



# Telegram – A Quick Guide

Telegram is a group messaging application



Telegram is similar to the group messaging app WhatsApp but is more secure

## Types of Messages;

- Broadcast
  - This is for large groups where information spread is key
  - You cannot reply to messages received via a broadcast
- Group
  - Most messaging will occur here
  - Anyone can add anyone else to a group

## MiST Groups

- MiST Broadcast ([telegram.me/MakingItSaferTogether](https://telegram.me/MakingItSaferTogether))
  - Anyone can join this group and receive details on key dates, agendas, minutes or other relevant information
- MiST Medication Incidents
  - For discussions relating to medication safety and incident prevention and learning
- MiST Central Line Care
  - For discussion relating to CLABSI and thromboembolism prevention and learning

## Pros & Cons

### Pros

- Rapid spread of key MiST information to the palm of your hand
- Wider potential catchment population
- History maintained so new members can dip into previously sent out resources
- You can access from multiple devices simultaneously
- If you delete a comment you made it will disappear from everyone

### Cons

- Constant messaging can be saturating and result in important messages being missed
- Messages can be received any time of day or night unless you turn off or mute notifications
- Large groups can result in a lot of messages

## Helpful hints

- Notifications can be turned on/off for each group
- Please be aware that every message you send to a group will be sent to everyone in that group and it can become overwhelming
- When someone is added to a group, they will be able to see the whole history of that group and have access to any resources previously added

## Privacy

- Unlike WhatsApp, you will not be able to see the phone numbers of people added to a group (unless you already have their number).
- Whilst the app is secure, please do not put patient identifiable information in any discussions

## How to guide...

1. Download to a mobile device
2. Download to a desktop computer
3. Change notification settings
4. Join a MiST subgroup

1. Download Telegram to a mobile device: <https://telegram.org/dl>

At the time of writing, Telegram is not available for Blackberry devices although there are third party apps that will work e.g. 'Unofficial IM App for Telegram', Bomogram, Pintagram

2. Download Telegram to a desktop computer:

Go to <https://telegram.org> and click on the relevant operating system

Make sure you enter the same mobile number you used to sign in to your mobile device so you receive the same messages to both devices.

3. Change notification settings

In the app on a mobile device:

To mute ALL notifications: On the app home screen click settings (bottom right hand corner). Under notifications and sounds, you have options that will allow you to mute ALL notifications. If you just want to mute a particular threat/conversation then see below...

To mute just one chat: Within a particular chat, click the logo in the top right hand corner of the screen. Under Notifications you can mute for periods of time or disable notifications entirely – although you might miss updates if you do this.

For the desktop version it is a nearly identical process but for all chat settings, click on the settings menu and for individual chat settings, click the arrow in the top right hand corner.

For the online version click either settings in the top left hand corner for all chat settings or click the name of the chat group for individual chat settings.

4. If you would like to join any of the subgroups e.g. MiST Medication Incidents, please email Jeff Martin ([jeffmartin@nhs.net](mailto:jeffmartin@nhs.net)) or message me directly through the app. You will need to provide us with your mobile number.