



# MSF Telemedicine

## Case Management Service - Mobile App

USER MANUAL FOR SPECIALISTS



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If you encounter any difficulties while using the app please contact us at:

*[telemedicine@toronto.msf.org](mailto:telemedicine@toronto.msf.org)*

# INTRODUCTION



## DIFFERENCES BETWEEN THE APPLICATION AND DESKTOP VERSIONS

- Your username and password remain the same no matter where you log into the platform.
- All actions you perform for telemedicine through the desktop version are also available in the app. You will still accept/refuse cases, comment on cases and add attachments.

## NEW

- You can take photos and videos with your device and save them directly to the case.

[telemedicine@toronto.msf.org](mailto:telemedicine@toronto.msf.org)



# FIRST LOGIN



# CHOOSING YOUR PIN



When you first log into the app you will be prompted to choose a 5 digit PIN.

1 Enter your username and password

A screenshot of the login screen. At the top is the Médecins Sans Frontières logo. Below it are two input fields: "Login" and "Password". The "Password" field has a small eye icon to its right. Below the fields is a blue "LOG IN" button. At the bottom, there is a link that says "FORGOTTEN YOUR PASSWORD?". Two red arrows point to the "Login" and "Password" fields.

2 Choose a 5 digit PIN

A screenshot of the screen where the user is prompted to choose a 5-digit PIN. The text says "Choose a 5 digits PIN code in order to secure access to your app." Below the text is a numeric keypad with digits 1 through 9 and 0, and a small blue 'x' icon in the bottom right corner.

3 Enter your PIN again to gain access to the platform

A screenshot of the screen where the user is prompted to enter their PIN code. The text says "Enter your PIN code." Below the text is a numeric keypad with digits 1 through 9 and 0, and a small blue 'x' icon in the bottom right corner. At the bottom left, there is a link that says "RESET YOUR PIN CODE".

\*If you forget your PIN you can reset it yourself. You will need your username and password to set a new PIN.

Next time you login you will skip step 1 and 2 and only enter your PIN.



# NAVIGATING THE APP



# MAIN PAGE TAB: TO-DO



The landing page is similar to the desktop version: your To-Do list. This list only shows cases with new updates.

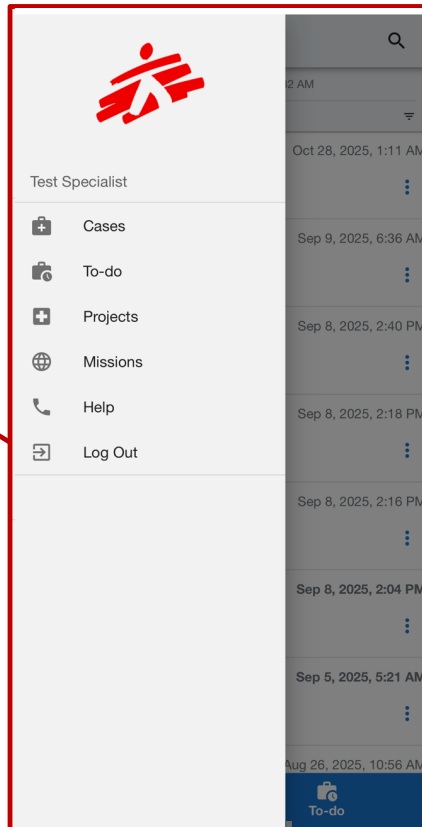
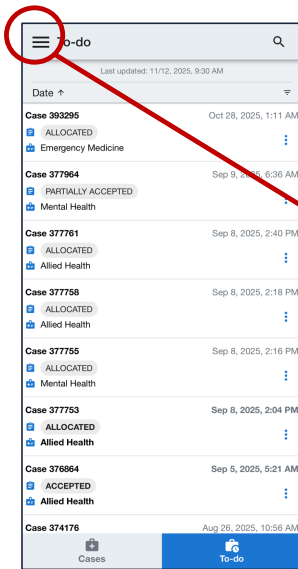
The screenshot shows a mobile application interface for a "To-do" list. At the top, there is a header bar with a hamburger menu icon on the left, the text "To-do" in the center, and a search icon on the right. Below the header, a status bar indicates "Last updated: 11/12, 2025, 9:30 AM". A sorting dropdown menu is set to "Date" with an upward arrow. The list contains several case entries, each with a case ID, a status badge, a category, and a timestamp. At the bottom, there is a navigation bar with two tabs: "Cases" (with a plus icon) and "To-do" (with a checkmark icon). Callout boxes with arrows point to specific UI elements: "Click to view the main menu" points to the hamburger menu; "Search for a case" points to the search icon; "Cases" points to the "Cases" tab in the navigation bar; and "View a list of all your cases" points to the "Cases" tab in the navigation bar.

Case ID	Status	Category	Date
Case 393295	ALLOCATED	Emergency Medicine	Oct 28, 2025, 1:11 AM
Case 377964	PARTIALLY ACCEPTED	Mental Health	Sep 9, 2025, 6:36 AM
Case 377761	ALLOCATED	Allied Health	Sep 8, 2025, 2:40 PM
Case 377758	ALLOCATED	Allied Health	Sep 8, 2025, 2:18 PM
Case 377755	ALLOCATED	Mental Health	Sep 8, 2025, 2:16 PM
Case 377753	ALLOCATED	Allied Health	Sep 8, 2025, 2:04 PM
Case 376864	ACCEPTED	Allied Health	Sep 5, 2025, 5:21 AM
Case 374176			Aug 26, 2025, 10:56 AM

# MENU



Find the menu at the top left of your screen.



**From the Menu you can:**

- Email telemedicine technical support
- Log out



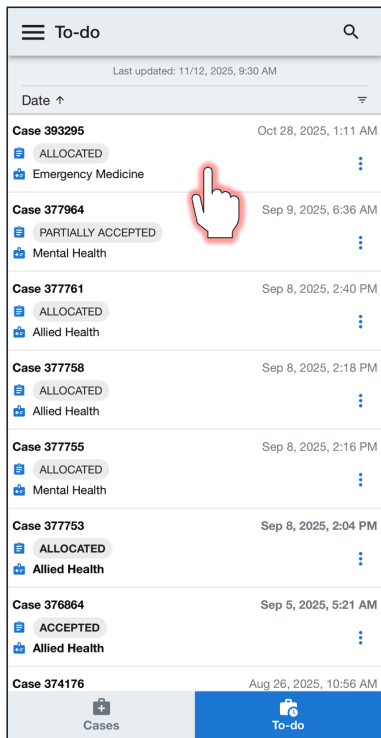
# ACCEPT or REFUSE CASES



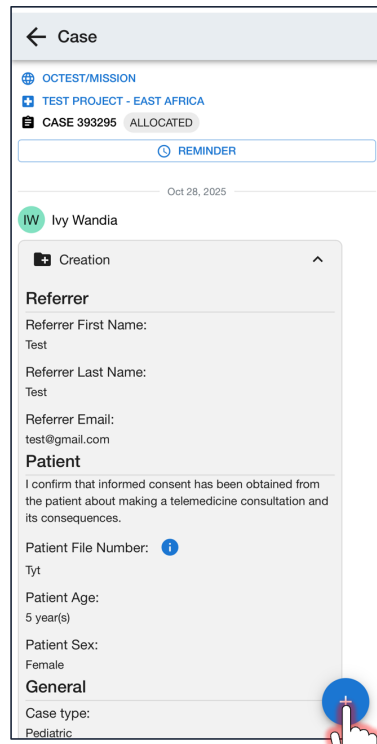
# ACCEPTING A CASE



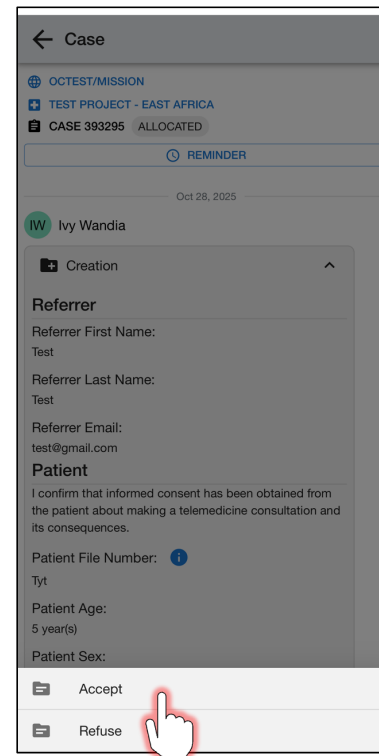
Open the newly allocated case on your To-Do list



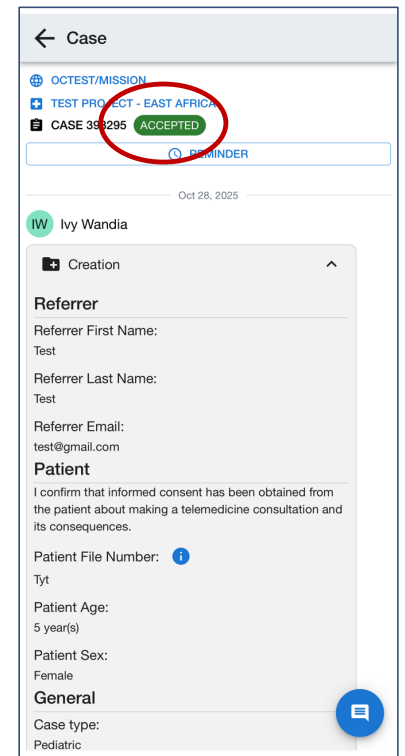
Press the **+** to open options



Select "Accept"



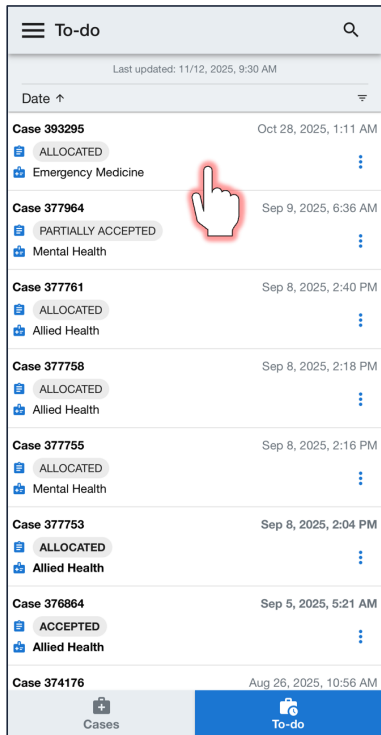
The case status will now show Accepted



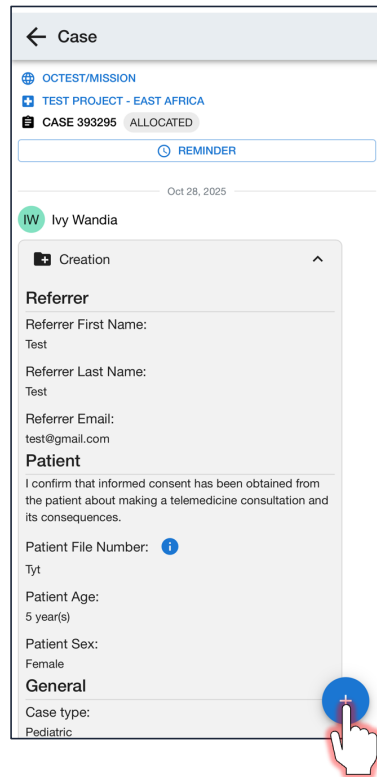
# REFUSING A CASE



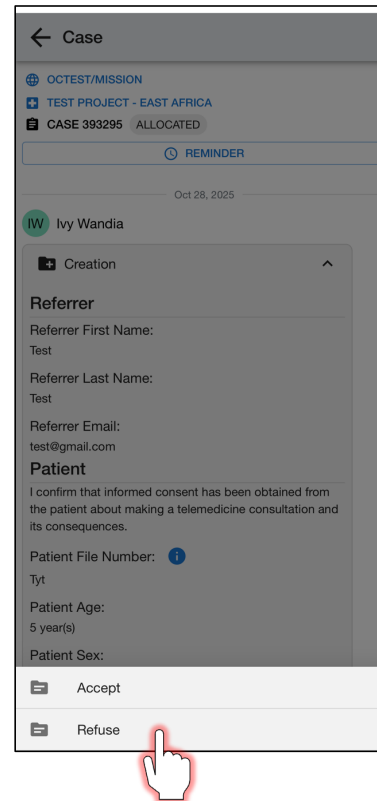
Open the newly allocated case on your To-Do list



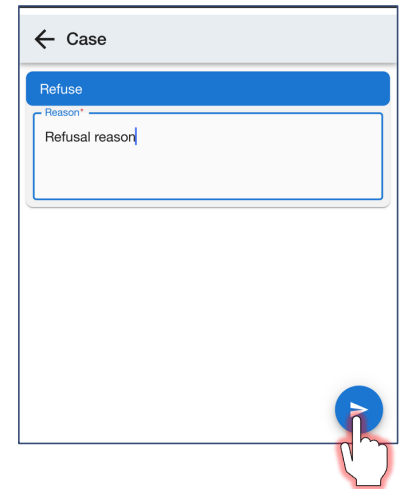
Press the **+** to open options



Select "Refuse"



Enter a reason for refusal and submit. The case will no longer appear for you.





# WORKING ON A CASE



# READING A CASE



## Inside a case you will see in descending order:

- Link to the project details form
- A folder with all attachments related to the case
- The filled case template
- Allocation actions (inviting a specialist to a case)
- Acceptance actions (specialists alerting they can work on the case)
- All case comments and attachments
  - Including who made each comment and who received a notification

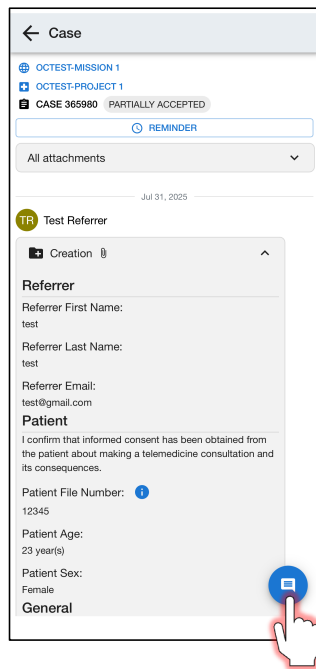
A screenshot of a mobile application interface for viewing a case. The interface is titled "Case" and shows a hierarchy of items: "OCTEST-MISSION 1", "OCTEST-PROJECT 1", and "CASE 365980 PARTIALLY ACCEPTED". Below this is a "REMINDER" section and an "All attachments" folder. A date separator shows "Jul 31, 2025". The main content area is titled "Test Referrer" and contains a "Creation" section with a plus icon and a "Referrer" section with fields for "Referrer First Name: test", "Referrer Last Name: test", and "Referrer Email: test@gmail.com". Below that is a "Patient" section with a confirmation statement and fields for "Patient File Number: 12345", "Patient Age: 23 year(s)", and "Patient Sex: Female". At the bottom is a "General" section. A blue comment icon is visible at the bottom right. Four callout boxes with arrows point to specific elements: "View project details" points to the "OCTEST-PROJECT 1" link; "View all attachments" points to the "All attachments" folder; "View the case details" points to the "Referrer" section; and "Comment button" points to the blue comment icon.

# ADDING A COMMENT

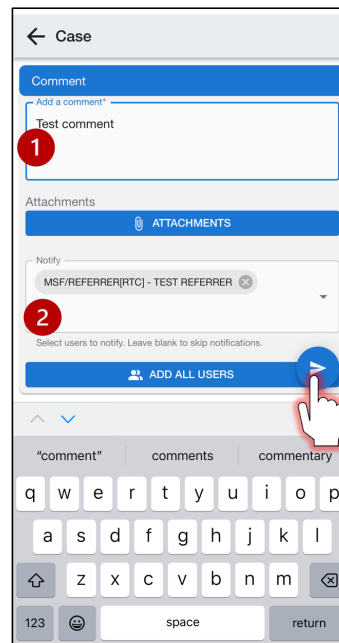


As in the desktop version, simply type your comment, choose who to notify, and save your comment to the case.

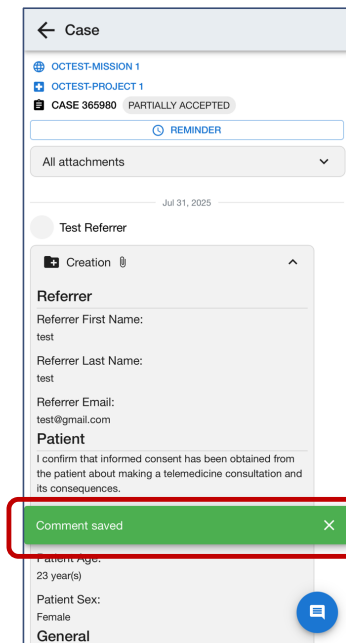
Open your case and click the Comment button



Type your response, choose who to notify, and save.



A green bar confirms your comment was saved to the case



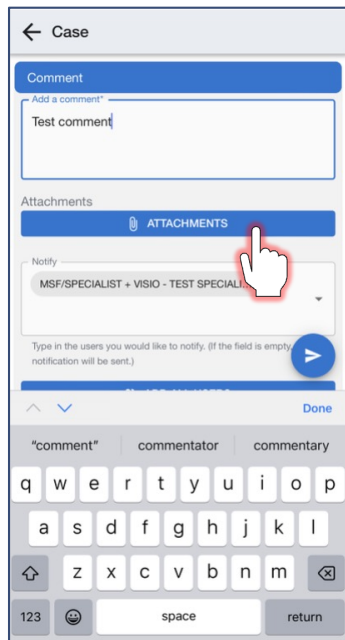
For additional support contact: [telemedicine@toronto.msf.org](mailto:telemedicine@toronto.msf.org)

# ADDING ATTACHMENTS

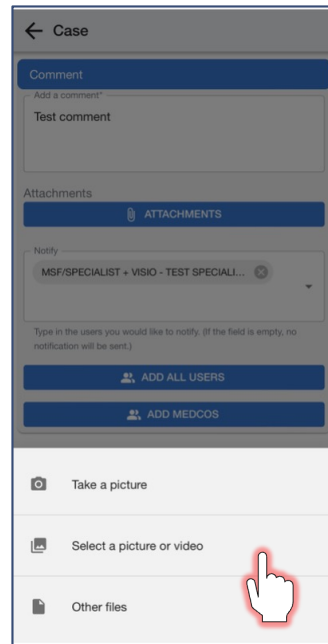


Add attachments to your comment when inside a case.

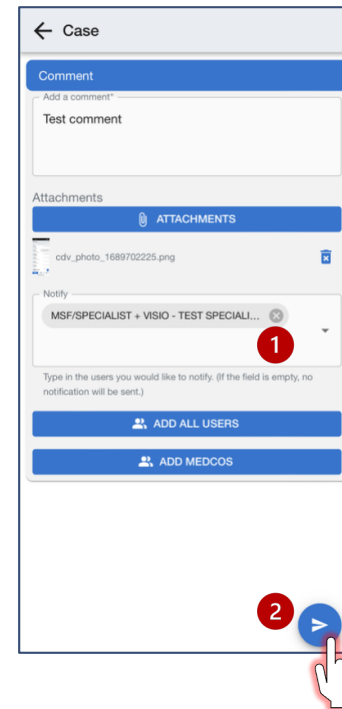
Select 'attachments'



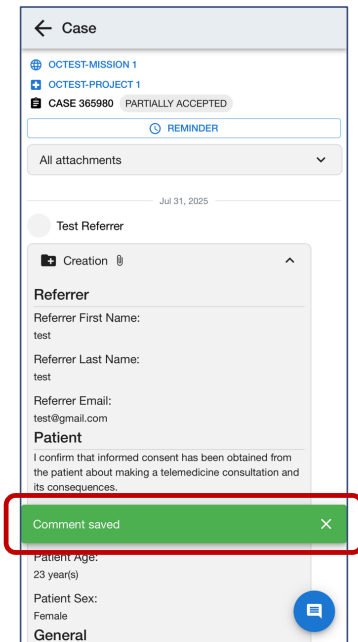
Use 1 of 3 options to upload your attachment.



Choose who to notify of the update and then save.



A green bar confirms your attachment was saved to the case.



# SUPPORT



Support is available Monday to Friday. Inquiries submitted on weekends will be replied to the following workday.

Contact us for account requests, technical problems, or general questions.

[telemedicine@toronto.msf.org](mailto:telemedicine@toronto.msf.org)

