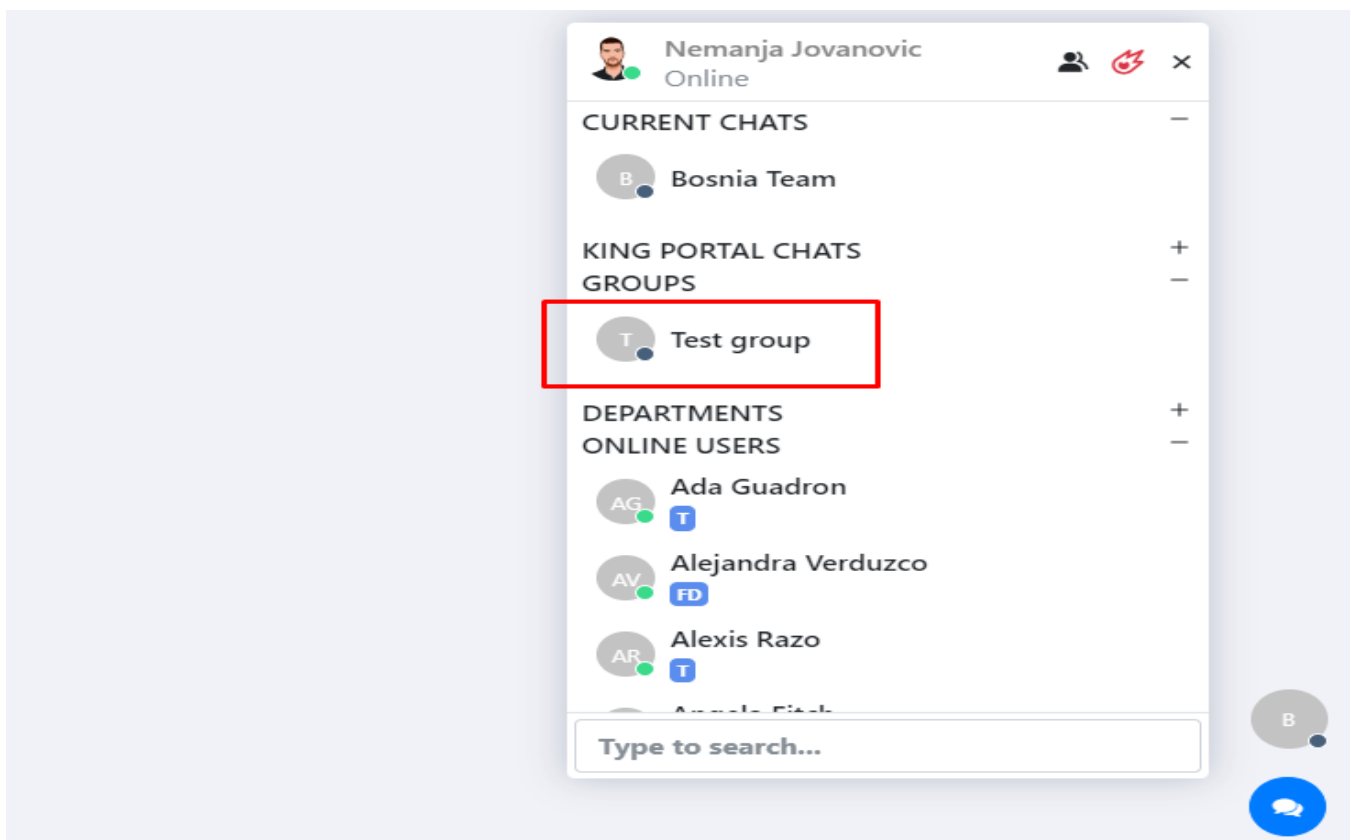
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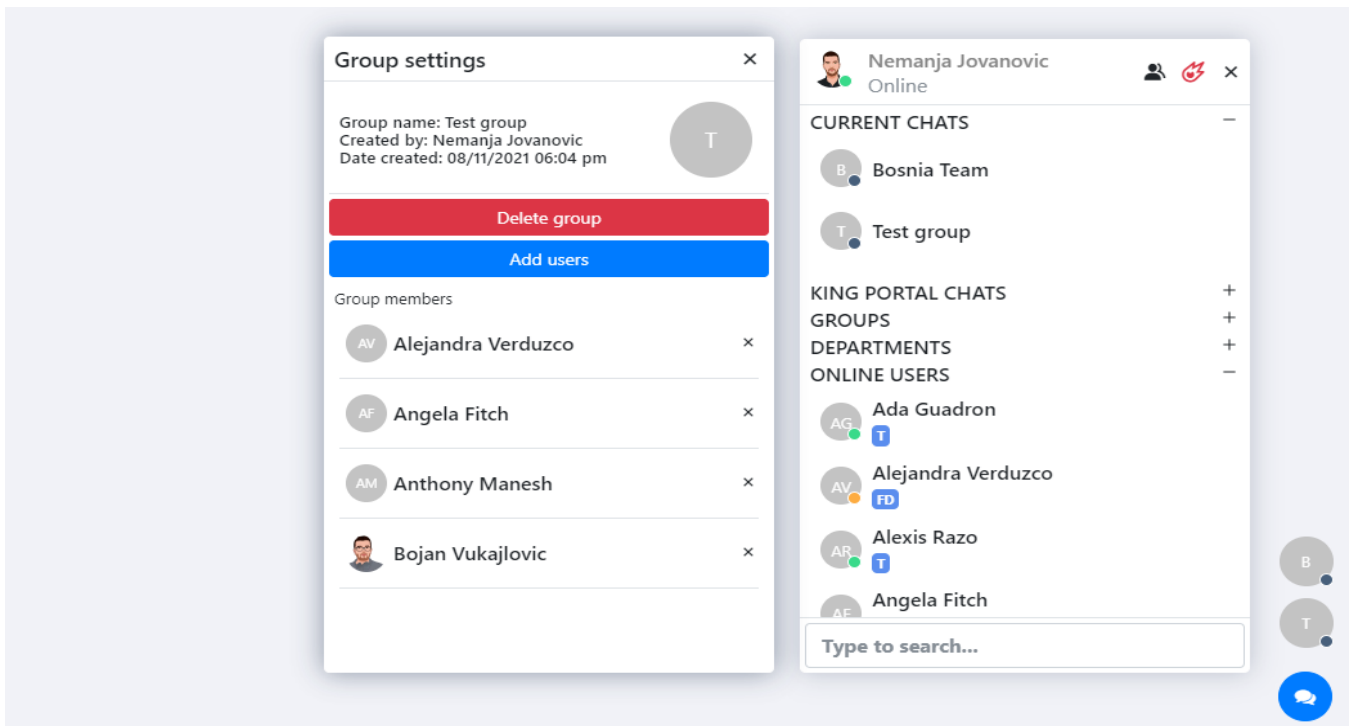
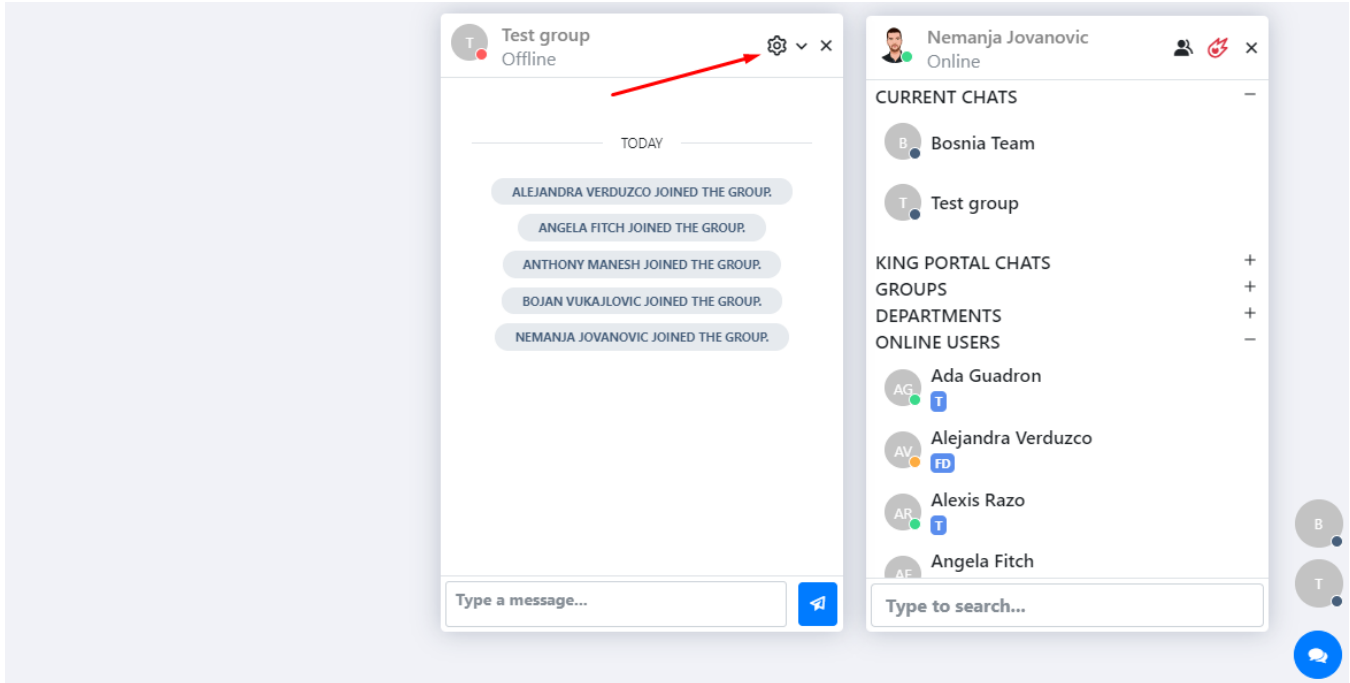
- Type the group name in the new window and click on the [Create](#) button



- New group will appear under Groups



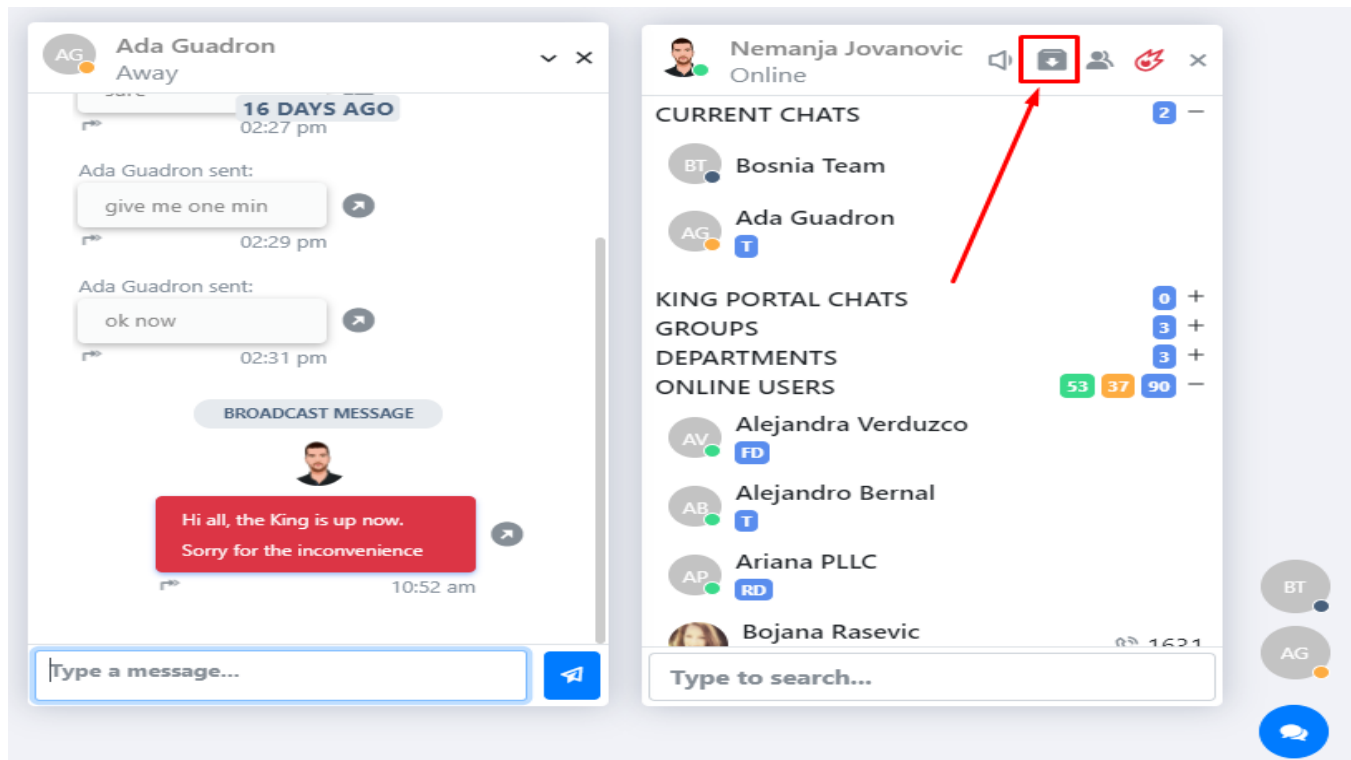
- Click on the **settings**  button to:
 - Get group chat info
 - Delete group
 - Add users
 - Remove users



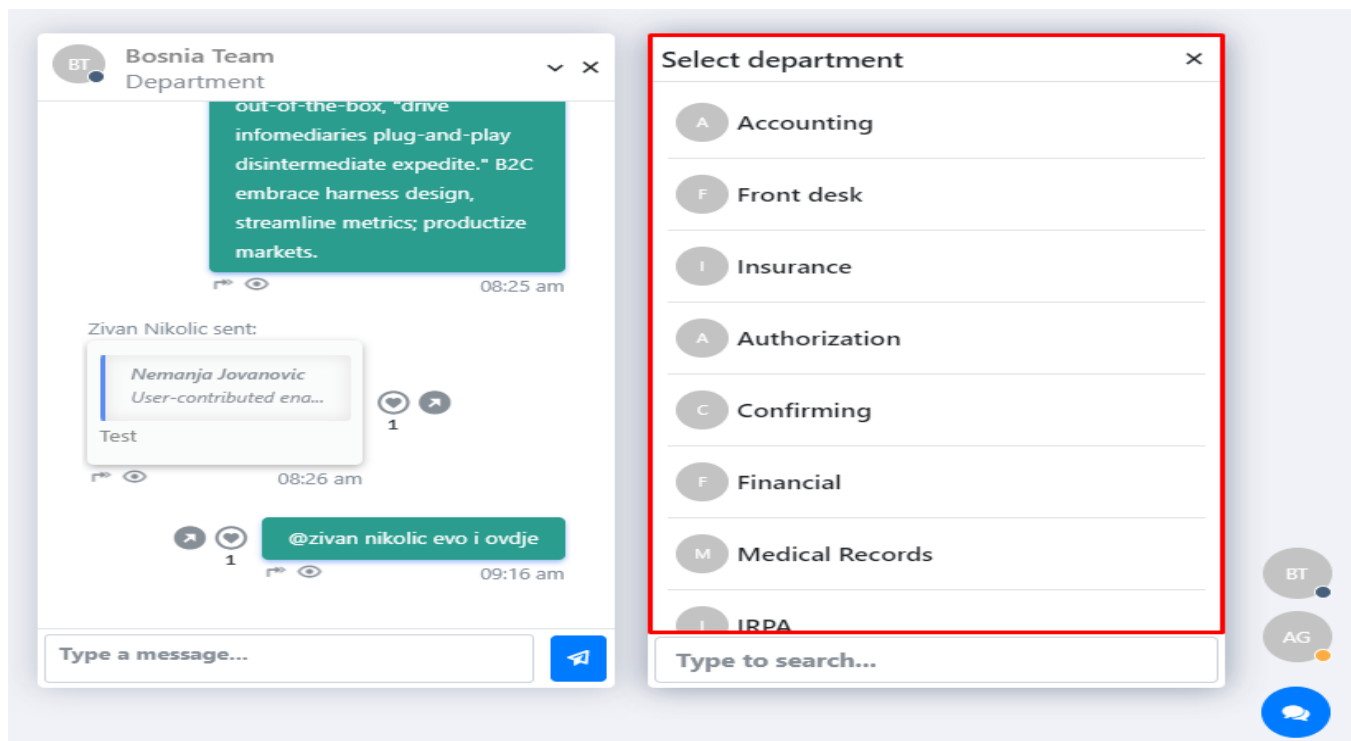
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Houston Medical Imaging

- To send a message to a department you are not member of (e.g., sending a message to IT), click on the “box” icon



- It will open a new window asking you to **select** a department you wish to send a message to. Please note, it will only display departments you are **not member of**



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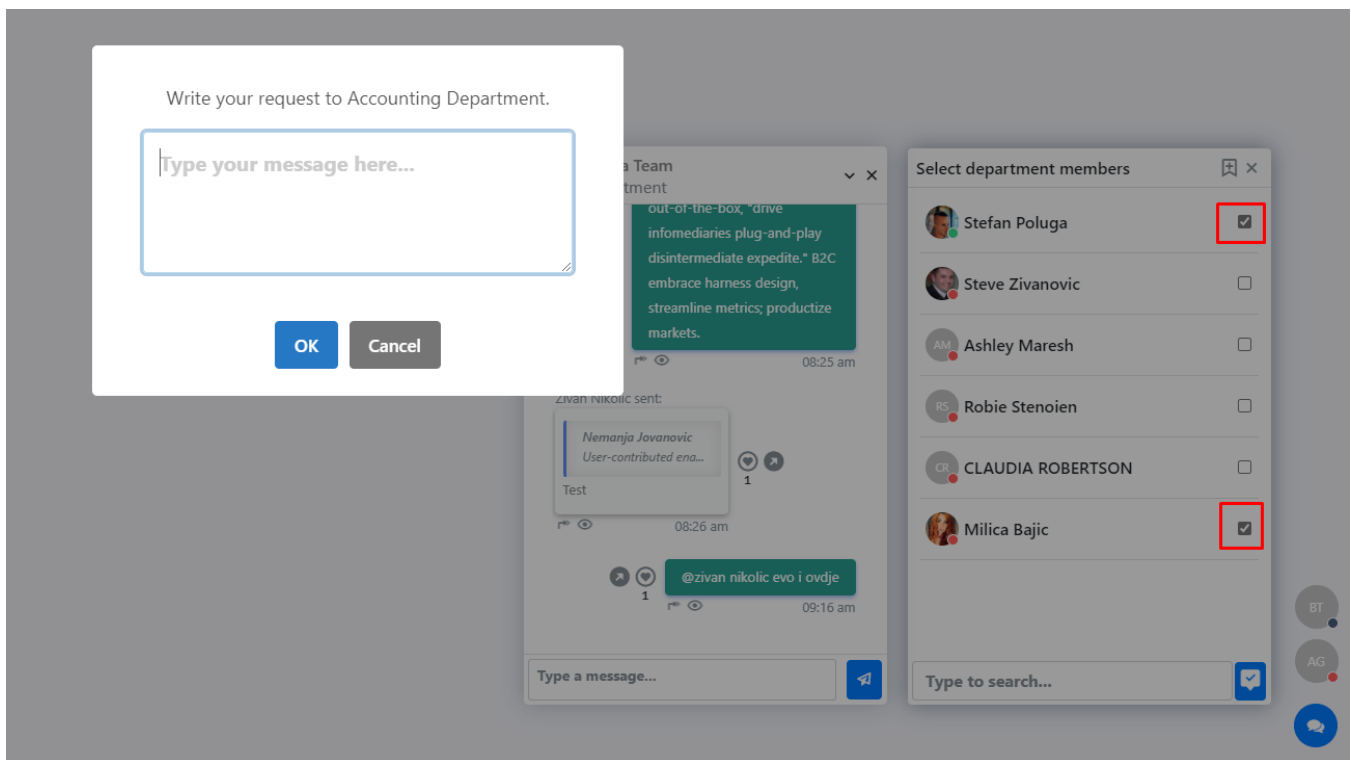
- Click on the department you want to send a message to

The screenshot shows a chat window for the 'Bosnia Team' department. A message from 'Zivan Nikolic' is visible, containing a quote: "out-of-the-box, "drive infomediaries plug-and-play disintermediate expedite." B2C embrace harness design, streamline metrics; productize markets." The message is timestamped 08:25 am. Below it, a reply from 'Zivan Nikolic' is shown, containing a quote from 'Nemanja Jovanovic': "User-contributed enda...". The reply is timestamped 08:26 am. At the bottom of the chat, there is a text input field with the placeholder 'Type a message...' and a blue send button. To the right, a 'Select department' dropdown menu is open, showing a list of departments: Accounting, Front desk, Insurance, Authorization, Confirming, Financial, Medical Records, and IRPA. The 'Accounting' department is highlighted with a red box. The dropdown menu has a search field with the placeholder 'Type to search...'.

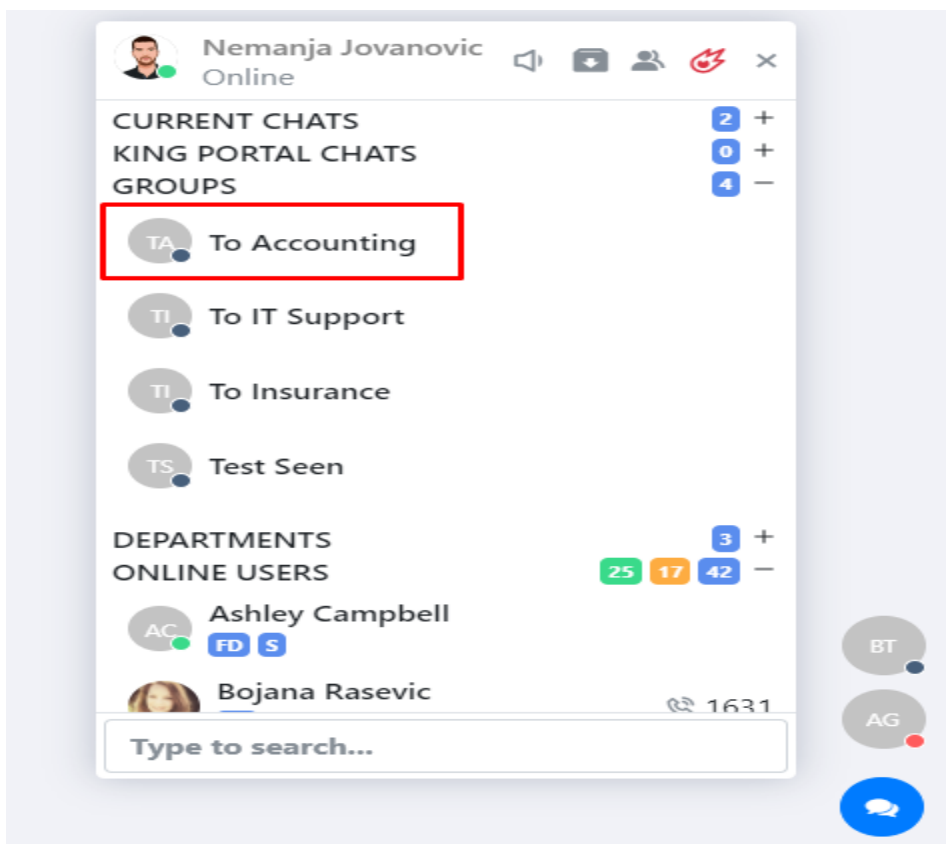
- It will open a new window asking you to **select** users you wish to add to a group. **Check the box** next to user and click on the **Create** icon

The screenshot shows the same chat window as above. A new dropdown menu, 'Select department members', is open. It displays a list of users with their names and profile pictures: Stefan Poluga, Steve Zivanovic, Ashley Maresh, Robie Stenoien, CLAUDIA ROBERTSON, and Milica Bajic. Each user name is followed by a checkbox. A red box highlights the checkboxes for all users. At the top of the dropdown, there is a 'select all' link with a red arrow pointing to it. At the bottom, there is a 'create' link with a red arrow pointing to it. The dropdown menu also has a search field with the placeholder 'Type to search...' and a blue create button.

- In the new pop-up window, type the message you want to send



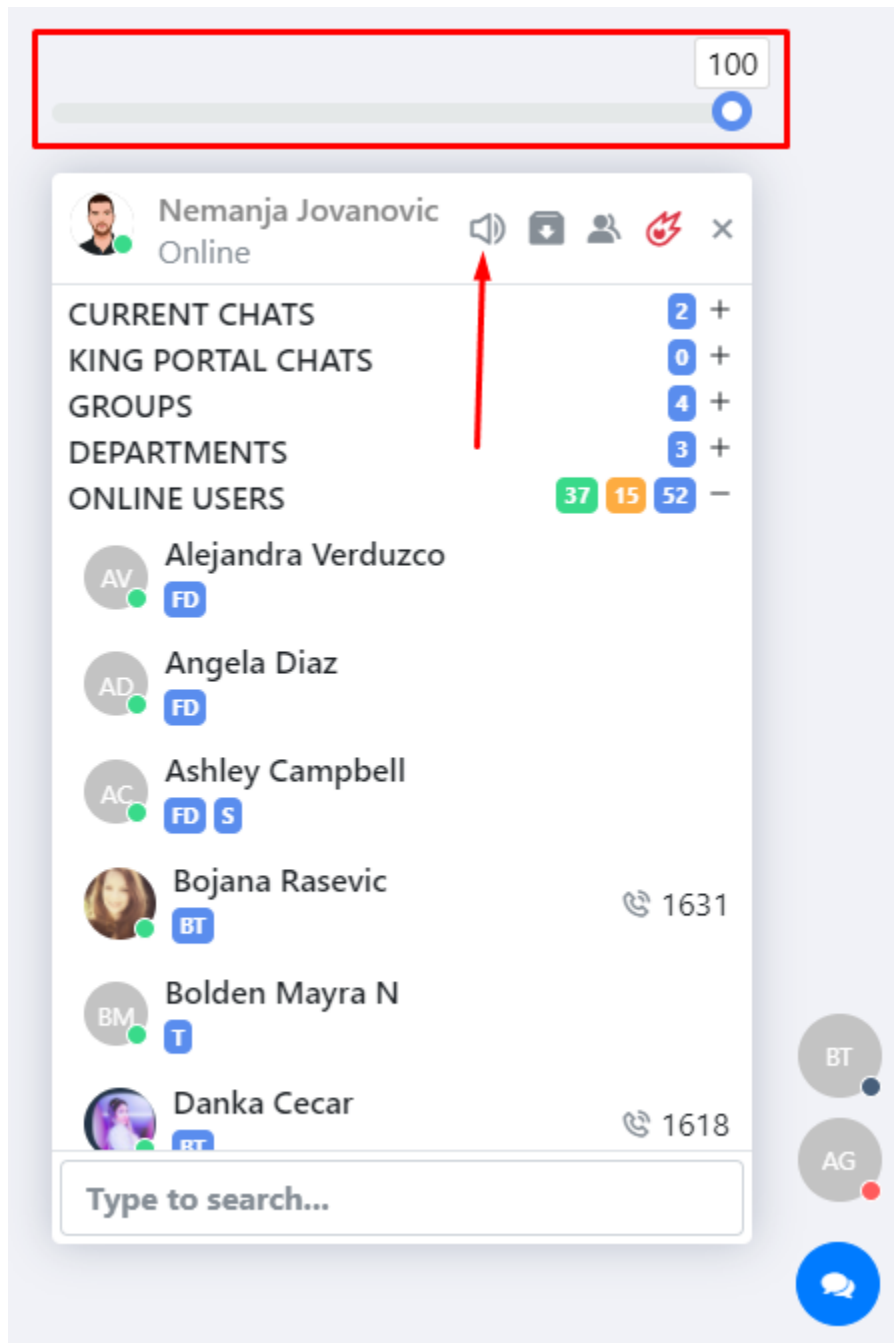
- Confirmation window will appear and the new GROUP will be created



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- When a new chat message is received, a sound will be heard
- **To turn the volume** of the sound up and down, use the sound icon



- Hover over the icon, and the sound bar will appear
- Move the **blue circle** left or right to turn the volume down or up