



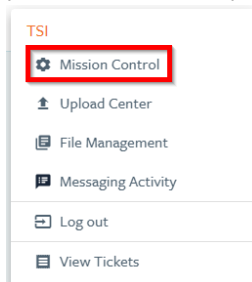
## How to: Configure Account Notifications

### Overview

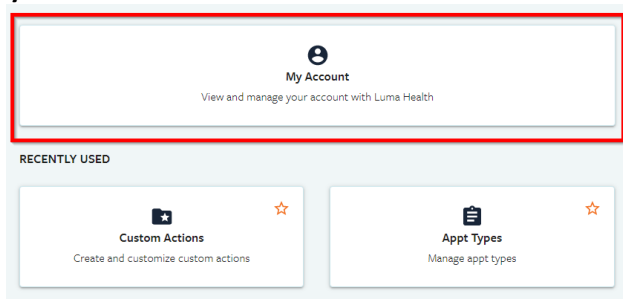
Luma has the ability to notify users regarding a multitude of variables. Notification preferences are configured on an individual basis in order to best fit the needs of each Luma user! Below we will learn how to edit notification settings, as well as the specifics of what users can be notified about.

### Where do I find my notification preferences?

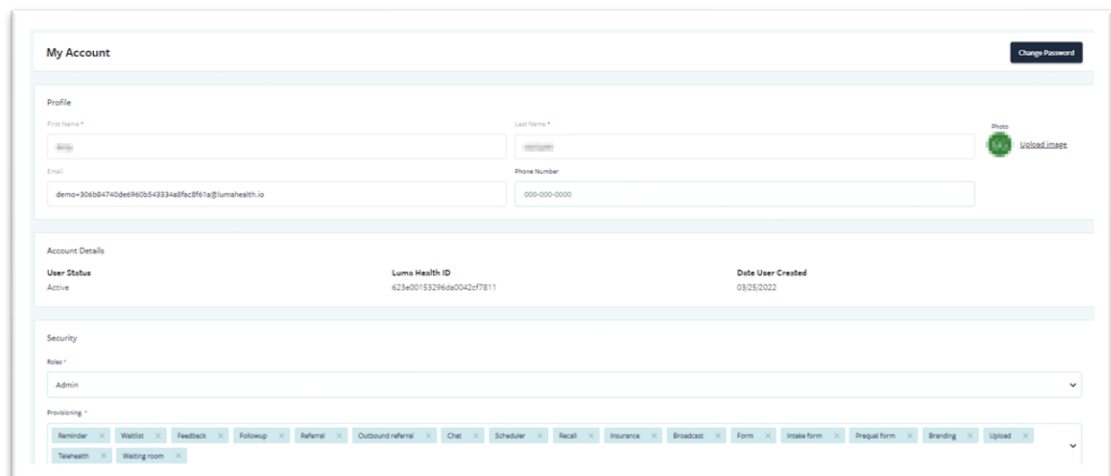
- Login to your Luma Health account.
  - **NOTE: *Each user will need to configure their own notification preferences; it cannot be done for them by an admin user.***
- Click on your name in the top right corner and select **mission control** from the dropdown menu.



- Select **My Account**



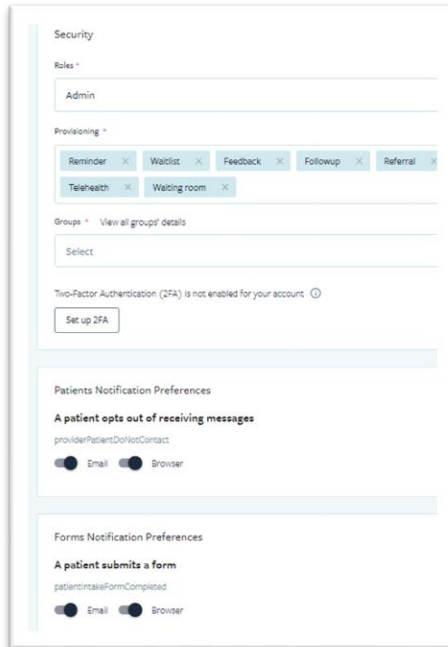
- You will be led to your account page:



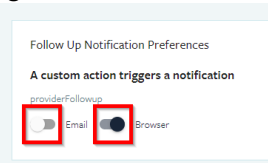


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- Scroll down on your account and underneath the security provisioning section, you'll find your notification preferences.

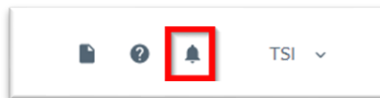


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- Once you have located the notification setting that you want to change, toggle the switch either on or off by clicking on the switch.

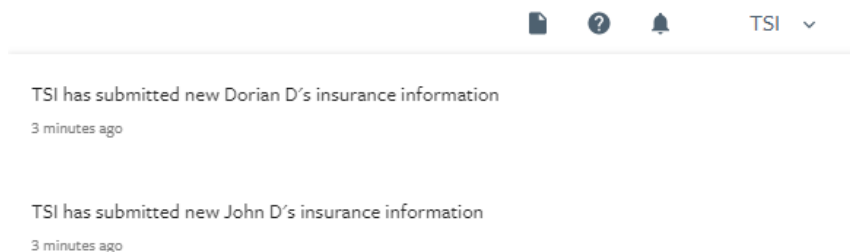


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- There are two ways that notifications can be received:
  - Email
  - Browser notification

1. You will find the notification located in your notification center in the top right-hand corner by clicking on the bell icon:



- a. This brings up an additional window showing the user any notifications they may have received.



- a.

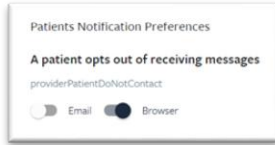


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### What are my notification options?

- Patient Notification Preferences:

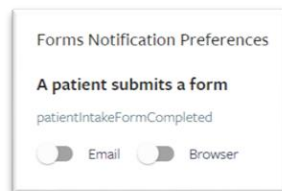
- Receive a notification whenever a **patient opts out of receiving messages.**



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- Forms Notification Preferences:

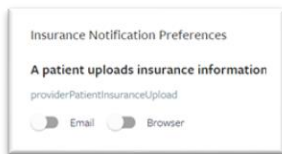
- Users who have the *Luma Plus package* may receive a notification whenever a **patient submits a form.**



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- Insurance Notification Preferences:

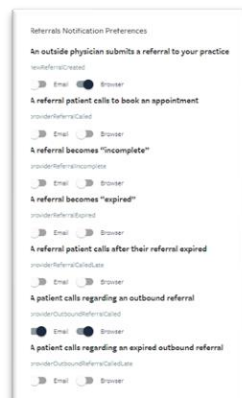
- Users who have the *Luma Plus package* may receive a notification whenever a **patient uploads insurance information.**



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- Referrals Notification Preferences:

- Receive a notification whenever:
  - an **outside physician submits a referral to your practice.**
  - a **referral patient calls to book an appointment.**
  - a **referral becomes “incomplete”.**
  - a **referral becomes “expired”.**
  - a **referral patient calls after their referral expired.**
  - a **patient calls regarding an outbound referral.**
  - a **patient calls regarding an expired outbound referral.**

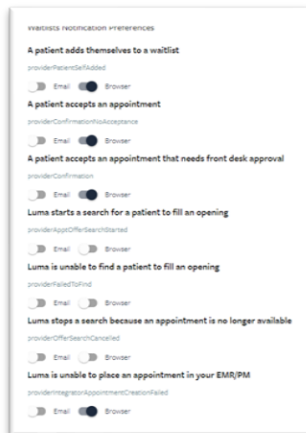


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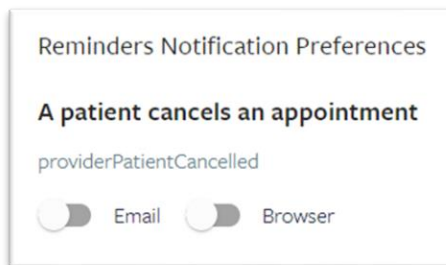


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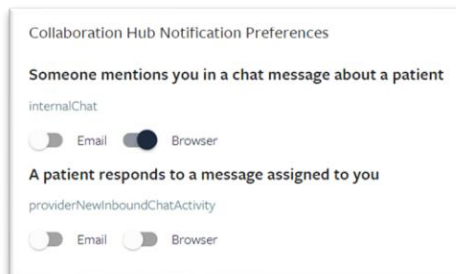
- Waitlists Notification Preferences:
  - Receive a notification whenever:
    - **A patient adds themselves to a waitlist.**
    - **A patient accepts an appointment.**
    - **A patient accepts an appointment that needs front desk approval.**
    - **Luma starts a search for a patient to fill an opening.**
    - **Luma is unable to find a patient to fill an opening.**
    - **Luma stops a search because an appointment is no longer available.**
    - **Luma is unable to place an appointment in your EMR/PM.**



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- Reminders Notification Preferences:
  - Receive a notification whenever **a patient cancels an appointment.**



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- Collaboration Hub Notification Preferences:
  - Receive a notification whenever **someone mentions you in a chat message about a patient.**
  - Receive a notification whenever **a patient responds to a message assigned to you.**



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## How to: Configure Account Notifications

- Broadcast Notification Preferences:
  - Receive a notification whenever **someone requests your review on a broadcast message.**
  - Receive a notification whenever **someone requests changes on a broadcast message you created.**

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- Follow Up Notification Preferences:
  - Receive a notification whenever **a custom action triggers a notification.**

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Once you have finished configuring your notification preferences, click the **save** button:

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If you have any questions regarding the information included in this document, please contact [helpdesk@tsihealthcare.com](mailto:helpdesk@tsihealthcare.com)