Welcome to Siilo Messenger
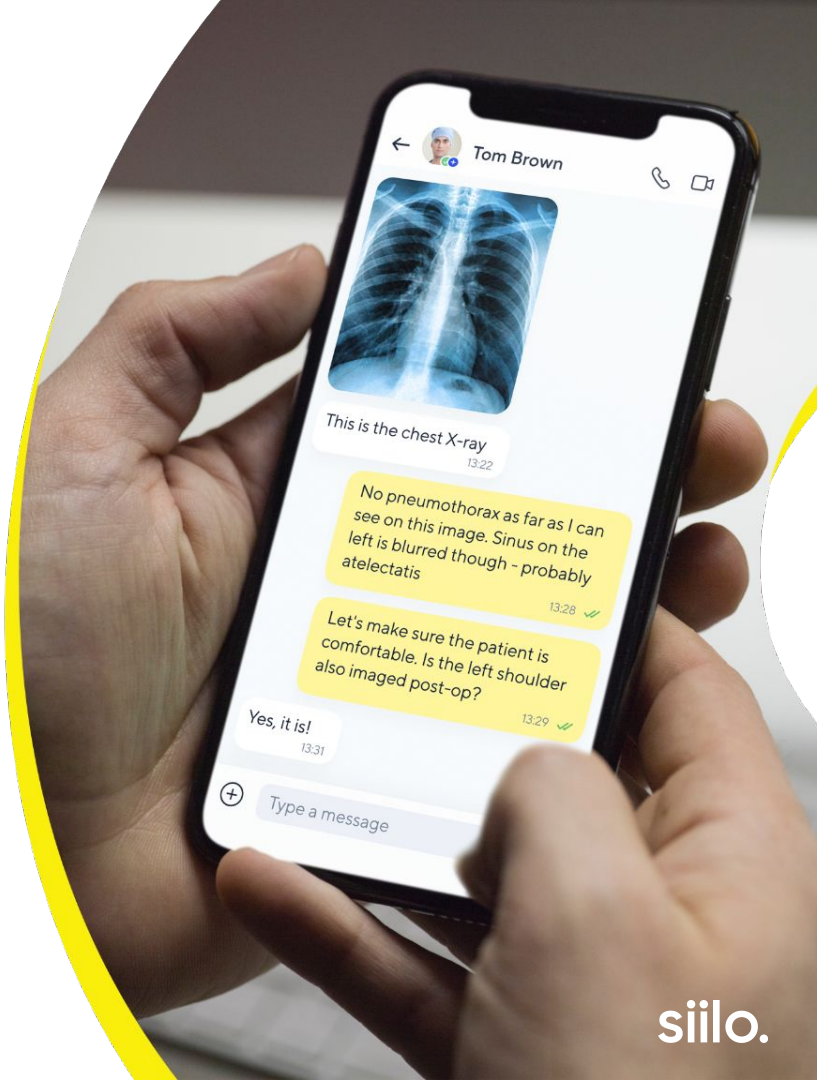
Feature & Benefits Overview

How to use this document

The Siilo Feature & Benefits Overview is not a manual but a quick review of what's possible with Siilo.

This document provides a look at the many features built to help you communicate with colleagues in a secure and compliant way.

If you are interested in receiving a step-by-step manual to share in your organisation, please get in touch with us!

siilo.

Table of contents

siilo.

① Install and Register

① Download the app
Visit your device app store and download Siilo

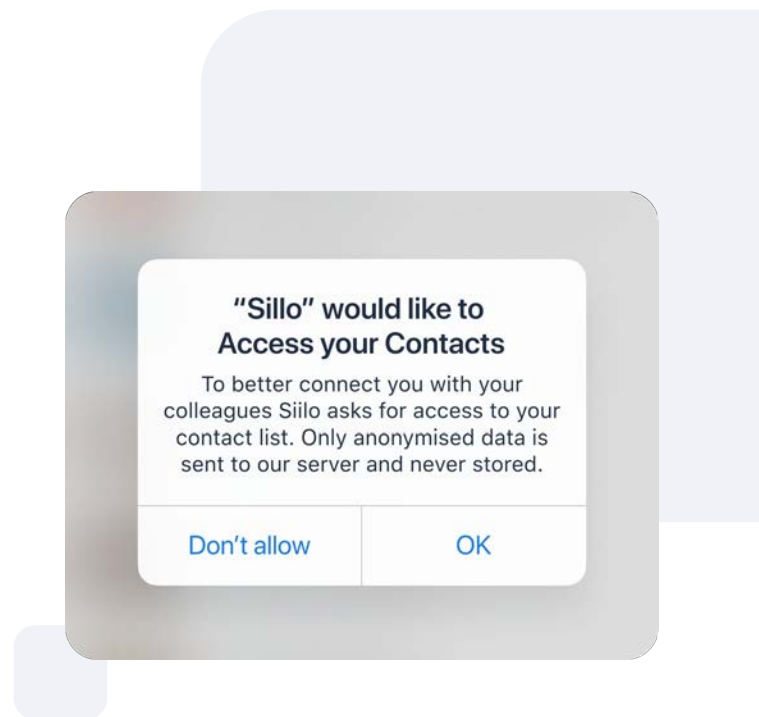**② Register your information**
Complete the registration process

③ Get verified
Confirm your identity and medical certifications

siilo.

Access address book

During registration, you have the option to give Siilo access to your device's address book. Doing this will automatically connect you with contacts who are already active on Siilo and increase your visibility and connections.

Siilo does not store the contact information in your address book.

"Siilo" would like to
Access your Contacts

To better connect you with your colleagues Siilo asks for access to your contact list. Only anonymised data is sent to our server and never stored.

Don't allow   OK

siilo.

Verification

All users who go through our verification process are verified according to their identity and, if applicable, their medical registration number. Upon completion of this process, your verification status will be visible on your profile. You can get started by tapping the card on your Profile.

For more detailed information and instructions on how to get verified, visit our page about Verification.

Medical registration verified

Identity verified

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② Quick Launch Menu

Quick Launch Menu

Access key Siilo features immediately

Connect with Colleague

Scan QR code

Open Secure Camera

New Group Chat

New Chat

Connect with Colleague: Immediately connect with colleagues by sharing your personal QR code via SMS, email, or messenger.

Scan QR code: Access more of Siilo by scanning QR codes linked to access Siilo Web, join organisations, and make connections.

Open Secure Camera: Take photos and videos directly within Siilo, where they are stored, secure and separate from personal content.

New Group Chat: Gather colleagues to discuss specific topics, arrange shifts, manage handovers, post patient cases, and more.

New Chat: Contact a colleague in your clinic or institution, or connect with experts you've always wanted to meet.

siilo.

Connect with a Colleague

Invite colleagues to connect with you on Siilo by sharing your unique QR code via email, SMS, or messenger. They will be prompted to download Siilo if they are not already registered on the app. Colleagues can also scan this code in person to connect immediately.

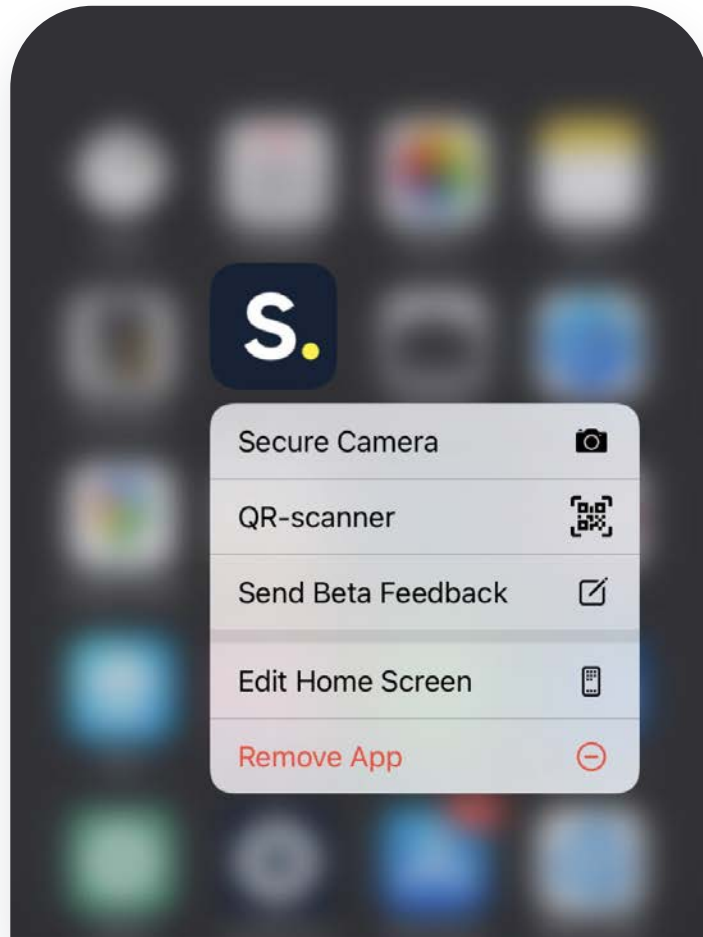**Ashley Hamilton**

Orthopedic Surgeon

https://app-siilo.com/qr/0w1j929a
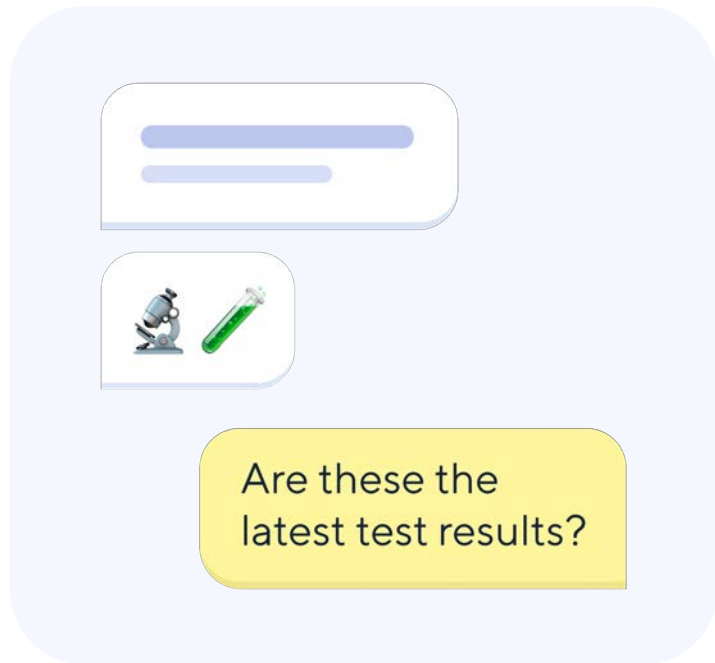
Share link

siilo.

Secure Camera

Ensure that your personal and work media are always separate by taking photos and video through the Secure Camera. This content saves into Siilo and can be found in your **Siilo Media**.

Start a chat

Exchanging messages over Siilo is secure, compliant, and as easy as any other messenger. You can get in touch with a colleague for direct messaging, or form groups so that all the right people are involved in your discussions, all without ever having to exchange personal details.

Are these the latest test results?

siilo.

(3) **Tab Bar Menu**

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Chats tab

Chats

Network

Profile
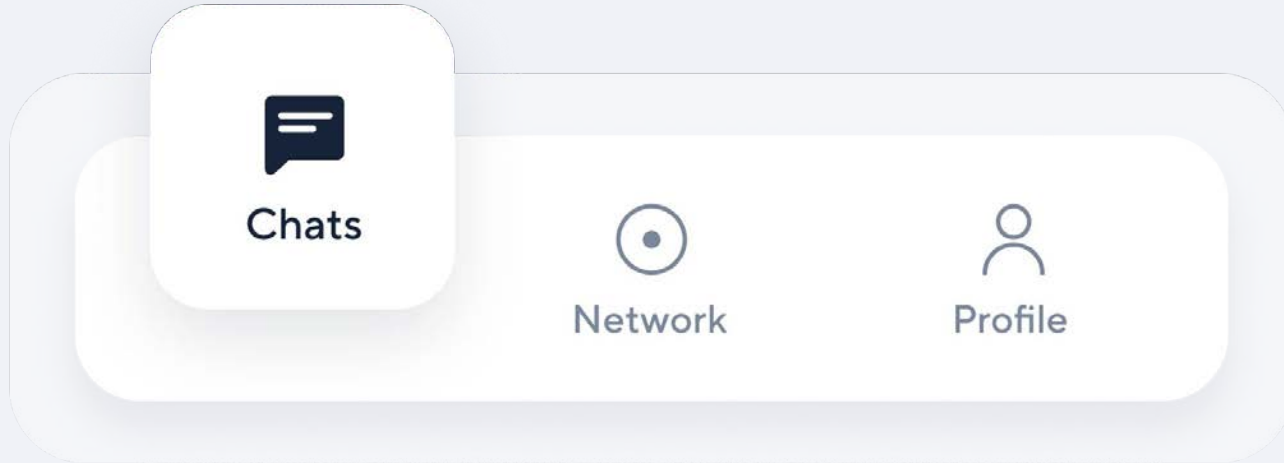
siilo.

Chats tab

Connect with your colleagues

Chats

① Search
Search for specific messages, contacts, and conversations in your chats.

② Notifications
A newly received message is highlighted with a red badge.

③ Quick Launch button
Access Siilo's key features straight away by tapping here.

Leave, Delete, Mark as Unread, Keep & Mute
These features differ in location on iOS and Android devices, but are explained more thoroughly in the pages below.

Chats

① Search

Anna Jagger	14:54	
Morning! Thanks for letting me know	②	

David Williams	14:33
Let me look into this. I'll get back to...	

Helena Mercer	13:34
✓✓ On my way!! 🚗	

Sandra Fischer	10:27
Sure thing! I'll make the edits now.	

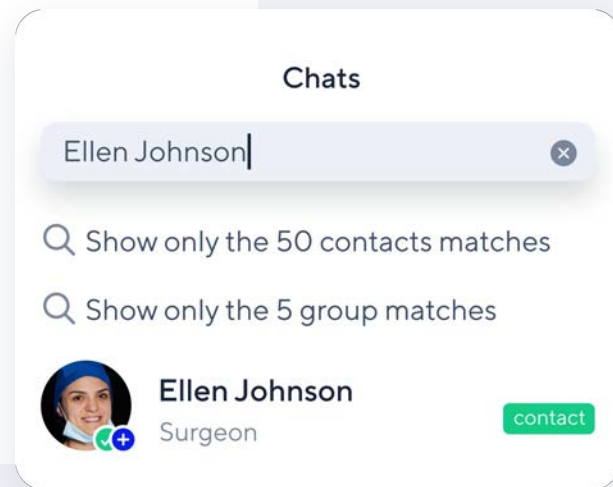|	
Alan Franklin	10:01
✓✓ Maybe later. Text me after y	③

|	
Cody Fitzgerald	09:16

Global Search

Select the search bar at the top of the Chats tab, and type in what you want to find. You can search for people, phrases, organisations, locations, professions, and more.

Your search results can be determined by your verification status. Make sure to get verified if you want to search the entirety of Siilo.
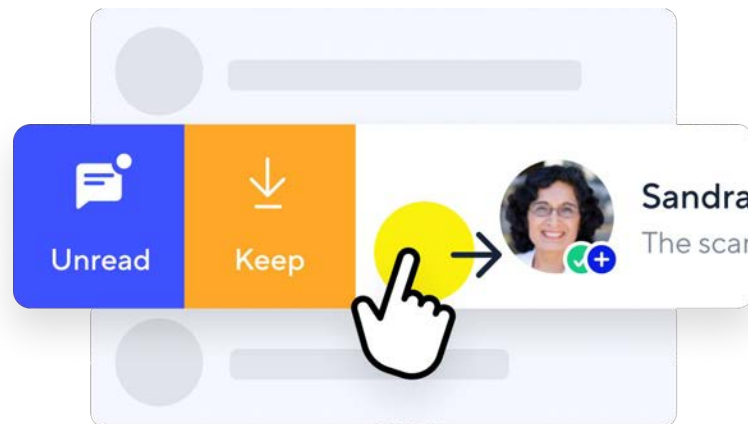
Chats

Ellen Johnson

🔍 Show only the 50 contacts matches

🔍 Show only the 5 group matches

Ellen Johnson
Surgeon   contact

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Mute a chat

Prevent push notifications from certain groups' or members' chats when they become interruptive to your daily work.

Notification Sound

Mute

Cancel

siilo.
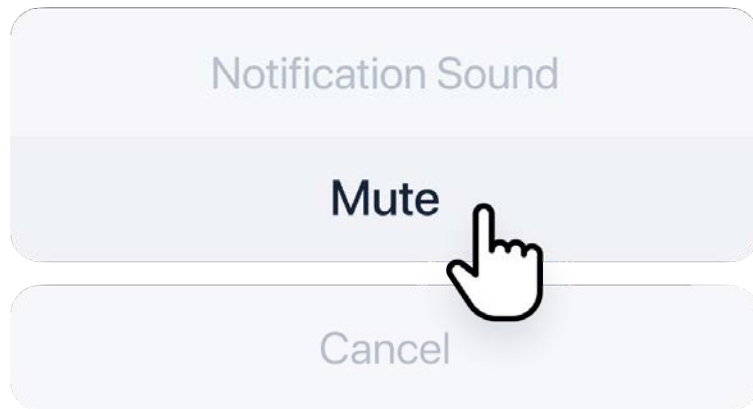
Preserve chats

Mark a conversation as unread so that you can come back to a message when you next have time, and prevent your entire chat history from being deleted every 30 days so you can refer back to your messages whenever you need.
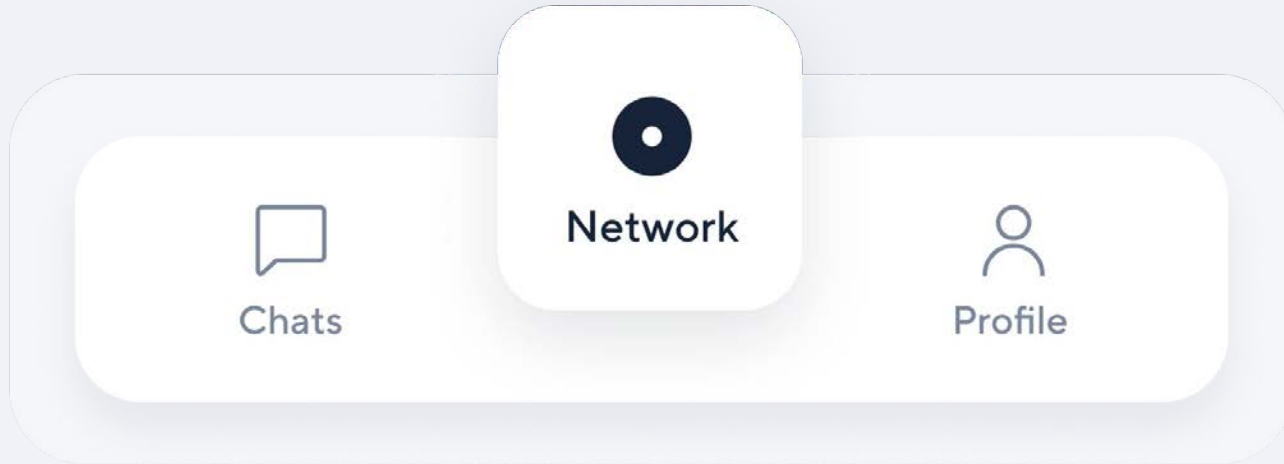

siilo.

Leave a group

Exit group conversations that are no longer relevant to your interests or work in order to keep your chats neat and organised.

Network tab

Chats   Network   Profile
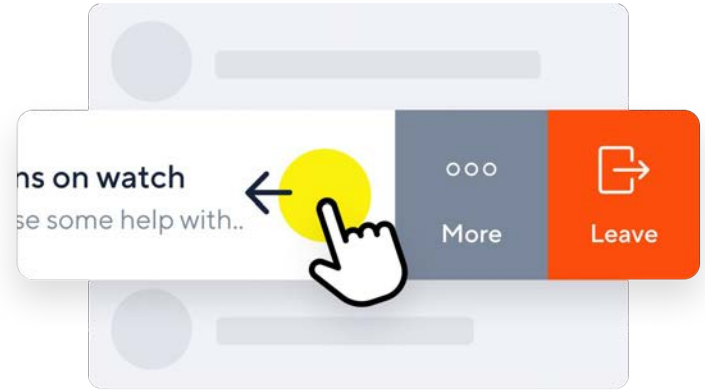
siilo.

Network tab

Collaborate with experts and institutions

① Organisation Network
If you are a member of a hospital, care organisation, or medical association that keeps an account with Siilo, access them here.

② People from your network
Quickly connect with people you may know through this list of contacts. People who appear in this list are collected from your uploaded address book and from address books of other users who have your phone number. This information is only used to create a contact list that better facilitates an interconnected Siilo experience.

Network

① St. Catherine's Hospital

Contacts

Information

News

Discussions

② People from your network

Ellen Johnson
Surgeon

David Williams
Cardiologist

Organisation Address Book

Connect and collaborate with colleagues throughout your institution on topics relevant to you.

We recommend organisational networks to hospitals, clinics, and medical associations that are looking to bring their institutions into compliance. Contact your Siilo Specialist to learn more about introducing Siilo at an organisational level.

St. Catherine's Hospital

Search

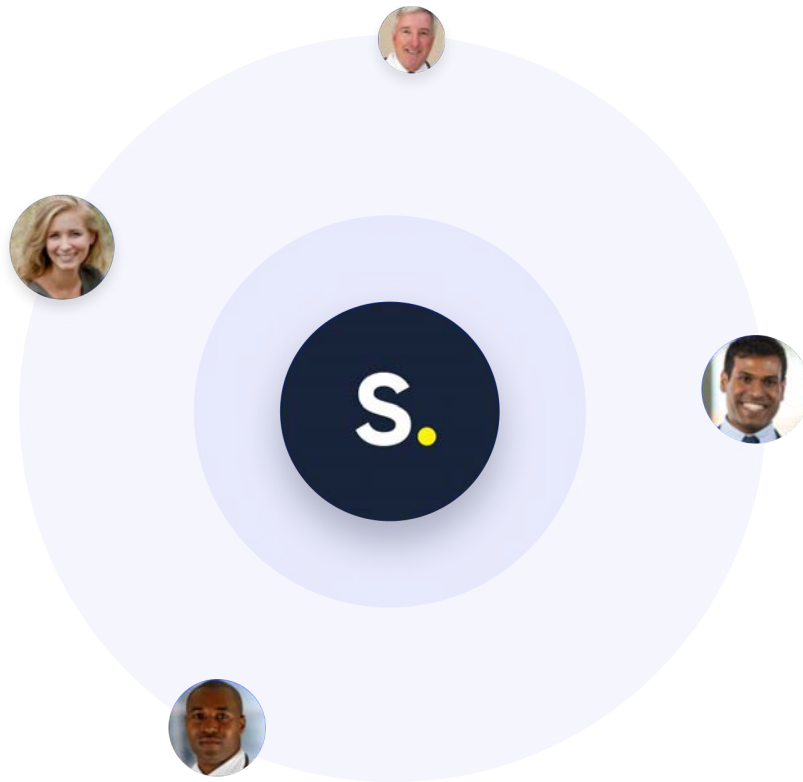Ellen Johnson
Surgeon

Helena Mercer
GP

David Williams
Cardiologist

Tom Brown
Surgeon

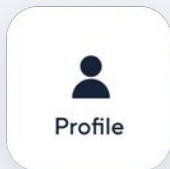siilo.

People from your network

Connect with colleagues from personal networks, organisation, or association networks, and the wider Siilo user base without needing personal details

The Siilo Medical Directory can only be accessed if you are verified as a medical professional. It can be found in the Network tab beneath any organisations you are associated with over Siilo.
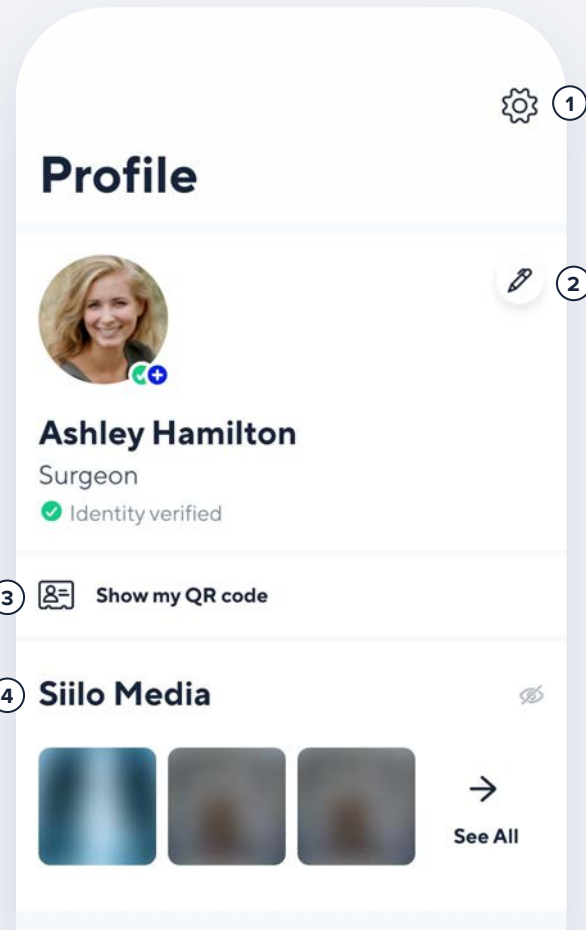

siilo.

Profile tab

Chats

Network
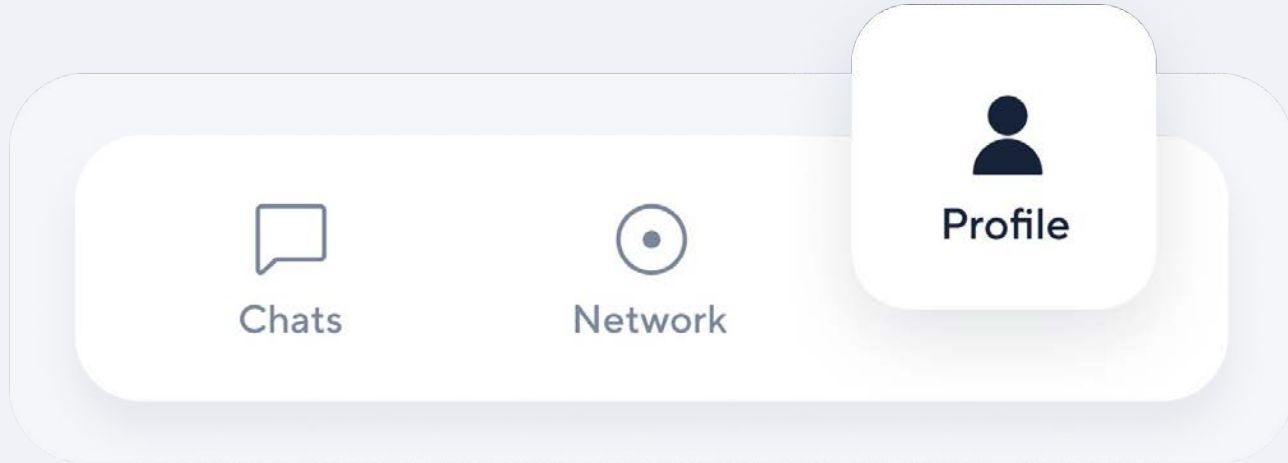
Profile

siilo.

Profile tab

Provide accurate information about yourself

Profile

1 **Settings**
Adjust your notifications, change your PIN code, control your privacy settings, and access FAQs in the app here.

2 **Edit your Profile**
Increase your visibility on Siilo by filling in your profile. Add your title, workplace, specialisations, and more.

3 **Show my QR Code**
Generate a unique personal QR code for you to share or for colleagues to scan so you can connect faster.

4 **Siilo Media**
Separate personal and professional content with the separate media library.

Profile

Ashley Hamilton
Surgeon
✅ Identity verified

3 Show my QR code

4 **Siilo Media**

See All

Profiles

Build a robust profile with all the key information that makes it easy for new contacts to find you. Increase your visibility on Siilo by filling in your title, workplace, specialisations, and more.

←   **Save**

Ashley Hamilton

Headline
Surgeon

Profession
Orthopedic Surgeon

Workplace
St. Catherine's Hospital - London

siilo.

Show QR code

Invite colleagues to connect with you by sharing your unique QR code via email, SMS, or messenger. They will be prompted to download Siilo if they are not already registered on the app. Colleagues can also scan this code with their Siilo QR Code Scanner.


Ashley Hamilton
Orthopedic Surgeon

https://app-siilo.com/qr/0w1j929a

⬆ Share link

siilo.

Siilo Media

Any photos, videos, or files you upload to Siilo Media are stored separately from your device library. Data is synced between mobile and Siilo Web, so you have access to your media no matter which device you're using. Simply tap the (+) icon to upload media to Siilo.

Photos or videos taken with the Siilo Secure Camera will automatically be stored here.

**Siilo Media**

siilo.

④ Handy features

siilo.
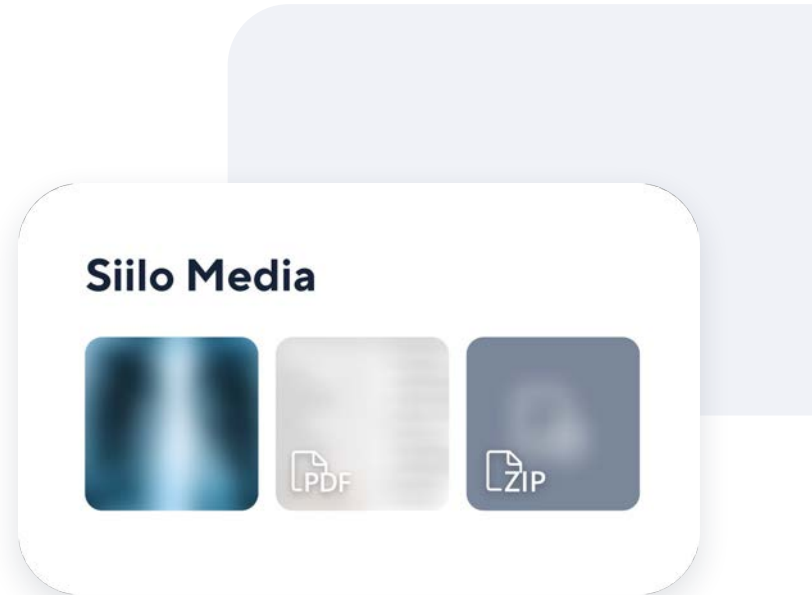
Voice & Video Calling

When texting is inconvenient or the discussion is urgent, connect instantly over a secure line with one-on-one voice calling or video conferencing.

Tom Brown

Ringing...

siilo.

Arrow and Blur Tools

Point out important details in photos or files sent to other colleagues with the Arrow tool, or anonymise patient information to preserve confidentiality with Blur.

siilo.
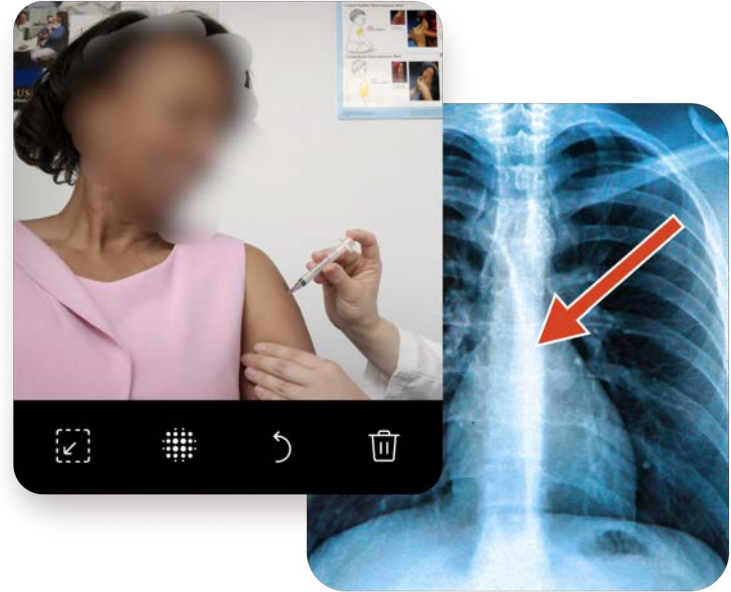
Cases

Create separate files within a general chat to keep patient- or treatment-specific information contained and exportable for later reference.

Hot STEMI

62yo male smoker with sudden onset CP. Trop positive. Would like to receive some advice about treatment plan.
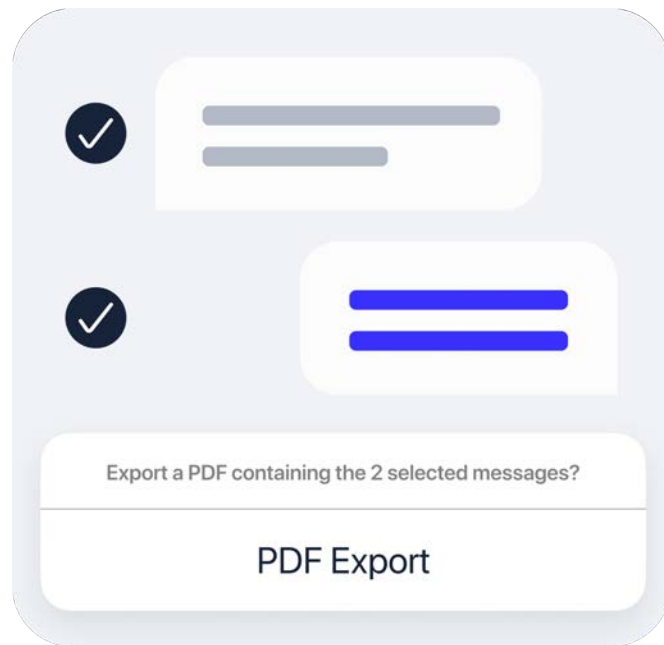
Cardiologist

Surgeon

siilo.

Export to PDF

Take your conversations and cases out of Siilo to share on other software used by your clinic, organisation, or association. The PDF saves into your **Siilo Media**, ensuring its security until you move it from the app.

Export a PDF containing the 2 selected messages?

PDF Export

siilo.

Siilo Web

For healthcare professionals who spend time at their desks reviewing notes or analysing test results, Siilo Web extends the functionality of our mobile app with the familiarity of your desktop, so you can securely connect with colleagues.
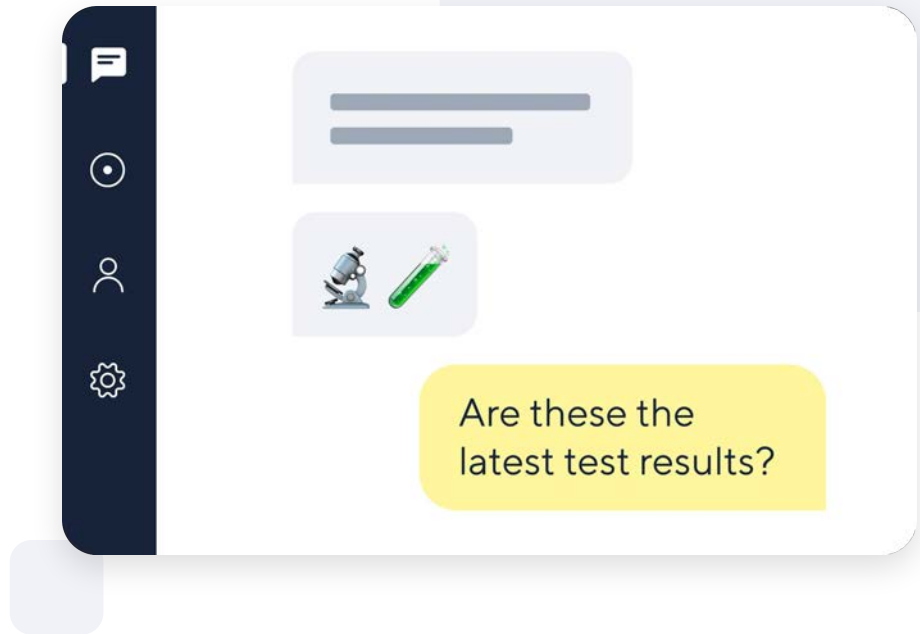
siilo.

(5) **Settings**

siilo.

Settings

Customise Siilo to fit your workflow

Notifications
Manage how you receive notifications for various aspects of the app, including sound, new people from your network, and SMS reminders.

Security
Change your PIN code and revoke access to Siilo Web remotely.

Privacy
Control how much of your activity is seen by other users, as well as enable anonymous crash reporting.

General
Find out your app version, write a review, and view our Privacy Policy and Terms of Service directly within Siilo.

Support
Check FAQs for app features and contact Team Siilo for assistance.

Settings

Dark Mode

Notifications

Security

Privacy

General

Support

siilo.

Censor notifications

Ensure message privacy by censoring drop-down and lock screen notification bars

To prevent message content from being accidentally seen when you do not have your phone in hand, Siilo simply informs you that a colleague or group has sent you a message.

○ **Private**
Allow notifications & hide preview

S. SIILO

Tom Benson
sent you a message

EXAMPLE NOTIFICATION

○ **Convenient**
Allow notifications & show preview

S. SIILO

Tom Benson
I think Mrs Jones needs a scan

EXAMPLE NOTIFICATION

siilo.

PIN code

Secure your conversations and data with a mandatory PIN code that locks the app

At registration, you will be asked to provide a PIN code to protect the information you exchange within the app. This safeguards your data from being accessed by other.

Do not forget your code. Team Siilo will not be able to unlock your app remotely.
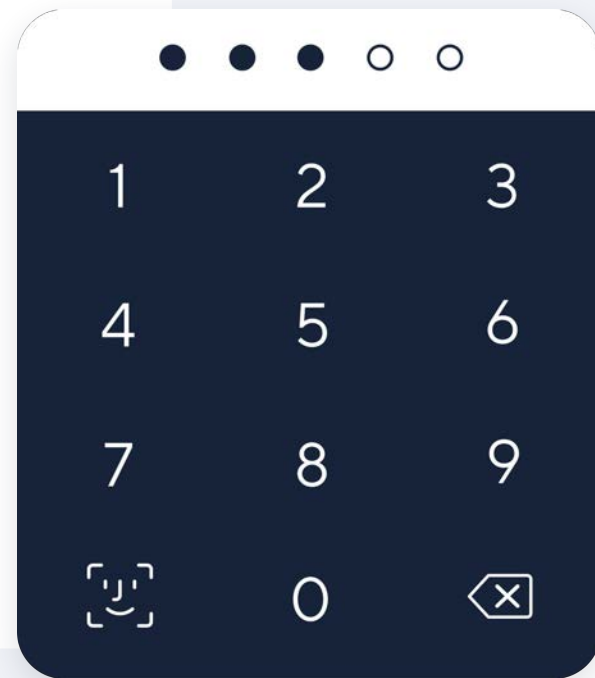
siilo.

Backup & Restore

Preserve Siilo data with a personal code in the event of a lost or updated device or a re-installation of the app

The Backup and Restore code guarantees that you can recover your conversations and media if you lose access to your Siilo account for any reason. Scanning this code with your Siilo app during the re-registration process will allow you to recover your Siilo data.
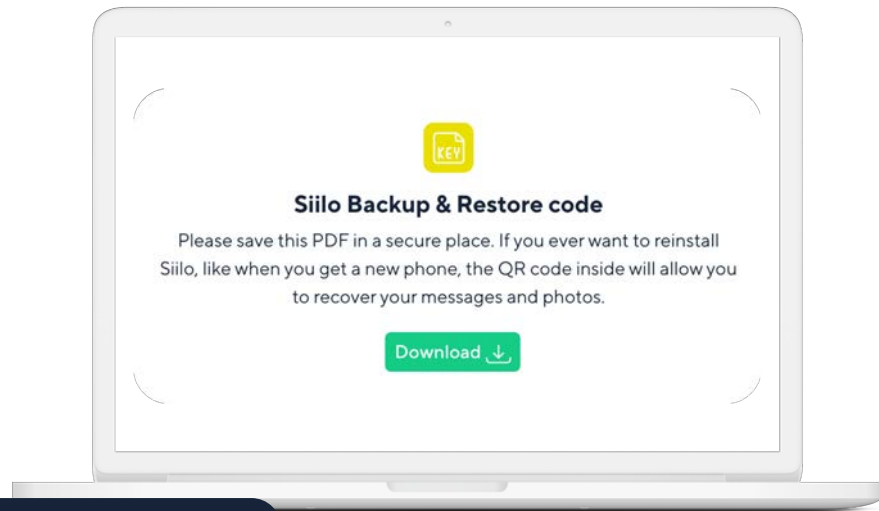
IMPORTANT: Downloading a new code automatically invalidates the previous one. Make sure you keep track of your most up-to-date download.

Siilo Backup & Restore code

Please save this PDF in a secure place. If you ever want to reinstall Siilo, like when you get a new phone, the QR code inside will allow you to recover your messages and photos.

Download ⤓

siilo.

FAQs

Find answers to common questions about the Siilo app's functionalities

You can reach out to Team Siilo directly, view a selection of short YouTube tutorials, or read through our FAQs to find the answers you're looking for. In addition, you can request for Team Siilo to delete your account if necessary.

Support

Basic

Send a connection request on Siilo

Start a 1 on 1 conversation

Start a group conversation

Share photos and other files in a chat

Start a voice or video call

Invite others to a group

Mute, delete or keep a chat

Advanced

Use Siilo on your computer

siilo.

⑥ Security features

siilo.

Block user

Cut off contact with another Siilo user if communication is unwanted for whatever reason

A blocked user cannot send you messages or make voice/video calls to you. Please report any user you believe to be spamming or fraudulent to Team Siilo.

Profile

Block

Ellen Johnson

Cardiologist
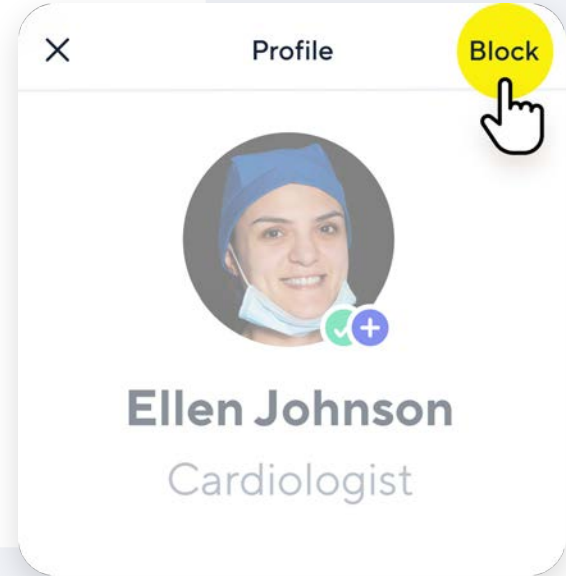
siilo.

Face & Touch ID

Secure Siilo beyond the PIN code with facial and fingerprint recognition

You can give Siilo permission to use these security features during registration. If you choose not to enable them straight away, you can always activate touch or facial ID security from your device settings.

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