Inbox Messages



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Overview

If there are any issues where any part of your completed visit doesn't synchronise back into RiO correctly you will receive a message in the Inbox in Total Mobile.

Inbox messages will also be sent to notify you when a Double Up visit has been booked for you.

Inbox Messages on an iPad



The Inbox is located below Visits on the Total Mobile Home screen

By default, only 'Unread' messages will display

- From the Total Mobile Home screen, tap Inbox
- Tap the Unread message

The details of the message will display

•



Tap < Back (top left) to return to your Home screen

The message will no longer display

Inbox Messages



Viewing All Messages on an iPad



Once the message has been read it will no longer display in the Inbox

• To view All messages, tap the All button (bottom left)

You will now be able to view any previous Inbox messages

11:40	iPad 🗢	11:40	82%
Inbo	< Back	Inbox	
	03 FEBRUARY 2021		
	Double Handed Visit. 12:21 Double Handed Visit. Visit Reference 21846267_1228758		
	Unread All		

Inbox Messages on a Smart Phone

Inbox

Totalmobile :		:	The Inbox is located below Visits on the Total Mobile Home screen		
1	Phone1 Trainer Synced at 10:25 in 4s		By default only 'Unread' messages will display		
9	Visits 1 New, 0 Outstanding		• From the Total Mobile Home screen, tap Inbox		
	Inbox 1 Unread			Inhov	
A	Mileage 0 Started, 2 Available		• Tap the Unread message	UNREAD	ALL
				03/02/2021	

The details of the message will display

Double Handed Visit.

Double Handed 03/02/2021 15:43 Visit.

• Tap the **Back** button (bottom right) on your phone to return to your Inbox

Double Handed Vis...

21846270 2053348

Double Handed Visit. Visit Reference

Double Handed Visit. Visit Reference 21846270_2053348

Patient CHAUDRY, Suresh, (Master) Visit

21846270_2053348 Start Date 3 February 2021 14:00:00 Main HCP: Phone1 Trainer Other HCP's: Alisha Gee

III O <



15:43

Inbox Messages



Viewing All Messages on a Smart Phone

Once the message has been read it will no longer display in the Inbox



111	0	<	

Inbox				
UNREAD		ALL		
03/02/2021				
Double Handed Vis 15:4				
Double Handed Visit. Visit Reference 21846270 2053348				
111	\cap	<		