

## eNcounterNow 3.2 Release Notes

The eNcounterNow 3.2 release introduces the Kiosk Mode, an interface designed for onsite patient interactions and prioritizes account security with SMS-based Two-Factor Authentication (2FA).

Important Note: Both Kiosk Mode and Two-Factor Authentication are configurable features and will not be applied automatically after this update. If you would like these features enabled for your organization, please contact GlobalMed.

### 1. Security & Account Management

This release strengthens platform security by providing users with more robust authentication options.

- **Two-Factor Authentication (2FA):** Users can now secure their accounts using 2FA via SMS.
  - **Phone Number Verification:** New workflows have been implemented to allow users to securely change and verify their phone numbers for 2FA purposes.
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### 2. Platform Enhancements

We continue to refine system configurations and communications to support organizational needs.

- **Scheduling Configuration:** A new configuration allows administrators to turn off scheduling functionality when required by specific workflows.
  - **Communication Updates:** Notification email content has been updated to provide clearer information and a better user experience for recipients.
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### 3. Kiosk Mode Implementation

We have introduced Kiosk experience to facilitate seamless patient check-ins and on-demand care directly from onsite devices.

- **Comprehensive Patient Workflows:** Patients can utilize the Kiosk for workflows including "Scheduled an Appointment", "See a Provider Now," and "I have an appointment".

- **Account Management:** The Kiosk interface supports full account functionality, including login, sign-up, and "forgot password" workflows.
- **Virtual Waiting Room & Interactions:** Patients have access to a dedicated dashboard and waiting room, supporting video calls, chats, and real-time interactions.
- **Session Management:** Features include an Upcoming Session Timer, session overview for device selection, and an Inactive Timer to manage idle sessions.
- **Image Capture on eDocuments:** Kiosk Mode supports direct image capture within eDocuments.
- **Post-Session Feedback:** Patients are directed to a "Session Completed" landing page and a rating page to provide feedback.
- **Administrative Kiosk Configuration:** Administrators can manage access via unique Kiosk IDs and configure white-labeling for "I have an appointment" modals.