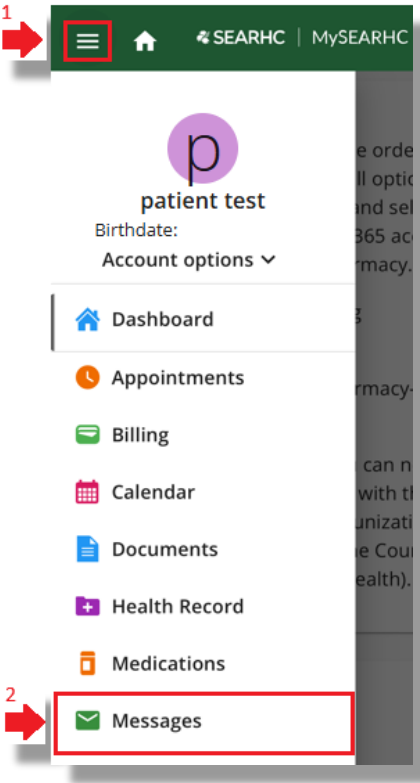
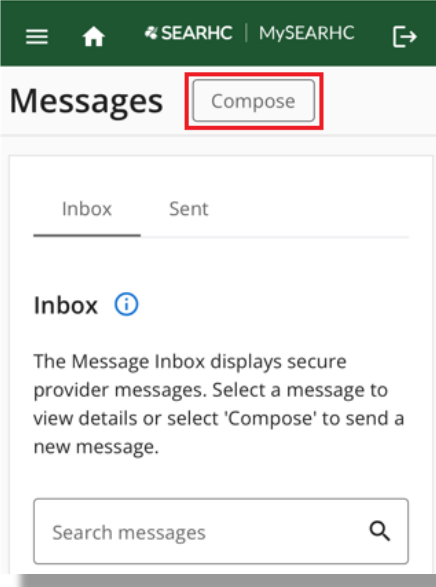


# MySEARHC Quick Reference Guide

## Messaging with a Provider

Access the messages inbox and sent box from the *Messages* page.

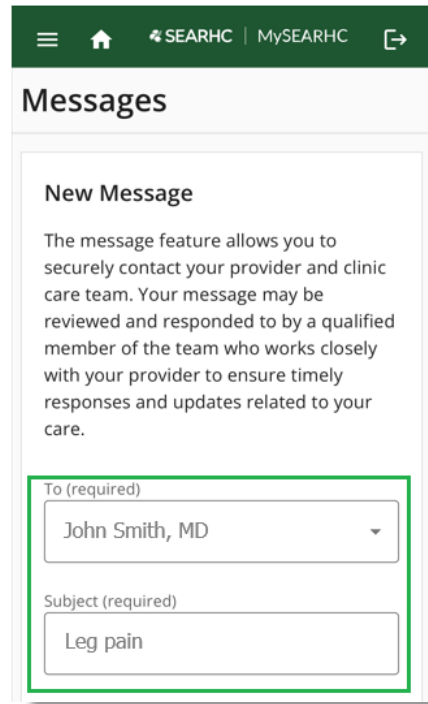
<p><b>1</b></p>	<p><b>Accessing Messages Page:</b></p> <ul style="list-style-type: none"> <li>From the MySEARHC Dashboard, select the <b>3 line menu icon</b>, located to the left of the Home icon.</li> <li>Select <b>Messages</b></li> </ul>	 <p>A screenshot of the MySEARHC mobile app interface. At the top, there is a green header bar with a home icon, a 3-line menu icon (highlighted with a red box and a red arrow labeled '1'), and the text 'SEARHC   MySEARHC'. Below the header, a user profile card for 'patient test' is visible. A white navigation menu is open, listing various options: Dashboard, Appointments, Billing, Calendar, Documents, Health Record, Medications, and Messages. The 'Messages' option is highlighted with a red box and a red arrow labeled '2'.</p>
<p><b>2</b></p>	<ul style="list-style-type: none"> <li>Select <b>Compose</b></li> </ul> <p><b>NOTE:</b> The message feature allows you to securely contact your provider and clinic care team. Your message may be reviewed and responded to by a qualified member of the team who works closely with your provider to ensure timely responses and updates related to your care.</p>	 <p>A screenshot of the MySEARHC mobile app 'Messages' page. The top header bar is green with a home icon, a 3-line menu icon, 'SEARHC   MySEARHC', and a share icon. Below the header, the title 'Messages' is displayed next to a 'Compose' button, which is highlighted with a red box. Underneath, there are two tabs: 'Inbox' (selected) and 'Sent'. A section titled 'Inbox' with an information icon contains a message: 'The Message Inbox displays secure provider messages. Select a message to view details or select 'Compose' to send a new message.' At the bottom, there is a search bar with the placeholder text 'Search messages' and a magnifying glass icon.</p>

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**Composing Message:**

- Select a **Provider** from the list
- Enter a **subject**
- Enter a **message**
- Select **Send**

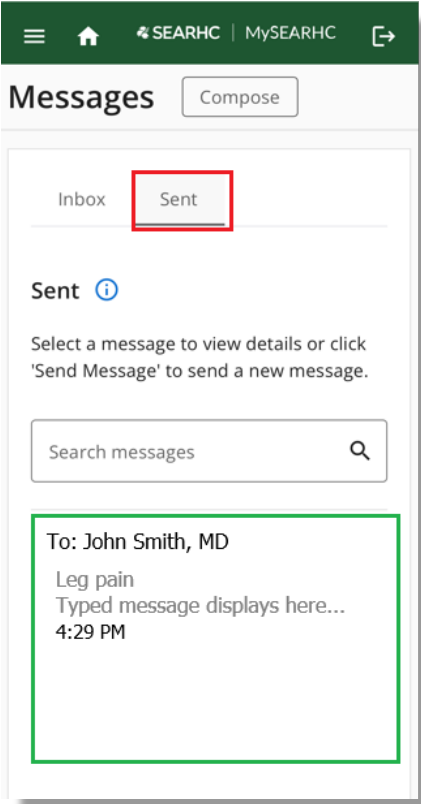
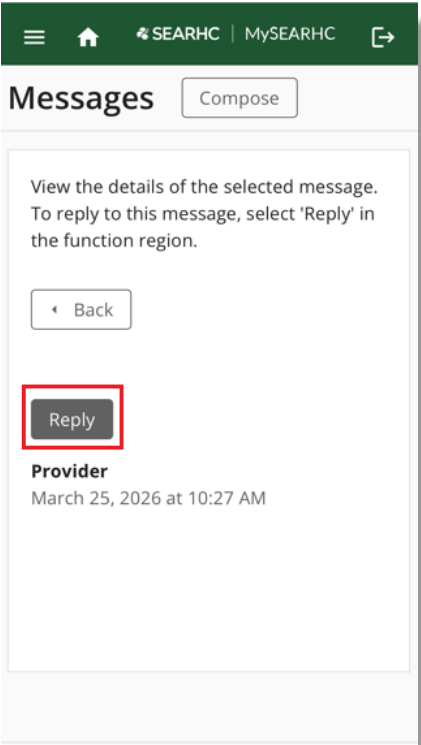
NOTE: You will be able to send a message to providers with whom you have had a previous clinic visit and who also accepts portal messages.



**Message & Attachment Options:**

- Message: 500-character limit
- Number of Attachments: 5 per message (10MB)
- Attachment types: .bmp, .jpeg, .jpg, .pdf, and .png



<p><b>4</b></p> <p><b>Confirm Sent Message</b></p> <ul style="list-style-type: none"> <li>• Select <b>Sent</b> tab</li> <li>• <b>View</b> sent message</li> </ul>	
<p><b>5</b></p> <p><b>Replying to a Message</b></p> <ul style="list-style-type: none"> <li>• Select the <b>Message</b> in the Inbox</li> <li>• Select <b>Reply</b></li> </ul> <p>NOTE: Messages without a reply option may be due to a provider no longer available/accepting messages, or from a qualified member of the team who works closely with your provider.</p>	

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- Type in your **message**
- Select **Send**



### Looking for further help?

Contact the Patient Support Center at 907.463.0400