



AMBULATORY



INPATIENT



REVENUE CYCLE



Troubleshooting

If you are not receiving pages, check the following:

- Push notifications are turned on.
- AMSCoconnect notifications are set.
- Phone is not muted or in “do not disturb” mode.
- Task/App Killers are disabled.
- Device firewalls are disabled.
- Device security software allows all UKHA applications
- Device is on the “kumc-secure” or “Internet Wi-Fi” network (if on Wi-Fi).

If these suggestions do not resolve the problem, please submit a Service Desk ticket.

Additional items to consider:


- AMSCoconnect **cannot** override personal settings.
- Cellular data is disabled for some providers i.e. Sprint, while on a voice call.

Push Notifications

Push notifications show a new message has arrived when your phone is sleeping or if you are using another app. Confirm your push notifications are turned on:

1. Tap settings.
2. Select **Notifications** and **AMSCoconnect**.
3. Verify all notifications are toggled to the right and green.

AMSCoconnect Notifications Setting

1. Open the **AMSCoconnect** app and tap the **Account**  button in the bottom right corner.
2. Update the sounds in your notification setting section. Confirm your sounds are not muted.

NOTIFICATION SETTINGS	
Alert Sound	Cureatr Default >
Urgent Sound	Pager >
Pager Sound	Beeper >

Timeout

AMSCONnect will timeout on day seven. You will still receive pages when its timed out, but you will need to re-authenticate to view your messages.

Submit a Ticket

The following information is helpful when submitting a ticket (in some instances, more specific information may be required):

- Username
- The location (building, floor, room) where the issued occurred.
- The exact day and time.
- Connection being used when the issue was experienced.
 - Wireless on “Internet, KUMC-Secure, or home WIFI.”
 - No wireless, using cellular.
- Device specifications:
 - Type of device (Apple or Android), model, and IOS version.
 - Carrier (Sprint, AT&T, Verizon, or T-Mobile).

FOR MORE INFORMATION CONTACT:

- [Health System Help Desk](#) | HITS_ServiceDesk@kumc.edu | Phone 913-945-9999