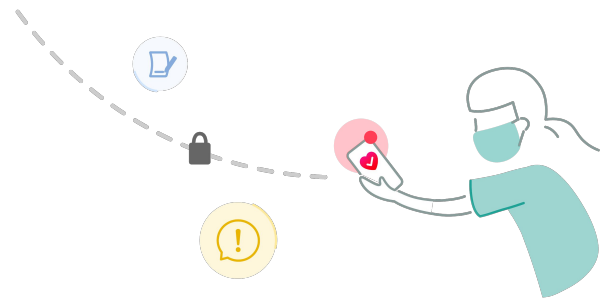


User Guide Exploring Features on Hypercare's iOS App



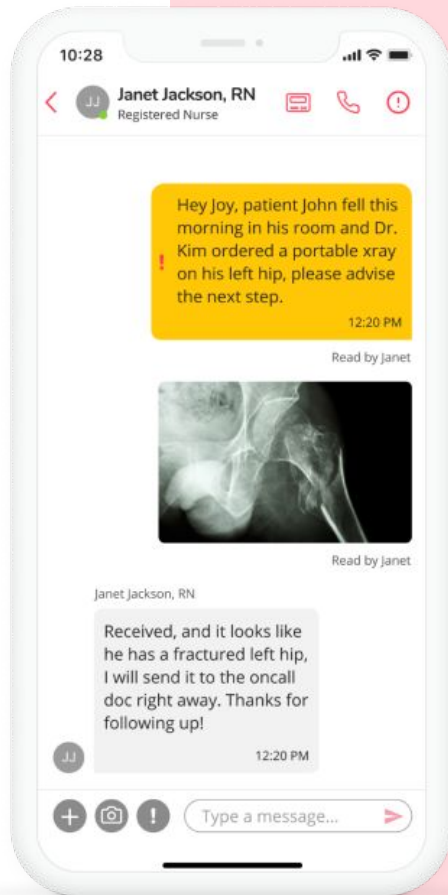
Methods of Communication

Hypercare has integrated various features to enable users to communicate with their preferred method (***messaging, voice call, email, pager***). Please note that these methods will only be available if the recipient has shared their full contact information on the app.



Hypercare Messaging

Hypercare allows users to send direct messages to any member of their organization in an easy and efficient manner. Users can send priority messages, clinical images, clinical documents, and medical consults. This feature provides users with the flexibility to communicate on-the-go.

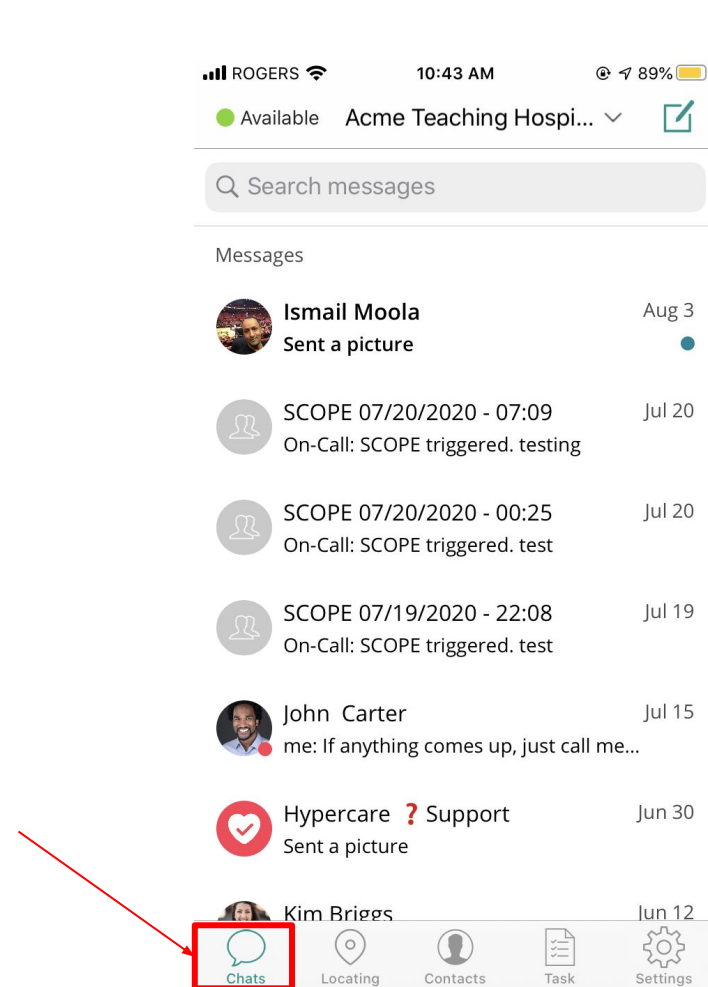


Searching Chats

By searching through messages across all chats, users can search for keywords or content across all the conversations they've had in their organization on Hypercare.

Step 1

Open the Hypercare app and tap on the ***"Chats"*** icon on your mobile device.

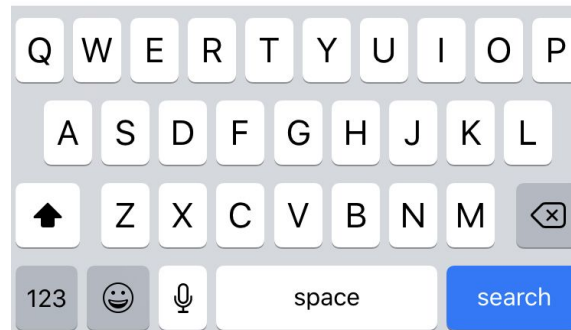
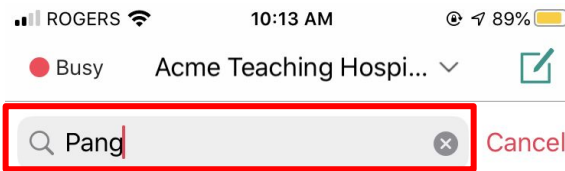


Searching Chats

Step 2

Tap on the search bar located on the top of the screen and type in the content that you would like to search for

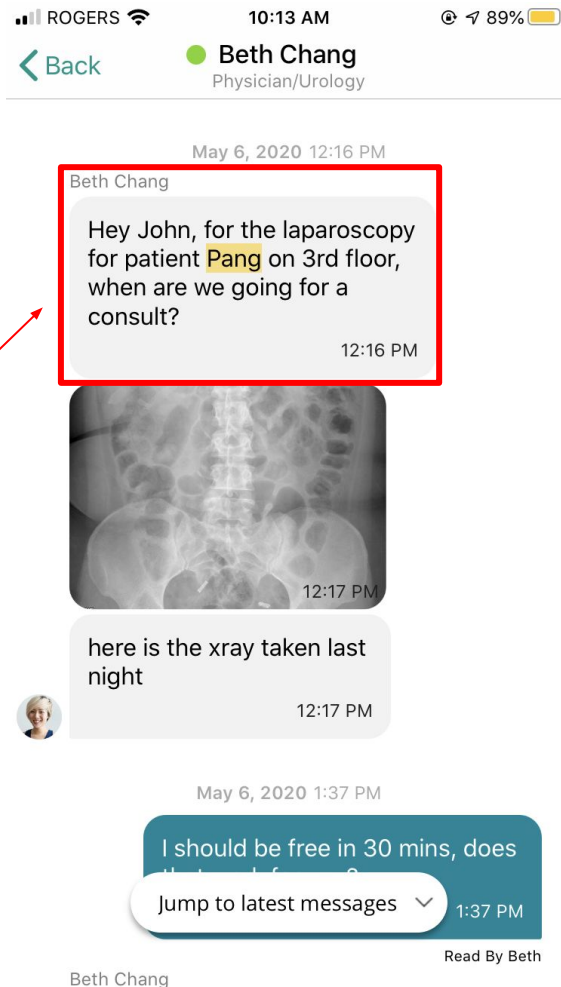
Tap on the search icon located on the bottom right corner of your keyboard. Matches will be sorted based on recency.



Searching Chats

Step 3

Tap on the conversation and message that you would like to view, the app will automatically locate the entirety of the message.

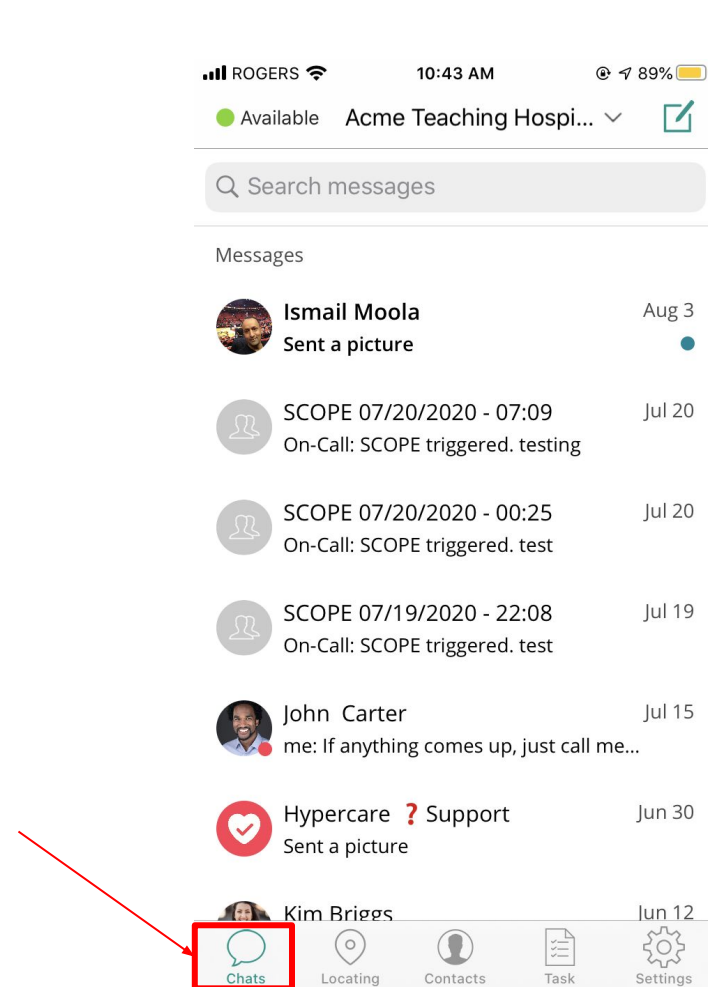


Searching Messages

By searching through messages within a specific conversation, users can search for keywords or content in a conversation with a specific member of their organization on Hypercare.

Step 1

Open the Hypercare app and tap on the ***"Chats"*** icon on your mobile device.

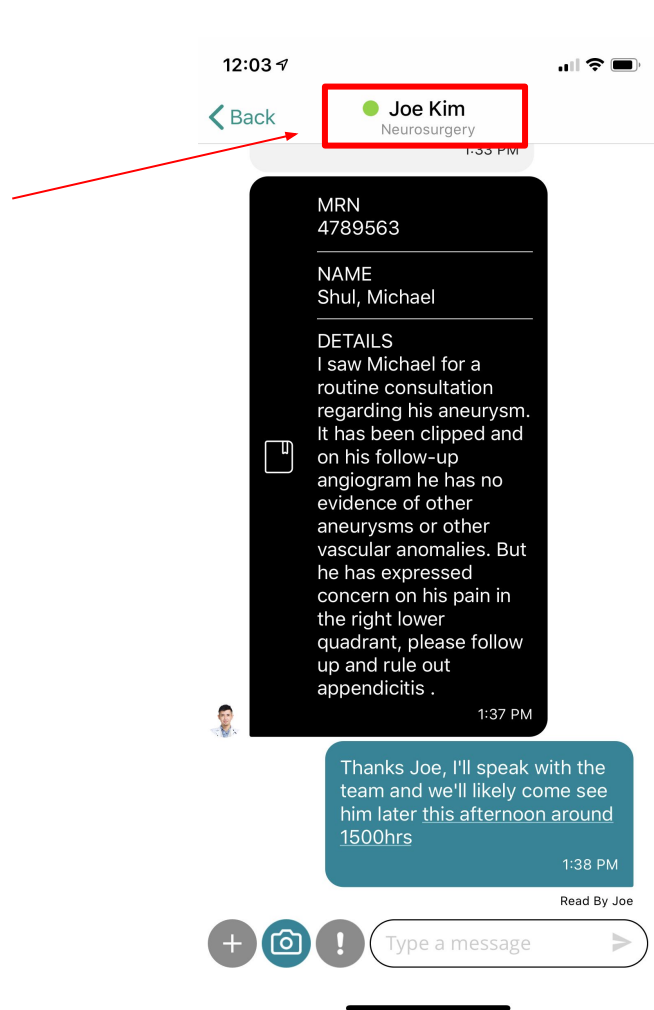


Searching Messages

Step 2

Tap on the conversation that you would like to search through.

Tap on the chat name located at the top of your conversation to open the **"Chat Settings"**.



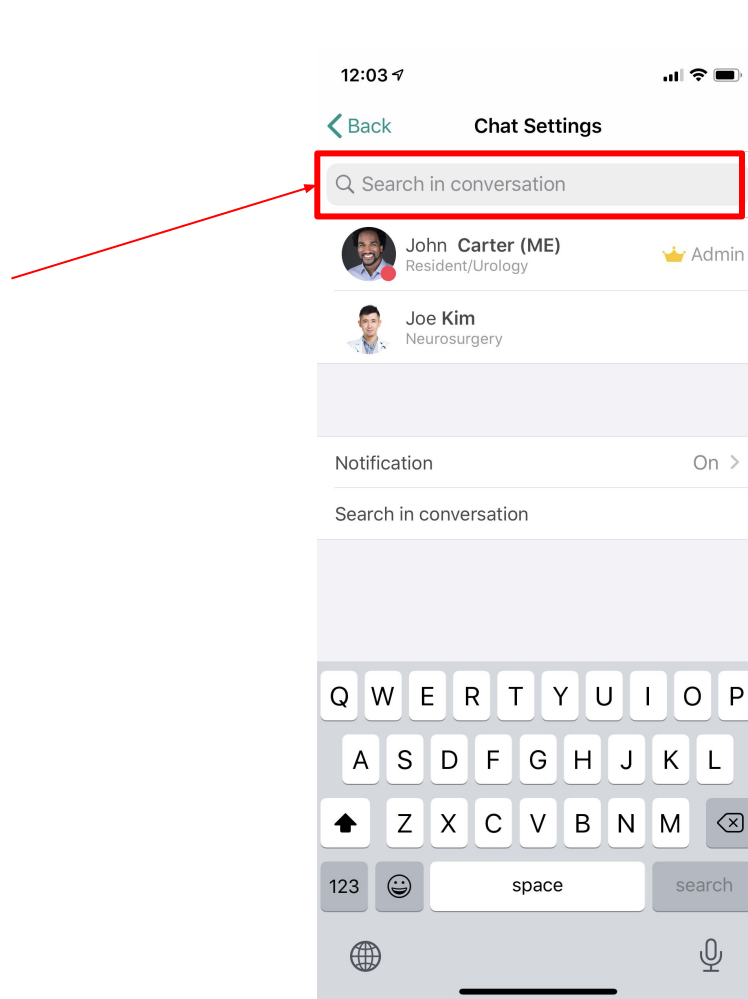
Searching Messages

Step 3

Tap on **“search in conversation”** located on the bottom of your *“Chat Settings”*.

Type the content that you would like to search into the search bar and tap on the search icon located on the bottom right corner of your keyboard. Matches will be sorted based on recency.

Tap on the specific message that you would like to view, the app will automatically locate the entirety of the message.



**Thank you, please
contact Hypercare
support with any
further questions**

You can reach us at:

Call: +1(877)379-3533

Call/Text: (6747)370-4788

Email: support@hypercare.com

Chatbot: www.hypercare.com