

Annie_v1.0.0_User Guide

User Guide for Annie

Version 1.0.0

1. Introduction

The Annie App is intended to provide functionality that allows for messaging protocols, facility broadcast messages, and appointment reminders to be sent and received via SMS or the Annie Secure App.

- Extend communication to Veterans including those with basic mobile phones by using Short Message Service (SMS) text messaging
- Offer an opportunity to address the large segment of the patient population using mHealth
- Establish a system to exchange with patients SMS text messages to improve disease management and for other patient care communications
- Promote self-care for chronic conditions and preventive care through automated text prompts and notifications, as well as helping the VA to improve quality, enhance patient engagement, and reduce costs
- Provide unidirectional tailored facility broadcast messages to patients (Messages such as, "Flu Shots are available")
- Provide appointment reminders to patients
- Promote quick and effective communications to patients for facility notices and scheduled appointments

1.1. Information

This is a list of the points of organizational contact (POCs) for information and troubleshooting purposes.

Type of Contact	Contact Name	Department	Telephone Number	E-mail Address
Help Desk POC	TBD	TBD	TBD	TBD
Development/Maintenance POC	TBD	TBD	TBD	TBD
Operations POC	TBD	TBD	TBD	TBD

1.2. Acronyms and Abbreviations

Acronym	Definition
HIPAA	Health Insurance Portability and Accountability Act
PHI	Protected Health Information
PII	Personally Identifiable Information
POC	Point of Contact
SMS	Short Message Service
VA	Veterans Affairs
VAMF	VA Mobile Framework

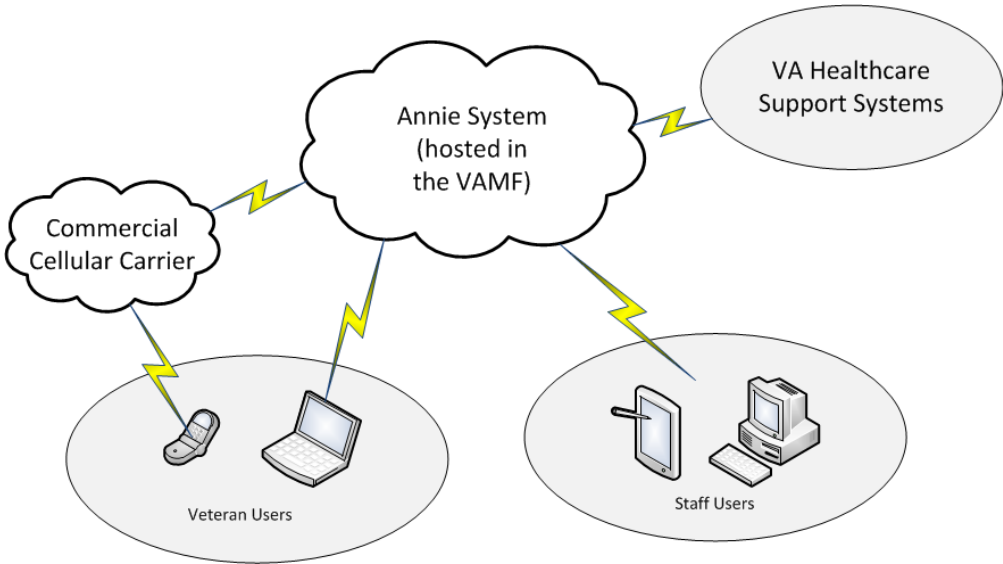
2. System Summary

The Annie system consists of a set of servers hosted by the VA which are used to manage the health coaching definitions created by VA staff. These servers are also tied to other VA information repositories, and are leveraged to retrieve Veteran demographic and future appointment information. Additionally, the Annie system is tied to a commercial cellular telephone carrier, through which SMS messages are exchanged with

Veterans using their personal cell phones. All user interaction with Annie occurs through either a web interface or through the SMS messaging system.

2.1. System Configuration

This section describes and depicts the equipment, communications, and networks used by the system. It includes the type of computer input and output devices.



The Annie system is installed on existing web, application, and database servers hosted by the VA in the VA Mobile Framework. Web access to Annie for both Staff and Veteran users is provided by the VAMF, and from the VAMF, SMS messages are routed through a commercial carrier to Veteran cellular phones. The Annie system is also connected via the VAMF Health Adapter to existing VA VistA systems for user authentication, demographic data retrieval, and future appointment data retrieval. A more detailed network diagram is available [here](#).

2.2. Data Flows

This section describes and depicts the overall flow of data in the system.

2.3. User Access Levels

There are several User Access Levels for the Annie application.

Role	Description
Clinical Staff	This is the default role for the Annie Staff App. A user has these permissions by default when logging into the app with their VistA credentials.
Clinical Admin	This is the role needed to create and edit protocols in the Annie Staff App. A request must be made through the help desk for a user to be added to this role.
Veteran	This is the default role for the Annie Veteran App.
Broadcast Admin	This is the role needed to create facility broadcast messages. A request must be made through the help desk for a user to be added to this role.

2.4. Contingencies and Alternate Modes of Operation

The Annie application is considered a "minor application" under the VAMF framework and as such, follows the contingency operations procedures and alternative modes of operation established for the VAMF.

Degraded performance of the VAMF may result in the inability for staff users to assign or review protocols, or to create facility broadcast messages. Veteran users may be unable to access the secure Veteran application, or to receive the health coaching, facility information, or

appointment reminder SMS messages from Annie.

3. Getting Started

This section provides a general walk-through of the system from initiation through exit.

3.1. Logging On

The steps below list procedures to access the Annie App and log on.

Clinical Staff, Clinical Admin, or Broadcast Admin Users

1. Open a browser and type in the URL (Link to URL) for the Annie Staff App. The provider login screen is presented.
2. Enter in Username, Password, and select your facility. This should be the same credentials used to login to Vista.

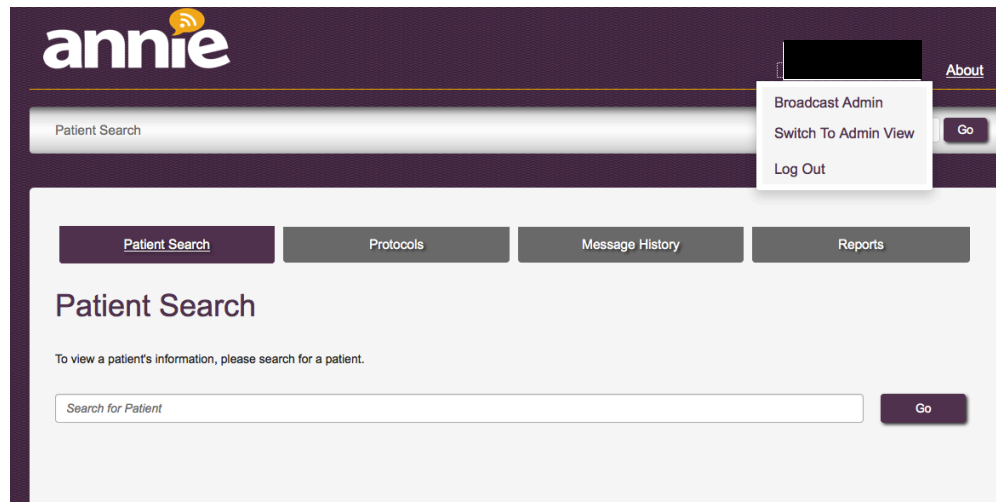
Veteran Users

1. Open a browser and type in the URL (Link to URL) for the Annie Veteran Secure App. The DS Logon screen is presented.
2. Type in Username and Password. This should be the same credentials used to login to other VA Mobile Applications.

3.2. System Menu

This section describes the system menu first encountered by the user, as well as the navigation paths to functions noted on the screens.

The Clinical Staff user is taken to the main page of the Annie Staff App when they first login.



The Broadcast Admin user needs to select the drop down next to their name at the top right corner of the screen and select "Broadcast Admin". This is the main page from where facility broadcast messages are created.

[Welcome](#)
[About](#)

VA Facility Broadcast Messages

VA Facility Broadcast Messages

Add Message

Created From

11/03/2014

Created To

11/24/2014

Progress

All

View

All

Reset

Test

Created By: MA

Created On: 11/24/2014

Progress: Deliv

Edited By: MA

Edited On: 11/24/2014

Edited Time: 6

Message

test

Schedule

11/24/2014 – 11/24/2014
@ 4:00 PM

Status

☒ Enable
 ☐ Disable

Edit/View

The Clinical Admin user needs to select the drop down next to their name at the top right corner of the screen and select "Switch to Clinical Admin". This is the main page from where protocols are created.

[Welcome, Erica](#)
[About](#)

Protocols

Protocols

Add Protocol

Blood Pressure Protocol3

Created By

Created On: 03/17/2014

Description

This is blood pressure protocol with every so many schedule type

Focus Area

Blood

Last Comment

Enable protocol

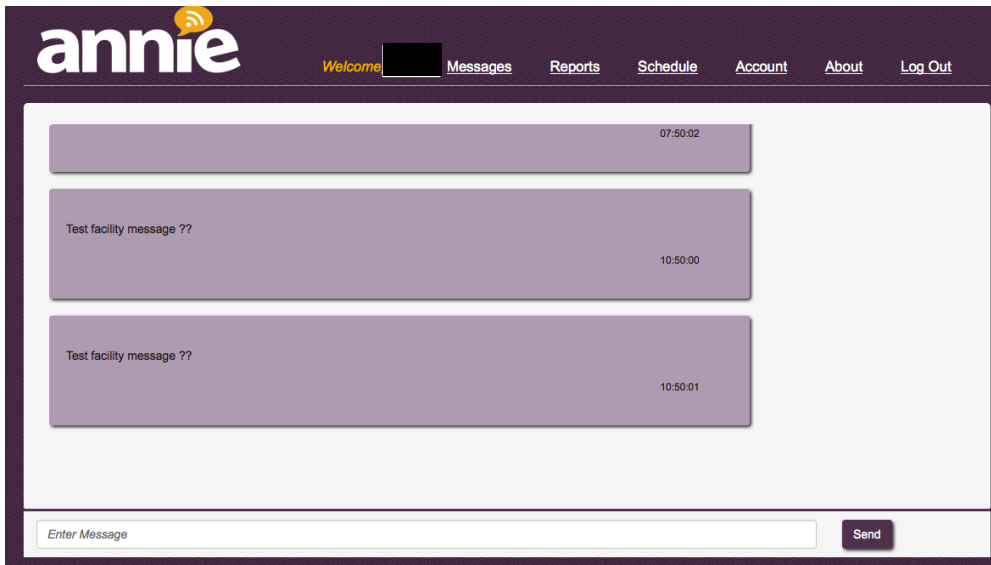
Status

☒ Enable
 ☐ Disable

Edit/View

Audit Trail

The Veteran user is taken to the main page of the Annie Staff App when they first login.



3.3. Changing User ID and Password

The Clinical Admin, Clinical Staff, and Broadcast Admin users should use the same procedures required to change their VistA credentials if they need to change their user ID or password for the Annie Staff App.

The Veteran users should use the same procedures required to change their DS Logon credentials if they need to change their user ID or password for the Annie Veteran Secure App. A link is available on the logon page of the Annie Veteran App.

3.4. Exit System

These are the actions necessary to properly exit the system,

1. For Clinical Admin, Clinical Staff, and Broadcast Admin users:
 - a. Select the arrow next to the Welcome link at the top right hand corner of the screen.
 - b. Select Log Out. The log in screen is displayed.
2. For Veteran users, select Log Out. The log in screen is displayed.

3.5. Special Instructions for Error Correction

These are the recovery and error correction procedures, including error conditions that may be generated and corrective actions that may need to be taken when using the system.

Server Unavailable

You will receive the following message if you perform an action in the system and the HA/VAMF servers are unavailable.

"The system cannot be reached. If the server is unavailable you will be unable to use this application. You can close your browser and try again later or try to reconnect now."

Lack of Internet Connectivity

You will receive the following message if the application detects you are not connected to the internet.

"Your internet connection appears to be unavailable. Please try again when you regain connectivity."

3.6. Caveats and Exceptions

There are no special actions you must take to insure that data is properly saved or that some other function executes properly.

4. Scenario

The following section provides a detailed series of instructions describing the procedures you will need to use the system.

Clinical Admin

As the Clinical Admin you can create, edit, and view protocols that will be used by the Clinical Staff to assign to Veterans.

Create Protocol

1. Select 'Add Protocol' button. The Protocol Information screen displays.
2. Enter in the Protocol Name, Description, and Focus Area.
3. Select the 'Next' button. The Add Templates screen displays.
4. Select the 'Add Template' section. You can add a Vitals, Motivational/Educational, or Custom Template to the Protocol.
5. Select the type of template you want to add to the Protocol.

Add a Vitals Template

Fill out the Schedule Settings:

Schedule – Identify how often you want the service message to be sent to the Veteran prompting them to send in a reading,

Template Start and End Date - Identify when you want messages to be sent to the Veteran for the template,

Note: The Start Date is relative to the current date and will be updated when the protocol is assigned to a Veteran.

Fill out the Readings/Alerts Settings:

Measurement – Select the Vital that you want the Veteran to send readings in for the Protocol.

Lowest & Highest Valid Reading – Enter in the lowest and highest valid readings that should be accepted as responses from the Veteran. Enter in the messages that should be sent if the Veteran responds with a value that is within the values.

Low & High Level Alert – Enter in the low and high-level values that would cause an alert to the Veteran. Enter in the messages that should be sent if the Veteran responds with a value that triggers a low or high-level alert.

Critical Low and & High Level Alert - Enter in the critical low and high-level values that would cause an alert to the Veteran. Enter in the messages that should be sent if the Veteran responds with a value that triggers a critical low or critical high-level alert.

Fill out the Message Settings

Service Message – Enter in the text that will be sent to the Veteran requesting them to send in a reading based on the schedule settings.

Reminder Message – Enter in the text that will be sent to the Veteran reminding them to send in a reading.

Reminder Settings - Enter in how often reminders should be sent to the Veteran if they have not sent in a reading..

Add a Motivational/Educational Messages Template

Schedule Settings – Identify how often the motivational/educational messages should be sent to the Veteran.

Message Settings – Enter in the content for the messages that should be sent to the Veteran. If there is more than one message they will be sent to the Veteran in the order they are entered based on the schedule settings.

Add a Custom Template

This option should be used if you are creating a protocol that requires the Veteran to send in readings for more than one vital and/or more than one set of motivational/educational messages that have different schedule settings.

Enter in the number of Vital and Motivational/Educational Message templates that you need for the Protocol.

Edit Protocol

1. Select the 'Edit/View' button for the protocol that you would like to edit or view. The protocol and related templates are displayed
2. Select which template you would like to edit or view and update the settings as needed.
3. Select Save button.

View Protocol

1. Select the 'Edit/View' button for the protocol that you would like to edit or view. The protocol and related templates are displayed
2. Select which template you would like to view.
3. Select Save or Cancel button.

Clinical Staff

As the Clinical Staff you can register a patient in Annie, update patient account information, assign protocols, edit/view protocols assigned to a patient, view message history, view reports, and subscribe patients to information messages.

Patient Search

1. Type in the search criteria for the Veteran that you want to assign a protocol to in the system in the Patient Search field.
Note: Recommend using the Last Initial of the Last Name and Last 4 of SSN to narrow down the search results as much as possible. (e.g. m4911)

The user can search by :

- Last initial of last name and last 4 of SSN (recommended)
 - Social security number
 - Mobile phone number
 - Last name, (comma) First name
 - Full or partial first or last name
2. Select Go. A list of patients registered in Annie and meet the search criteria are displayed. If there are no matches a message will be displayed that there are no patient registered based on the search Criteria.
 - a. If the patient is not found in the Annie database, the user has the option of registering the patient. See steps below.

Register Patient

After searching for a patient in the Annie application and no results were found, the user has the option of registering the patient. The Clinical Staff must receive and select informed consent for a Veteran to receive protocol messages.

1. Search for a patient
2. If "Patient Not Found" is displayed, click on the register button.
3. If the patient has an account in VA system, then a list or single patient is displayed, in last name, first name view.
4. Select the correct patient.
5. The Patient Registration page appears and includes the following elements:
 - a. A section with the heading "Consent to Participate" that is not collapsed.
 - b. A collapsed section with the heading "Appointment/Info Messages"
 - c. A collapsed section with the heading "Preferences"
 - d. A collapsed section with the heading "Patient Info"
6. Select the Annie Information and Disclosure Factsheet link to bring up the Annie: VA's SMS Text Messaging Program Information & Disclosure Factsheet modal dialog.
 - a. Select the checkbox Patient-Provider Informed Consent Discussion Occurred if the Veteran will participate in Protocol Messaging. The date and time of consent is populated to the right side of this line under the Consent to Participate section.
7. Select the Appointment/Info Messages heading to expand the associated section. The following settings can be set from within this section:
 - a. If the Veteran would like to receive appointment reminders, select the "Appointment Reminders" checkbox.
 - b. If the Veteran would like to receive broadcast facility messages, select the "VAMC Facility Messages" checkbox and select a facility from the "Select a Facility" select element.
8. Select the Patient's Preferences heading to expand the associated section. The following settings can be set from within this section:
 - a. If the Veteran would like to receive messages from Annie via standard SMS text messaging, select the "Standard SMS text messaging (non-secure & text messaging rates will apply)" radio button.
 - b. If the Veteran would like to receive messages from Annie inside the Annie app, select the "Annie App (secure, but requires smartphone & DS Logon Premium account)" radio button.
 - c. If the Veteran has elected to receive messages from Annie inside the Annie app and would also like to receive a standard SMS text message to notify you that you have received a message, select the "Receive SMS alert text message when new message is available (text messaging rates will apply)" checkbox.
9. Select the Patient Info heading to expand the associated section. The following fields are available:
 - a. The following fields are pre-populated and cannot be modified:
 - i. First Name
 - ii. Middle Name
 - iii. Last Name
 - iv. DOB (Date of Birth)
 - v. Gender
 - vi. SSN (Social Security Number)The following fields are required and must be filled in to complete registration:
 - i. Mobile Phone
 - ii. Time ZoneThe following fields are optional:
 - i. Email Address
 - ii. Home Phone
10. Once all required fields have been filled in, select the Submit button to complete the registration. Your browser will be redirected to the Protocols page in the Annie staff application. If you select the Submit button prior to filling in a required field, one or more validation errors will appear to assist you in filling in the remaining required fields.

Update Patient Account Information

If a user is already registered in Annie, select the user after searching for them.

1. Select the user.
2. Verify the current view is the Protocols list page.
3. Select the Account Setting button.
4. The Account page appears and includes the following elements:
 - a. The Consent to Participate section not collapsed.
 - b. A collapsed section with the heading "Appointment/Info Messages"
 - c. A collapsed section with the heading "Patient's Preferences"
 - d. A collapsed section with the heading "Patient Info"
2. Select the checkbox Patient-Provider Informed Consent Discussion Occurred if the Veteran will participate in Protocol Messaging. The date and time of consent is populated to the right side of this line under the Consent to Participate section. This may already be populated if informed consent was provided and can not be changed.
3. Select the Appointment/Info Messages heading to expand the associated section. The following settings can be set from within this section:
 - a. If the Veteran would like to receive appointment reminders, select the "Appointment Reminders" checkbox.
 - b. If the Veteran would like to receive broadcast facility messages, select the "VAMC Facility Messages" checkbox and select a facility from the "Select a Facility" select element.
4. Select the Patient's Preferences heading to expand the associated section. The following settings can be set from within this section:
 - a. If the Veteran would like to receive messages from Annie via standard SMS text messaging, select the "Standard SMS text messaging (non-secure & text messaging rates will apply)" radio button.
 - b. If the Veteran would like to receive messages from Annie inside the Annie app, select the "Annie App (secure, but requires smartphone & DS Logon Premium account)" radio button.
 - c. If the Veteran has elected to receive messages from Annie inside the Annie app and would also like to receive a standard SMS text message to notify you that you have received a message, select the "Receive SMS alert text message when new message is available (text messaging rates will apply)" checkbox.
5. Select the Patient Info heading to expand the associated section. The following fields are available and pre-populated:
 - a. The following fields cannot be modified:
 - i. First Name
 - ii. Middle Name
 - iii. Last Name
 - iv. DOB (Date of Birth)
 - v. Gender
 - b. The following fields can be modified:
 - i. Mobile Phone
 - ii. Time Zone
 - iii. Email Address
 - iv. Home Phone
6. If you do not wish to save any changes you have made, select the Cancel button. All changes will be discarded.
7. If you wish to save your changes, select the Save button. If any required fields are empty or contain invalid values when you select the Save button, one or more validation errors will appear to assist you in filling in the remaining required fields.

Assign Protocol

1. Click Assign New Protocol button. A list of protocols available for assignment is displayed.
2. Click Assign button next to Protocol that you want to assign to Veteran.
3. You will have the option to customize the protocol you are assigning to the patient. Select Yes to customize the settings in the templates related to the protocol. Select No if you want to assign the Protocol with the default values entered by the Clinical Admin.

Edit/View Protocol Assigned to Patient

If the patient has already been assigned a protocol(s) then the user can view or edit them.

1. Select the protocols tab to go to the patient's list of protocols.
2. For active protocols, select the Edit/View button and edit the protocol as desired.
3. Select the save button to save the changes.

View Patient Message History

Select the Message History tab to view a history of the sent and received messages for the patient.

- If the user has not sent the "opt-in" message then no messages will be sent and therefore there will not be anything to display.
- Further, if the user has not been assigned any protocols, there will not be any data to display (a message will indicate that is so).
- Use the filtering options on the top of the page to filter by dates, and status.

View Reports

Select the Reports tab to view reports for the patient selected.

1. Select the "Reports" tab.
2. After selecting one of the available report types, you will be taken to the page for that report. The top of the page shows a chart and the bottom of the page shows a table of the values that are included in the chart. You can interact with the chart in the following ways:
 - a. Adjust the date range covered by the chart by modifying the "From" and "To" fields in the upper right corner of the chart.
 - b. Adjust the visible portion of the chart by selecting a time range from the buttons in the upper left corner of the chart. The available ranges are one week, one month, three months, six months, one year, or all available data.
 - c. Adjust the visible portion of the chart by moving the sliders at the bottom right and left corners of the chart.
 - d. Move the visible portion of the chart across the available chart data by selecting and dragging the scroll bar along the bottom edge of the chart.

Subscribe Patient to Facility Broadcast Messages and Appointment Reminders

1. Select the user.
2. Verify the current view is the Protocols list page.
3. Select the Account Setting button.
4. Edit the patient's account settings. Under the Broadcast Messaging Subscriptions section:
 - a. Check the "VAMC Facility Messages" box and select the facility from the drop down to receive facility wide messages.
 - b. Check the "Appointment Reminders" box to receive schedule appointment notifications. The user will receive a message 3 days and 1 day prior to their appointment time.
5. Select the Save button.

Veteran

As a Veteran user of the Annie Secure App you can self register, update account information, send message, view messages, view schedule, view reports, and subscribe to facility broadcast messages or appointment reminders.

Register in Annie

Note - Self Registration through the Vet App means you have consented to receive Broadcast Messages and Facility Messages. A Clinical Staff member must receive informed consent for you to receive messages for Protocols.

1. Access the Annie veteran application.
2. Enter your user name and password on the veteran login screen and select the Sign In button.
3. The Patient Registration page appears and includes the following elements:
 - a. A disabled checkbox labeled "I Consent to Participate in Program" whose label is a link
 - b. A collapsed section with the heading "Appointment/Info Messages"
 - c. A collapsed section with the heading "Preferences"
 - d. A collapsed section with the heading "Patient Info"
4. Select the I Consent to Participate in Program link to bring up the Annie: VA's SMS Text Messaging Program Information & Disclosure Factsheet modal dialog.
 - a. If you consent to participate, scroll to the bottom of the consent form and select the I Consent button. Note that this button will not be available until you have scrolled all the way to the bottom of the consent form.
 - b. If you do not consent to participate, select the I Do Not Consent button. Note that you will not be able to complete your registration without consenting.
5. Select the Appointment/Info Messages heading to expand the associated section. The following settings can be set from within this section:
 - a. If you would like to receive appointment reminders, select the "Appointment Reminders" checkbox.
 - b. If you would like to receive broadcast facility messages, select the "VAMC Facility Messages" checkbox and select a facility from the "Select a Facility" select element.
6. Select the Preferences heading to expand the associated section. The following settings can be set from within this section:
 - a. If you would like to receive messages from Annie via standard SMS text messaging, select the "Standard SMS text messaging (non-secure & text messaging rates will apply)" radio button.
 - b. If you would like to receive messages from Annie inside the Annie app, select the "Annie App (secure, but requires smartphone & DS Logon Premium account)" radio button.
 - c. If you have elected to receive messages from Annie inside the Annie app and would also like to receive a standard SMS text message to notify you that you have received a message, select the "Receive SMS alert text message when new message is available (text messaging rates will apply)" checkbox.
7. Select the Patient Info heading to expand the associated section. The following fields are available:
 - a. The following fields are pre-populated and cannot be modified:
 - i. First Name
 - ii. Middle Name
 - iii. Last Name
 - iv. DOB (Date of Birth)
 - v. Gender
 - b. The following fields are required and must be filled in to complete registration:
 - i. Mobile Phone
 - ii. Time Zone

- c. The following fields are optional:
 - i. Email Address
 - ii. Home Phone
8. Once all required fields have been filled in, select the Submit button to complete your registration. Your browser will be redirected to the Messages page in the Annie veteran application. If you select the Submit button prior to filling in a required field, one or more validation errors will appear to assist you in filling in the remaining required fields.

Update Account Information

1. Select the "Account" link in the navigation bar at the top of the page to bring up the Account page.
2. The Account page appears and includes the following elements:
 - a. A disabled, selected checkbox labeled "I Consent to Participate in Program" whose label is a link
 - b. A collapsed section with the heading "Appointment/Info Messages"
 - c. A collapsed section with the heading "Preferences"
 - d. A collapsed section with the heading "Patient Info"
3. Selecting the I Consent to Participate in Program link will bring up the Annie: VA's SMS Text Messaging Program Information & Disclosure Factsheet modal dialog, which can be closed by selecting the Dismiss button. The I Consent to Participate in Program checkbox cannot be modified once registration is complete. The date and time of informed consent will be populated next to this link if the Veteran previously self-registered or informed consent was provided to the Clinical Staff.
4. Select the Appointment/Info Messages heading to expand the associated section. The following settings can be set from within this section:
 - a. If you would like to receive appointment reminders, select the "Appointment Reminders" checkbox.
 - b. If you would like to receive broadcast facility messages, select the "VAMC Facility Messages" checkbox and select a facility from the "Select a Facility" select element.
5. Select the Preferences heading to expand the associated section. The following settings can be set from within this section:
 - a. If you would like to receive messages from Annie via standard SMS text messaging, select the "Standard SMS text messaging (non-secure & text messaging rates will apply)" radio button.
 - b. If you would like to receive messages from Annie inside the Annie app, select the "Annie App (secure, but requires smartphone & DS Logon Premium account)" radio button.
 - c. If you have elected to receive messages from Annie inside the Annie app and would also like to receive a standard SMS text message to notify you that you have received a message, select the "Receive SMS alert text message when new message is available (text messaging rates will apply)" checkbox.
6. Select the Patient Info heading to expand the associated section. The following fields are available and pre-populated:
 - a. The following fields cannot be modified:
 - i. First Name
 - ii. Middle Name
 - iii. Last Name
 - iv. DOB (Date of Birth)
 - v. Gender
 - b. The following fields can be modified:
 - i. Mobile Phone
 - ii. Time Zone
 - iii. Email Address
 - iv. Home Phone
7. If you do not wish to save any changes you have made, select the Cancel button. All changes will be discarded.
8. If you wish to save your changes, select the Save button. If any required fields are empty or contain invalid values when you select the Save button, one or more validation errors will appear to assist you in filling in the remaining required fields.

Send Messages

The readings must be sent in using the keywords associated with each reading type. The keywords can be found under the schedule settings. You can respond back with the following and they will all be considered acceptable responses.

- <keyword>220/115
- <keyword>220 115
- My <keyword> is 220 115

View Messages

1. Select the "Messages" link in the navigation bar at the top of the page to bring up the Account page.
2. If you do not have any messages available to view, you will see a message with the following text: "You currently do not have any messages. Please view your schedule to see when your readings are due or begin sending in readings now below."
3. If you have messages available to view, you will see those messages displayed on the page. Messages you have sent have a gray background and appear on the right side of the window while messages you have received have a purple background and appear on the left side of the window.

View Reports

1. Select the "Reports" link in the navigation bar at the top of the page to bring up the Reports page.
2. If you do not have any reports available to view, you will see a message with the following text: "I'm sorry, you currently do not have any reports. Please view your schedule to see when your readings are due."
3. If you have reports available to view, you will see a list of the available report types.
4. After selecting one of the available report types, you will be taken to the page for that report. The top of the page shows a chart and the bottom of the page shows a table of the values that are included in the chart. You can interact with the chart in the following ways:
 - a. Adjust the date range covered by the chart by modifying the "From" and "To" fields in the upper right corner of the chart.
 - b. Adjust the visible portion of the chart by selecting a time range from the buttons in the upper left corner of the chart. The available ranges are one week, one month, three months, six months, one year, or all available data.
 - c. Adjust the visible portion of the chart by moving the sliders at the bottom right and left corners of the chart.
 - d. Move the visible portion of the chart across the available chart data by selecting and dragging the scroll bar along the bottom edge of the chart.

View Schedule

1. Select the "Schedule" link in the navigation bar at the top of the page to bring up the Schedule page.
2. If you do not have any items scheduled, you will see a message with the following text: "I'm sorry, you currently do not have a schedule. I will contact you to let you know as soon as you are assigned a schedule."
3. If you have items scheduled, you will see a list of entries that include the following details for each item:
 - a. The scheduled item's title
 - b. The date and time at which the message is due
4. Clicking a schedule entry will take you to the Messages page.

Text Commands

Text commands can be sent either from your registered mobile phone or by using the Annie system. The following text commands are recognized:

- START - Begin receiving messages from the Annie system
- STOP - Stop receiving messages from the Annie system
- PAUSE - Temporarily stop receiving messages from the Annie system
- RESUME - Resume receiving messages from the Annie system
- HELP - Annie system responds with a list of the available text commands

Send a Text Command From Your Registered Mobile Phone

1. Type and send an SMS message containing the desired text command to the Annie system using your mobile phone's SMS application.

Send a Text Command Using the Annie System

1. Select the "Messages" link in the navigation bar at the top of the page to bring up the Messages page.
2. Type the desired text command into the Enter Message field.
3. Select the Send button or hit the Enter key to send the message.

Subscribe to Facility Broadcast Messages and Appointment Reminders

1. Select the Account link in the navigation bar at the top of the page to bring up the Account page.
2. If the VAMC Facility Messages checkbox in the Appointment/Info Messages section is selected, you will receive broadcast messages related to the facility indicated in the Select a Facility select element immediately below the checkbox. You must select a facility if the checkbox is selected.
3. If the Appointment Reminders checkbox in the Appointment/Info Message section is selected, you will receive reminders prior to any scheduled appointments.

Broadcast Admin

You must be logged in as a user that had broadcast admin privileges in order to add, edit, or view facility broadcast messages.

Create a New Facility Broadcast Message

1. Log into the Annie staff application.
2. Click the user menu in the upper right corner of the page and select "Broadcast Admin" from the menu that appears.
3. Click the "Add Message" button in the upper right corner of the VA Facility Broadcast Messages page.
4. On the Add Message page that appears, fill in the following fields:
 - a. Title - This is only shown in the list of facility messages and will not be sent as part of the message.
 - b. Message - This is the message text that will be sent.
 - c. Schedule - Determines how often the message is sent.

- i. If the Schedule value is set to "Specified Days", checkboxes will appear that allow you to specify one or more days of the week. The message will only be sent on the selected days of the week.
 - ii. If the Schedule value is set to "Custom", additional fields labeled Time Between Each Cycle will appear that allow you to specify the interval between message. For example, setting these fields to "2" and "Hour" respectively would send a message every two hours.
- d. Send Message Time - The time of day at which the message will begin sending.
- e. Start Date - The date on which the message will begin sending.
- f. End Date - The date after which the message will stop sending.
- 5. If you decide you do not want to add the new message, select the Cancel button in the bottom right corner of the page. This will bring up a modal dialog to confirm the message cancellation.
- 6. If you are sure you want to cancel the message, select the "Yes" button. This will discard the new message and return your browser to the VA Facility Broadcast Messages page.
- 7. If you do not wish to cancel the message, select the "No" button. This will return your browser to the Add Message page with any information you entered still intact.
- 8. If you want to add the new message, select the Save button in the bottom right corner of the page.
- 9. If the page shows one or more validation errors after selecting the Save button, consult the validation error text to determine the changes you need to make to the message to comply with the field requirements.
- 10. If there are no validation errors, a modal dialog will appear to confirm that the message was added. Select the "OK" button to dismiss this dialog.

Edit/View an Existing Facility Broadcast Message

- 1. Log into the Annie staff application.
- 2. Click the user menu in the upper right corner of the page and select "Broadcast Admin" from the menu that appears.
- 3. Locate the broadcast message you wish to edit or view from the list on the VA Facility Broadcast Messages page and click the "Edit/View" button in the lower left corner of the message entry.
- 4. The selected message opens in the Edit Message page. This page is the same as the Add Message page except that the fields are already filled out with the information from the selected message.
- 5. Make the desired changes to the message information. See the above section "Create a New Facility Broadcast Message" for more information about each of the fields in the form.
- 6. If you decide you do not want to save the changes you have made, select the "Cancel" button in the lower right corner of the page.
- 7. If you are sure you want to cancel the message, select the "Yes" button. This will discard the new message and return your browser to the VA Facility Broadcast Messages page.
- 8. If you do not wish to cancel the message, select the "No" button. This will return your browser to the Add Message page with any information you entered still intact.
- 9. If you want to save your changes, select the "Save" button in the lower right corner of the page.
- 10. If the page shows one or more validation errors after selecting the Save button, consult the validation error text to determine the changes you need to make to the message to comply with the field requirements.
- 11. If there are no validation errors, a modal dialog will appear to confirm that the message was added. Select the "OK" button to dismiss this dialog.

5. Troubleshooting

If you have any problems, issues, or items that require assistance please see the guidance below.

The training materials, help desk number, and additional information on Annie can be found by selecting About from the top navigation menu.