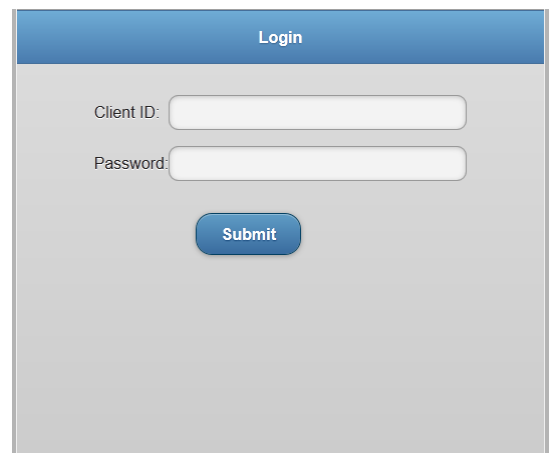# Secure Delivery Service
Settings and Use From the Customer Perspective

If you are having trouble accessing the SDS make sure that you have Microsoft Silverlight Installed on your machine or device. It is accessible on our website on the "Support" tab.

If you are using the Android or Apple store app you can connect using the server address https://sds.contactcommunications.com

When using the Secure Delivery Service you will be initially presented with the login screen. You should use the credentials provided by us to log into the service.

Login

Client ID:

Password:

Submit

Upon logging in you will be presented with the new messages page. This is where all messages sent by the agent are sent and will remain undelivered to the agent until the client has looked at the message. Delivery rules for customers can also be set to the in progress or completed states.

test test
No New Messages

New | In Process | Complete | Notes
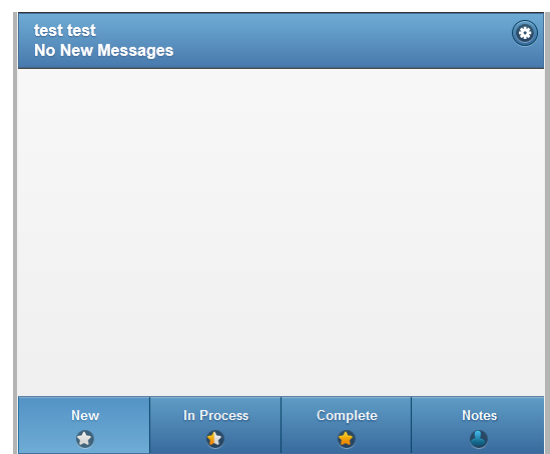
Viewing a message will present you with the delivered message as well as option to mark the message as either "In Progress" or "Complete". These options help you keep track of your messages.   You may also "Forward" the message to someone else in the group or "Reply" to it to send a message to us. Please note that a you DO NOT have to reply to us for us to see that you have read it.
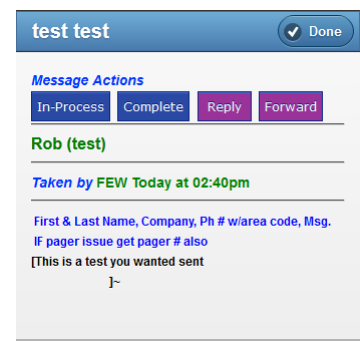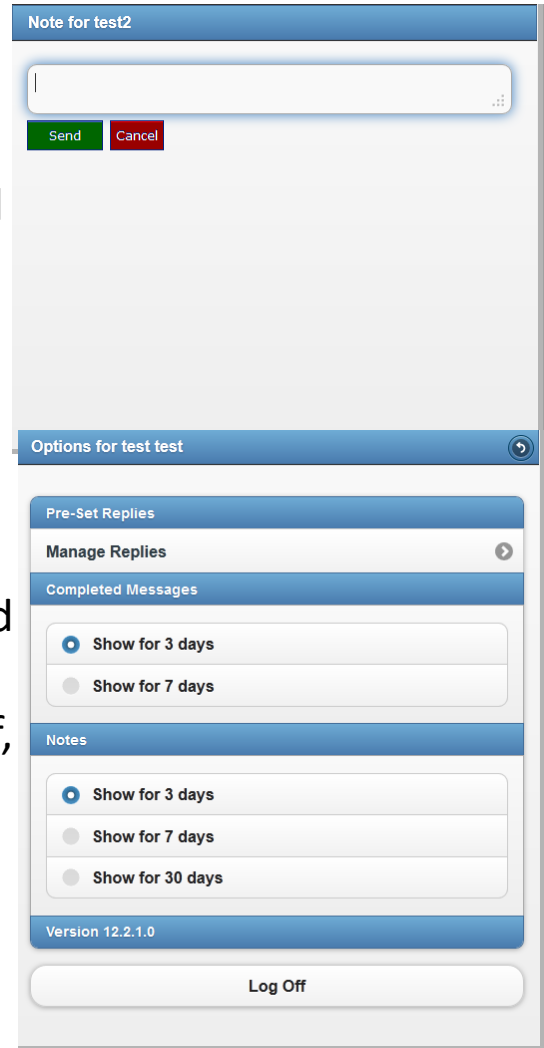
The Notes page is the fourth tab on the bottom and allows you to send secure messages through our channels. This is similar in function to text messaging but in a secure and HIPAA compliant way. When a you receive a new note you will be notified via text message just as you would when receiving a new secure message from TAS.
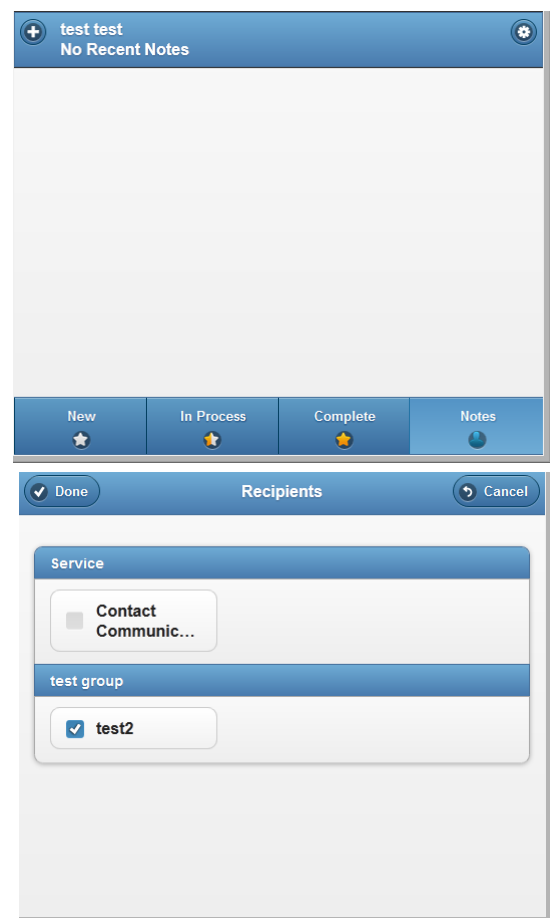
You can also select multiple recipients for notes to create a secure group message or send secure messages to us. Messages sent to us will be received and processed by our staff. This feature can be used to test the system or to relay instruction to our operators.

The settings page allows you to edit settings about your accounts including how long to display notes and completed messages, showing the version number of the software, allowing manual Log Off, and giving access to managed replies.

Note for test2
Send   Cancel

Options for test test
Pre-Set Replies
Manage Replies
Completed Messages
○ Show for 3 days
○ Show for 7 days
Notes
○ Show for 3 days
○ Show for 7 days
○ Show for 30 days
Version 12.2.1.0
Log Off

The Managed Replies page allow you to add default replies for notes for quick and easy response times. Replies can also be ordered so you can put important or often used replies at the top of the list using the arrows. The pencil will allow you to edit an existing reply while the 'x' will delete it.

⊕ Add	Replies	✔ Done
This is a Fast Reply!		⇩ ⇧ ✏ ✖