






# Backline Quick Tips

Updated 3/3/2020


## General Tips

- Backline is a secure, encrypted, and HIPAA-compliant messaging platform
- It is recommended to check **Settings** on your first login to ensure that Backline is set up to your preference
- You will have the same login on web and mobile once you have registered
- **Recent** chats display with newest on top
- **1-on-1**, **Groups**, and **Patients** chat types display in alphabetical order
- Contact's online status shown by the circle in the lower right of their avatar
  -  Online on web or mobile
  -  Idle
  -  Offline
  -  Unavailable
- If you no longer wish to be part of a chat, tap the **Leave Chat** option
- You can silence Groups and Patients chat alerts
- There is a 20MB file size limit for attachments sent through Backline
- Hover/tap user names in Groups/Patients chats for more information such as phone number and email (if they are sharing)
- You can call (mobile only) or email a contact. On mobile, tap a user's avatar to open the preferred application for the action. On web, email is accessible in chat banner

## Web Tips

- Add new 1-on-1 chats or create Group/Patient chats by clicking on the Add icon **+** in the **1-on-1**, **Groups**, or **Patients** tabs
- Hover over a message to see who has read a message, and when
- Add attachments by dragging the file into the window or tapping the Paperclip icon  at the bottom of the screen
- Send a time-limited message to a non-Backline user by clicking on the **1-on-1** tab, clicking on the Add icon **+**, then clicking on **Add External Contact** to enter a cell # or email

## Mobile Tips

- Backline app can be downloaded on smart devices from the iOS or Android app stores
- See who has read a message and when by tapping on a message
- Add attachments by tapping on the Arrow icon next to the chat bar, then selecting an option
- To send a time-limited message to a non-Backline user:
  - On Android, tap the Add icon **+**, tap **External User Chat**, then tap the Rolodex icon
  - On iOS, tap , tap **External User**, then tap the Rolodex icon

Training materials available in **Help** (after tapping an avatar):  
<https://backline.akariobl.com>