



MSF

Telemedicine

Secure Messaging

USER MANUAL FOR MSF STAFF

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If you encounter any difficulties, please contact us at:

telemedicine@toronto.msf.org



GET STARTED

What is Celo?

- The mobile & web application used for secure messaging amongst MSF staff.
- Can be used to discuss patient information and other sensitive topics.
- The mobile application is available for Android & iPhone devices.

Who can use it?

- Any MSF staff member globally.
- Requirements: mobile phone (personal or MSF), internet connection.

When can it be used?

- Any opportunity for instant communication (chat) between MSF staff.
- Can be used for patient discussions, transfer logistics, project logistics, any sensitive topics.

What makes it different?

- Designed for healthcare professionals to discuss patients and sensitive information.
- Features built in to ensure data security and privacy & easy to use.

WHO IS INVOLVED

Unlike the other MSF Telemedicine services, secure messaging **does not have any defined user roles**. The application can be used by all MSF staff.



Projects

Missions

Operational
Centres

Branch Offices

Partner
Sections

HOW IT WORKS



MSF Telemedicine Secure Messaging is an instant message application that facilitates the exchange of sensitive information and files among healthcare professionals across MSF.

Use the Celo application to share images and files, discuss patients, or have general conversations with your MSF colleagues in a secure environment designed for use by healthcare staff.

Connect with colleagues in your project, mission, and Operational Centre.



Easy to access and use



Designed for healthcare



Individual and group chats



In-app file and photo storage



Organize discussions by case



End to end encryption



Multiple use cases across MSF



Access to MSF medical directory



ACCOUNT ACTIVATION

ACTIVATE YOUR ACCOUNT

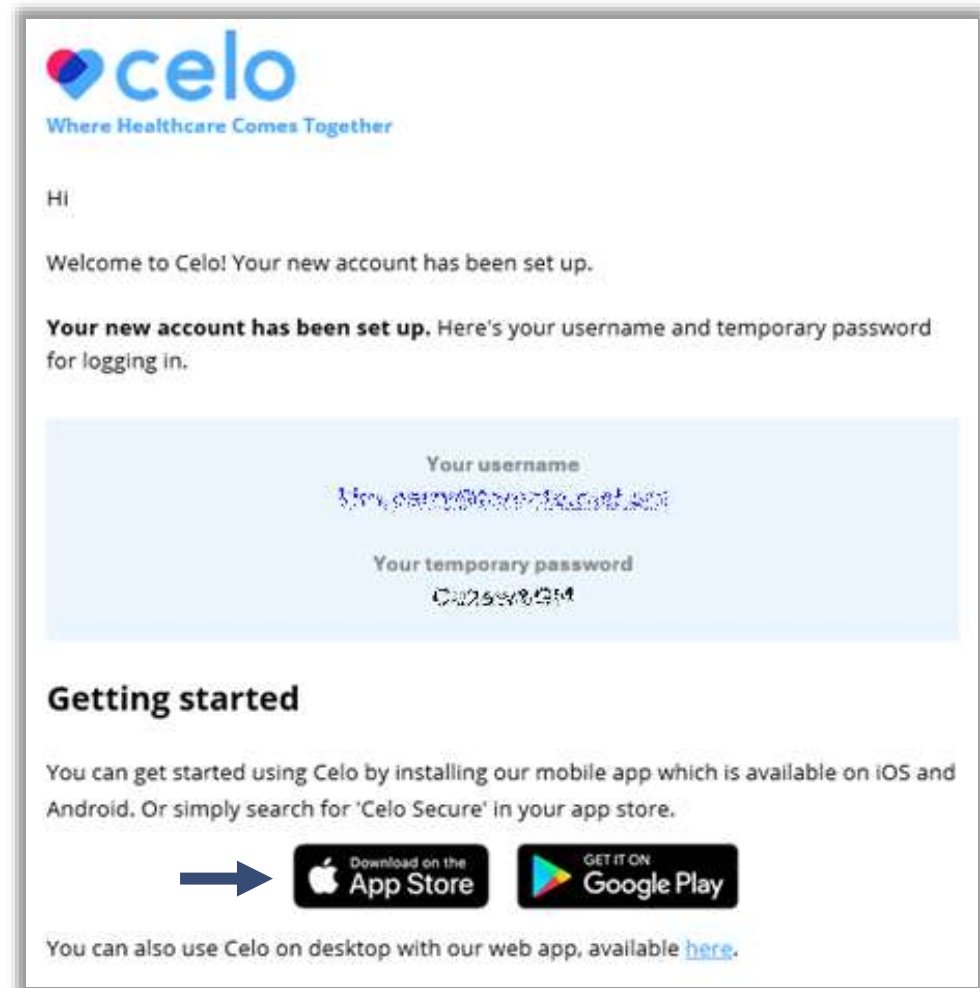


Download the app after you have received your activation email.

- 1 When your account is created you will receive an email from team@celohealth.com
- 2 Take note of your username and temporary password.
- 3 Use the link in the activation email to download the Celo app from the App Store or Google Play and log in to your new account.
**See next page for detailed instructions*

If you encounter any difficulties contact us at:

telemedicine@toronto.msf.org



DOWNLOAD FOR ANDROID DEVICES

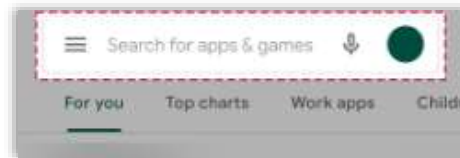


Remember: Download the app only after you have received your activation email.

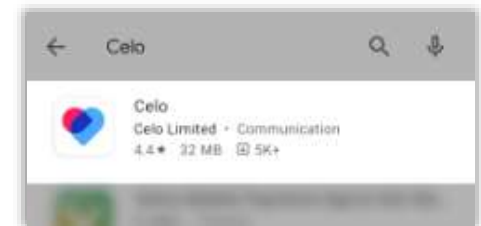
1 Select the link relevant to your device in the activation email.



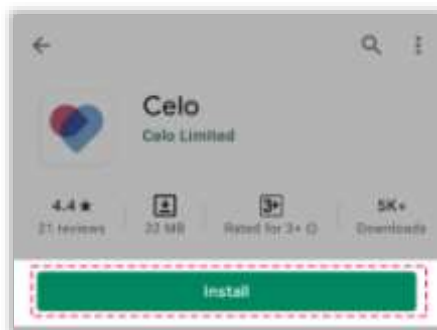
2 Search for Celo.



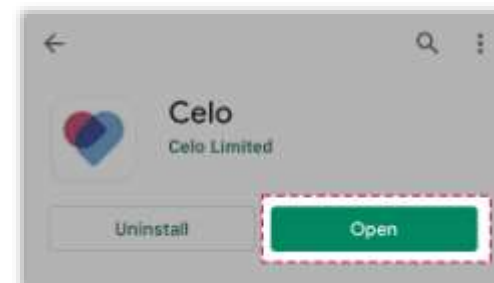
3 Select the Celo app in the search results.



4 Select *install*. Celo will begin to download to your device.



5 Once download is complete, select *Open* or find the Celo app on the homescreen of your device.

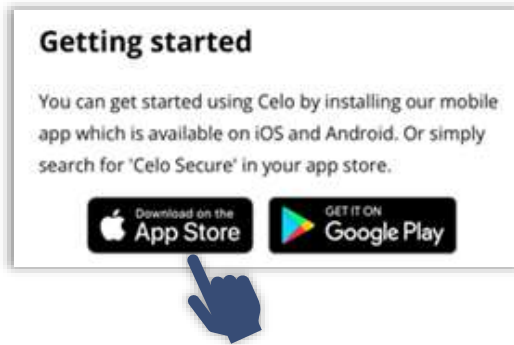


DOWNLOAD FOR iOS DEVICES (iPHONE)

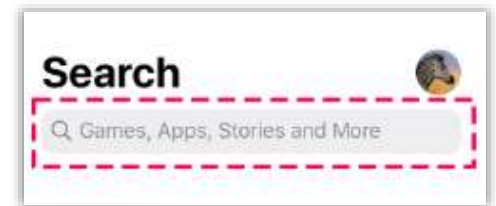


Remember: Download the app only after you have received your activation email.

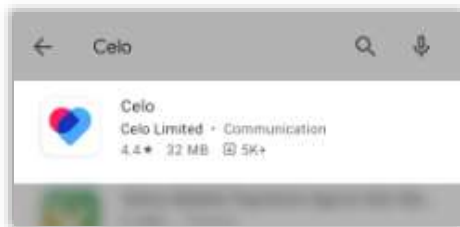
1 Select the link relevant to your device in the activation email.



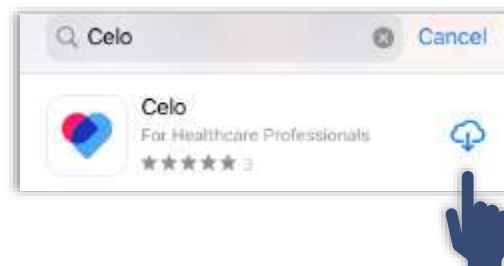
2 Search for Celo.



3 Select the Celo app in the search results.



4 Select cloud icon.



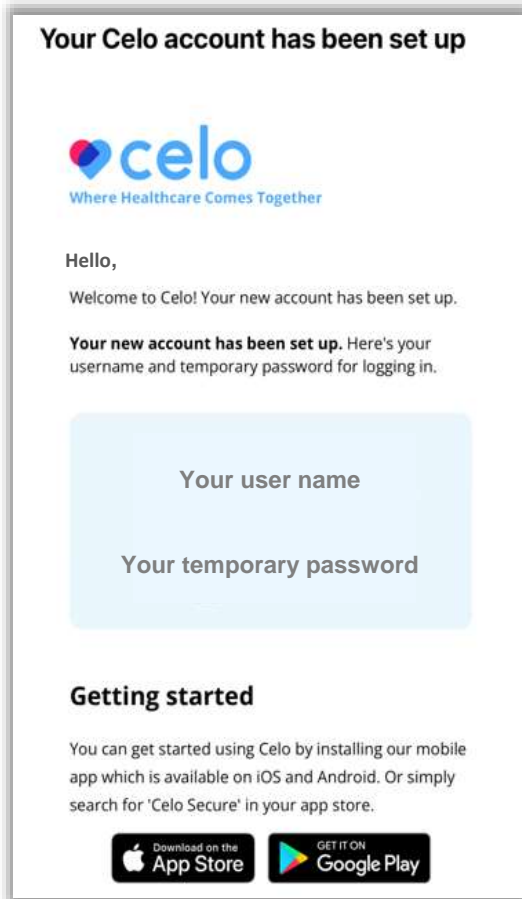
5 Once download is complete, select *Open* or find the Celo app on the homescreen of your device.



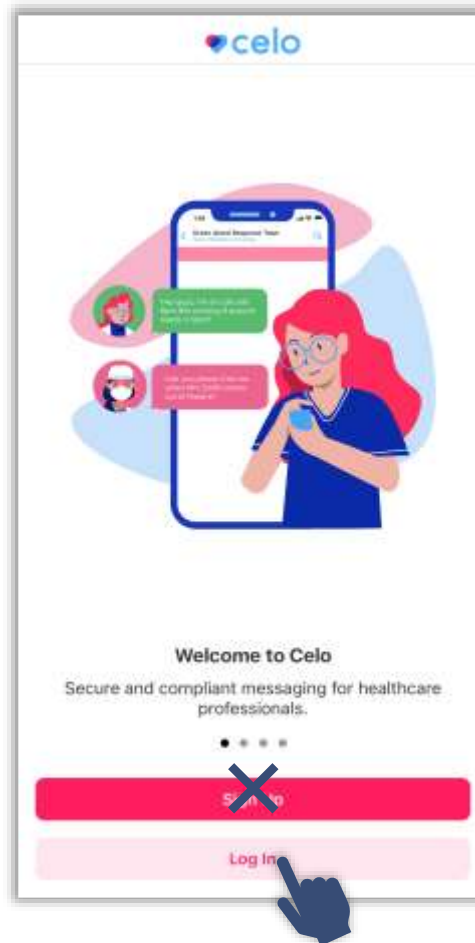
ACCOUNT SET-UP



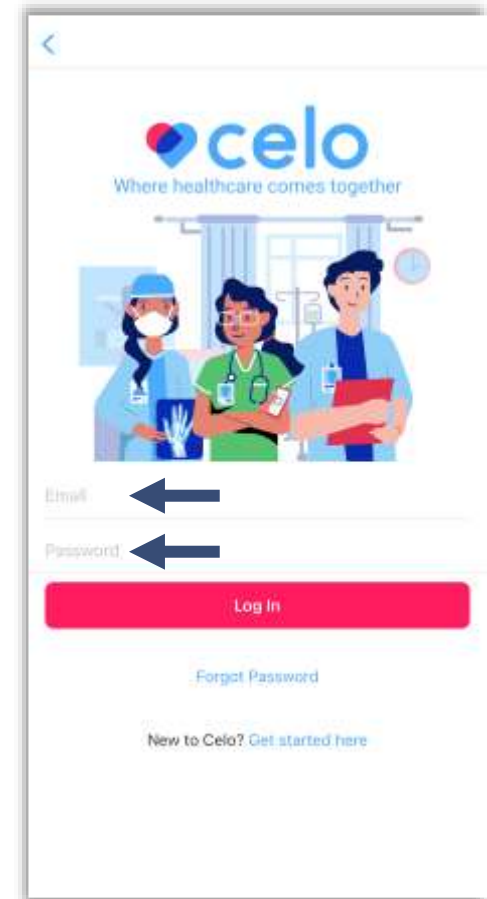
- 1 Open the activation email and find your username and temporary password.



- 2 Open the Celo app and select *Log In*.
**Do not use the 'sign up' option.*



- 3 Login using your username and temporary password.



It is important to select 'Log in', as your account was already created and linked to your Operational Centre's contacts. Avoid selecting 'Sign up' which will create a new account without contacts.

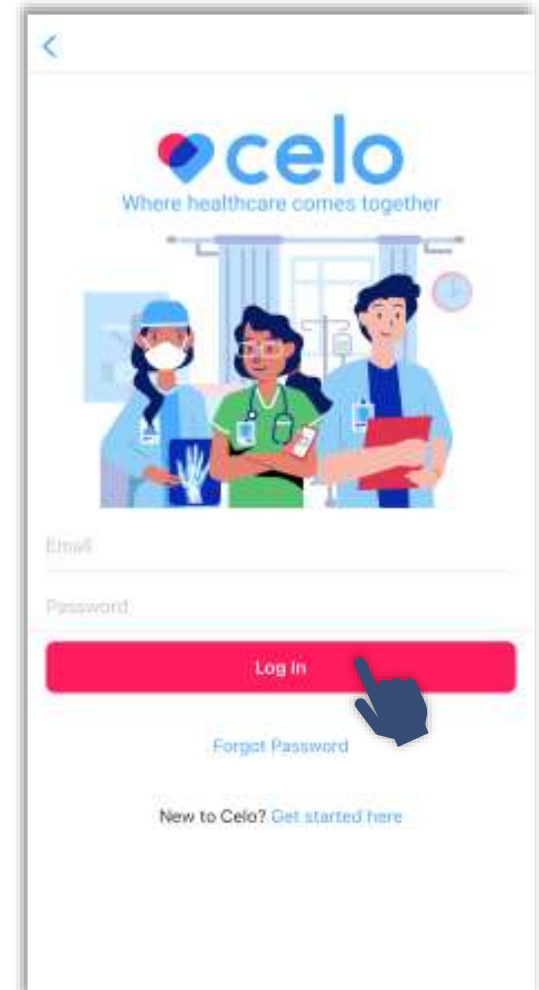
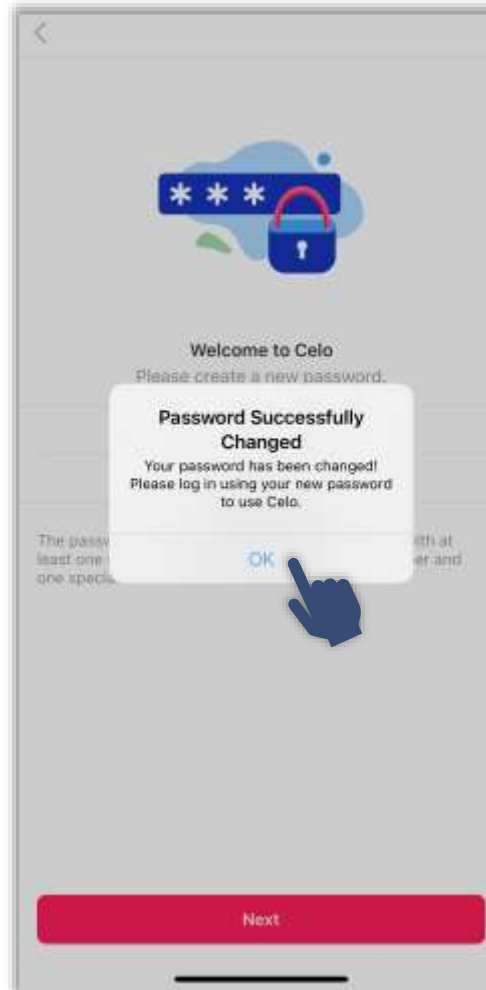
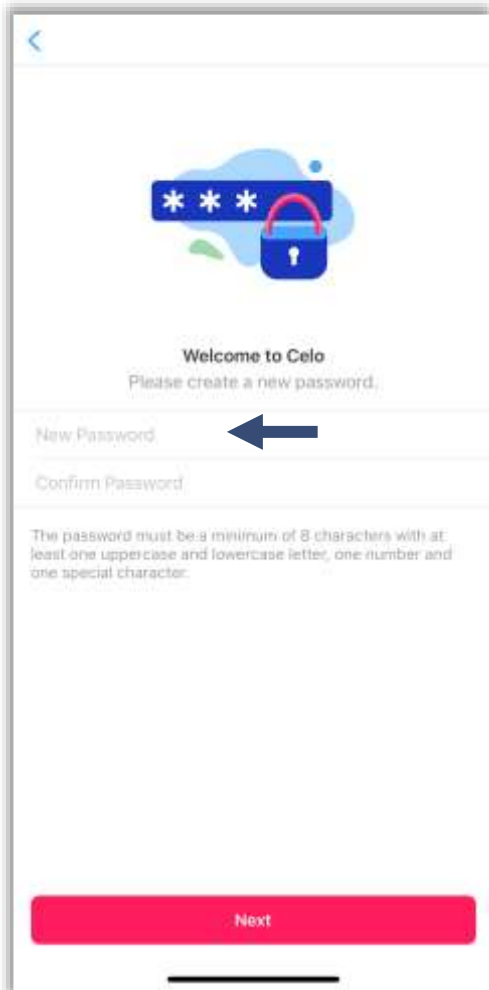
CHOOSE A PASSWORD



1 Choose a new password.

2 A pop-up will confirm your password has been changed.

3 Enter your username and new password. Select *Log in*.



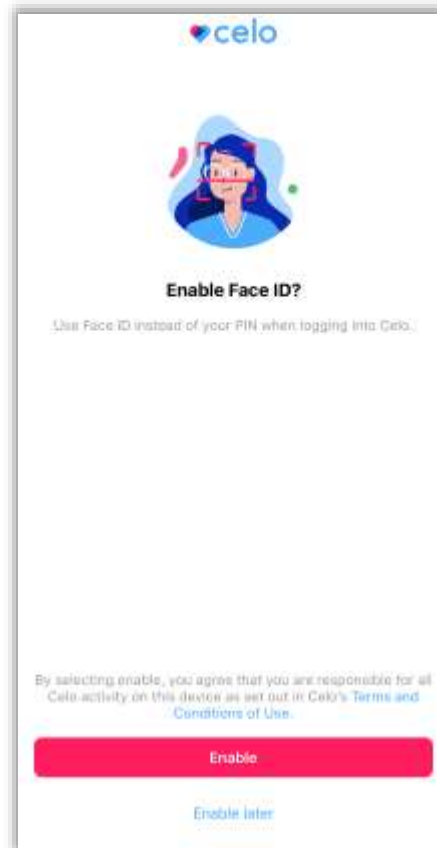
CHOOSE A PIN



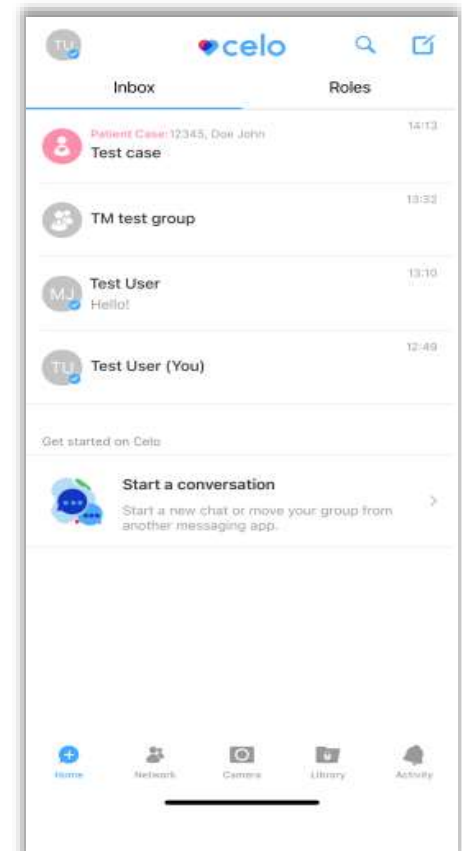
1 After choosing a new password you will be asked to create a 4 digit PIN.



2 You may also set Biometric ID if your device supports this function.
**Optional, you may decline this function.*



3 Your account is now activated. You can immediately begin using the app.



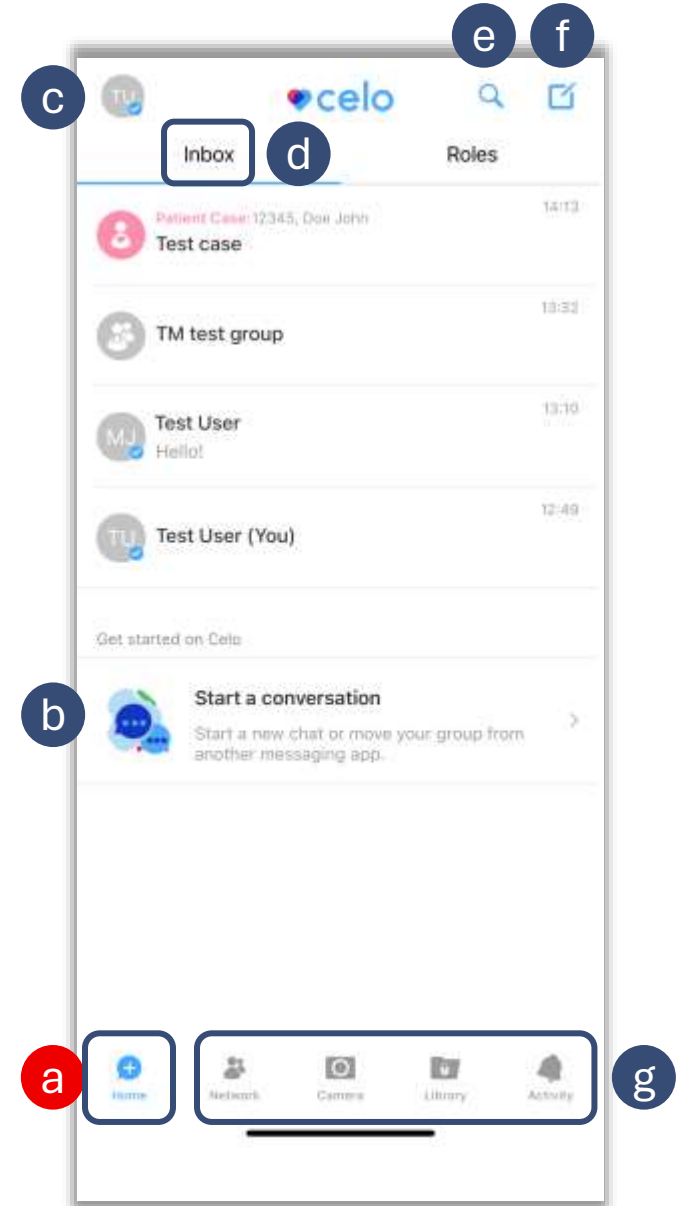


NAVIGATE THE APP

HOME TAB

Use your Home tab to access the essential functionalities of the app.

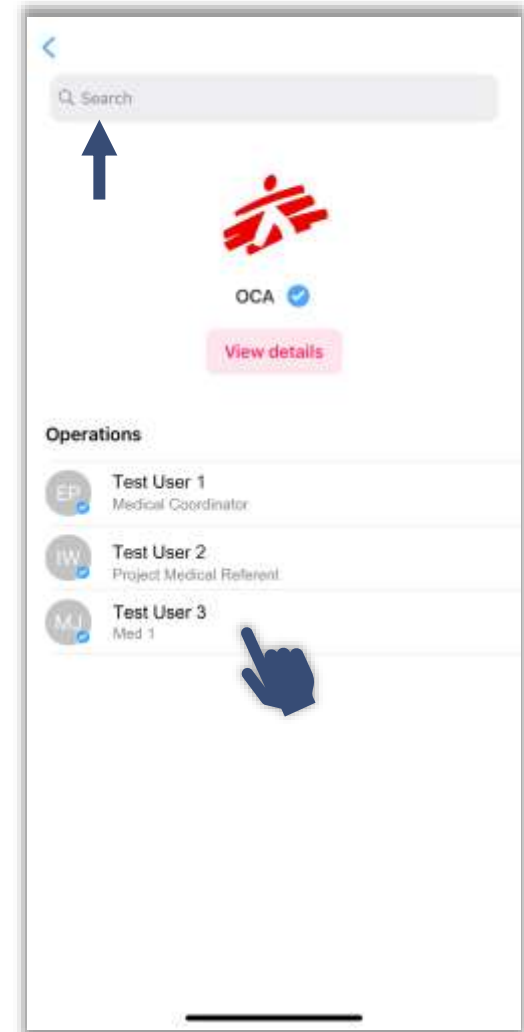
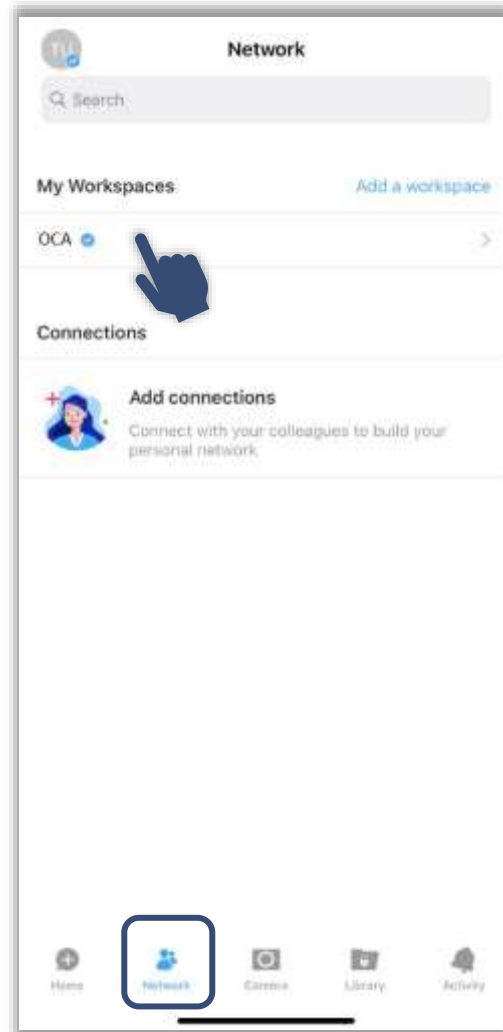
- a Home tab:** Click the *Home* icon to return to your home tab while using any other functionalities of the app.
 - b Start a conversation:** New chat/group/case.
 - c User Profile:** Contains your name, job title, and project name.
 - d Inbox:** Lists all current chats/groups/cases
 - e Chat search:** Allows you to search through all your existing chats.
 - f Start a conversation:** Alternate way to start new chat/group/case.
 - g Navigation bar:** Access to important functions in the app
- * See the following pages for detailed explanations of each tab.*



NETWORK TAB

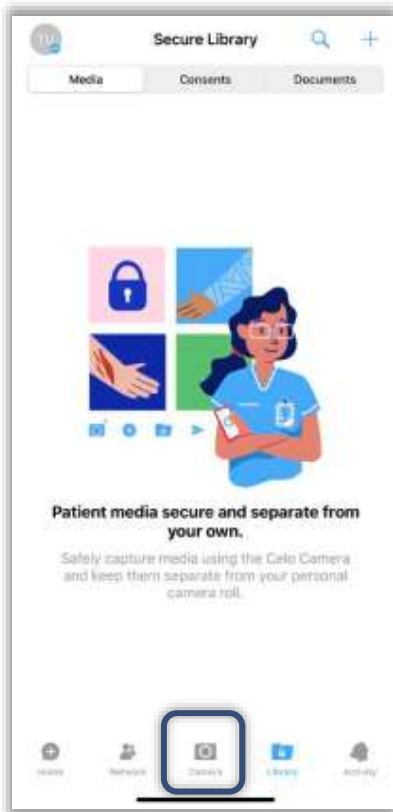
Use the Network Tab to find a list of colleagues that are part of your Operational Centre's (OC) Celo workspace.

- 1 From the *Network* tab select the name of the OC to access the entire list of people in your network.
- 2 Scroll through the list or use the search function to discover other people.
- 3 Select a name to view options on how to initiate a conversation.



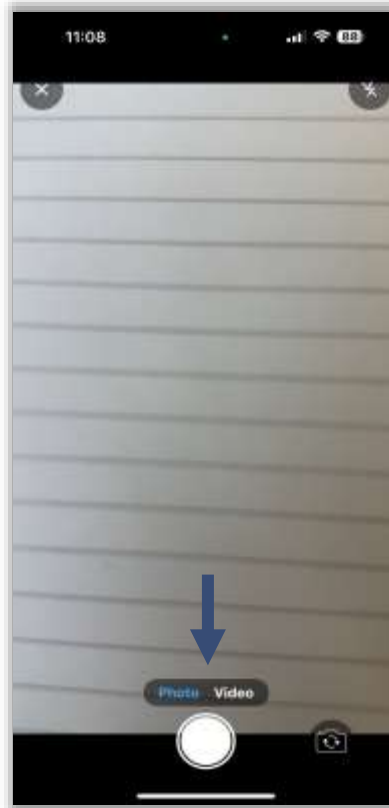
Celo offers an in-app camera to use when taking photos or videos of patients. Images taken with the in-app camera are stored securely within the app's Secure Media Library to keep your patient data safe.

1 Select the camera icon.



2 Choose photo or video, then tap the circle to use the camera.

**Videos must be less than 30 seconds*



3 Select either:
a. Save to Secure media library
b. Save to secure media library and send to chat



SECURE MEDIA LIBRARY



You can upload images and files from your personal device to the in-app Secure Media Library.
This is highly recommended.

1

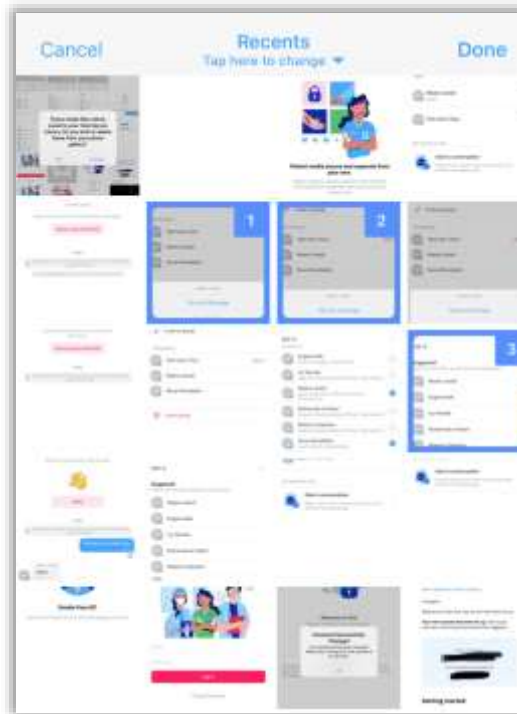
From the *Library* tab select the + icon.



2

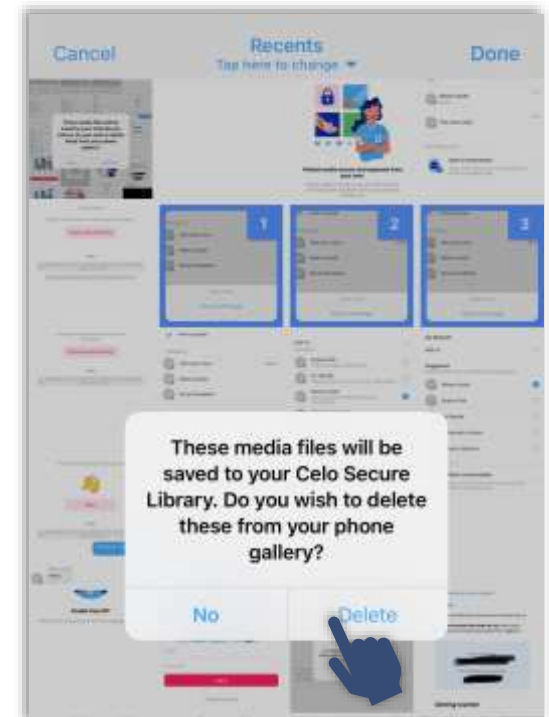
Select the files you wish to upload to the Library.

**Maximum of 8 files at a time.*



3

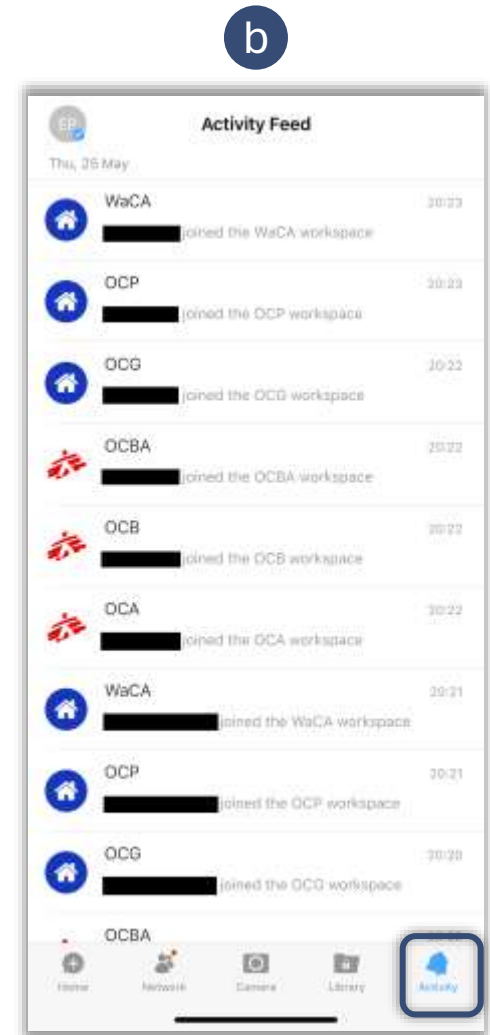
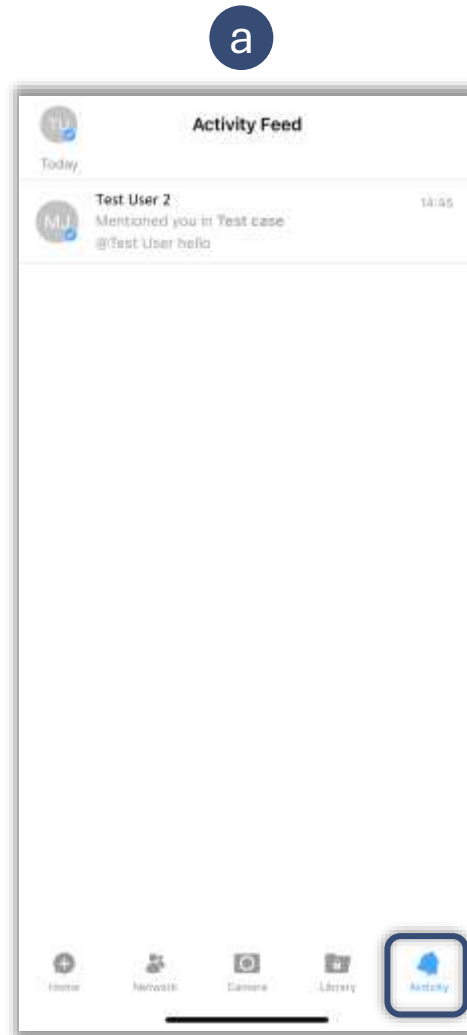
Delete the files from your personal device if relevant.



The Activity tab show notifications inside the app.

The *Activity* tab will alert you when:

- a You are specifically mentioned in a chat using the @Username format.
- b A new person is added to your Operational Centre's network.



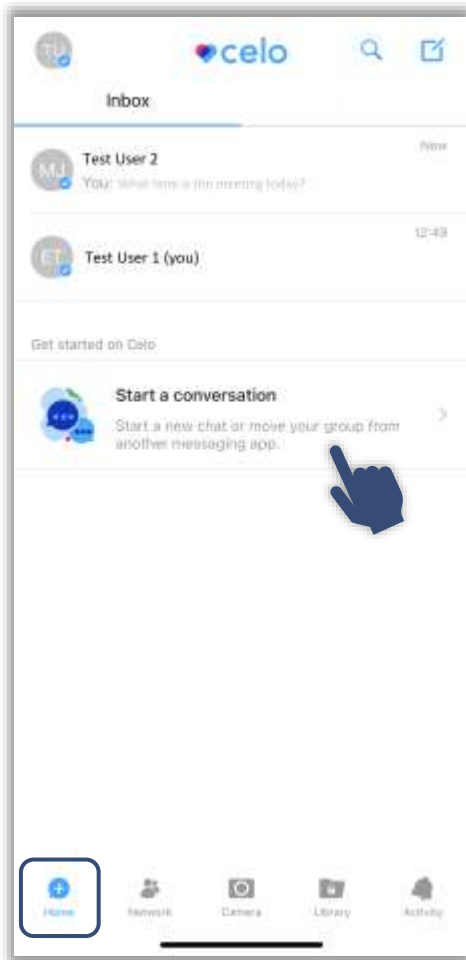


MESSAGING

START A 1:1 CHAT



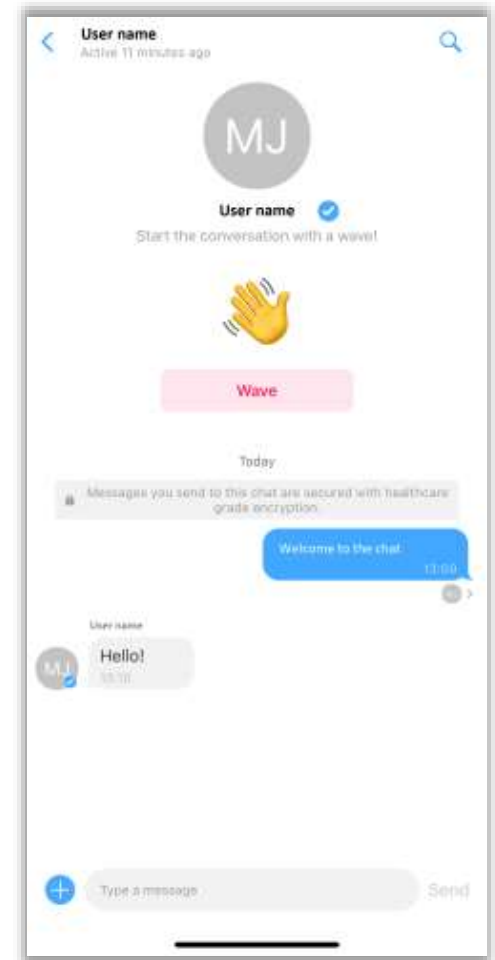
1 From the Home Screen, select *Start a Conversation*.



2 Search your colleague's name to find them or scroll through your network.



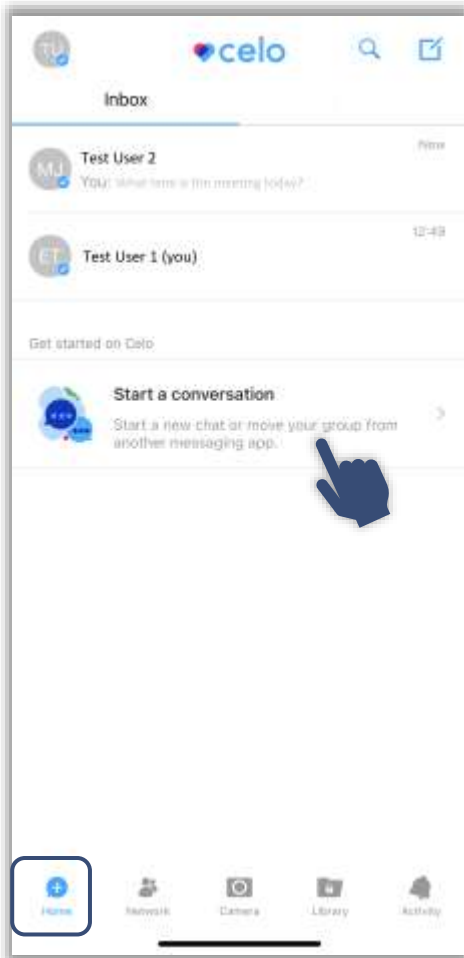
3 Start a secure conversation with your colleague.



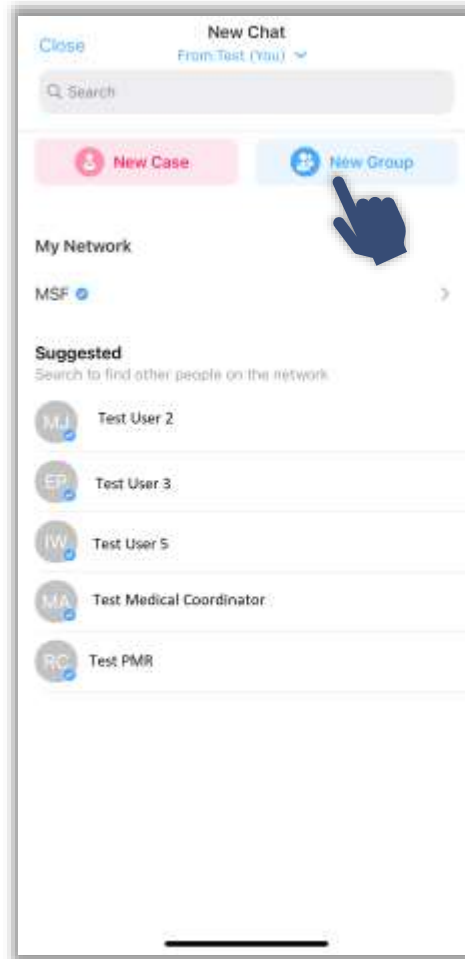
START A GROUP CHAT 1/2



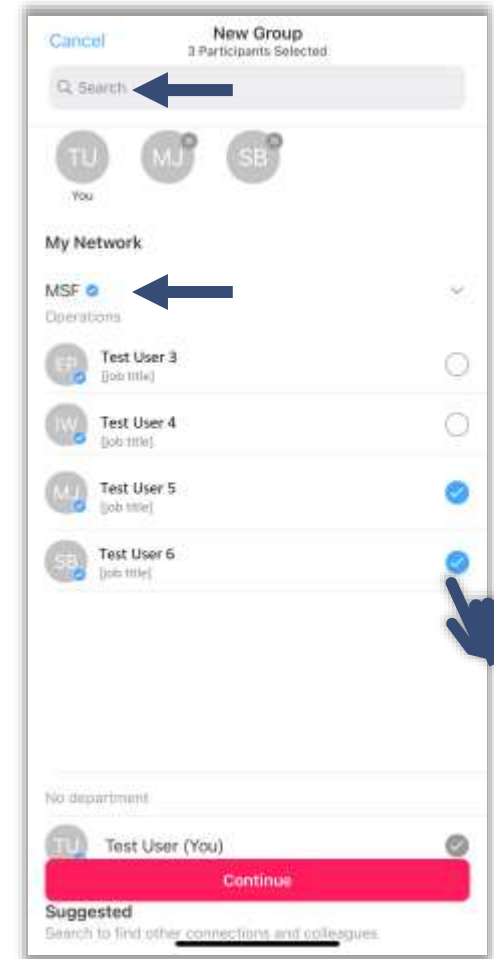
1 From the Home Screen, select *Start a Conversation*.



2 Select *New Group*.



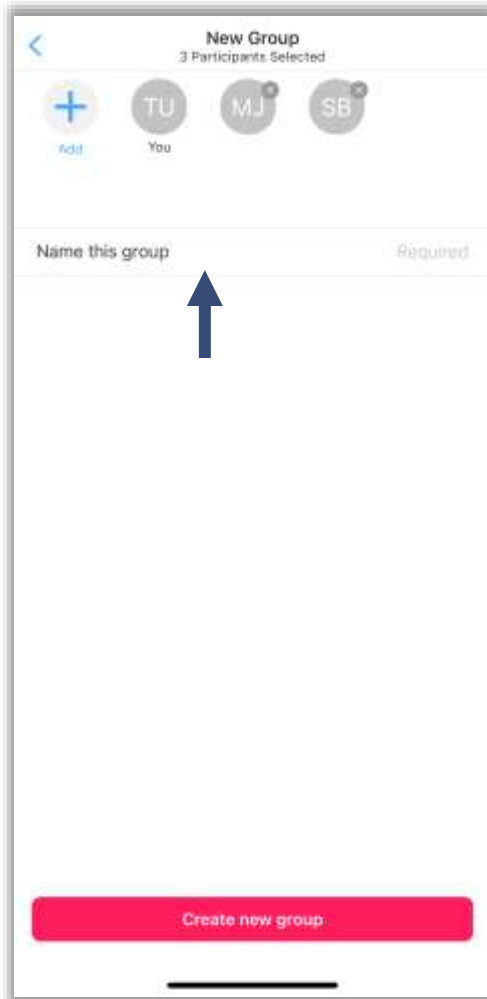
3 Find people using the search bar or scroll through the network. Select the participant's name to add them to the chat.



START A GROUP CHAT 2/2

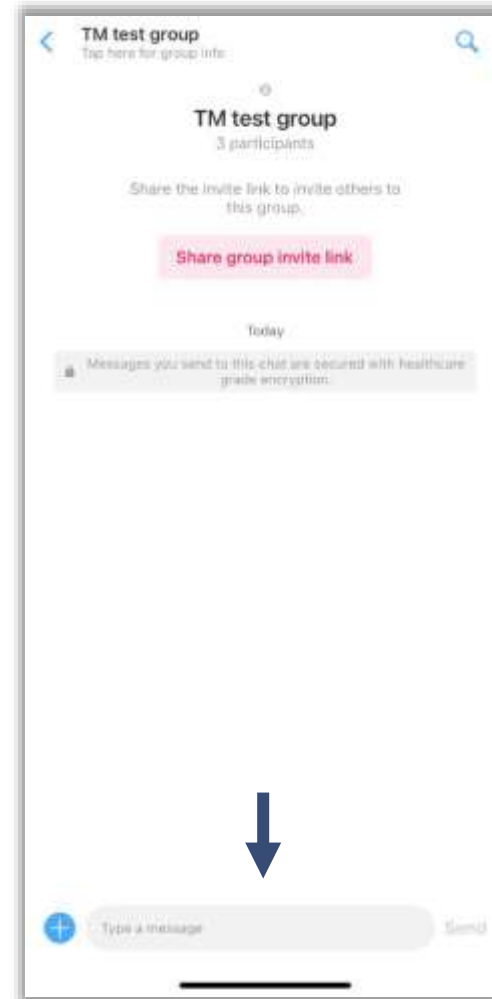
4

Name the group.



5

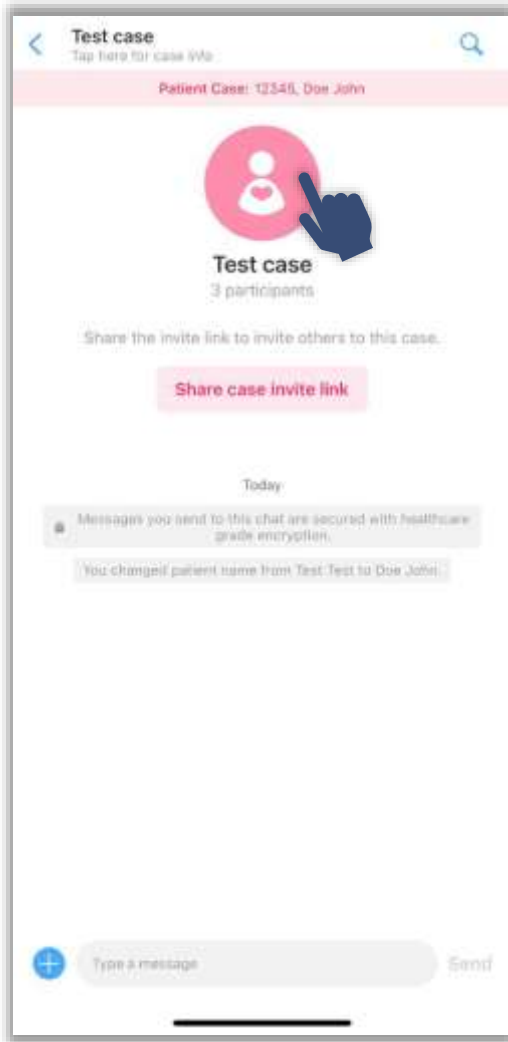
Start the chat by typing a message.



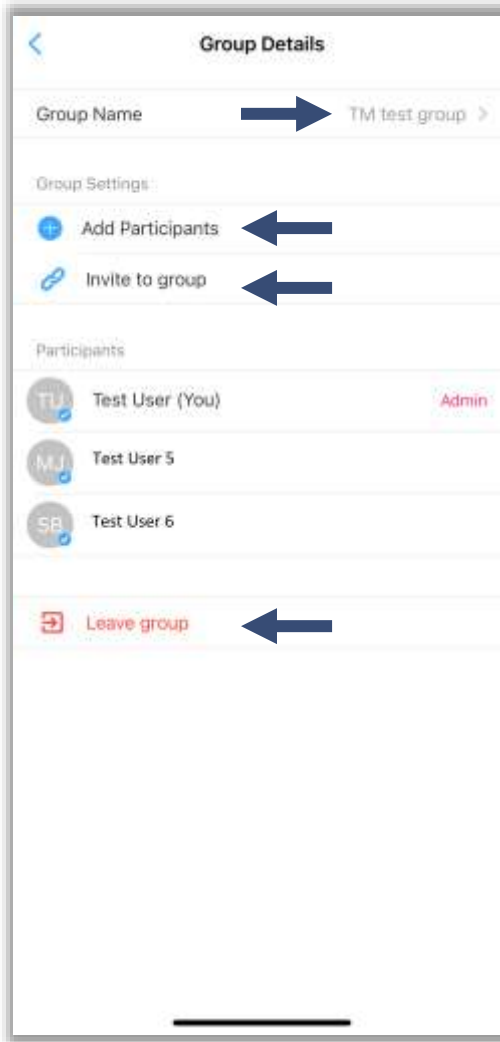
MANAGE A GOUP CHAT



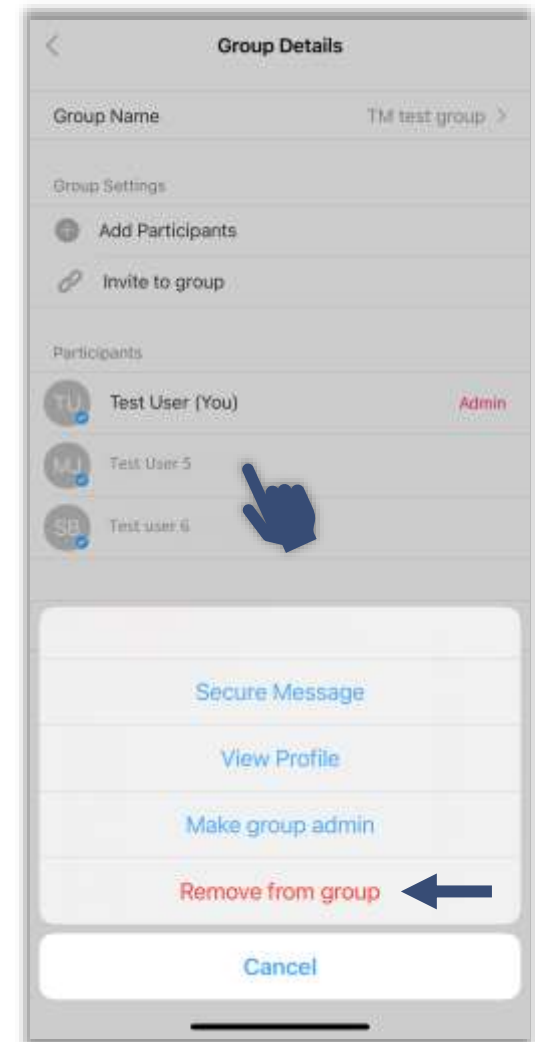
1 Select the group icon to view the settings.



2 Edit the group name, add/remove participants, or leave the chat.



3 The group admin can find additional functions by selecting the participant's name.

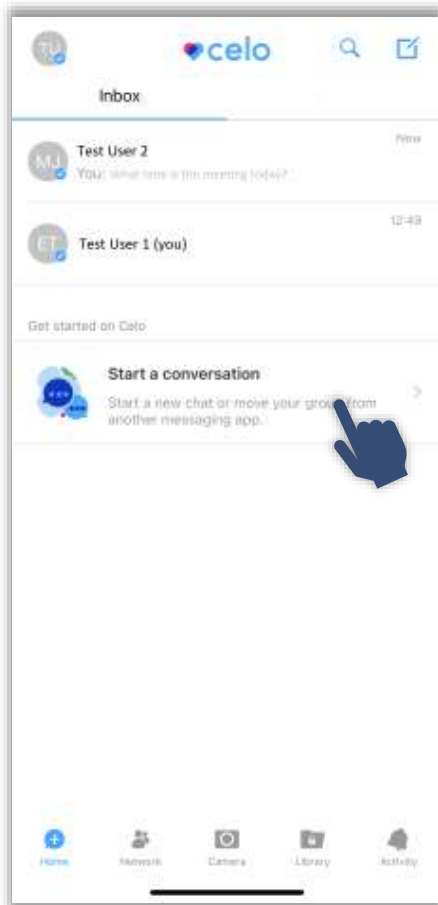


START A CASE CHAT 1/2

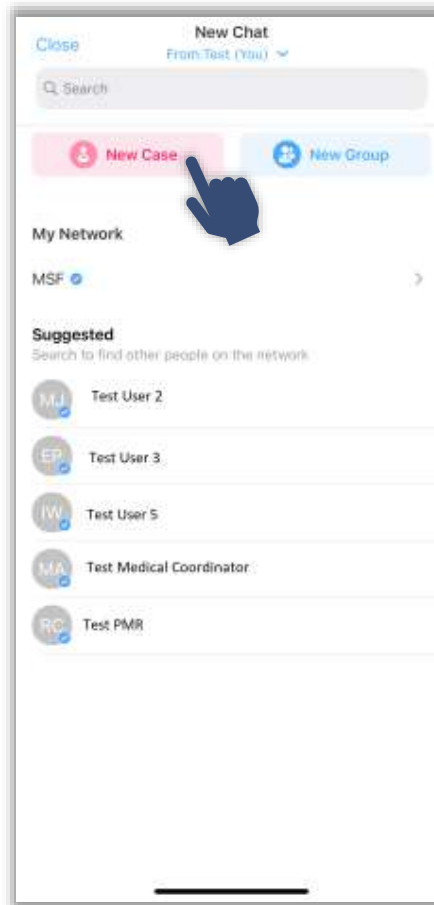


IMPORTANT: The Celo Case chat function is **NOT** linked to the MSF Telemedicine Platform. Any case requiring specialist advice should be submitted to the MSF Telemedicine Platform.

1 From the Home Screen, select *Start a Conversation*.

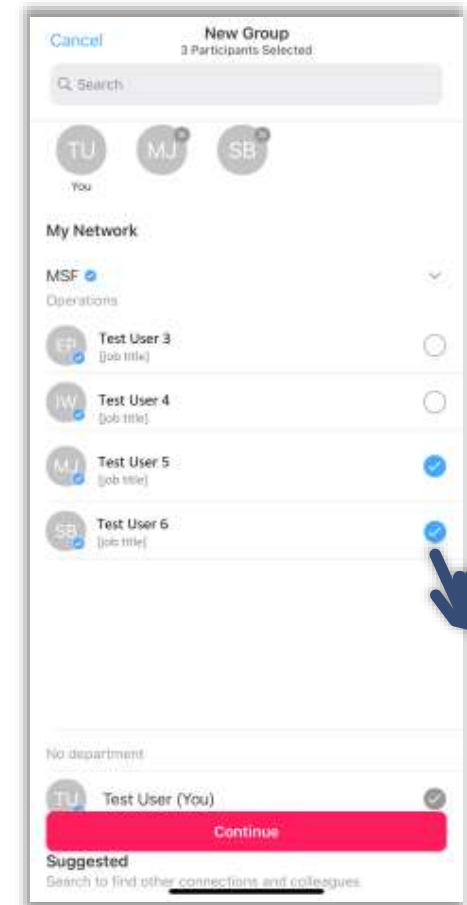


2 Select *New Case*.



3 Select who will participate in the case.

**Use the search function to find more people.*

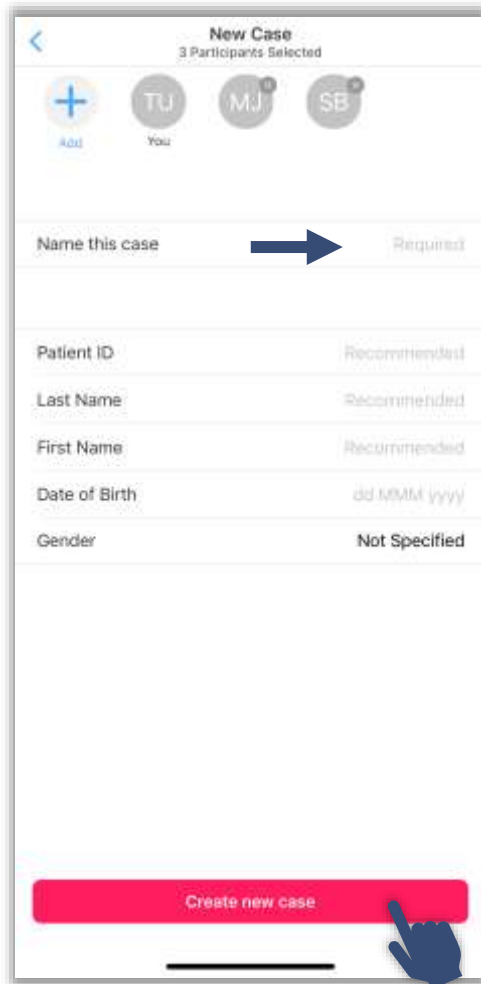


START A CASE CHAT 2/2

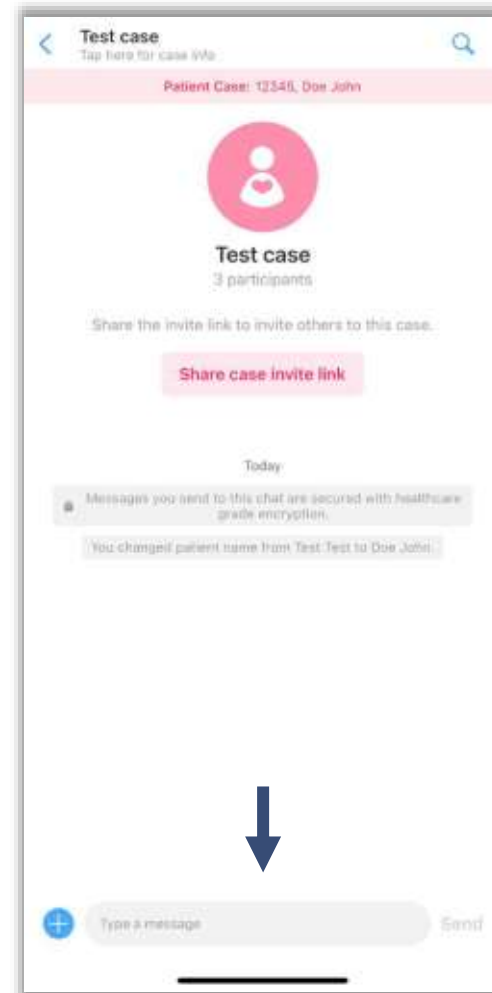


IMPORTANT: The Celo Case chat function is **NOT** linked to the MSF Telemedicine Platform. Any case requiring specialist advice should be submitted to the MSF Telemedicine Platform.

4 Enter the patient details and select *Create new case*.



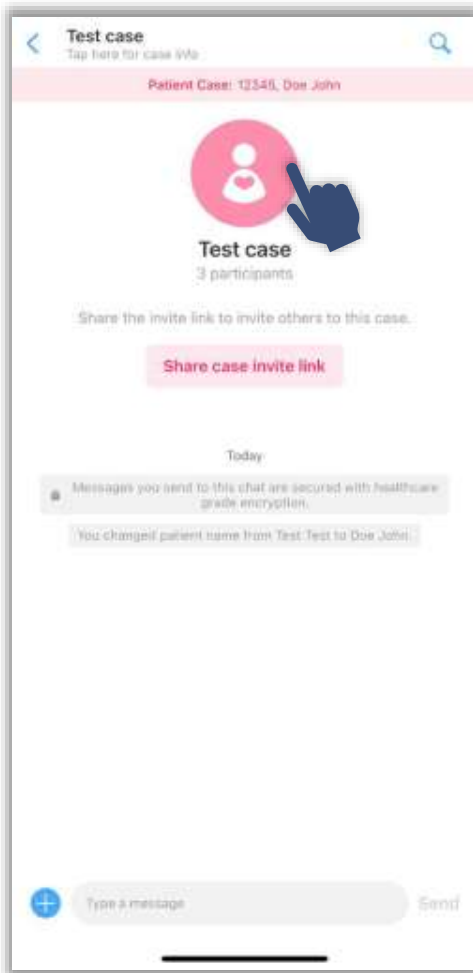
5 Start the chat by typing a message.



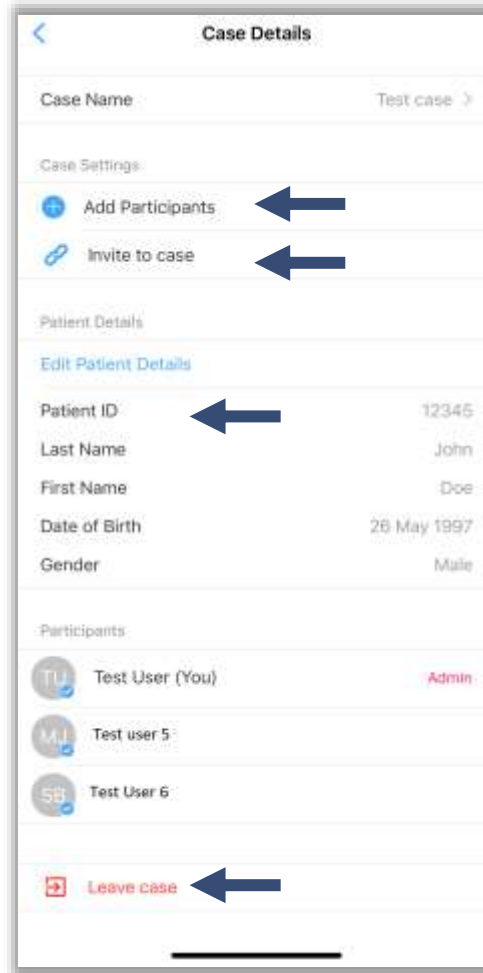
MANAGE A CASE CHAT



1 Select the group icon to view the settings.



2 Add participants, edit patient details, or leave the case.

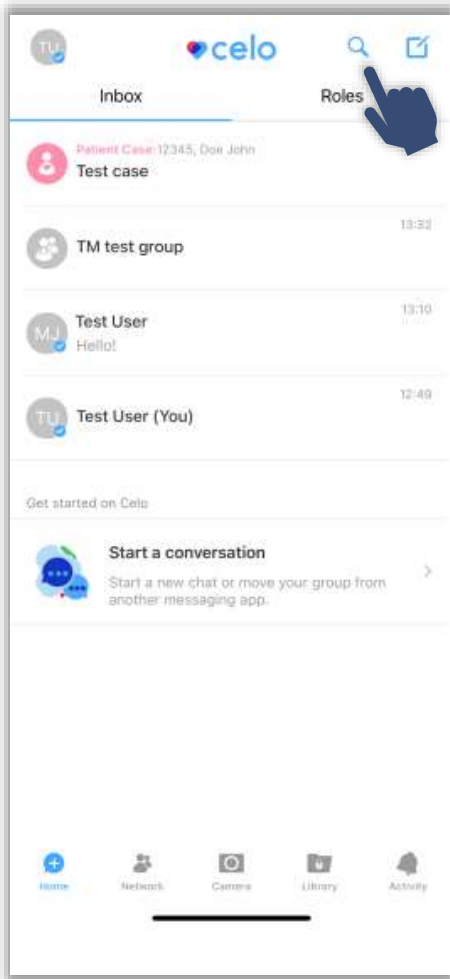


3 The group admin can find additional functions by selecting the participant's name.



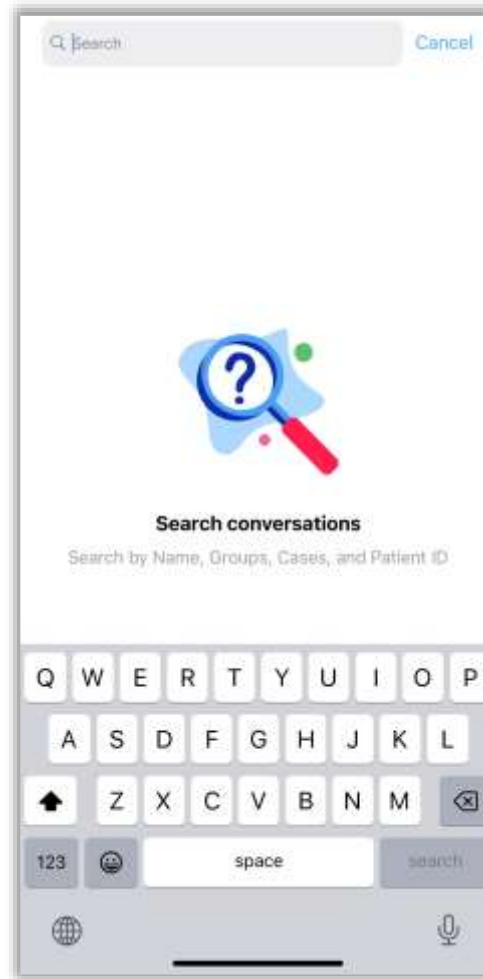
1

From the Home tab select the search icon.



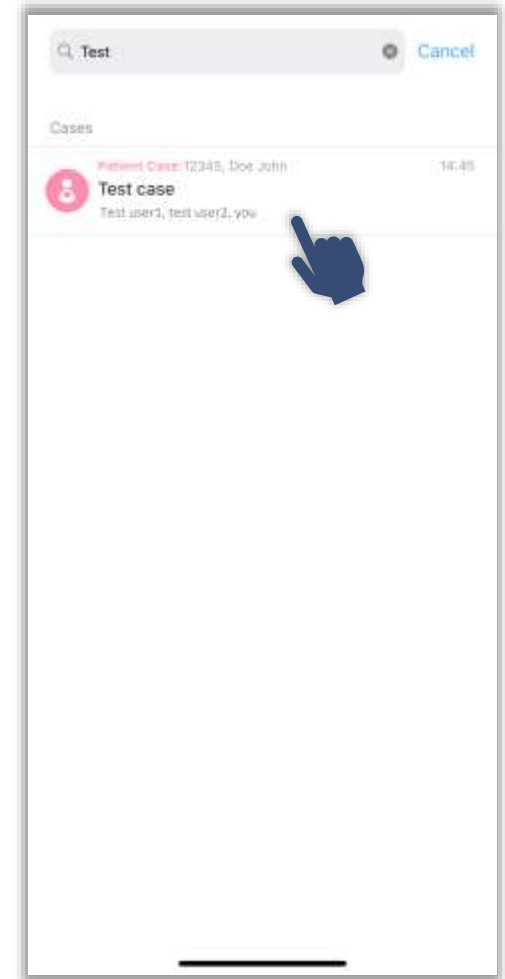
2

Type your search keywords and select *Search*.



3

Chats, groups, and cases matching your search terms will appear. Click to open.

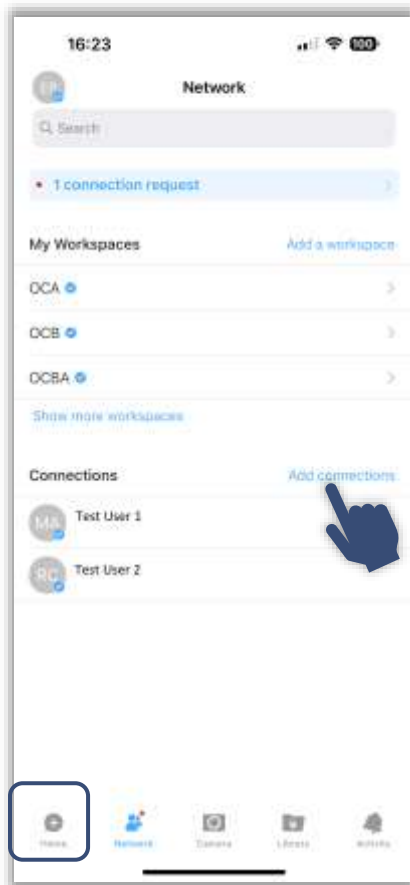


CONNECTIONS

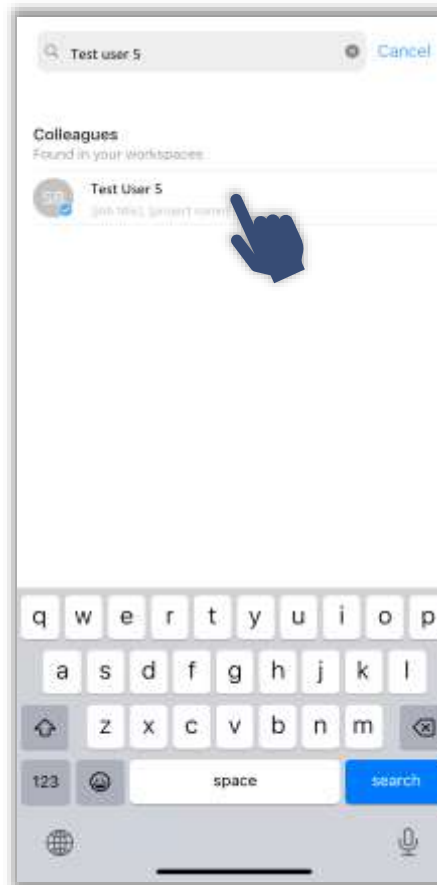


Connections are the equivalent of a “favourites” list to provide quick access to people you message frequently. It is not necessary to add contacts to Connections in order to chat with them.

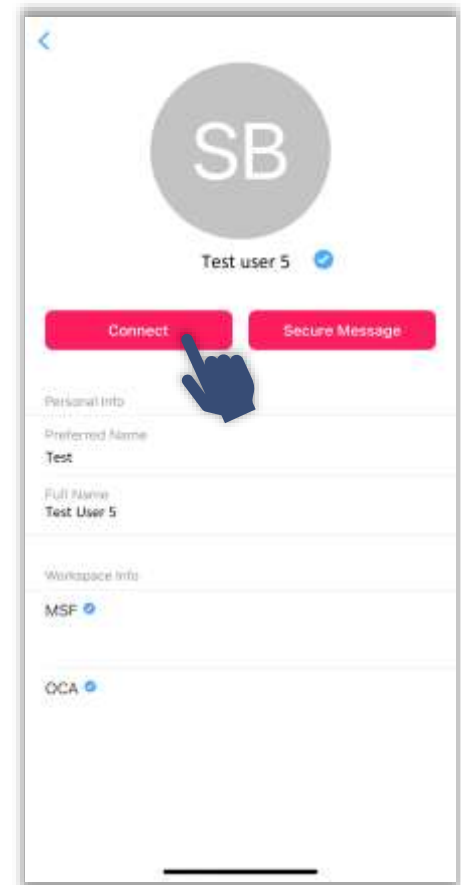
1 Select *Add connections*.



2 Search for the person you wish to add.



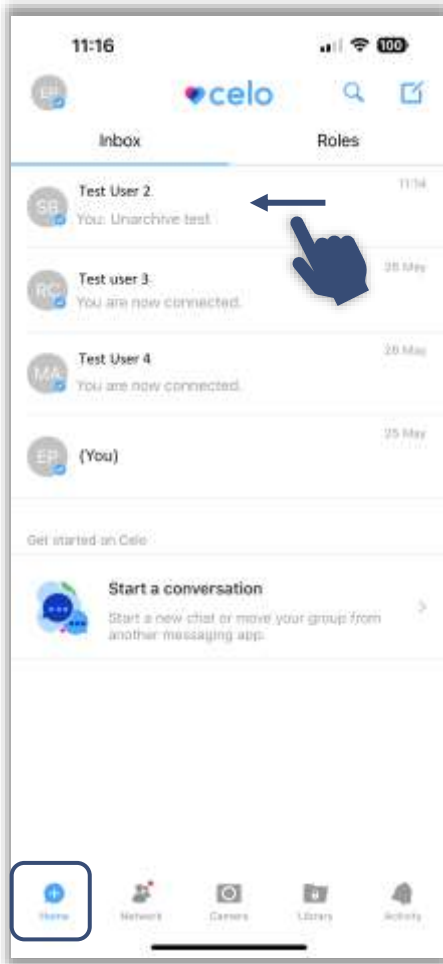
3 Select *Connect* to add them to your connections list.



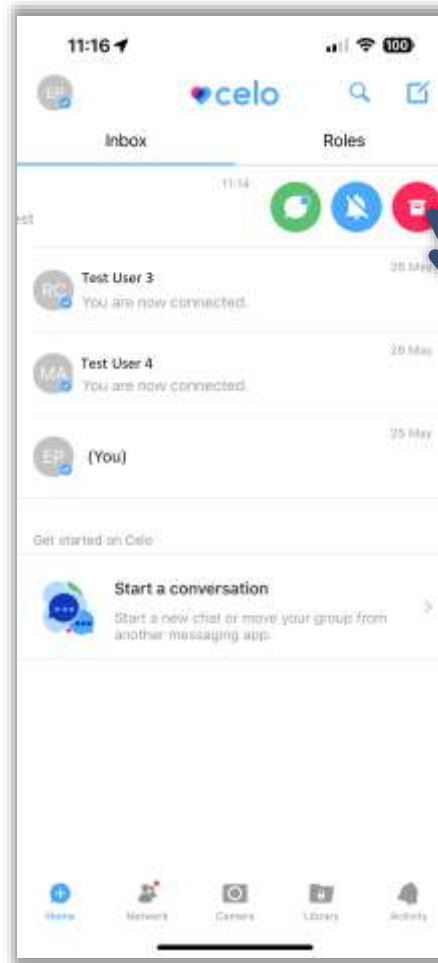
ARCHIVE A CHAT



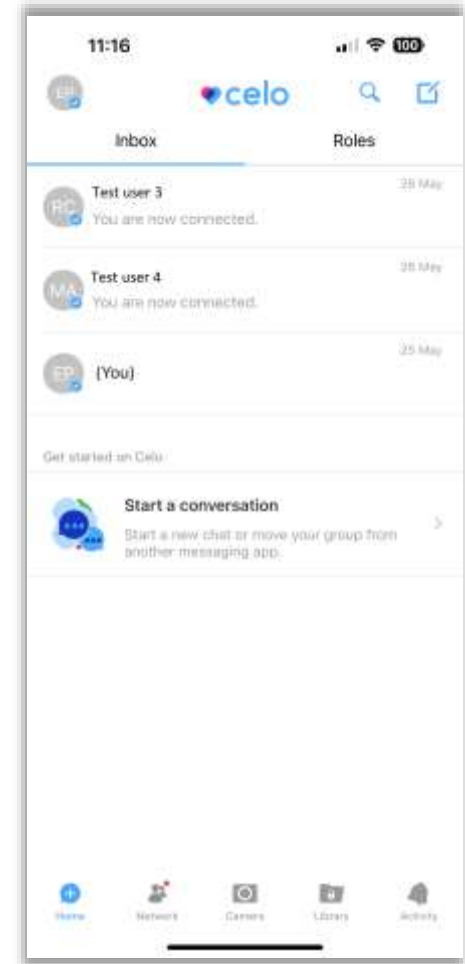
1 From the inbox, find the chat you would like to archive and drag the row to the left.



2 Select the archive icon.



3 The chat is now archived.
**Chats cannot be deleted, only archived.*



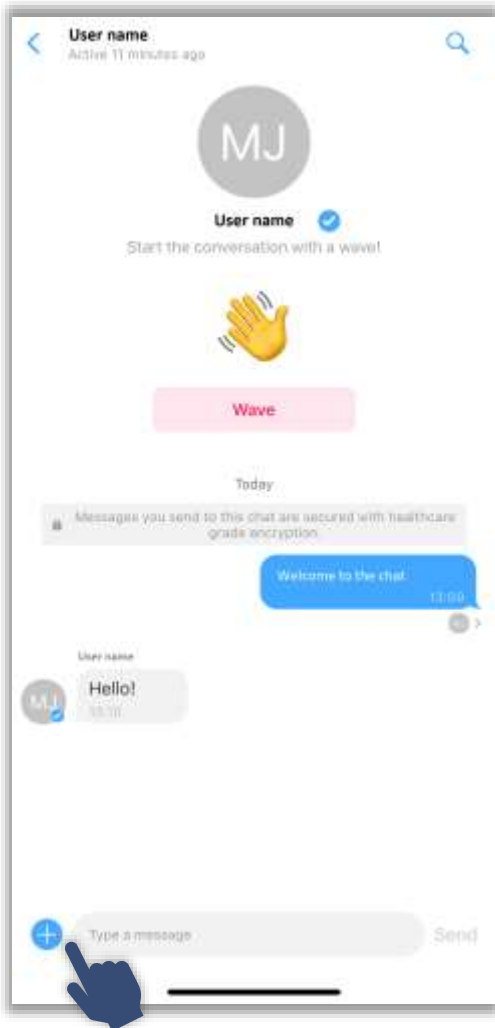


SHARE FILES

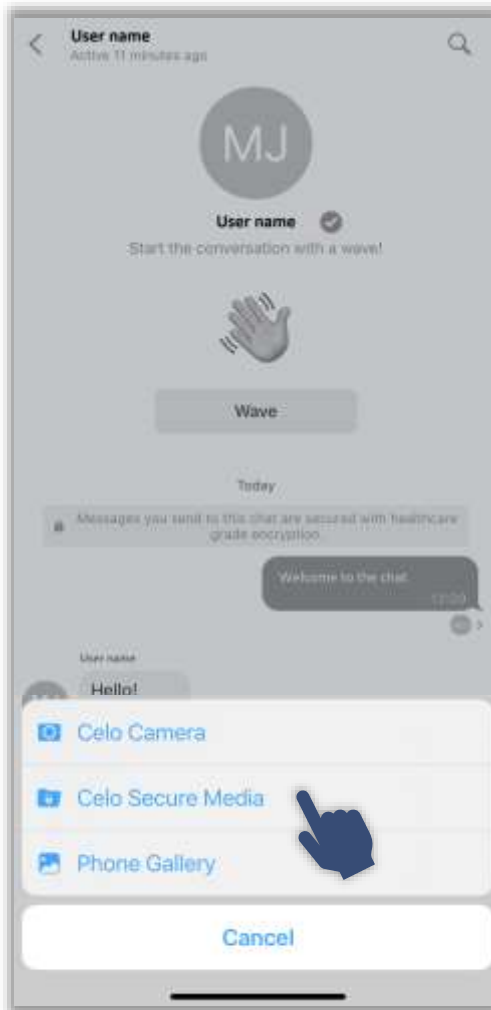
ADD MEDIA TO A CHAT



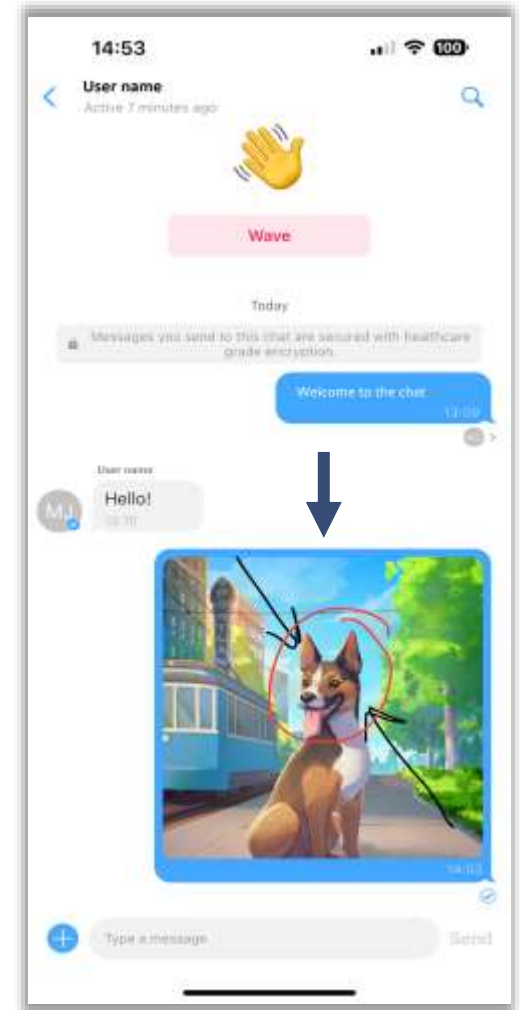
1 Select the + icon.



2 Select the media from the folder where it was saved or take a picture.



3 Send the image to the chat.



ANNOTATE A PHOTO

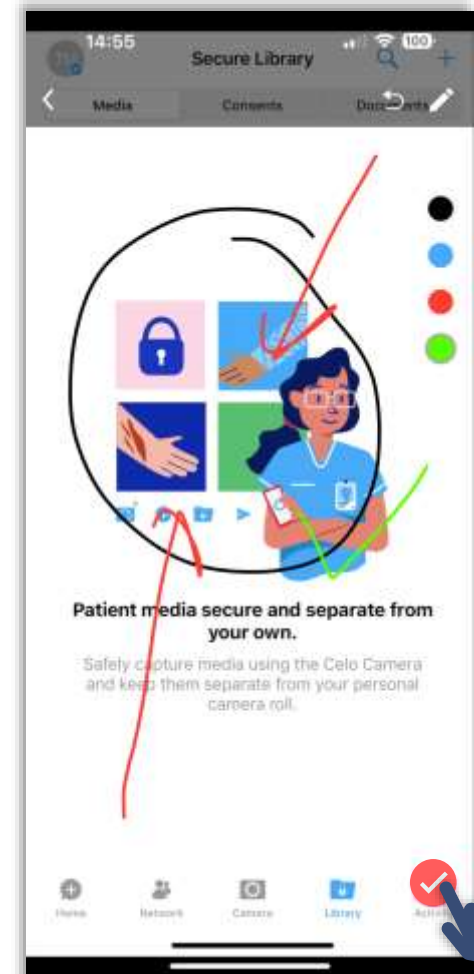
1 Choose the photo and select the pencil icon.



2 Modify the image by using your finger to draw and highlight your image.



3 Select the check mark to save your annotations.





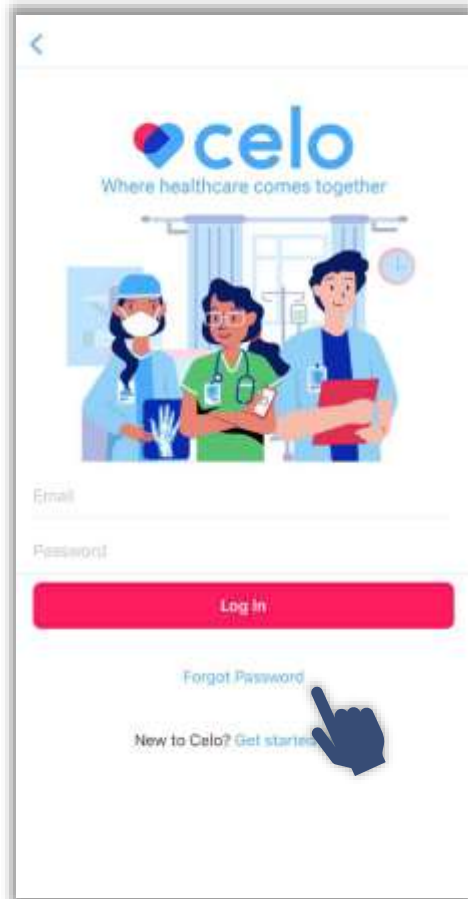
RESET A PASSWORD

RESET A FORGOTTEN PASSWORD 1/2

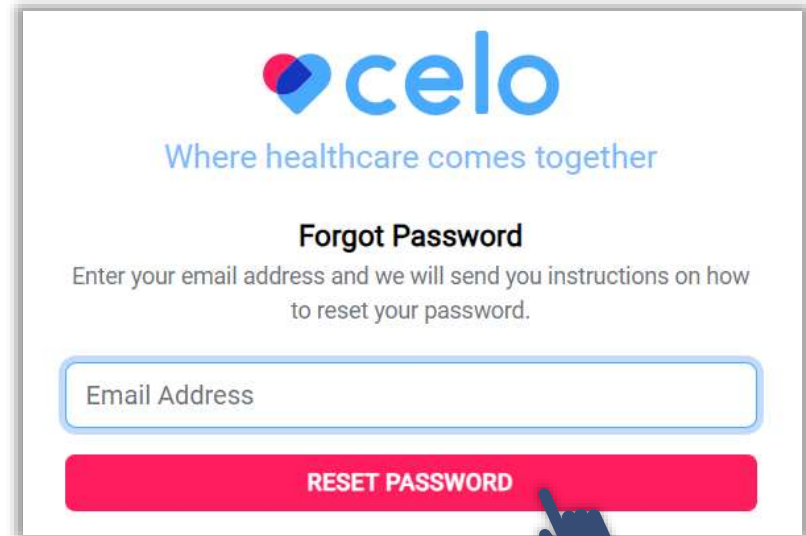


You will need access to your email inbox to reset your password for the app.

1 From the login page select *Forgot password*.



2 Enter your email address (which is also your username).



RESET A FORGOTTEN PASSWORD 2/2



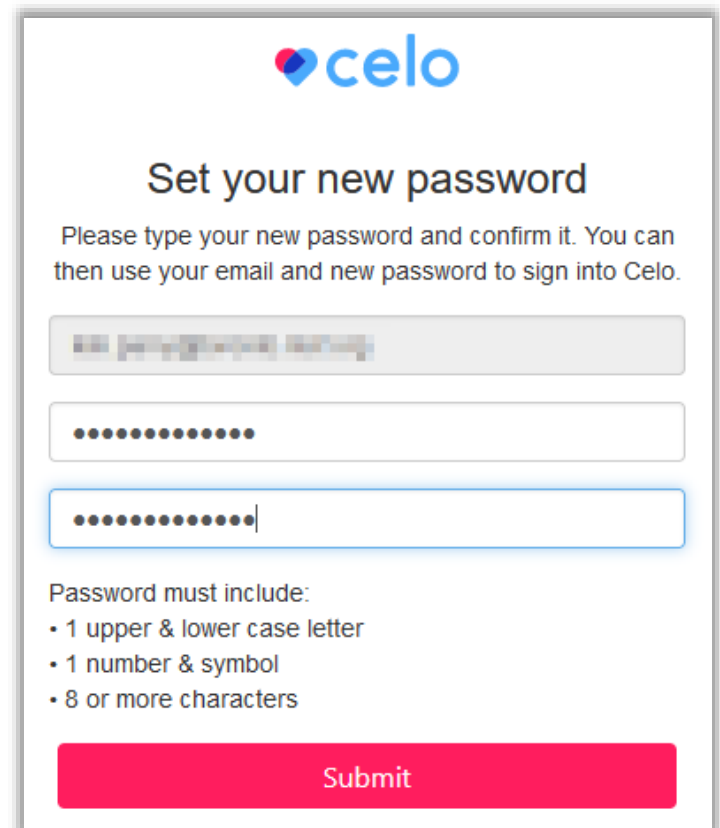
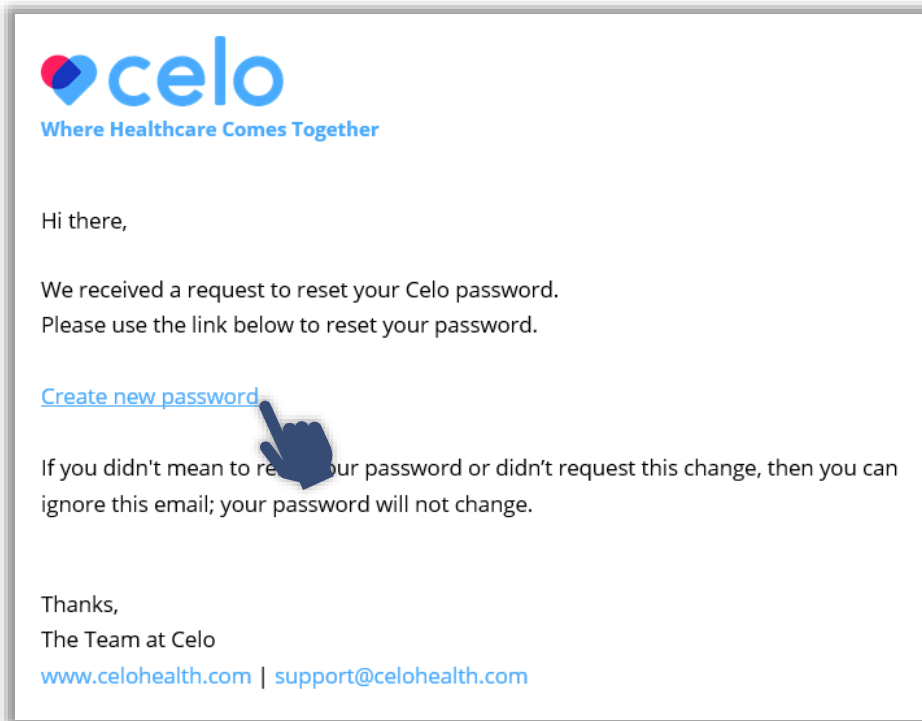
3

You will receive an email from team@celohealth.com. Follow the link in the email to choose a new password.

4

Choose your new password and return to the main screen to login as usual.

**Your username remains the same*

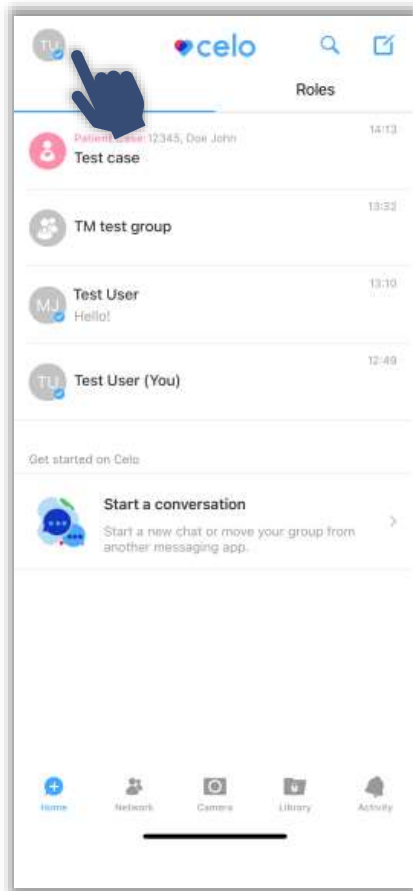




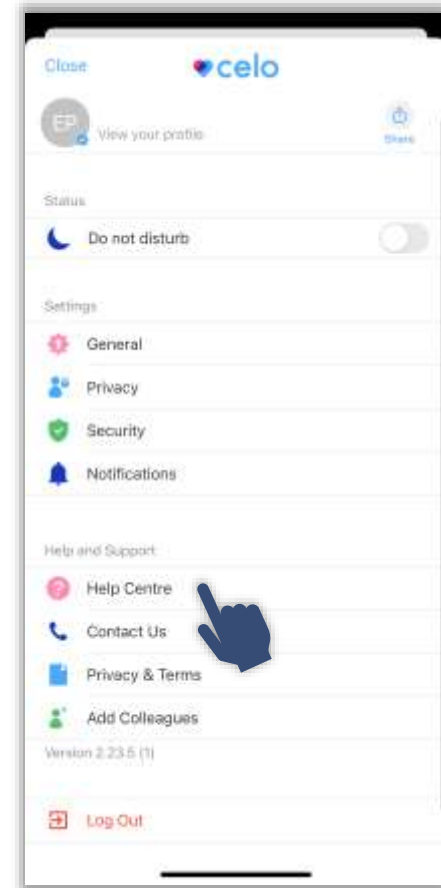
SUPPORT

If you experience difficulty navigating the app there is a Help Centre located in your User Profile.

1 From your Home page select the User Profile.



2 Select *Help Centre* and search your problem.



The Telemedicine Helpdesk is available Monday to Friday.
Inquiries submitted on weekends will be replied to the
following workday.

Contact us for account requests, technical problems, or general questions
about any MSF Telemedicine service.

telemedicine@toronto.msf.org