



Join

iOS Operation Manual

ver.2.67.0

Last update (date) : 30.09.2025

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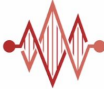
Create Account from login screen.

Next >

1 After downloading the application, log in to the application

2 Tap **“Create Account”**

Login



Email

Region
East Asia

Next

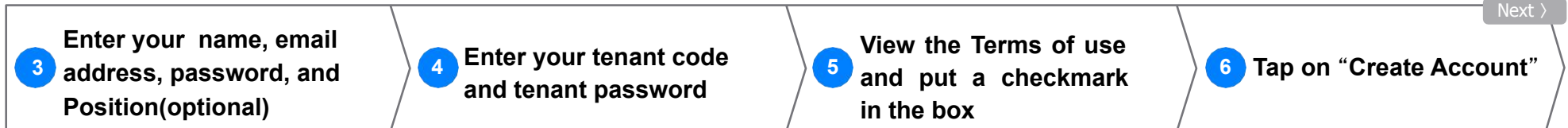
Login with Corporate ID

Create Account

* Select “East Asia” in local field

When you cannot re-register with correct tenant code and password, please contact a Join administrator of the facility you belong to.

Create Account



< Create Account

Personal Information

Name

Email

Please enter a password with:
- a minimum of 13 to a maximum of 70 characters
- at least one number
- at least one letter
- any of these symbols can be used: !"# \$ %&'()*+,-./:;<=>?@[\\]^_`{|}~

Password

Repeat password

Tenant Information

Tenant Code

Tenant Password

Region

East Asia

- ☐ I accept the [Terms of Use](#)
- ☐ I accept the [Privacy Policy](#)

CREATE ACCOUNT

- * The password must be at least 13 characters in length and contain both letter(s) and number(s).
- * The following symbols are not allowed in the name: "&(and)", "- (hyphen)", "_ (underscore)", ". (period)"



7 Enter the verification code sent to your email address

8 Tap on "Create Account"

9 Tap in "OK", Creating account is complete



Thank you for using Join.
Code: 212975

Please enter code above on Join app. Please note that this code is valid for 10 mins.

Create Account

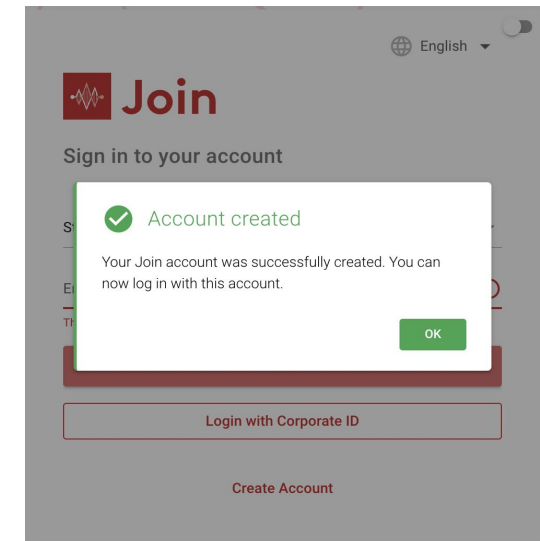
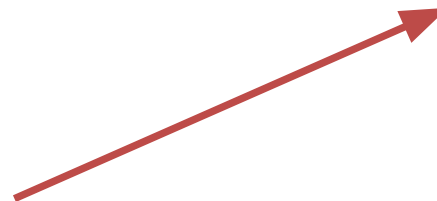
A verification code has been sent to your email address. Please enter the verification code to finish creating your account.

Verification Code

This field is required.

Create Account

Resend the code



* If you do not receive the verification code, please have it resent by clicking "Resend the code".
If you do not receive the code even after that, please go back to the previous page and check if the email address you have entered is correct.

* If you do not receive the email, it may have been sorted into your junk mail folder.



1 Access the application from your iOS device

2 Enter your email address, tap “next”, enter your password.

3 Tap your “4 digit number” and “save”

- * Select the area where you are located.
- * You can log in with your email address and password registered in the Join app.

- * The password must be at least **13** characters in length and contain both **letter(s)** and **number(s)**.
- * The following symbols are not allowed in the name: "& (and)", "- (hyphen)", "_ (underscore)", ". (period)"

When you forget your password, please reset password by clicking on "Forgot password?"

In case you forget your Password



If you forget password, you can reset a new one.



Join

English

Sign in to your account

Region staging

Password

Remember me

Forgot Password?

Sign In

Join

English

← Forgot Your Password?

Region East Asia

Submit



Join

English

Sign in to your account

You should receive an email shortly with further instructions.

Region East Asia

Forgot Password?

Sign In

Join

English

Update password

You need to change your password.

New Password

Confirm password

Sign out from other devices

Submit

Join

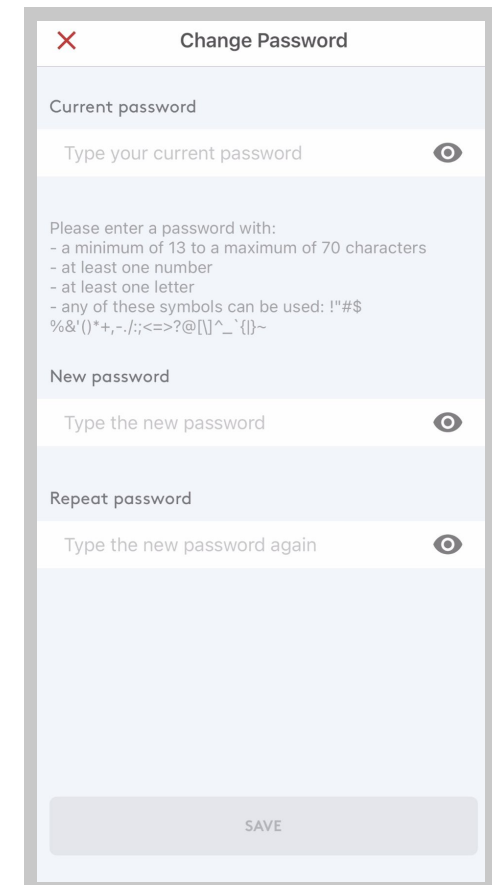
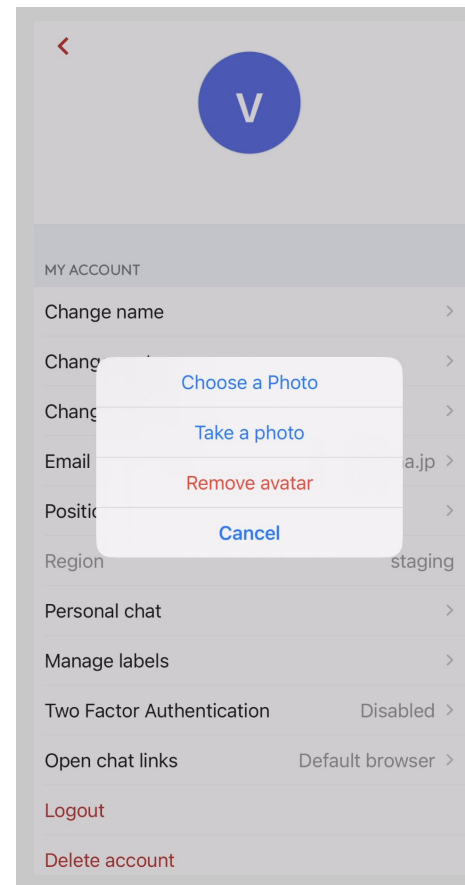
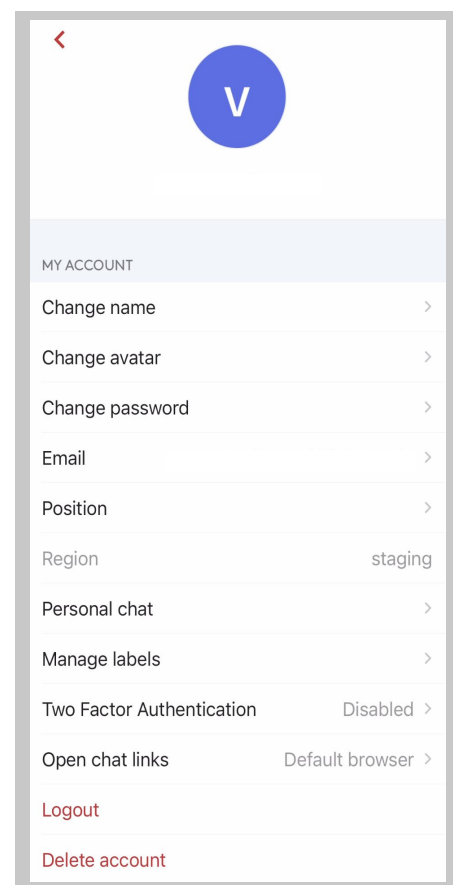
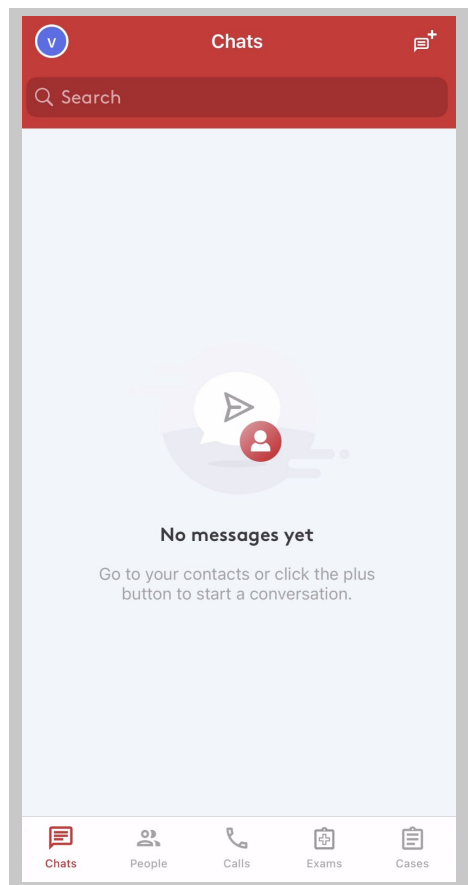
English

Your account has been updated.

Your account has been updated.



If you tap on the icon of your photo or with the initial of your name, you can change display name, profession, avatar, email address, password from setting screen.





You can logout by yourself as necessary.

1

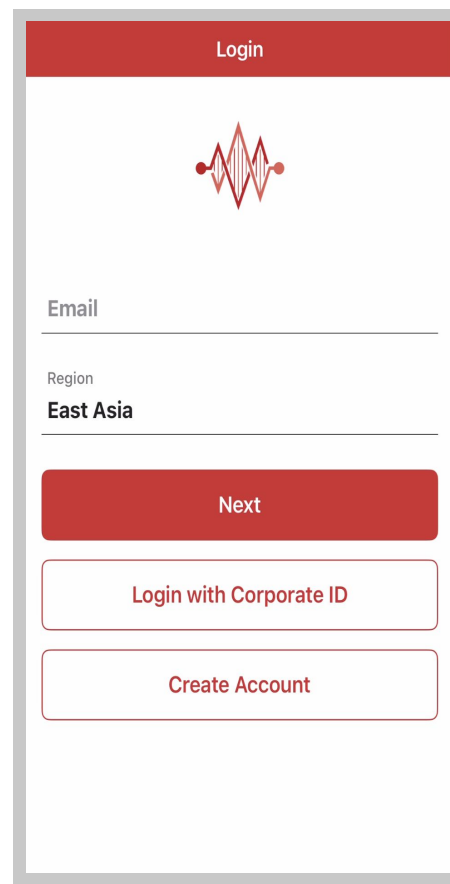
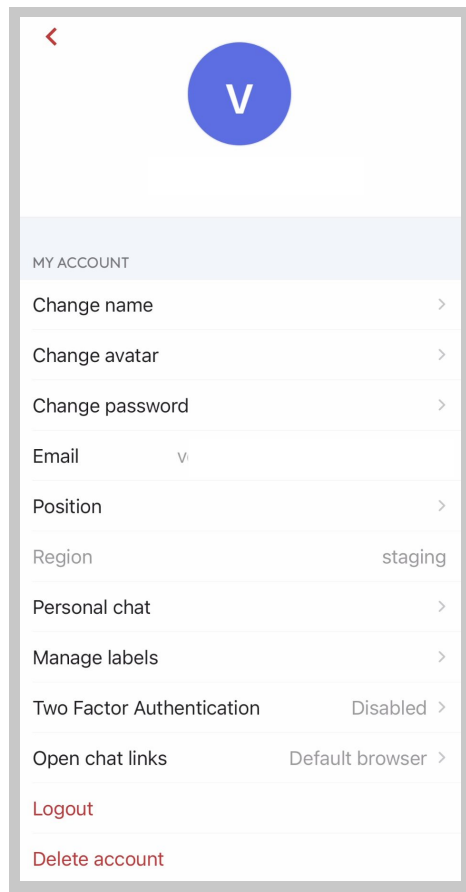
Tap in your icon in the upper right corner

2

Tap on “Logout”

3

Logout complete (and you will move to the login screen)



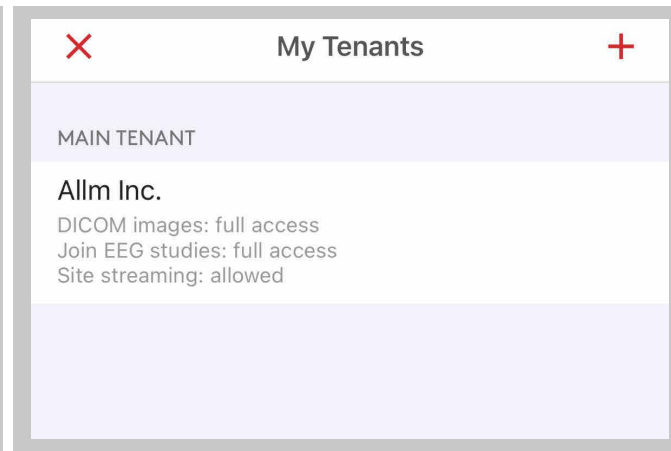
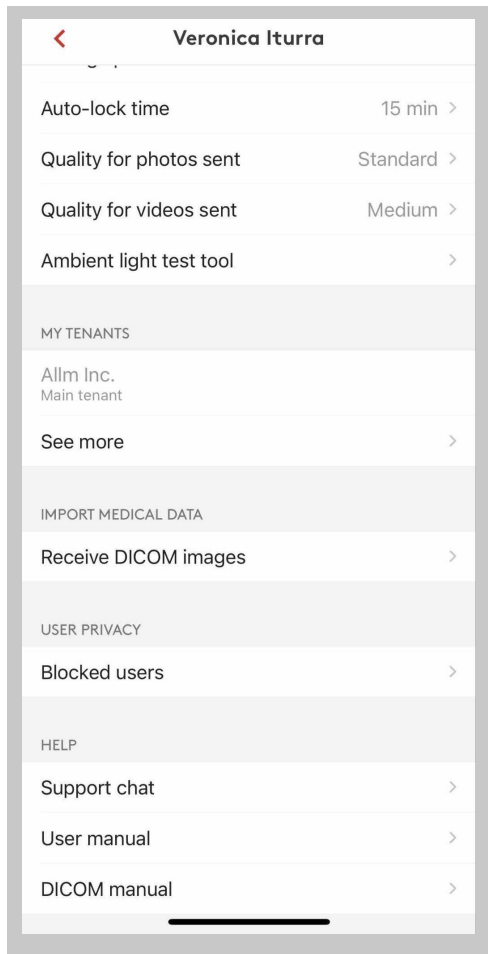
* When you log in to an account with multiple devices, you can logout of any device from the setting screen.

* If the following conditions are met, the user will be automatically logged out.

- You change your password on other devices.
- Your account is deleted by your facility administrator.

Multiple Tenants Registration

for ios ver.2.65.0



An application to join the tenant will be sent.

If the administrator of the tenant to which you are applying approves your application, you will belong to the tenant to which you are applying.

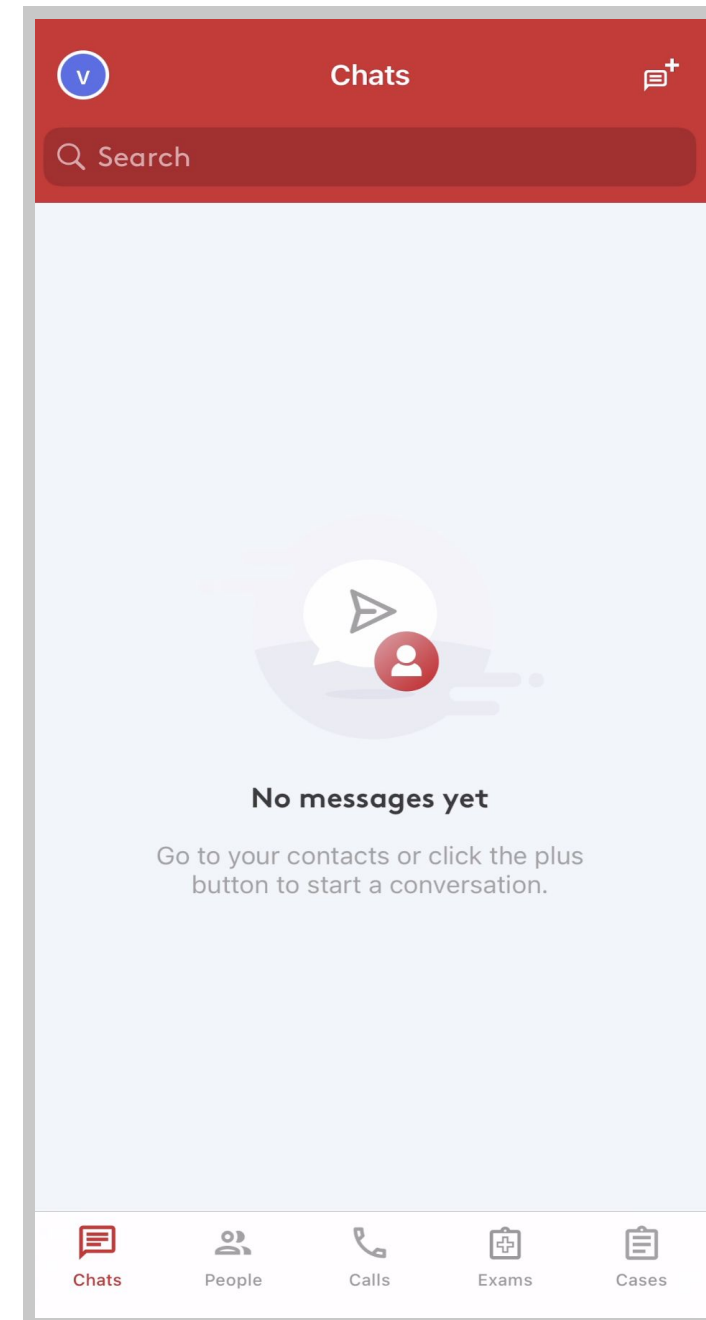


Switch to Dark Mode

for ios ver.2.65.0



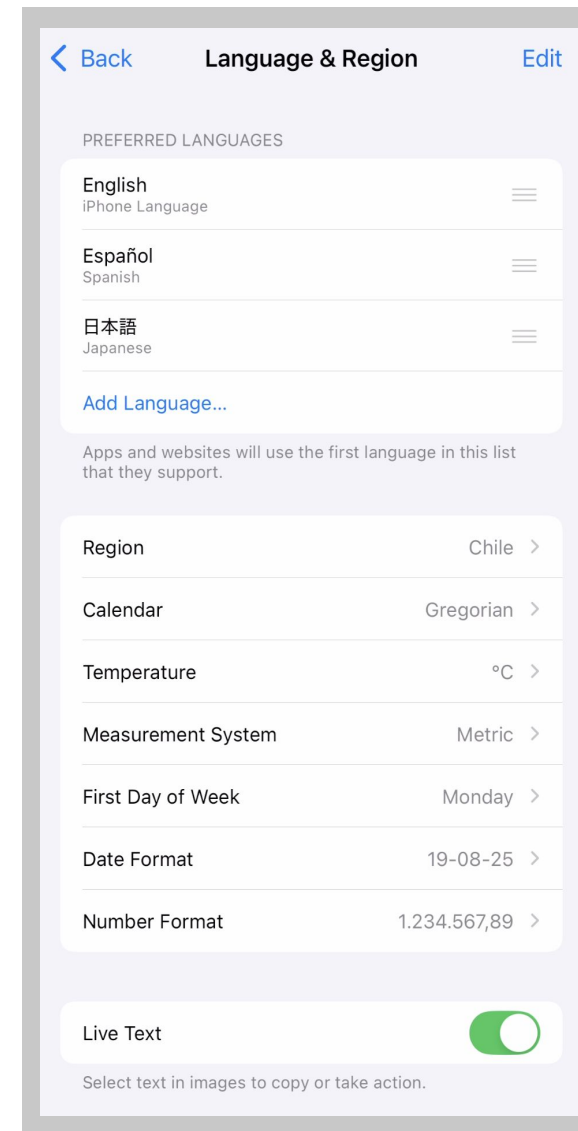
iOS version of Join doesn't support Dark Mode even if OS settings are set in Dark Mode



Change the Language

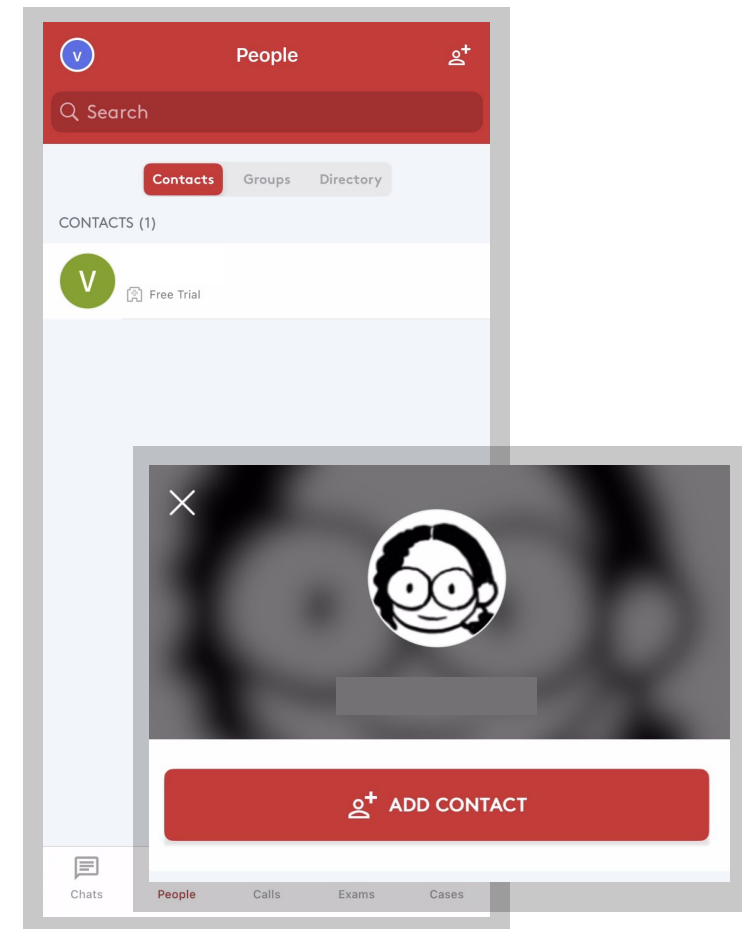
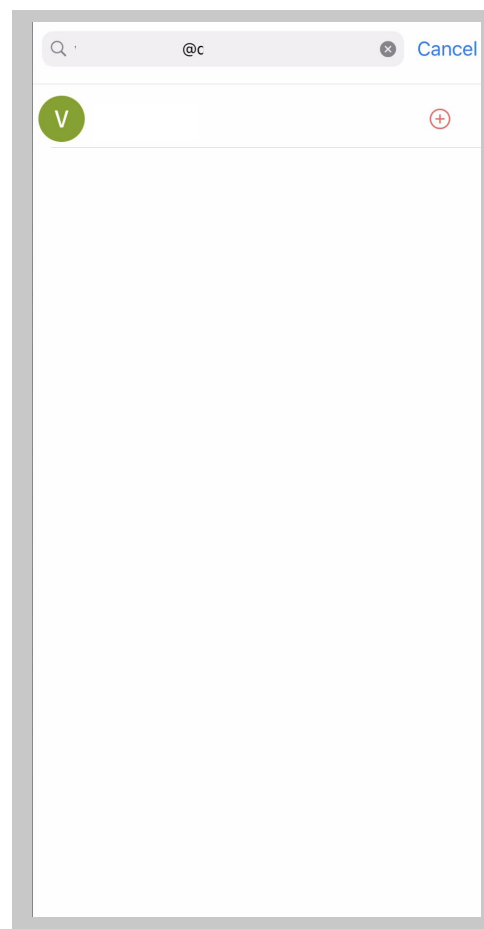
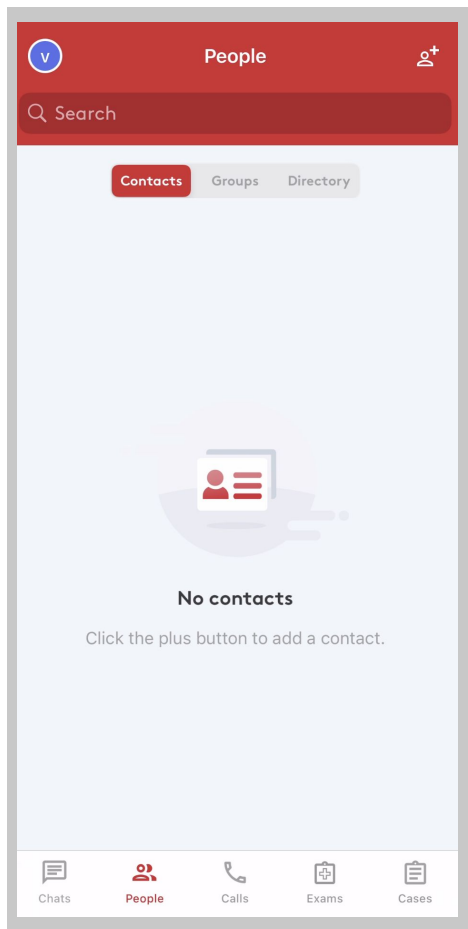


The language is changed in the phone settings, in the language section.



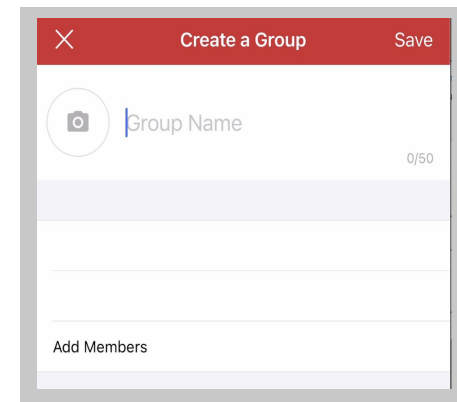
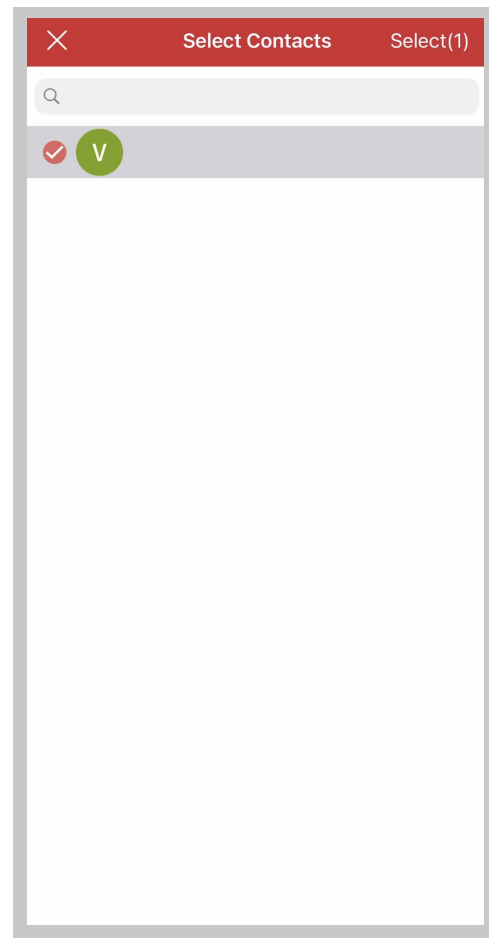
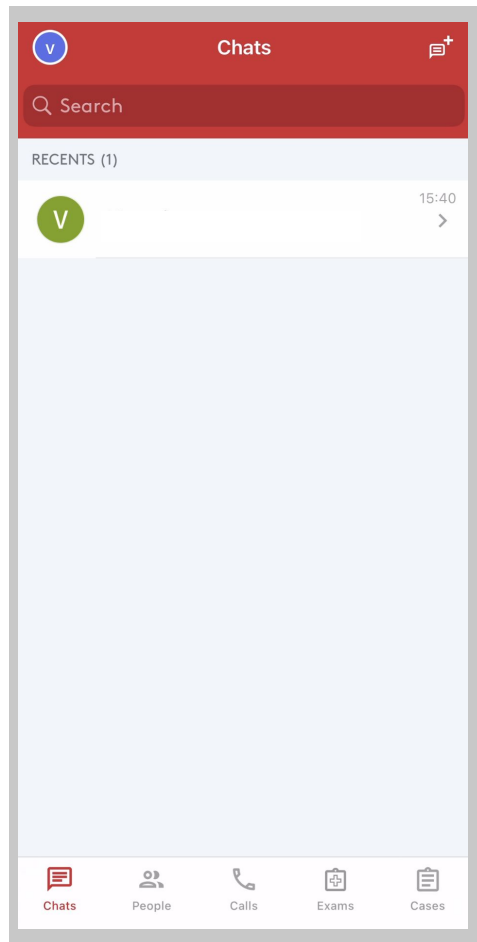
Add Contact

for ios ver.2.65.0



Create a Group / Add Members

for ios ver.2.65.0



Invite to a group

for ios ver.2.65.0

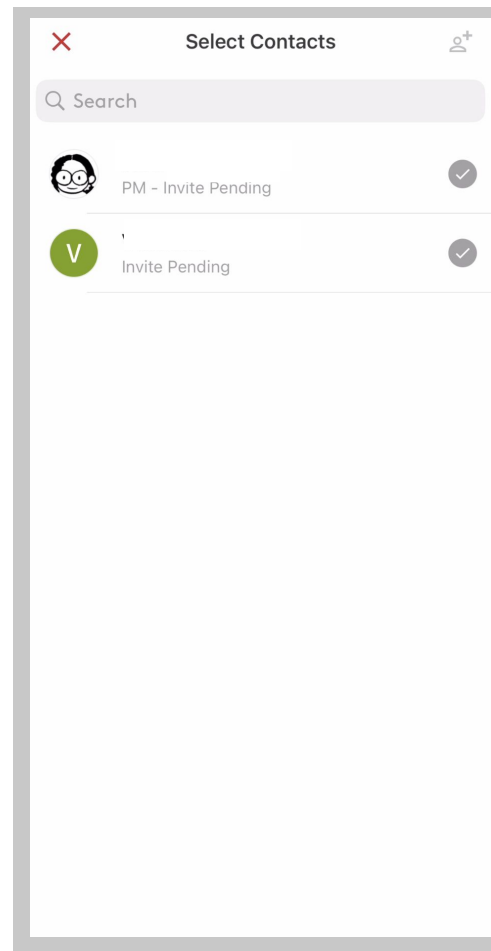
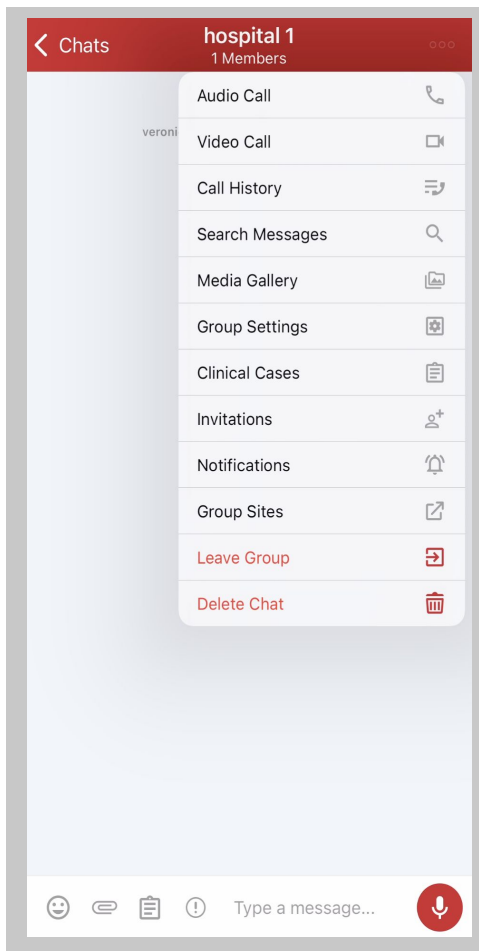


1 Tap on “:”

2 Tap "Add Members"

3 Tap  "Invite" on the right side of the contact you want to invite

4 "Invitation Complete" appears and complete





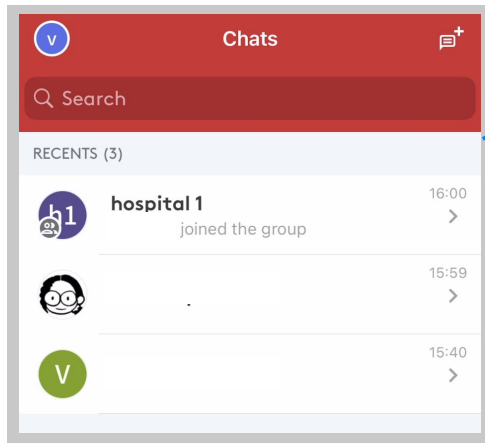
Direct chat screen is displayed by selecting the contacts you want to send a message to from contact list.

1 Tap in "Contact"

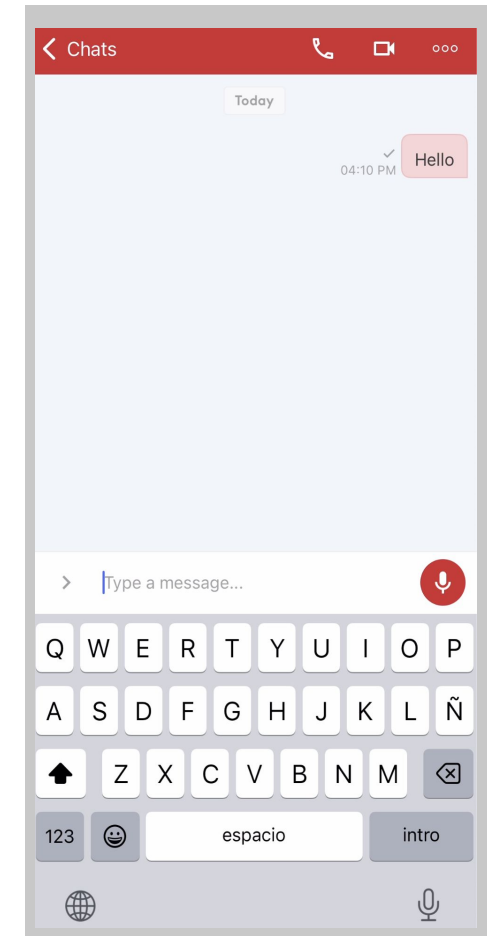
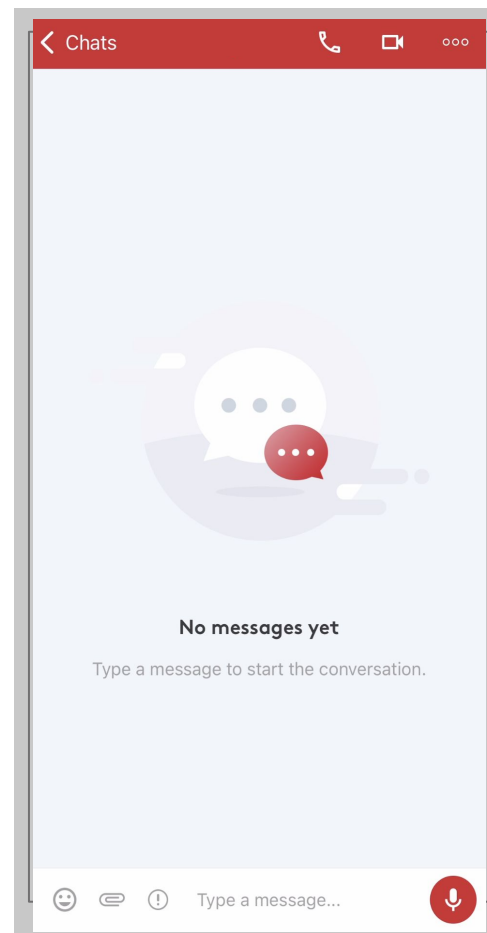
2 Tap the contact you want to talk with

3 Type a message, and tap in "Send" 

4 A message is posted to the chat field



-  : Search Contacts
-  : Unread notifications
-  : Chats
-  : Contacts
-  : Group



Delete a message

for ios ver.2.65.0

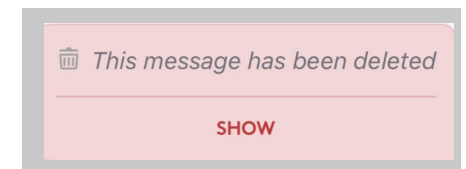
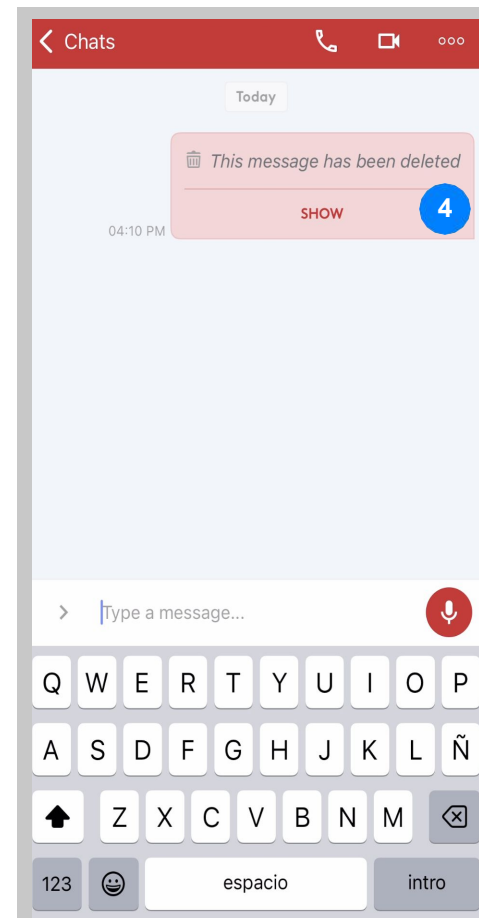
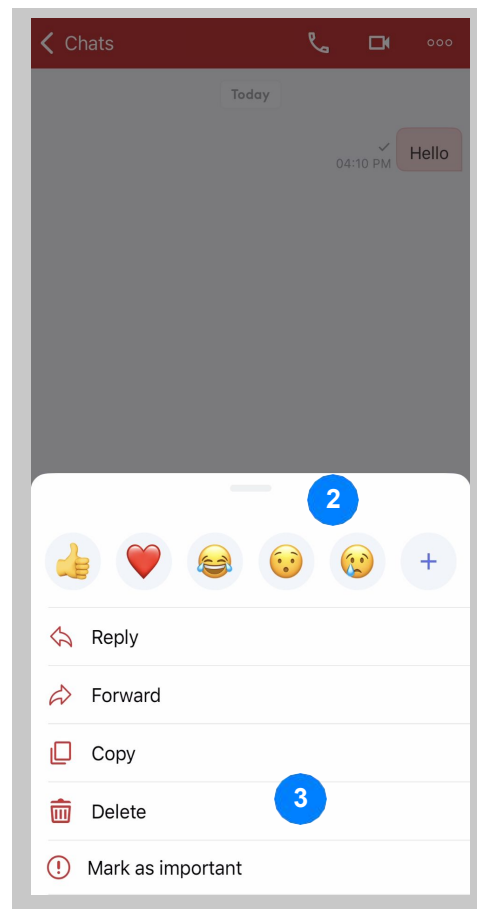
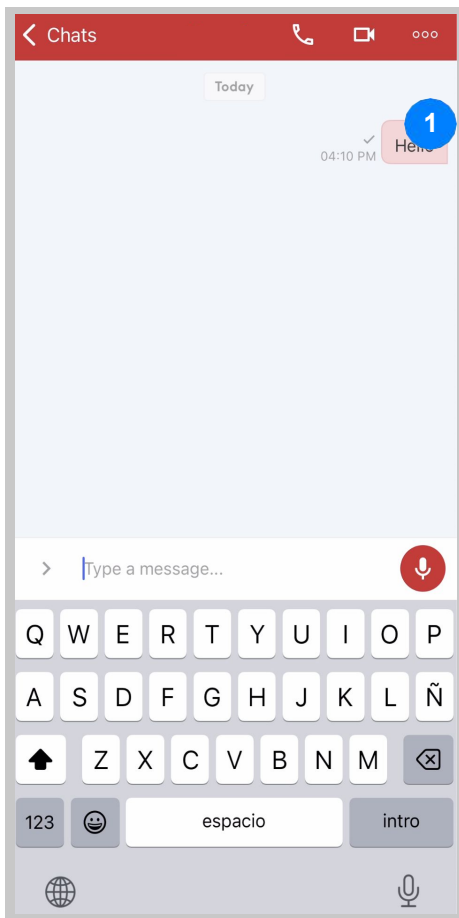


1 Long press over the message you want to delete

2 Message action menu will be shown

3 Tap on “Delete”

4 The message has been deleted



If you want to see the message, hover over the message you deleted and click on 'show'.

Mark a message as “important”

for ios ver.2.65.0

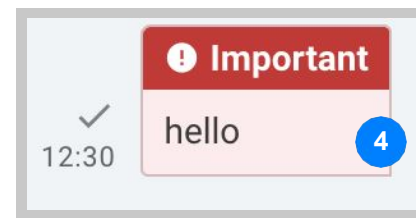
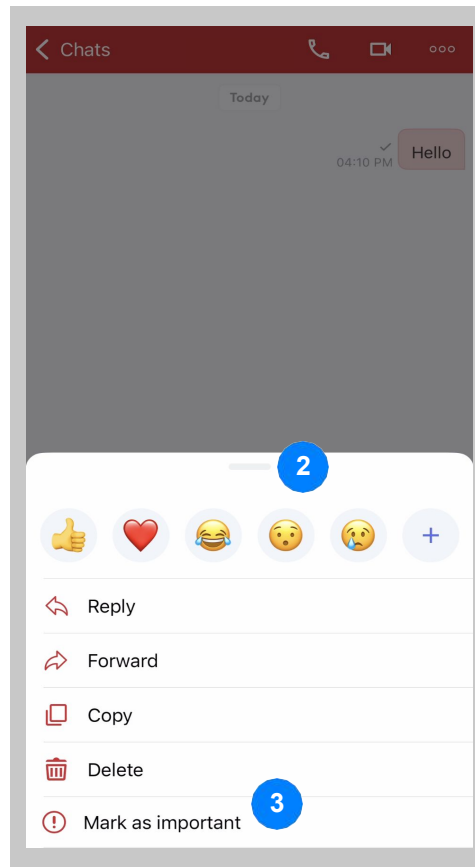
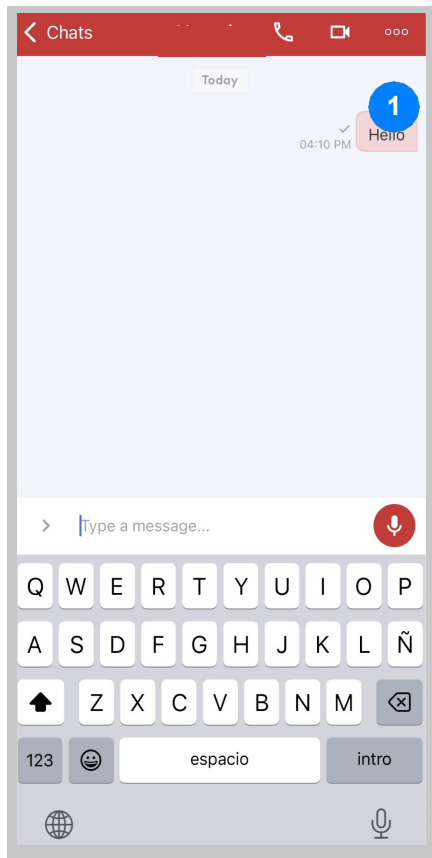


1 Long press over the message you want to mark as important

2 Message action menu will be shown

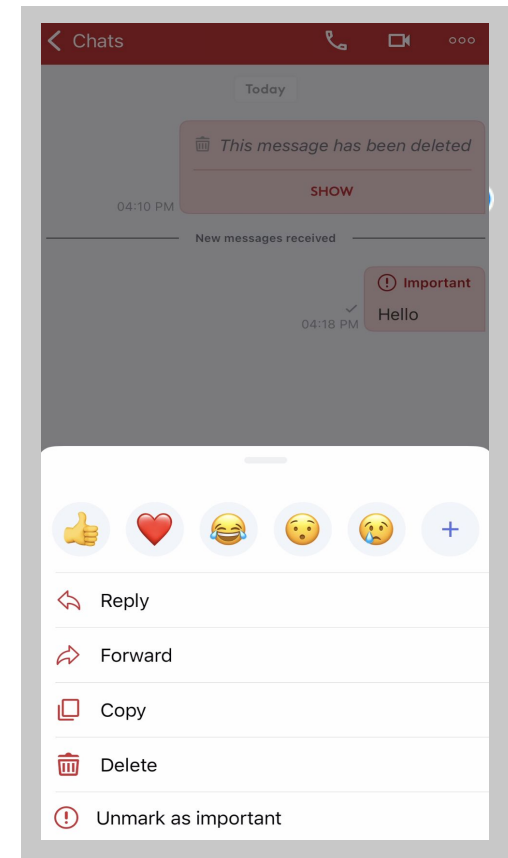
3 Tap on “Mark as important”

4 The message is Mark as important



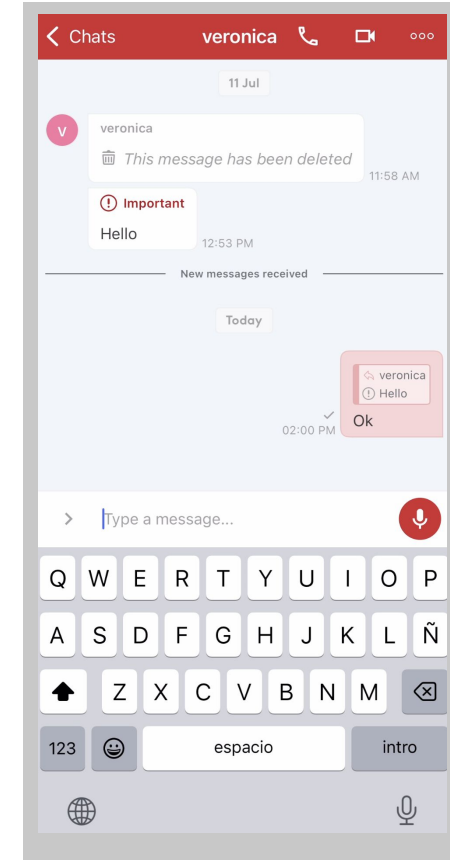
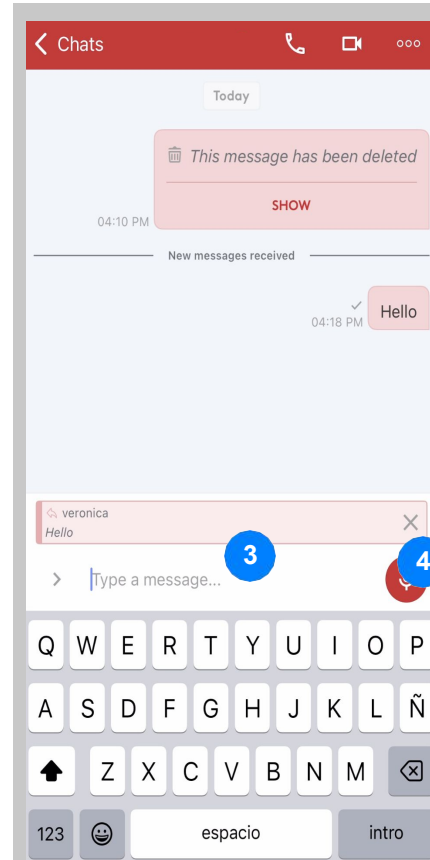
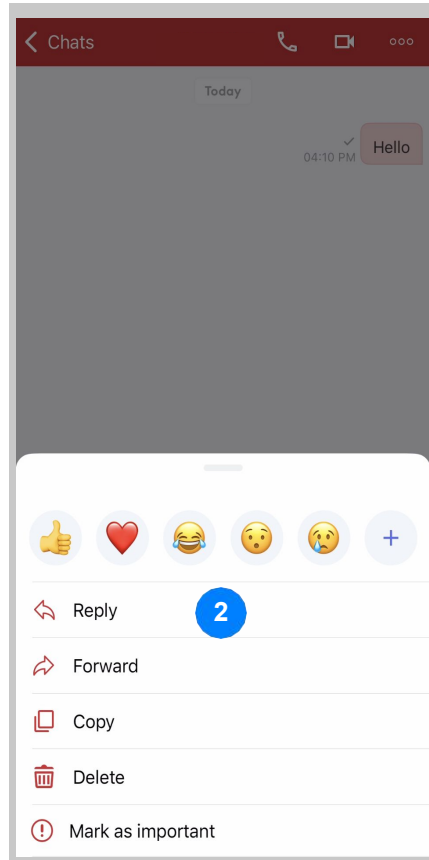
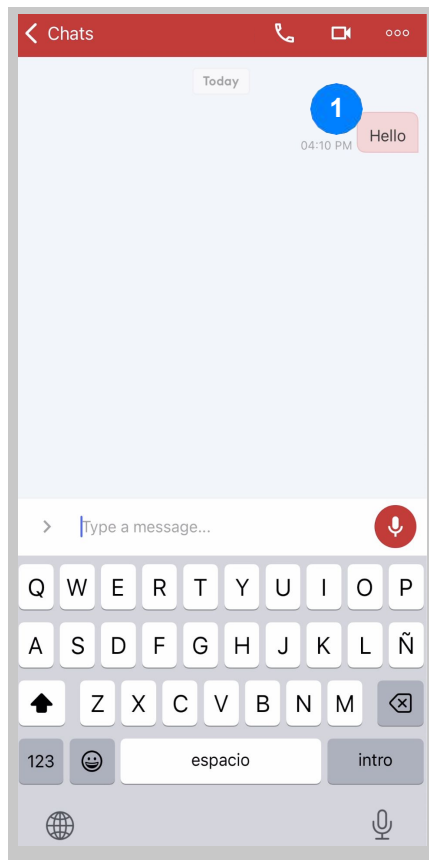
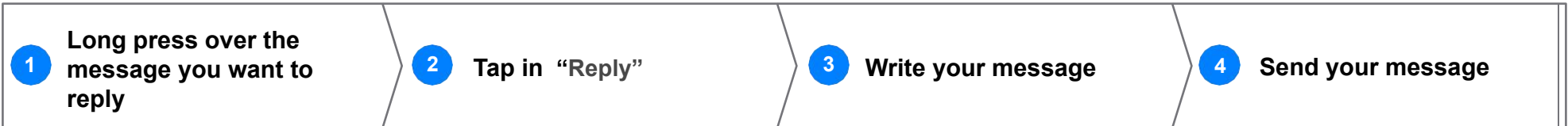
When a message is marked as 'important', a notification will be sent to the other member of the conversation.

If you need to unmark a message as 'important', you should follow the steps above and select 'unmark as important'.



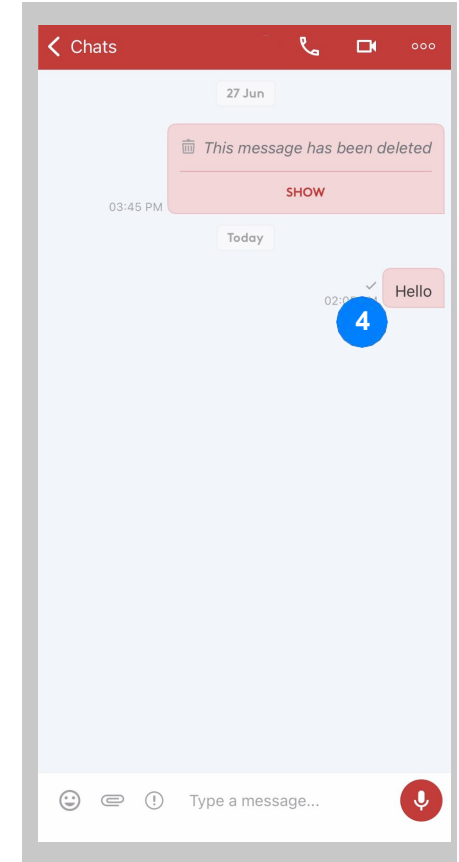
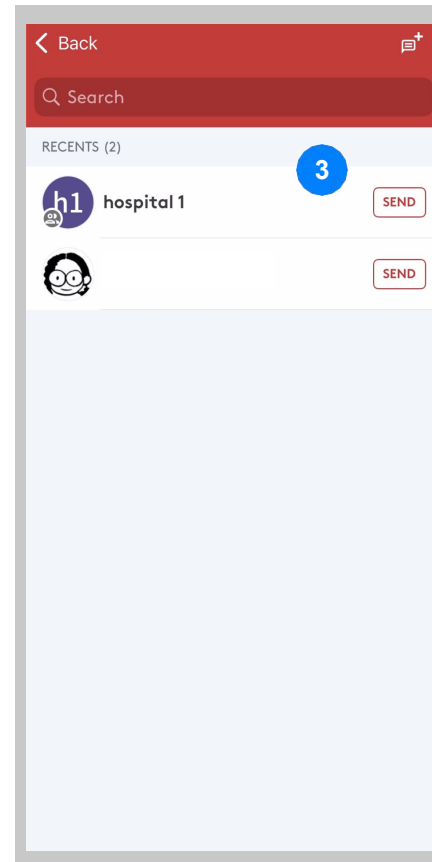
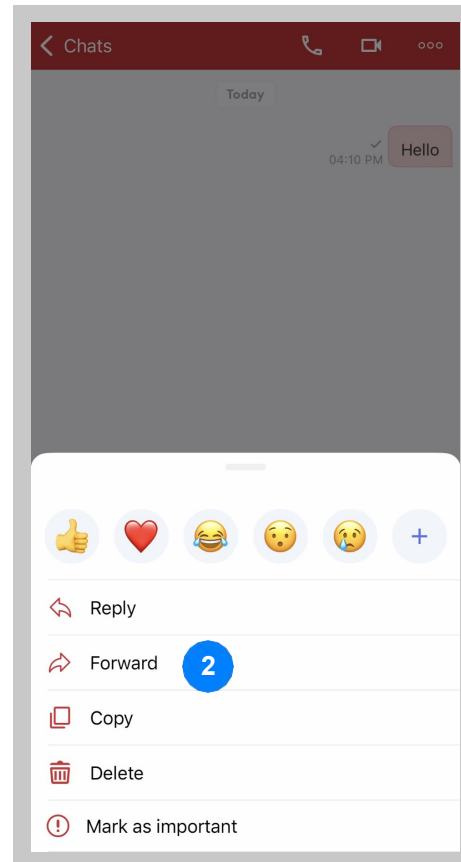
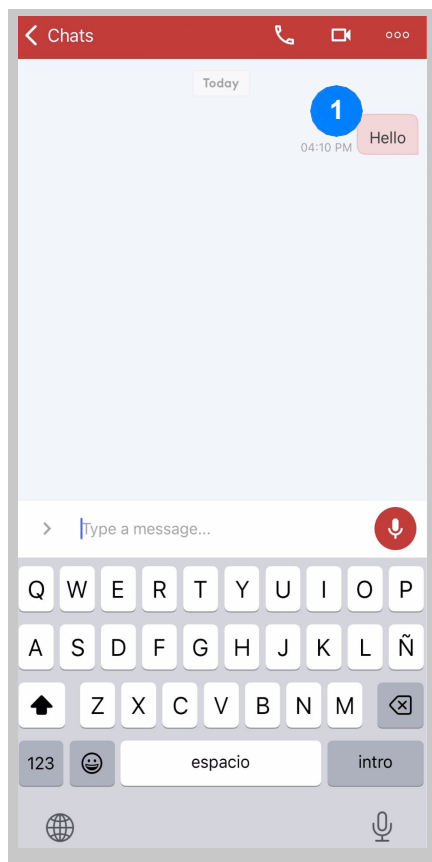
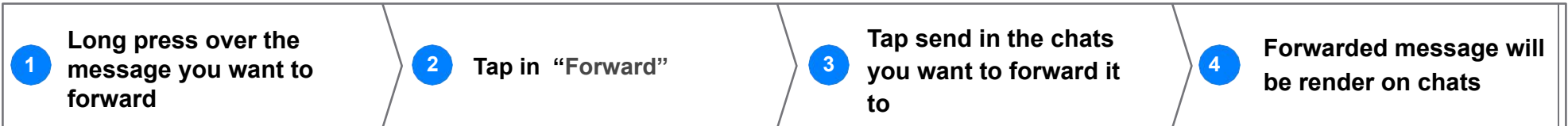
Reply to a message

for ios ver.2.65.0



Forward a message

for ios ver.2.65.0



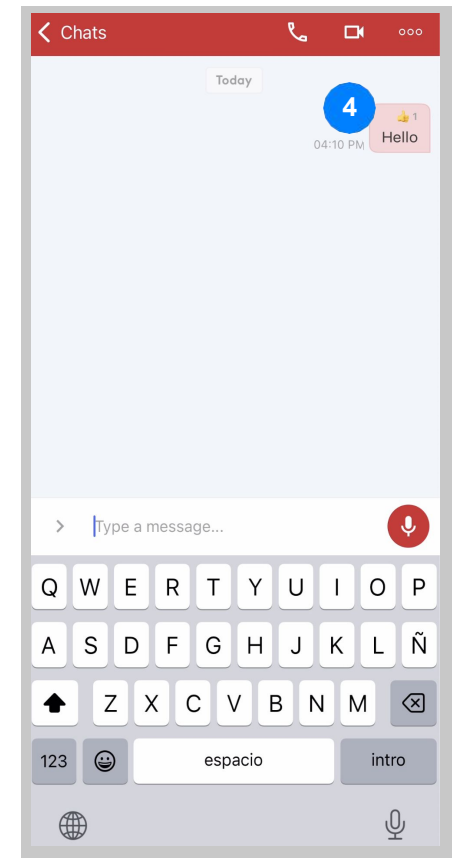
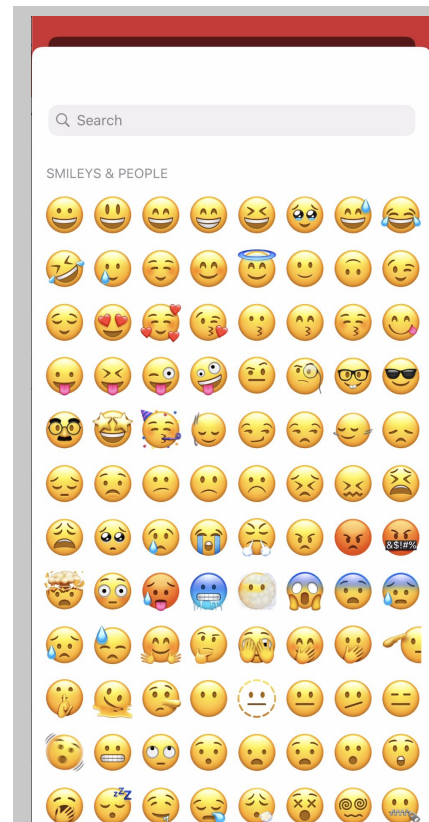
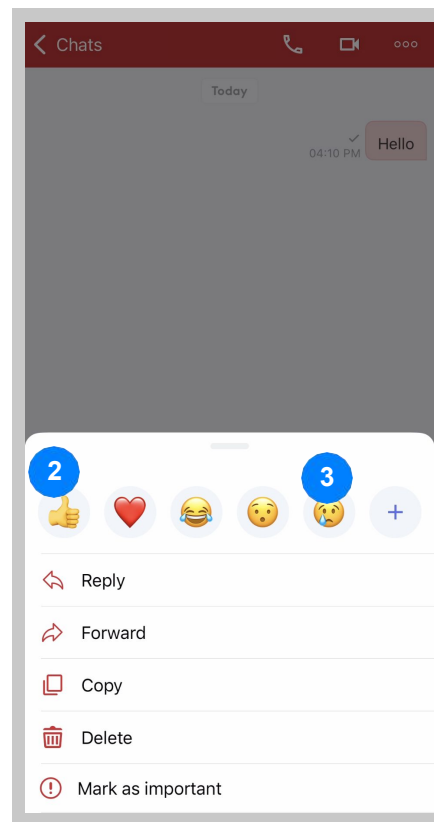
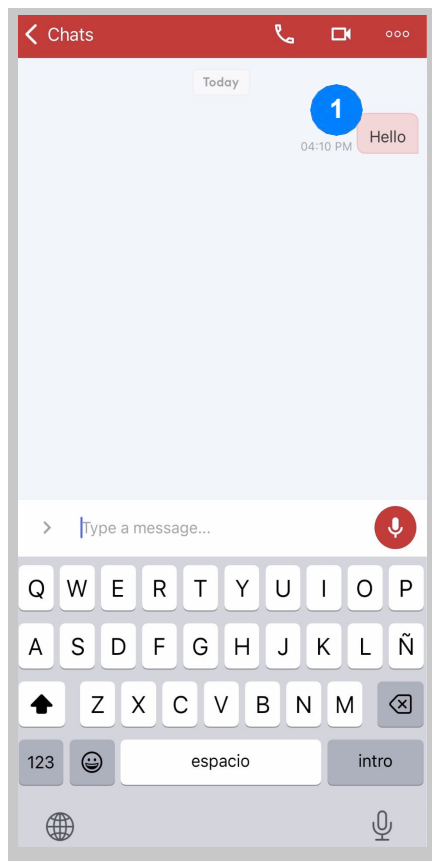
* It is possible to forward the message to different people.

Reacting to a message

for ios ver.2.65.0



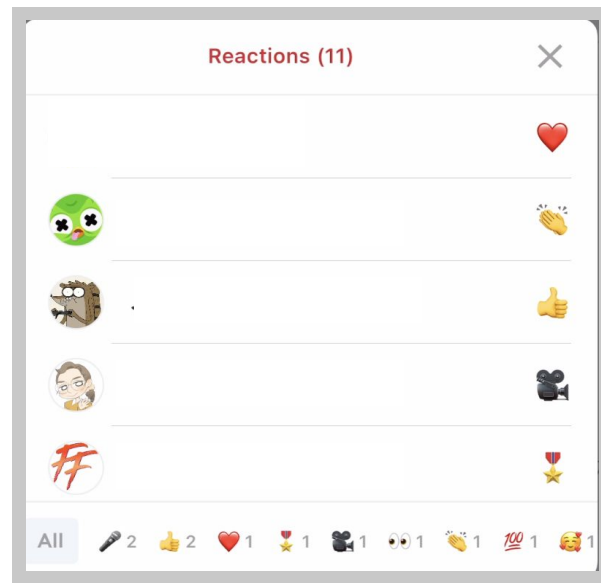
- 1 Long press over the message you want to forward
- 2 Tap on the reaction you want
- 3 If you want more reactions, tap on “+” and select reaction
- 4 The reaction will appear in the message

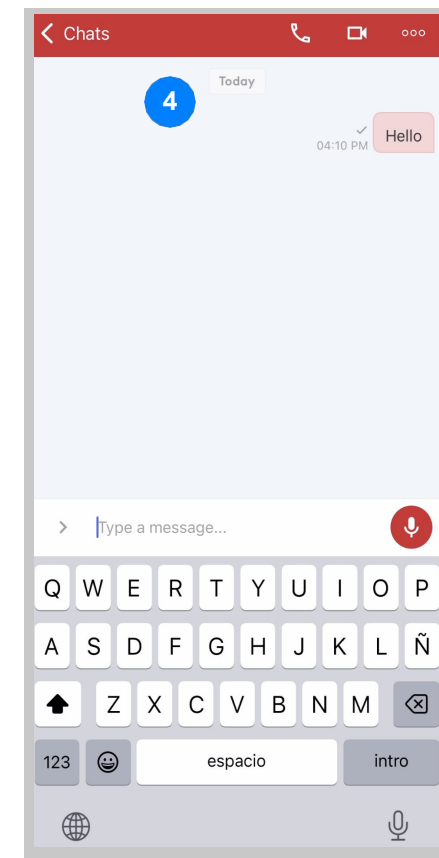
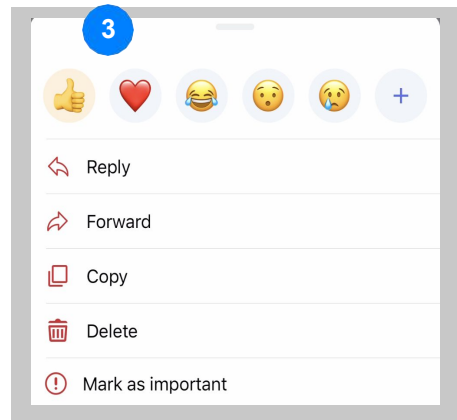
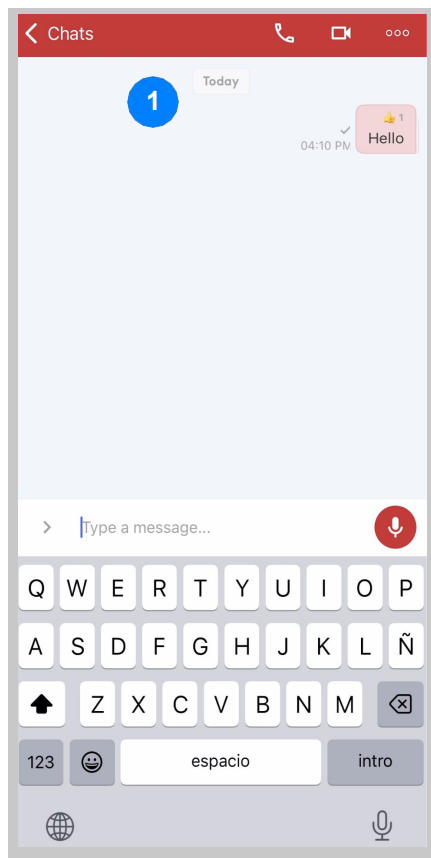
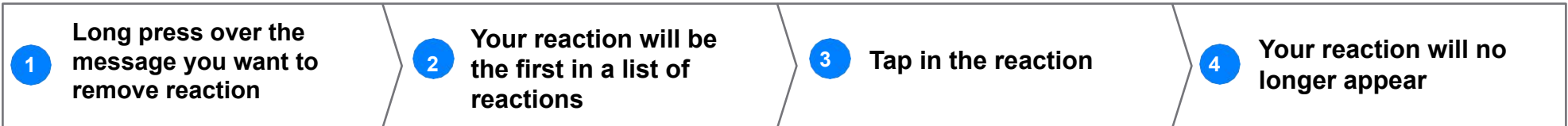


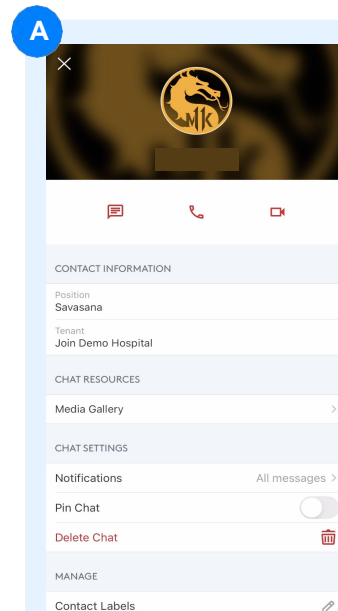
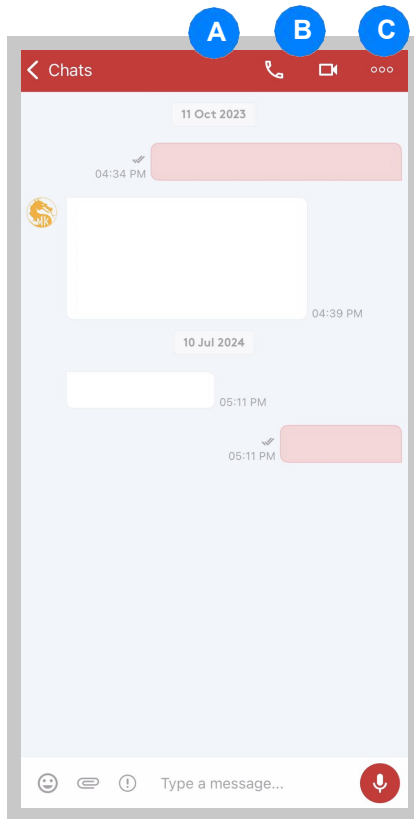
Reacting to a message (cont.)



When there are different reactions, these are added up in the message and you can see them by tapping on the number where a list with the different reactions and the name of the person who made the reaction will appear.







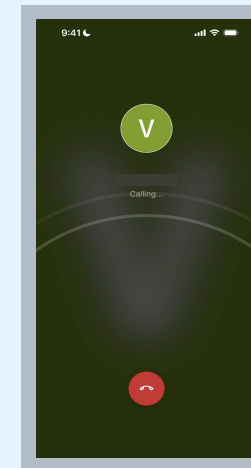
User Profile

From user profile you can add as a contact, remove, block, manage labels, check media gallery and manage notifications

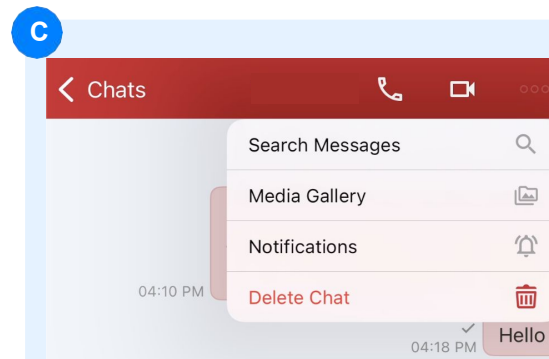
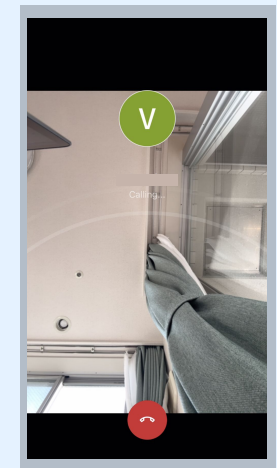
Call Button



: Voice Call

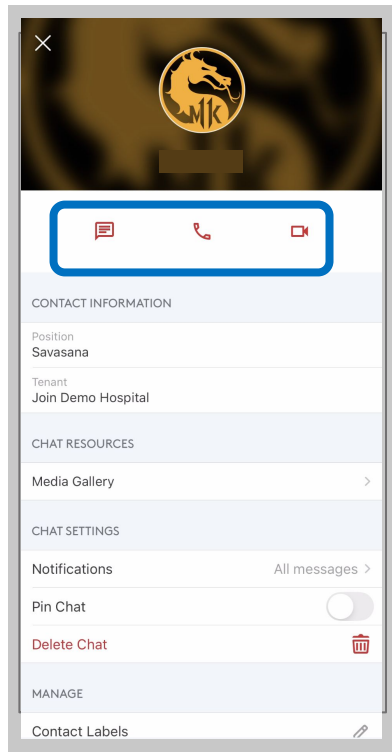


: Video Call



Chat menu

If you tap on '...' you can search for messages, view your image gallery, mute notifications with the person in the chat or delete the chat.



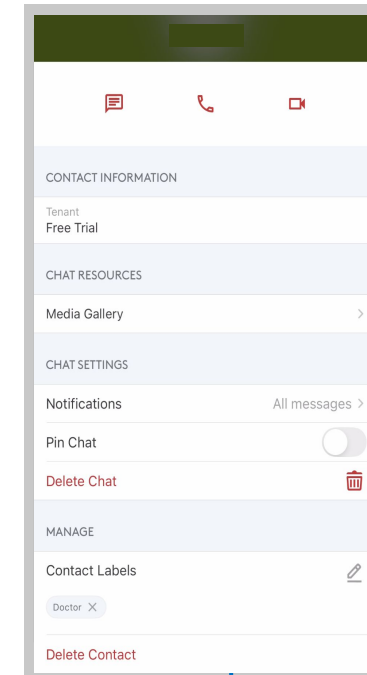
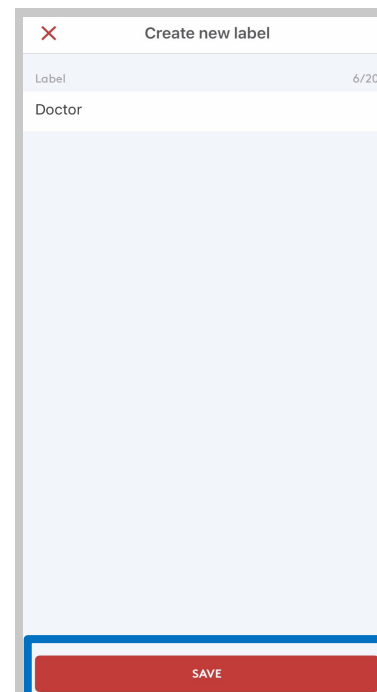
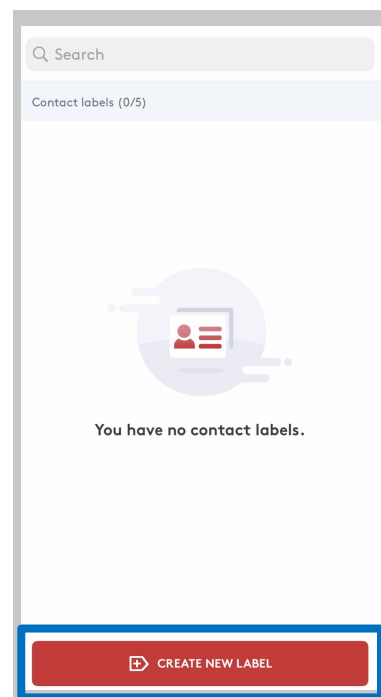
MANAGE

Contact Labels
No labels assigned

Delete Contact

Block Contact

Adding tags will make your search easier.
Tap on 'Manage' and create a label as 'Doctor', then tap on 'Create new label: doctor'.



If you want to delete a label, just tap on the 'x' of that label.

Confirm creating label

Do you want to create a new label "Doctor"? This will be assigned to this contact unless the maximum amount of 5 labels has been reached.

Cancel

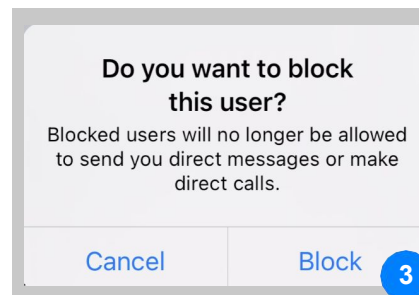
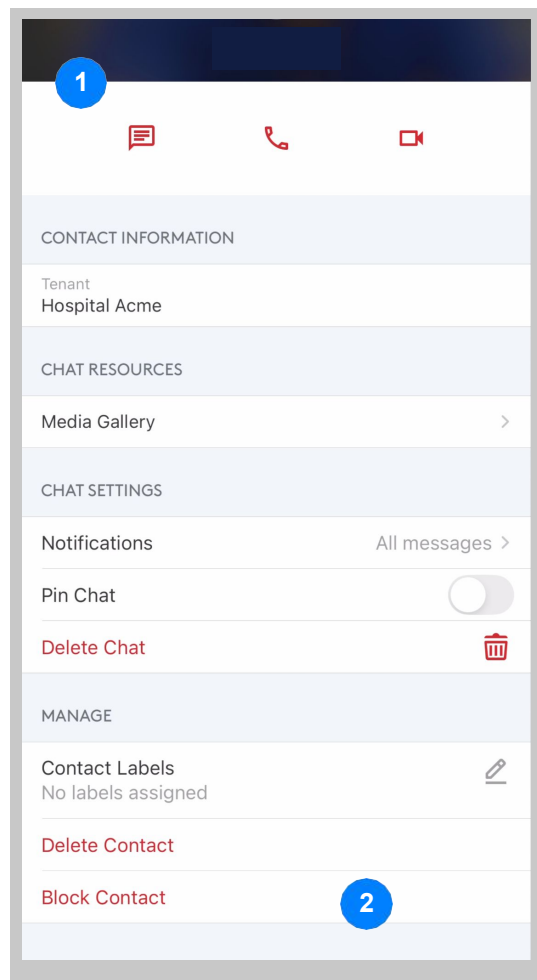
Confirm



1 Go to the user information view

2 Tap in "block user"

3 Tap in "block" in confirmation dialog



When you block a contact, that user will not be able to call you or sent you direct messages, however can still interacting in group chats.

Unblock a user

for ios ver.2.65.0

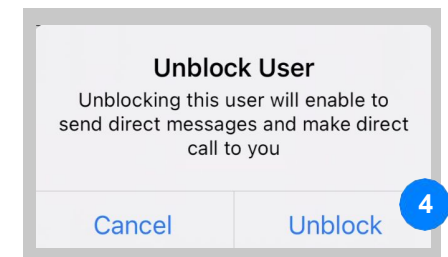
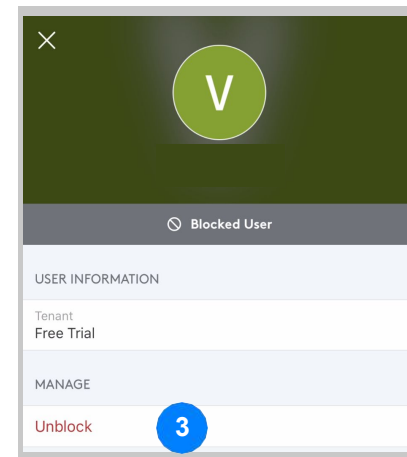
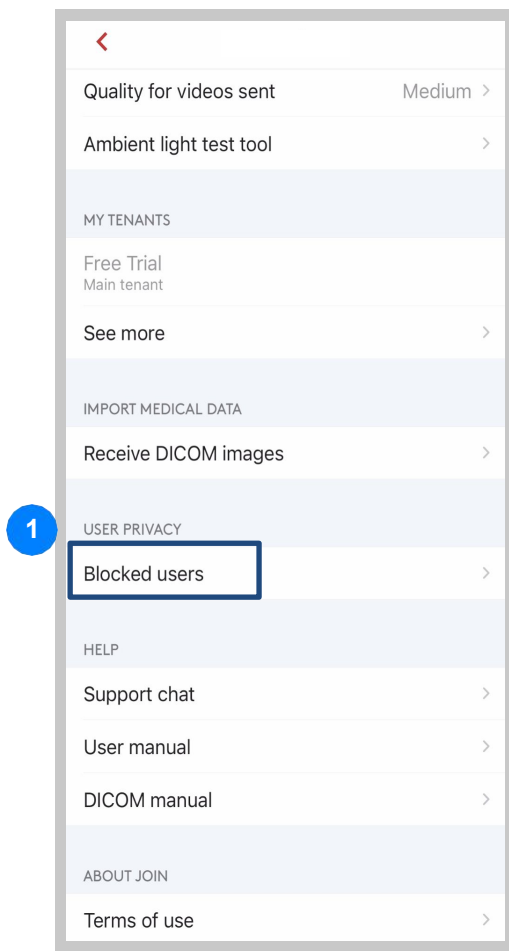


1 Go to settings and tap in blocked users

2 Tap in an individual user

3 Tap in “Unblock”

4 Confirm unblock action in the dialog



Delete contact

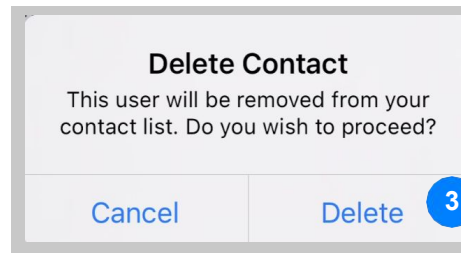
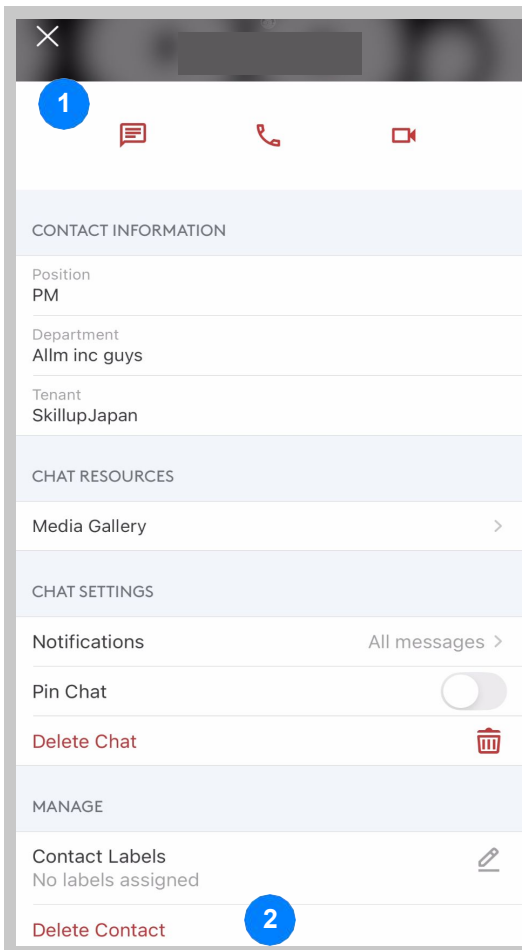
for ios ver.2.65.0



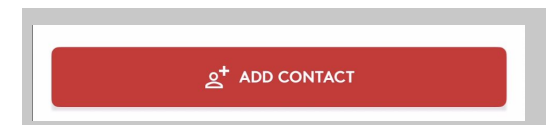
1 Go to contact information view

2 Tap in "Delete contact"

3 Tap in "Delete" in confirmation dialog



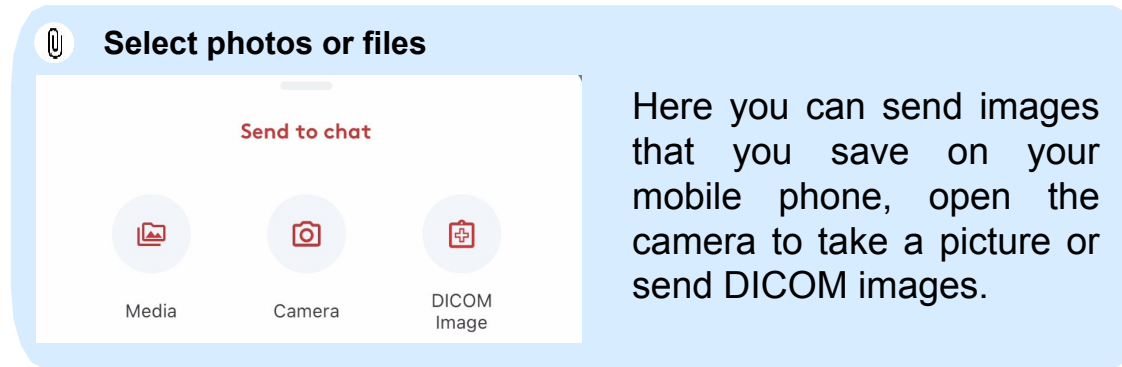
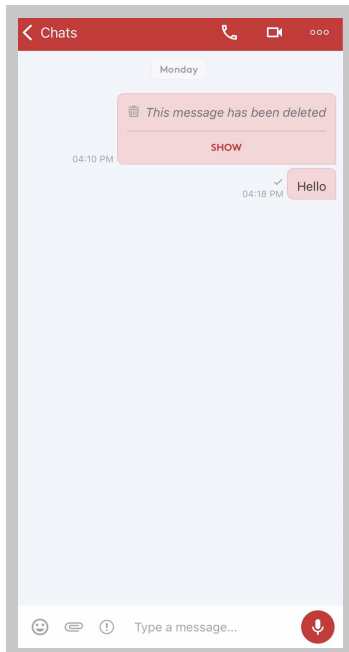
Even if you delete a contact, they will still be able to send you messages.



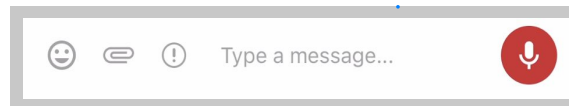
Tap on 'Add contact' if you want to add the contact again or 'Block' if you want to block the contact.



You can share various information with the icons at the bottom of chat screen.



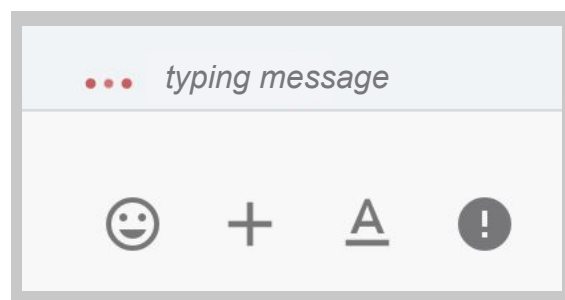
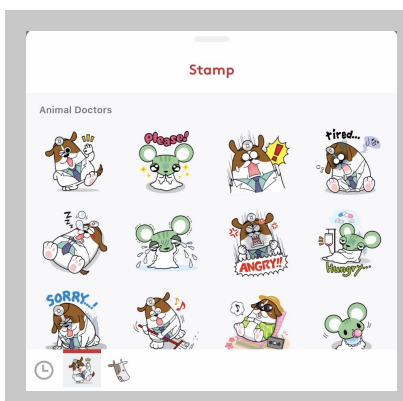
Here you can send images that you save on your mobile phone, open the camera to take a picture or send DICOM images.



 **Display stamps**

Type a message

 **Record a voice message**
Record and posting to Chat



* When a user is writing a message, you can see an indication as shown on the left.

If you need to send a message as 'important', you can tap on 

Group chat actions

for ios ver.2.65.0



From the contact list, select the contact you wish to send a chat to and the chat screen will appear.

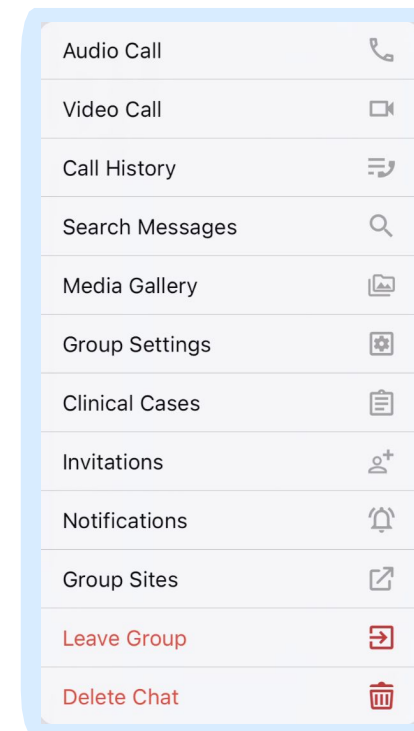
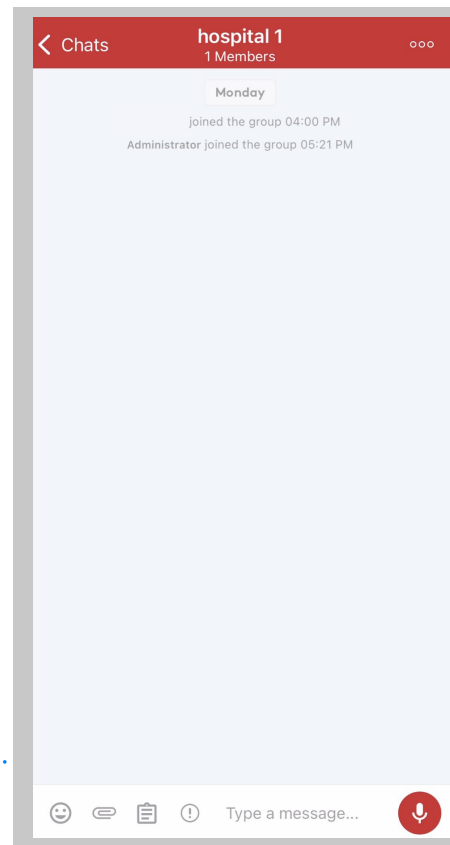
Setting screen opens by tap group name

Type a Message, and send it

 **Send photos or files**

 **Case list is displayed**

 **Stamp Index**



 **You can record a voice message, and send it**

When you type a message in the message field, this icon changes to 

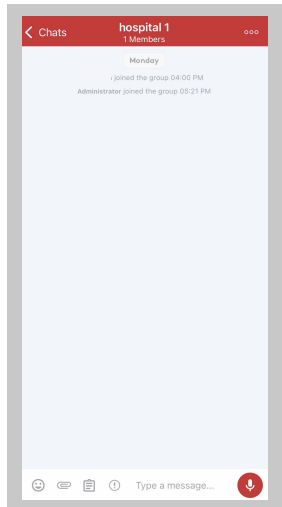
* You can see chat history.
(If you join a group in the middle, you can see all chat history)

Group Information

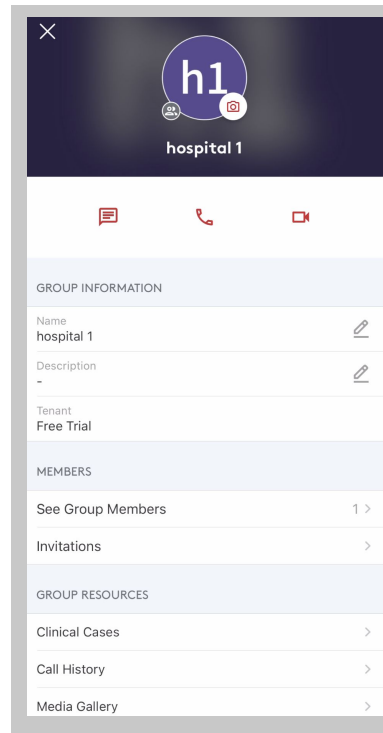
for ios ver.2.65.0



Setting Screen by tap in group name



* Tap this icon will take you to the settings screen.

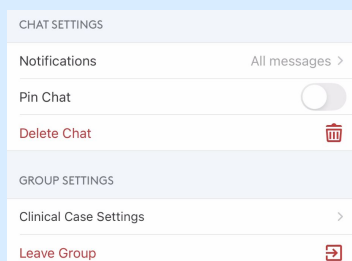


Change the Group Image

Change the group name and add description

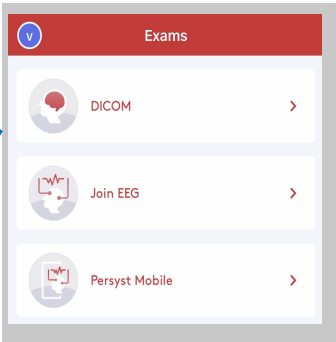
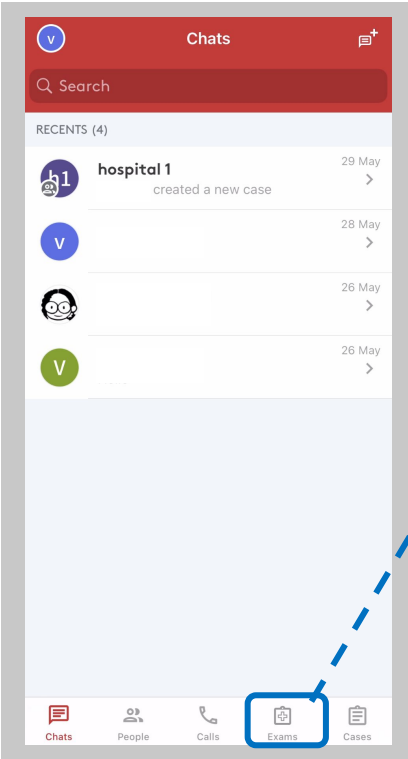
invite contacts to a group

Chat settings

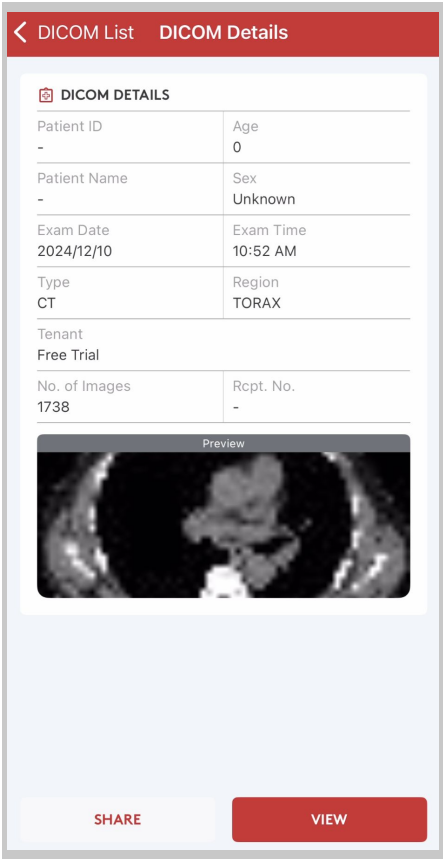
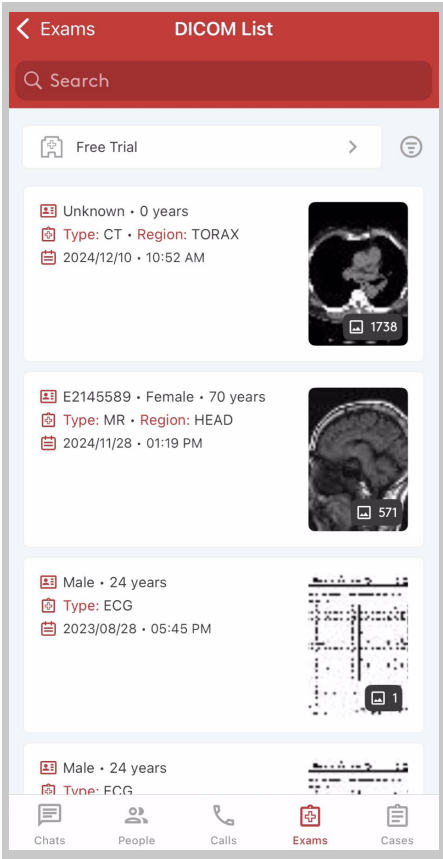
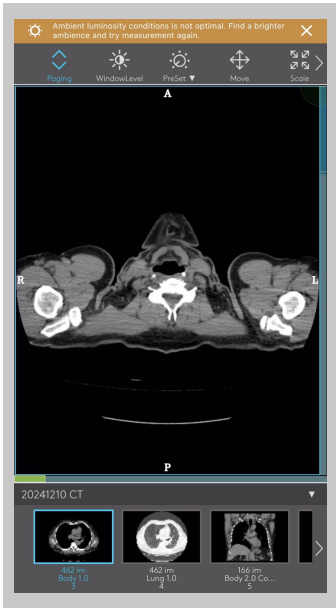


In this section you can choose which messages you want to be notified, pin chat, delete chat, set up clinical cases or leave the group.

DICOM images can be send to select contacts.



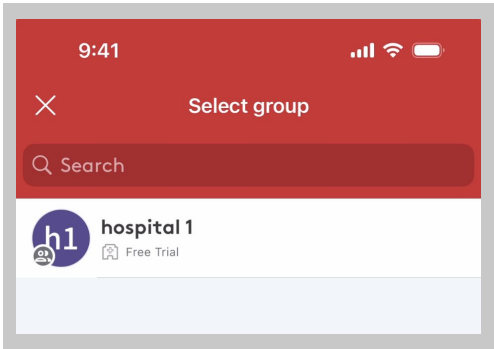
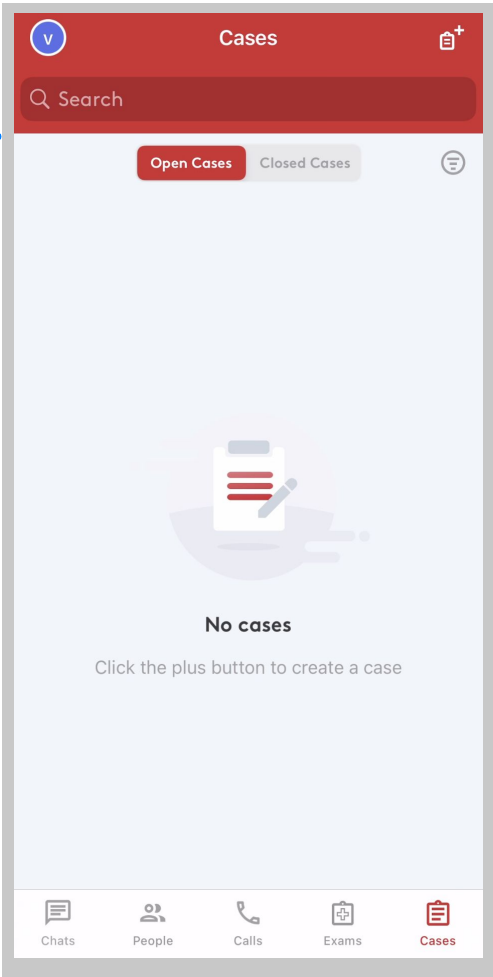
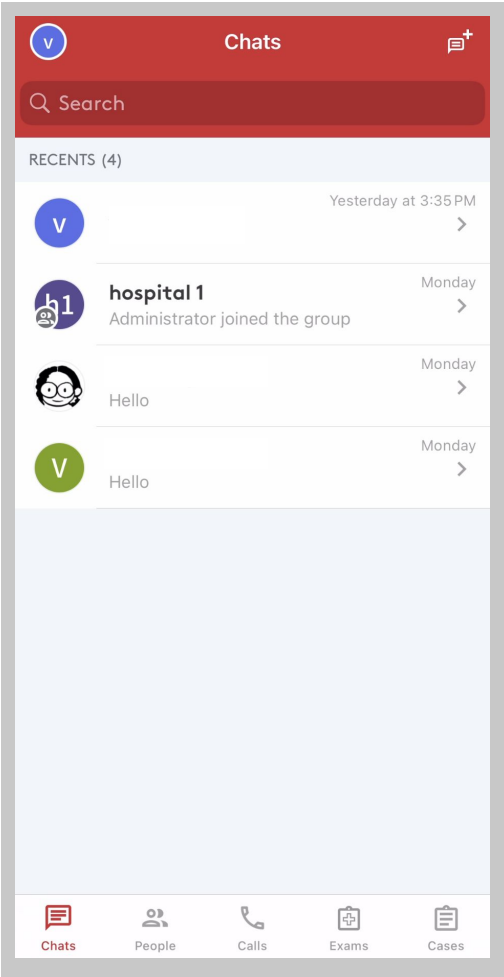
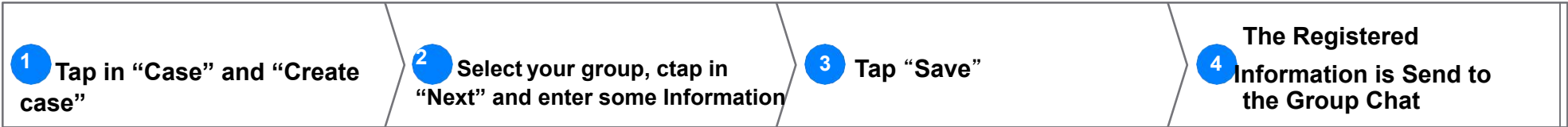
Preview Screen



* With regard to viewing of DICOM image

- You can view a DICOM image if you are affiliated with the same tenant.
- If you belong to a different tenant, you cannot view the DICOM image unless the administrator allows you viewing permissions.
- If you do not have the viewing permissions, an error message will appear.

Register Cases



You can directly add a case in the group by clicking on  , where you will have different options like creating a case, adding notes, steps, sharing or transferring chaos and adding protocols.

Clinical Case Menu

Create Case

Add Notes

Add Step

Share

Transfer

Add Protocol

Create a Case

h1 hospital 1

Free Trial

CLINICAL INFORMATION

Protocol

CASE INFORMATION

Admission time

2025/05/29 03:05 PM

Name

Identifier

Age

Gender

Unknown

CREATE

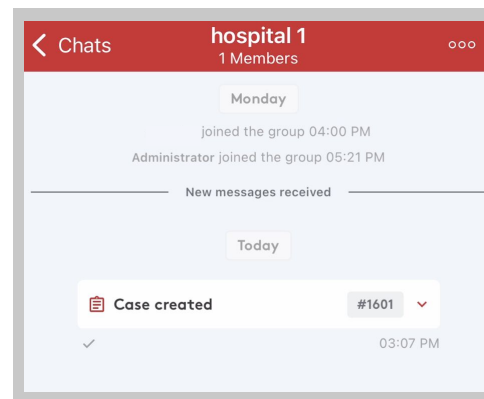


1 Tap in “Case” and
“Create case”

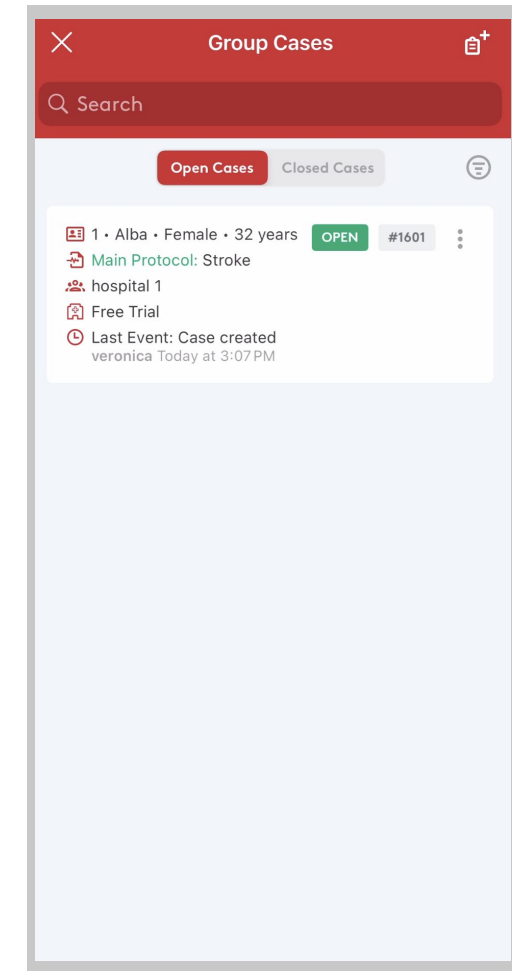
2 Select your group, tap “Next”
and enter some Information

3 Tap “Save”

4 The Registered
Information is Send to
the Group Chat



You can also add a case by clicking on ‘...’ and then on the option ‘clinical cases’, where you can see your list of cases and, by clicking on you can create a new case.



Patient Information / Location Information

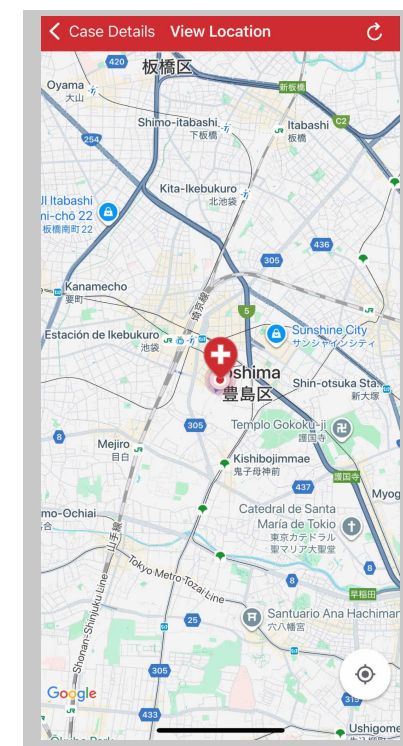
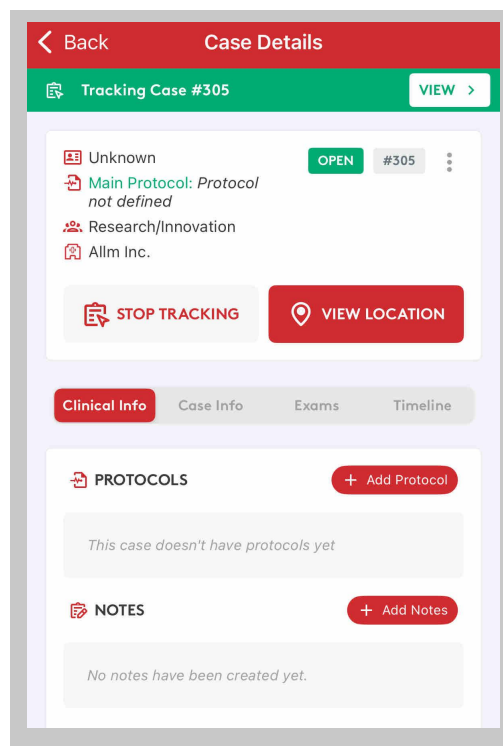
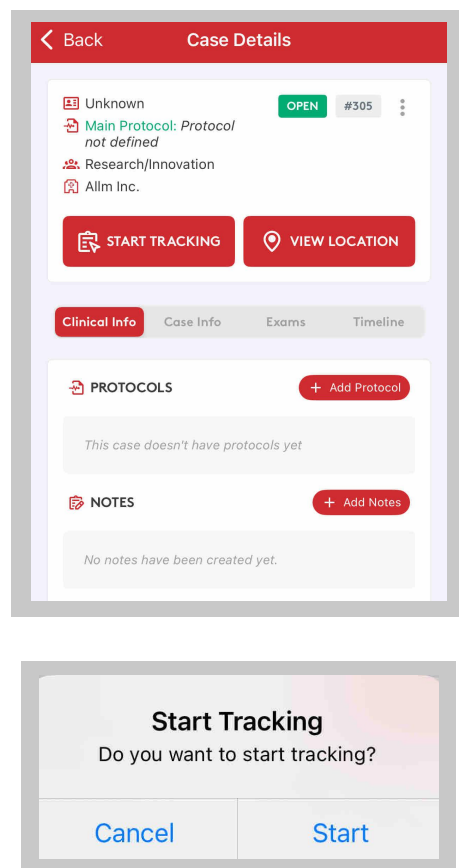
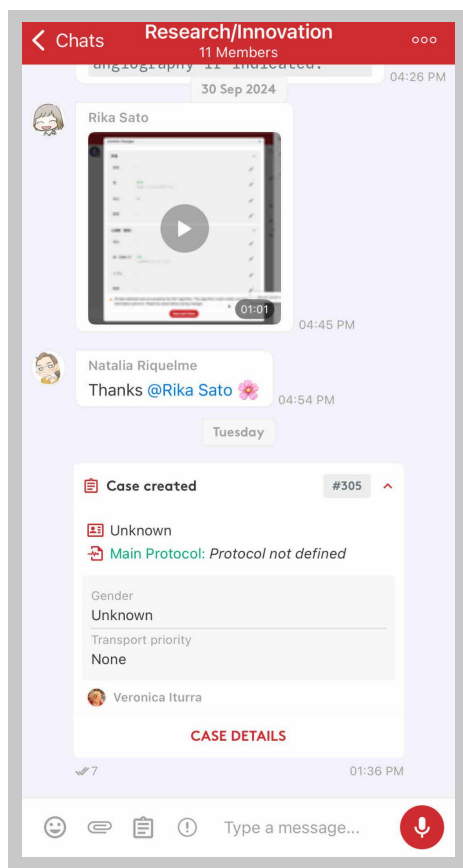
for ios ver.2.65.0



1 Tap Patient Information from Chat Screen

2 Tap "StartTracking" and then tap "Start"

3 Tap "View location", and Check the Location Information



* When you want to stop tracking, tap 'Stop tracking'

* If you don't have the viewing permissions, an error message is displayed.

Search cases

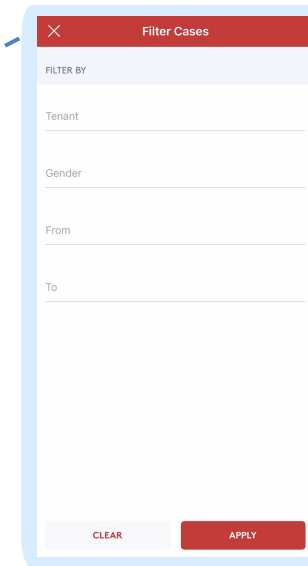
for ios ver.2.65.0



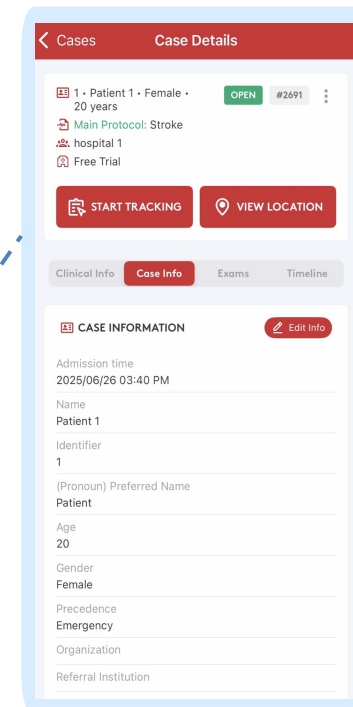
**Search Cases by
Case ID / Name / Identifier**

Cases that are active because
the patient has not yet been
discharged or have not yet
been completed.

Cases that have already been
finalised



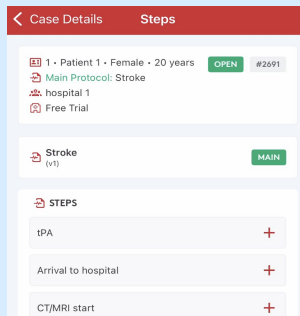
Here you will find information
about the case and you can edit it
if necessary.



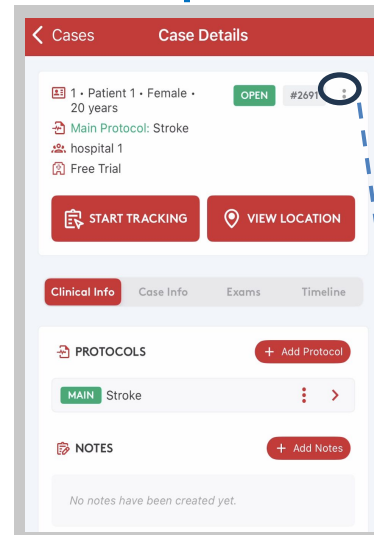
Case Details



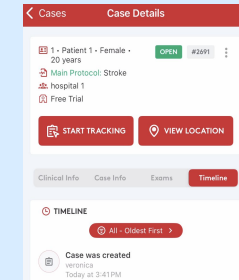
In "Protocols" you can add protocols such as 'Stroke' to your case. Click on [+ Add Protocol](#)



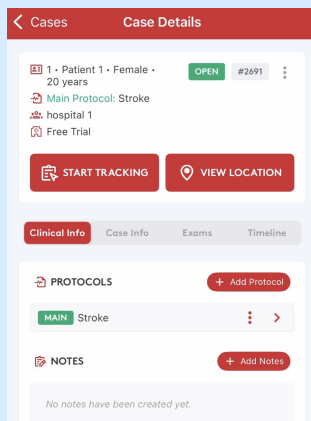
In this sector you will find the patient's basic data such as name and age.



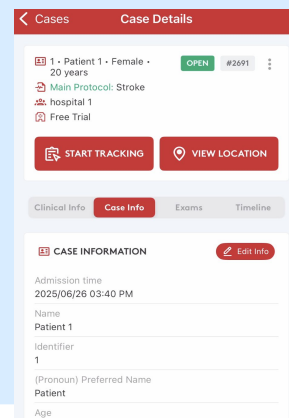
In 'Timeline' you can see all the modifications that have been made to the case.



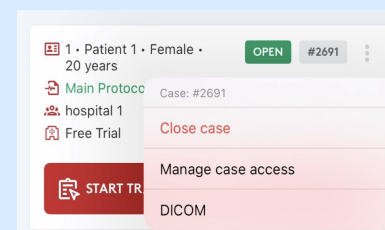
In "Add notes" you have the option to add free text by clicking on [+ Add Notes](#)



In 'Case info' you will find all the information about the case and the option to edit it.



In this section you can share or transfer the case to anyone you want.



Add Protocol



When choosing a protocol, you will be asked a series of pre-determined questions that will help make the filling process easier.

Create a Case

h1 hospital 1
Free Trial

CLINICAL INFORMATION

Protocol

CASE INFORMATION

Admission time
2025/06/27 10:37 AM

Name

Identifier

Done

Stroke (v1)
Heart Attack (v1)
Other (v1)
Schlaganfall (v1)

Case Details Steps

2 • Patient2 • Unknown • 26 years OPEN #2698

Main Protocol: Stroke

hospital 1

Free Trial

Stroke (v1) MAIN

STEPS

tPA +

Arrival to hospital +

CT/MRI start +

CT/MRI end +

Into Angio Suite +

Puncture +

Lesion / First pass +

Recanalization +

Session end +

Add Step

tPA

DateTime

Done

June 2025 > < >

MON TUE WED THU FRI SAT SUN

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30

Time 10:43 AM

Case Details Steps

2 • Patient2 • Unknown • 26 years OPEN #2698

Main Protocol: Stroke

hospital 1

Free Trial

Stroke (v1) MAIN

STEPS

tPA ^

DateTime
Today at 10:43 AM
Updated by veronica, Today at 10:43 AM

EDIT

Arrival to hospital +

CT/MRI start +

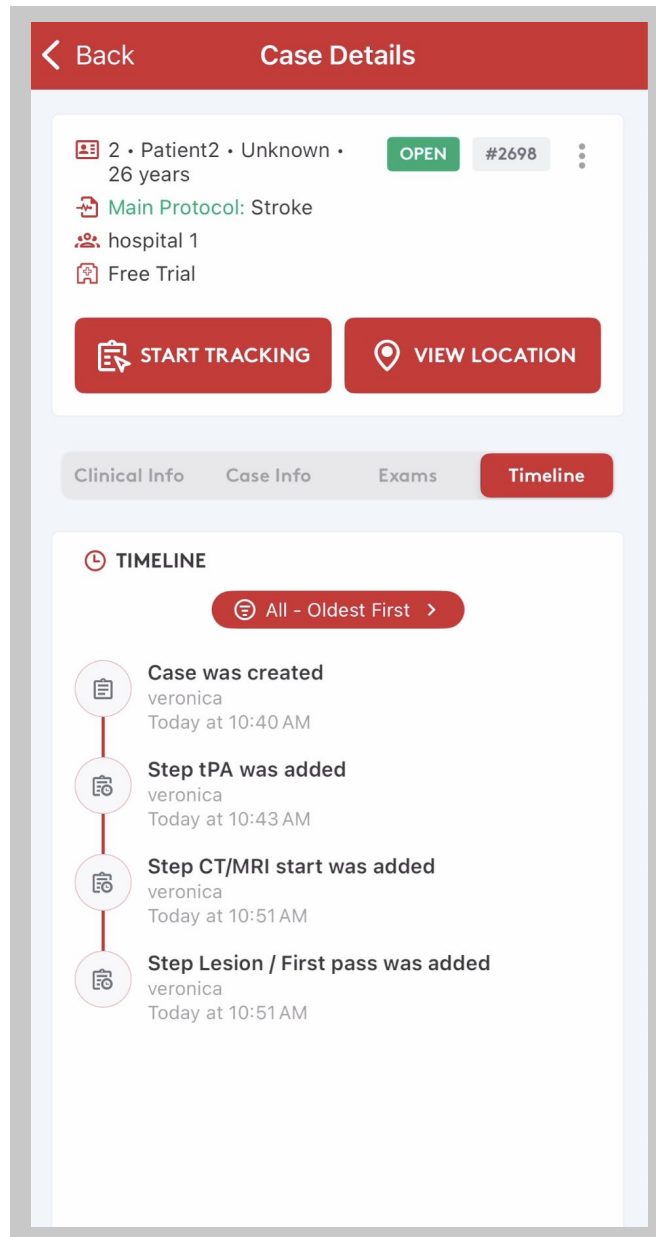
CT/MRI end +

Into Angio Suite +

Puncture +

Lesion / First pass +

By clicking on 'Edit' you can edit each of the data entered in the protocol.



In “**Case details**”, in the “**Timeline**” section you can see the complete history of the modifications that have been made to the case. These are sorted in chronological order, with the oldest ones appearing first.

Start a Call from Direct Chat

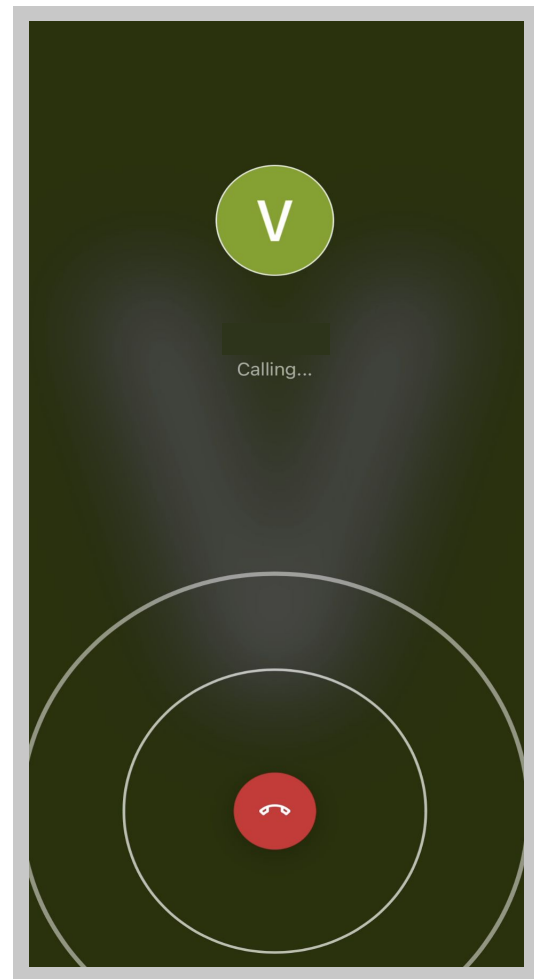
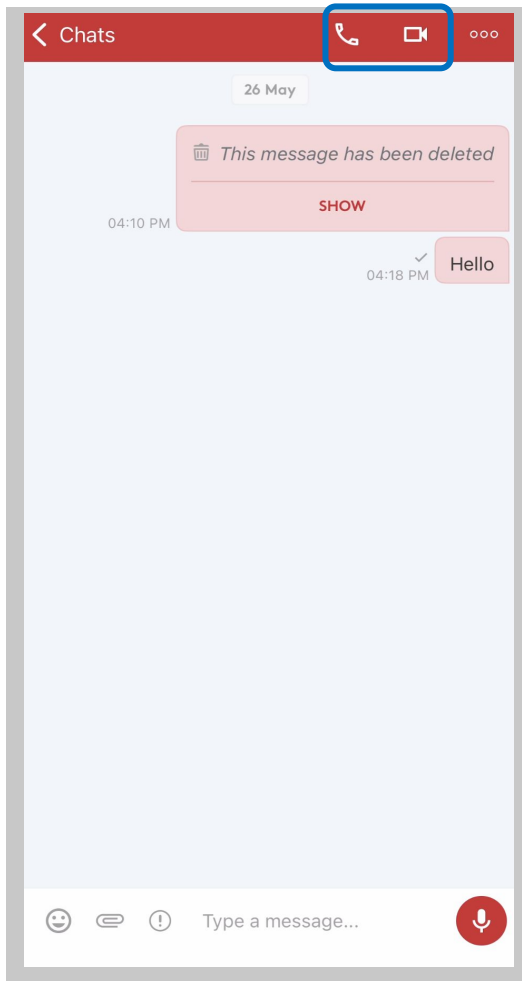
for ios ver.2.65.0



1 In direct chat, top menu

2 Tap
tap "Voice Call" or
"Video Call"

3 Start a Call



- * For voice calls, the browser's microphone and camera permission settings are required for voice calls.
- * Please turn on your browser's microphone and camera permission settings.

Start a Call from Group Chat

for ios ver.2.65.0

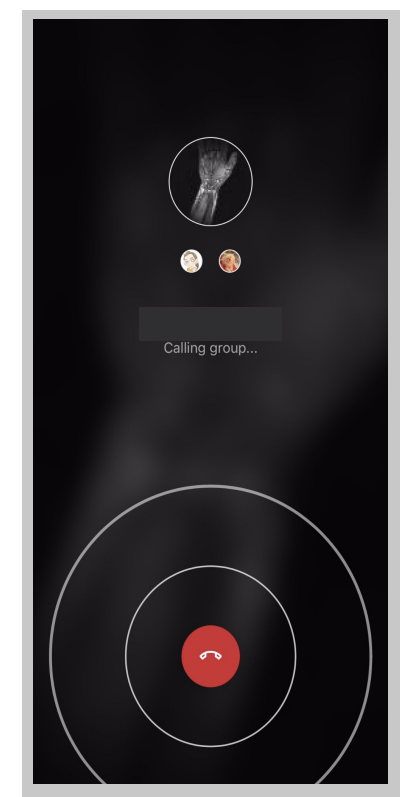
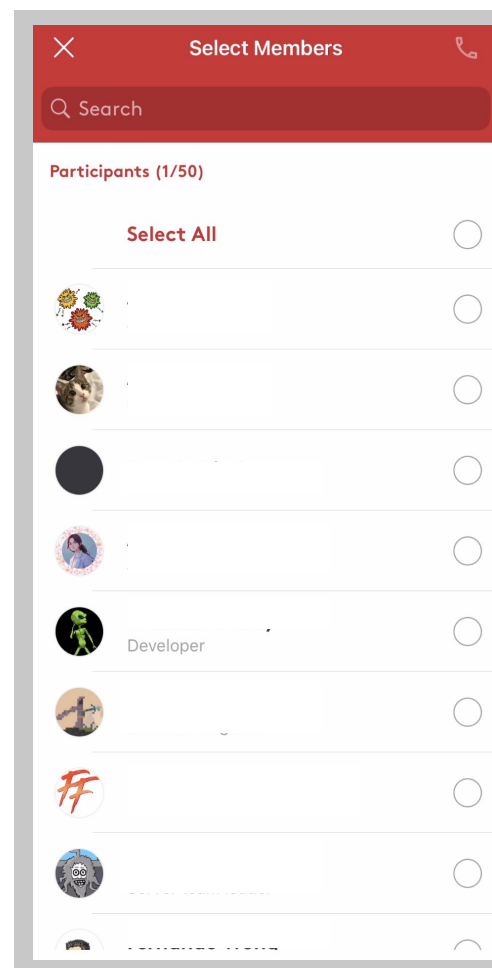
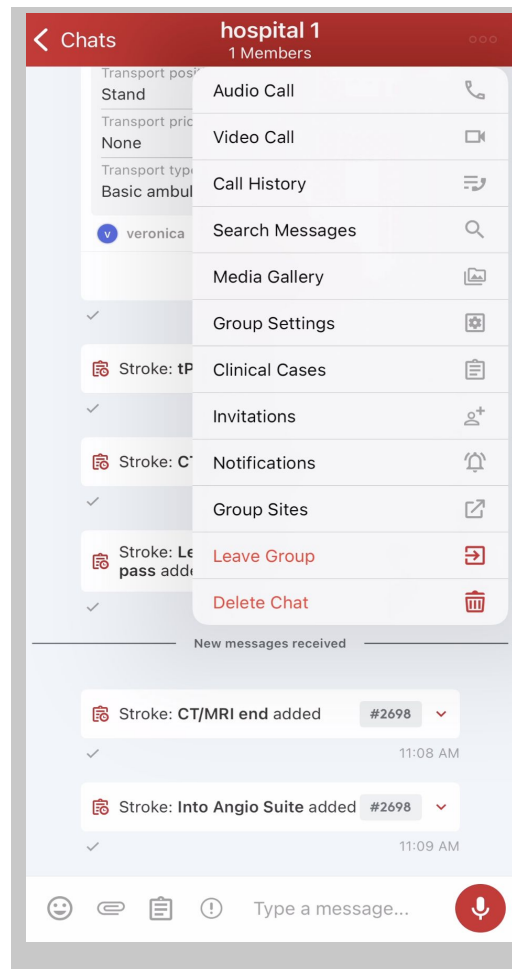
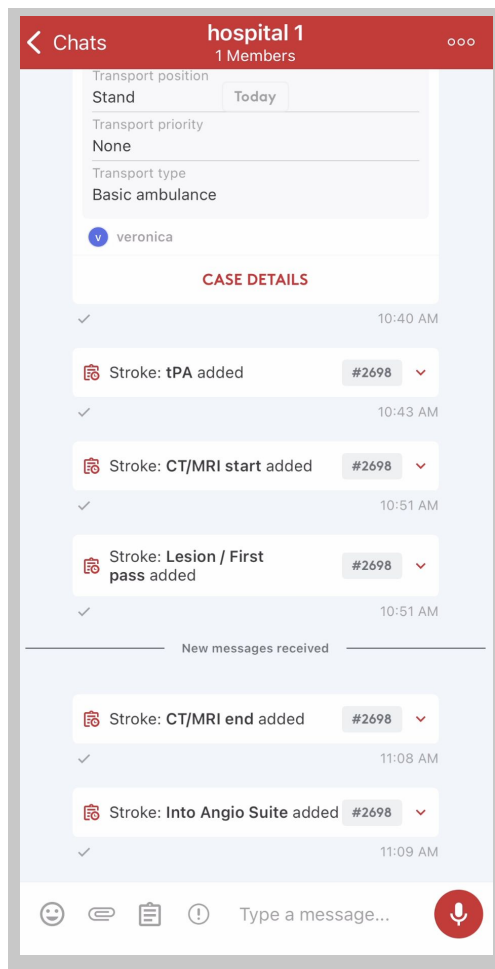


1 Tap "Group Call" 

2 Select the group members you want to call If you tap "ADD ALL", you can select all members at once.

3 Tap  "Voice call" or  "Video call"

4 Group voice/video call starts



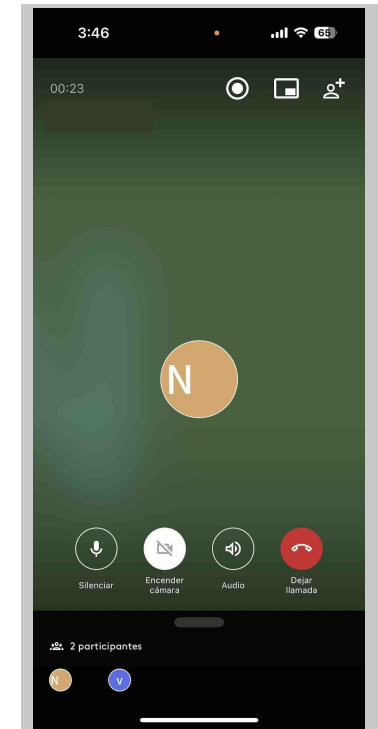
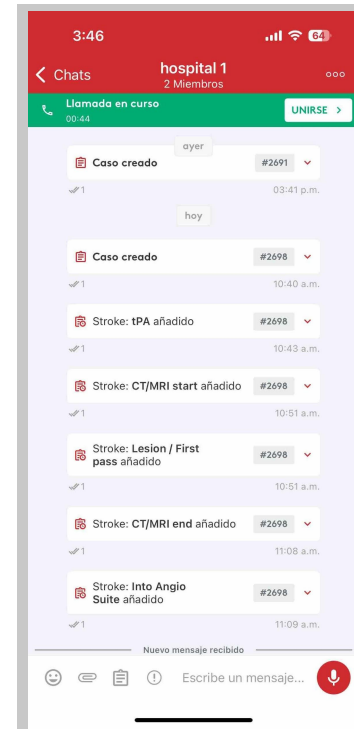
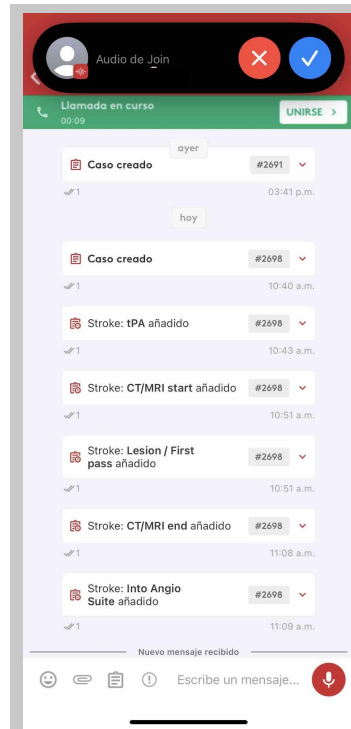
Incoming Call Screen

for ios ver.2.65.0



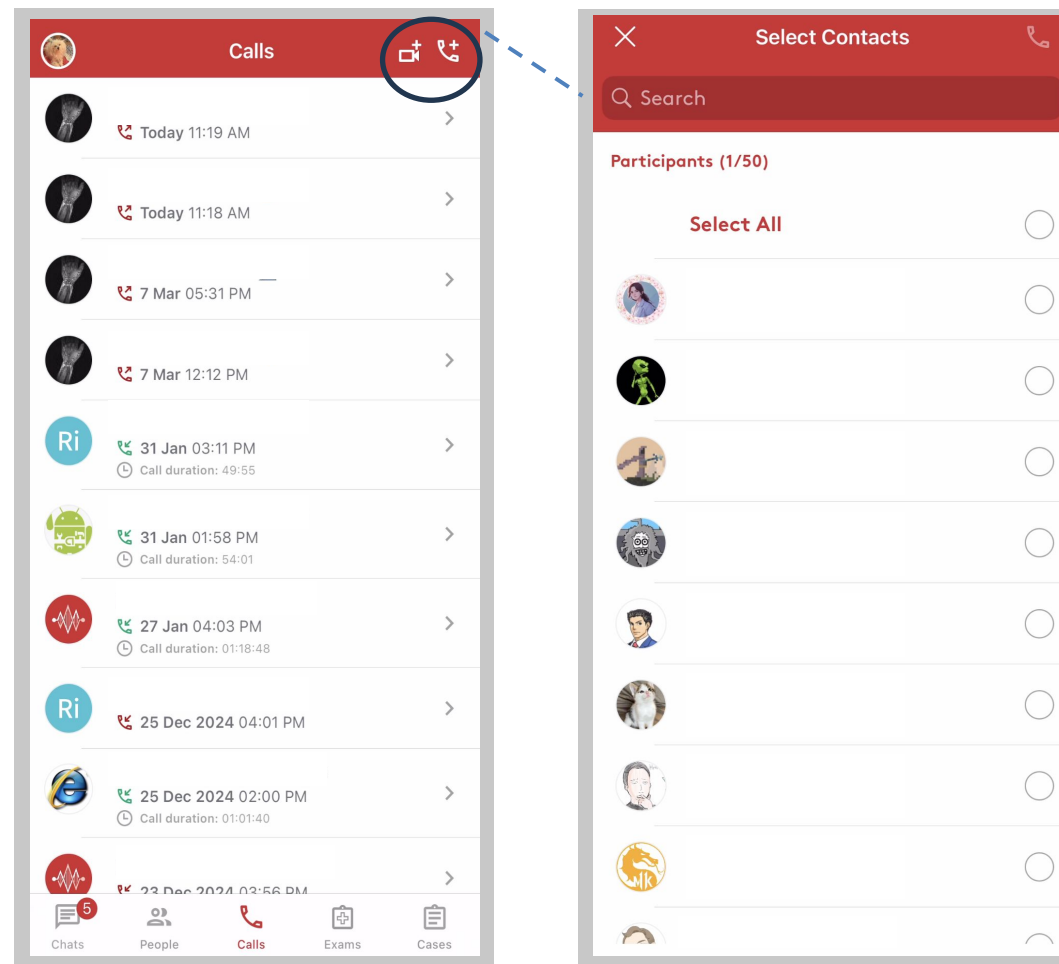
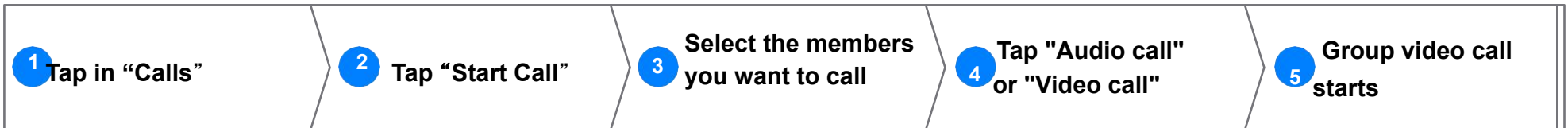
At the arrival of the incoming call, the caller name is displayed, and Accept/Reject buttons appear. When you tap "Reject" , the calling stops and the message "Call not answered" is displayed to the caller.

Menu bar during call



Start a group call from Calls menu

for ios ver.2.65.0

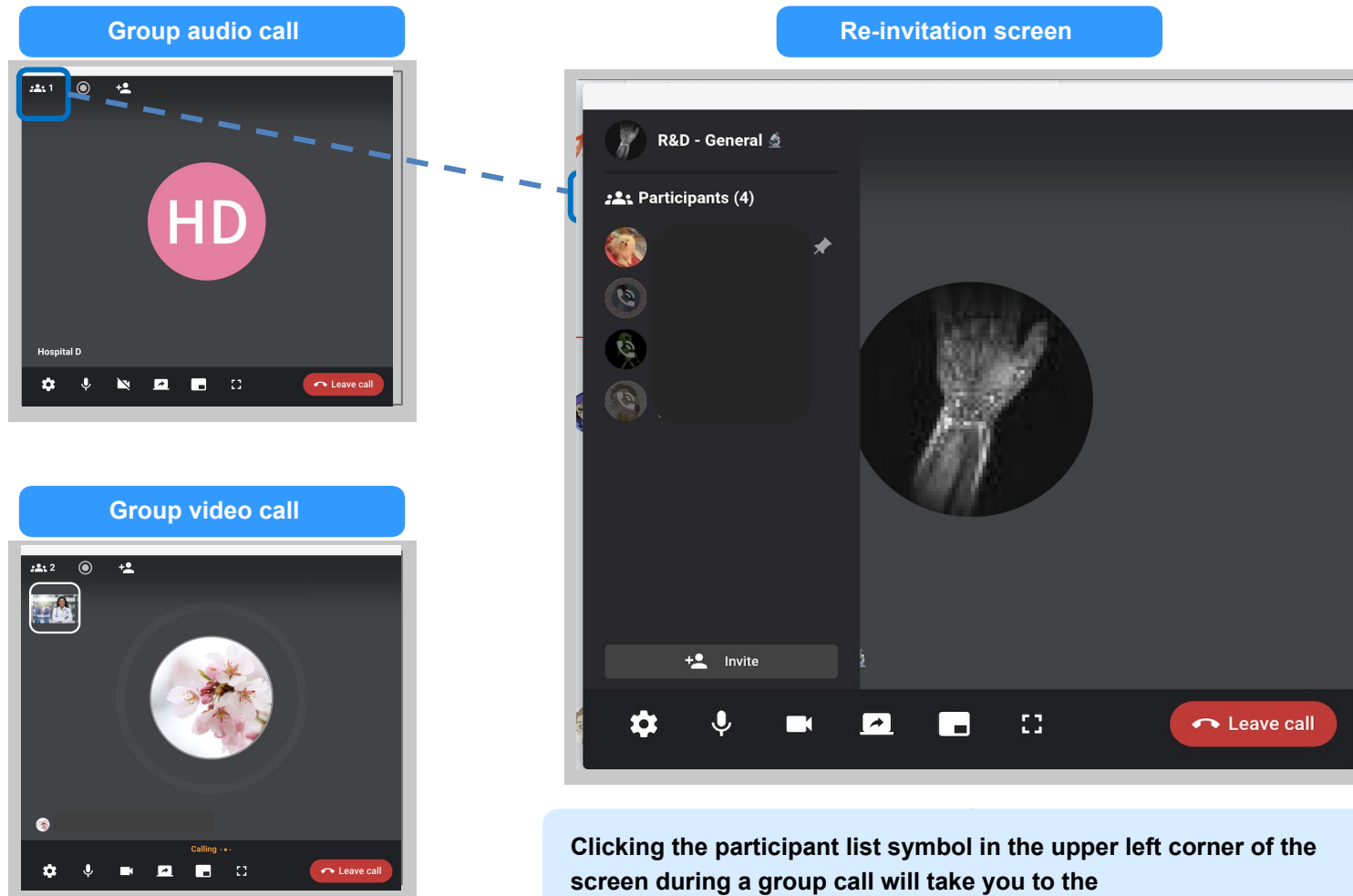


Group Call Screen (no listo)

for ios ver.2.65.0



When initiating a voice call from a contact



Clicking the participant list symbol in the upper left corner of the screen during a group call will take you to the re-invite screen. Clicking the call icon on the re-invite screen If you click the call icon on the re-invite screen, you can re-invite users who were not present at the time the group call started.

Request for joining during a call (no listo)

for ios ver.2.65.0

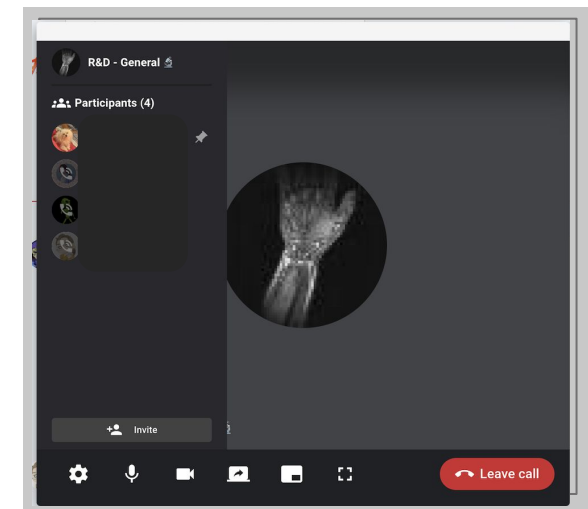
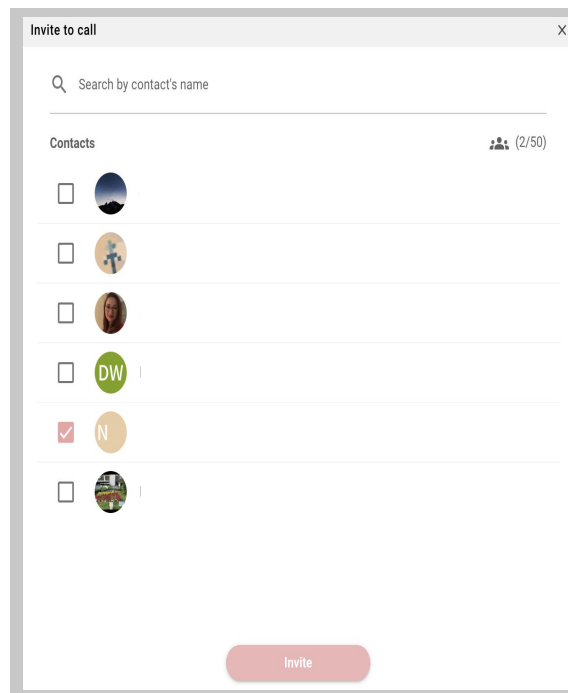
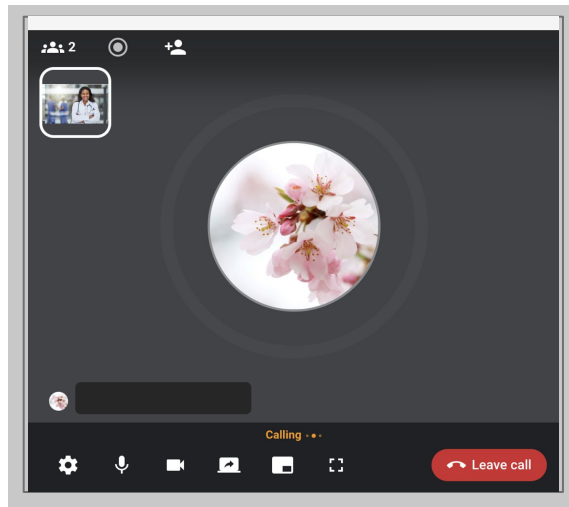


Add users from your contacts to the call even after the voice/video call has started.

1 Click  "Invitation" during a call

2 Select some contacts you want to add

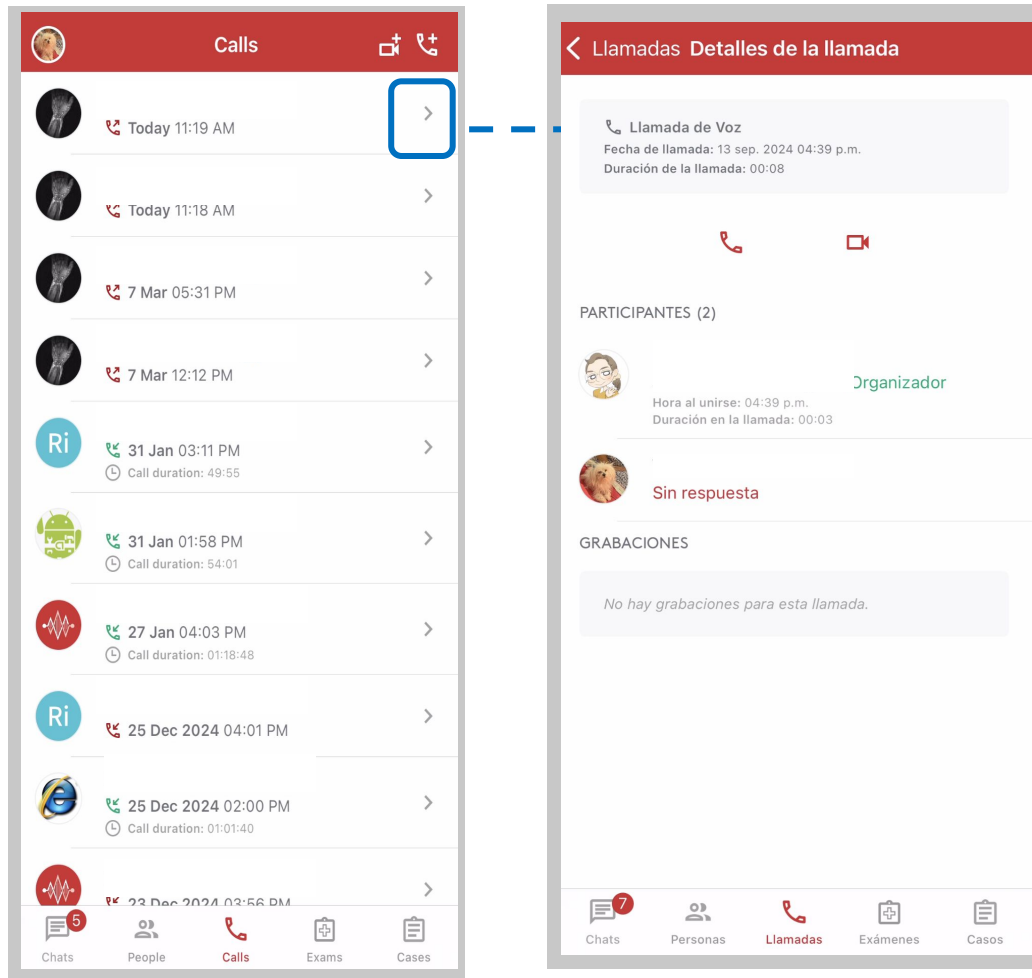
3 Participation request send and completed



When an invite joins a group call The invitee is added to the number of participants.

Call history

for ios ver.2.65.0



* In the current version, you can make a group call from your call history.

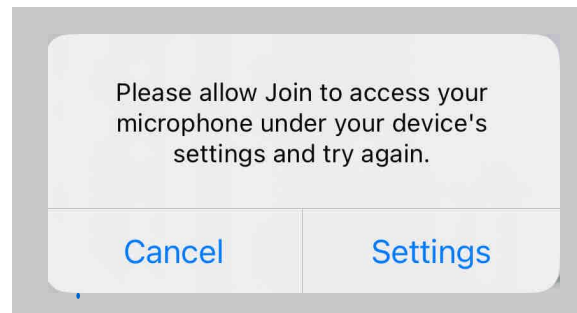
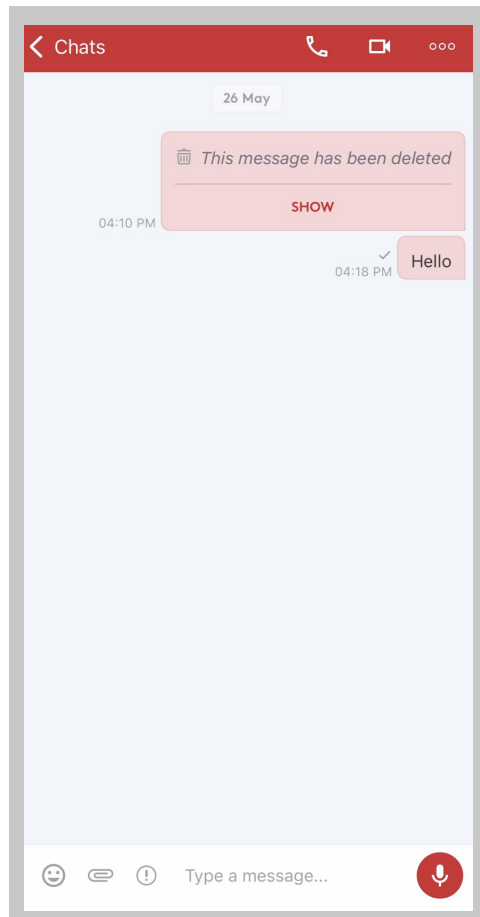


Send a voice message in the direct/group chat.

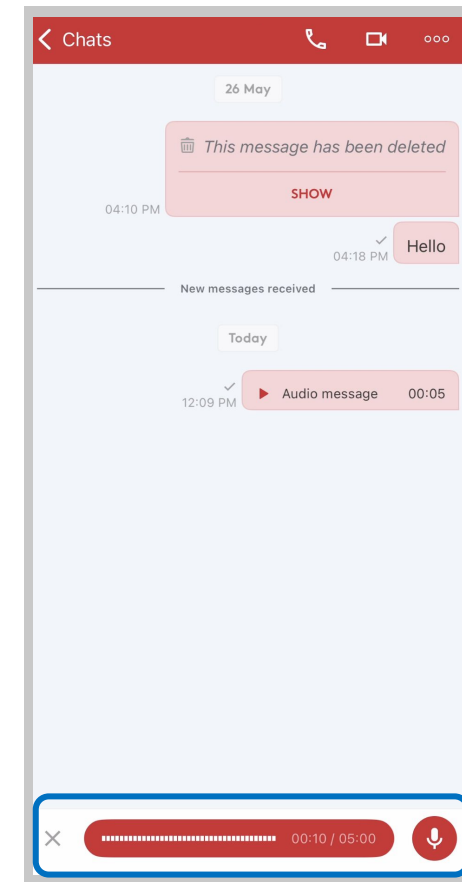
1 Tap  "Mic"

2 If not granted, give permission to the use of microphone

3 A record starts.
Please talk into a microphone.



It is necessary to hold down the microphone button to record audio. As soon as you release the button the audio will be sent.



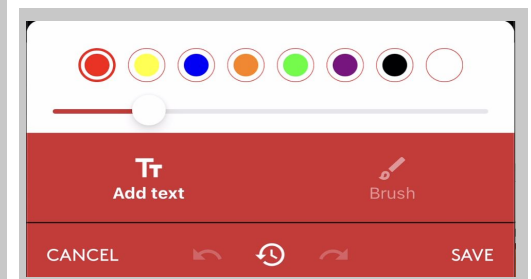
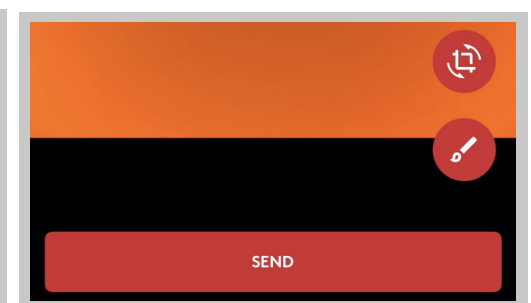
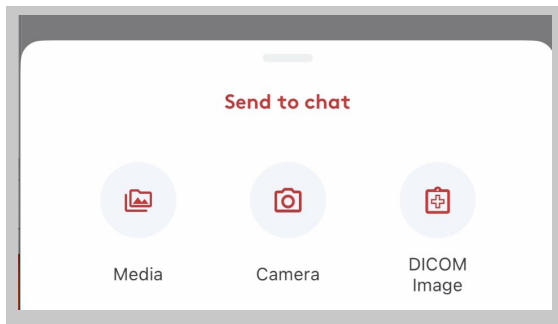
Take a Photo and Send

for ios ver.2.65.0



It is possible to edit a photo taken and upload it to the chat.

- 1 Tap the left side of the text box
- 2 Tap "Take a Photo."
- 3 To use the camera, tap "Allow"
- 4 Tap "Take a picture" and then Tap "Send" to send
- 5 Image Send to Chat, Complete



Edit Photo in Chat and Resend

for ios ver.2.65.0



You can edit both the photos you have sent and the photos sent by other users.

1 Tap the thumbnail of the photo in the chat

2 Editing Screen opens

3 When Editing is Complete click “apply”, and tap “Submit”

4 The Edited Photo is Sent to the Chat, and Complete

