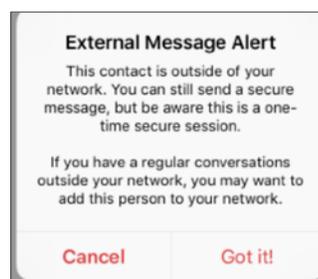
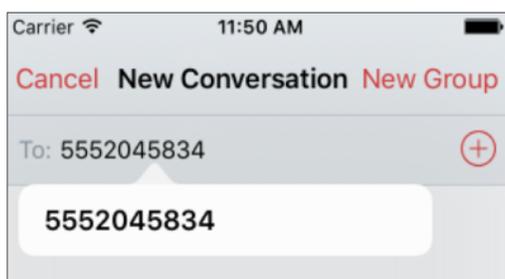


External Messages: How to Guide

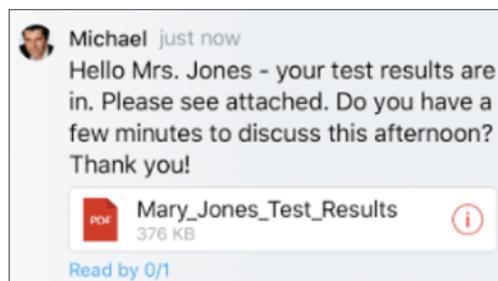
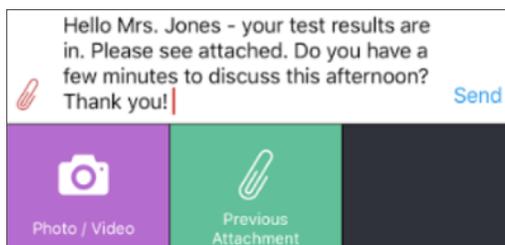
Healthcare professionals often need expertise outside of their immediate network. With External Messages, doctors and nurses can quickly and securely converse with colleagues who do not have Lua (and even patients). Organizations now have the flexibility to communicate with anyone they see fit, while remaining HIPAA compliant.

How to send an External Message



1. Start by clicking Compose on your mobile device or on desktop (on an Android, tap on New External Conversation). Type in an external party's contact phone number or email address; then tap or click on the white tile.

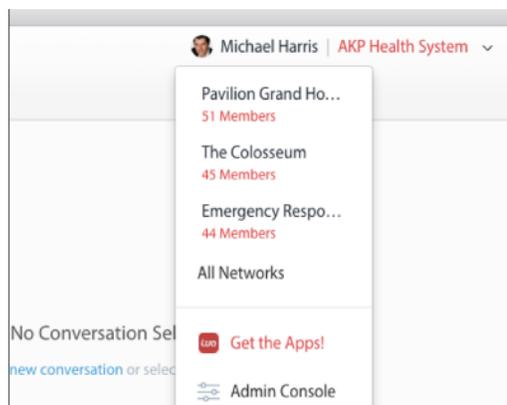
2. A disclaimer will appear, confirming you are about to send a message to an external contact. Tap "Got it!" to proceed. Once you have done so, tap on the blue message bar below to start to compose the message.



3. Type your message into the field. If you would like to send an attachment, tap on the paperclip icon to the left. The options for the attachment will expand, allowing you to take a new photo/video within Lua or upload an attachment from your device.

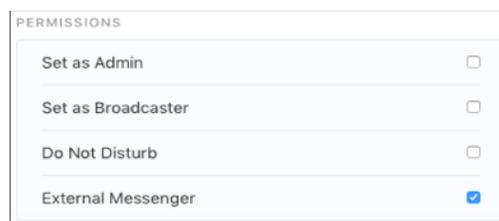
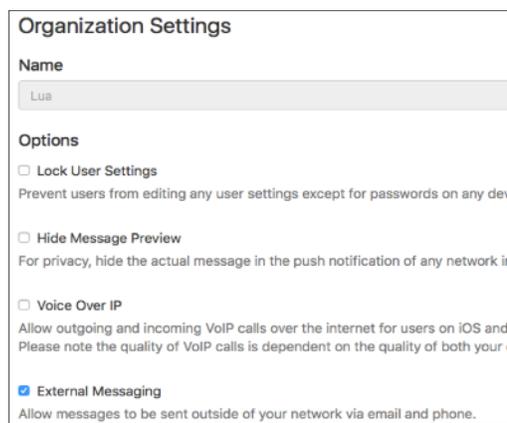
4. Tap or click send. You will notice that each message has a Read Report so you can see when the recipient has read the message.

How to enable External Messaging permissions



1. Access the Admin Console by visiting admin.getlua.com or by selecting Admin Console on the top, right-hand dropdown menu of your web or desktop application.

2. Once in the Admin Console, click on Settings in the top navigation ribbon.



3. Scroll down to Organization Setting, then click on External Messaging to enable for the network.

4. Finally, go back to the Members page and click individual user's profile. Scroll to the bottom and enable External Messenger under Permissions.