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Voalte Messenger

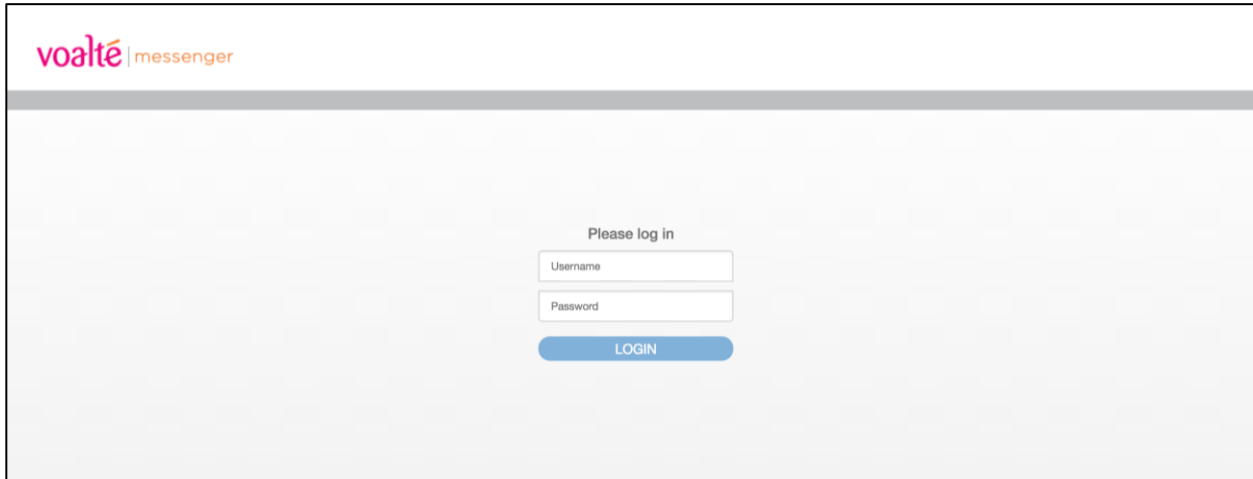
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Quick start.

Sign in.

1. Use the Voalte Messenger shortcut to launch the application.
2. Enter your username and password.
3. Click Login.



The screenshot shows the Voalte Messenger login interface. At the top left, the logo "voalte messenger" is displayed. Below the logo is a horizontal grey bar. The main content area is white and contains the text "Please log in" centered above two input fields: "Username" and "Password". Below the password field is a blue button labeled "LOGIN".

Select roles.

If you see multiple roles listed, choose the ones you will serve in during today's shift.

Note: Other users can find you in the [Directory](#) by role.

Select your shift location.

If you have a unit-based role, your “home” (default) unit is shown on the Locations screen.

If you are working in multiple units during your shift, you need to add the additional locations:

1. Click Add Locations.
2. For each unit you need to add:
 - a. First click the building in the left column to display its units to the right.
 - b. Click to select one or more units in the right column.
 - c. Repeat steps a and b until you have selected all the necessary units.
 - d. Click Add.
3. Click Continue.

Note: If you find you have added any locations by mistake, simply click in the green circle to the left of the unit to remove the checkmark.

When all the necessary locations are shown, click Continue.

voalte messenger

LOG OUT

1. SELECT LOCATIONS

Main: Critical Care Tower / ED (Home)

+ Add Locations

FACILITY		SELECT ALL	DESELECT ALL
Clinics	Critical Care Unit - CCU		
Main: Central Tower	CT		
Main: Critical Care Tower	ED Fast Track		
Main: West Tower	ED Registration		
	ElectroPhysiology Lab		

CANCEL ADD

Continue

voalte messenger

LOG OUT

1. SELECT LOCATIONS

Main: Critical Care Tower / ED (Home)

+ Add Locations

Continue

Note: If you have an [exclusive role](#) and someone from the previous shift with that role and location is still logged in, you will be asked if you want to “bump” that person

(replace him or her in that role) or temporarily log in with no role. If you choose the former, that person will be notified.

Teams.

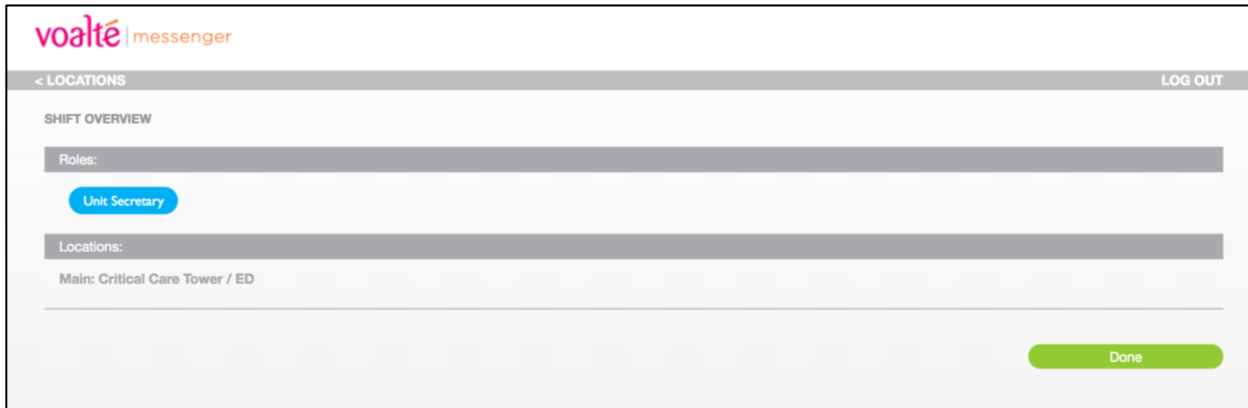
If the role you are assigned to is part of a team, you will see a Teams page with your team shown. Click Continue to move to the next page.

If you are not on a team, you automatically progress to the Shift Overview screen.

Review your selections.

1. Review your selections before beginning your shift.
2. Click Done when you are finished.

Note: You can change your selections at any time from [your Profile page](#).

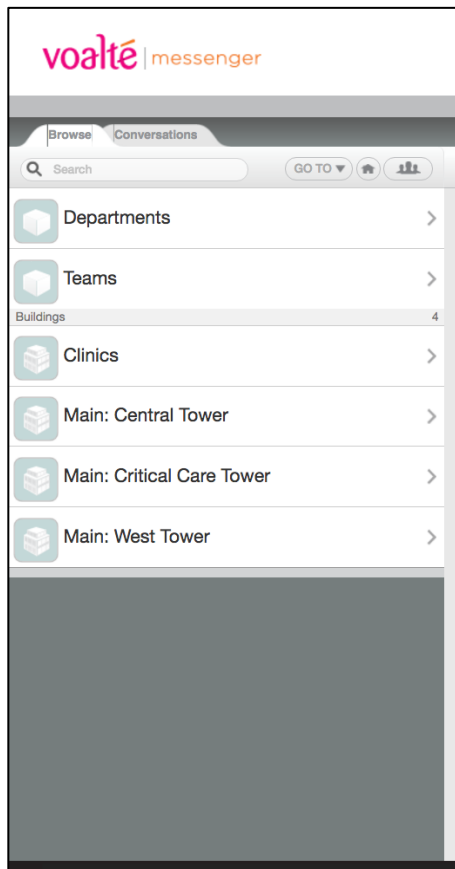


The screenshot shows the 'voalte messenger' interface. At the top left is the logo, and at the top right is a 'LOG OUT' link. Below the header is a navigation bar with '< LOCATIONS' on the left and 'LOG OUT' on the right. The main content area is titled 'SHIFT OVERVIEW'. Under 'Roles:', there is a blue button labeled 'Unit Secretary'. Under 'Locations:', there is a grey bar with the text 'Main: Critical Care Tower / ED'. At the bottom right of the screen is a green button labeled 'Done'.

Use the Directory.

The [Directory](#) enables you to:

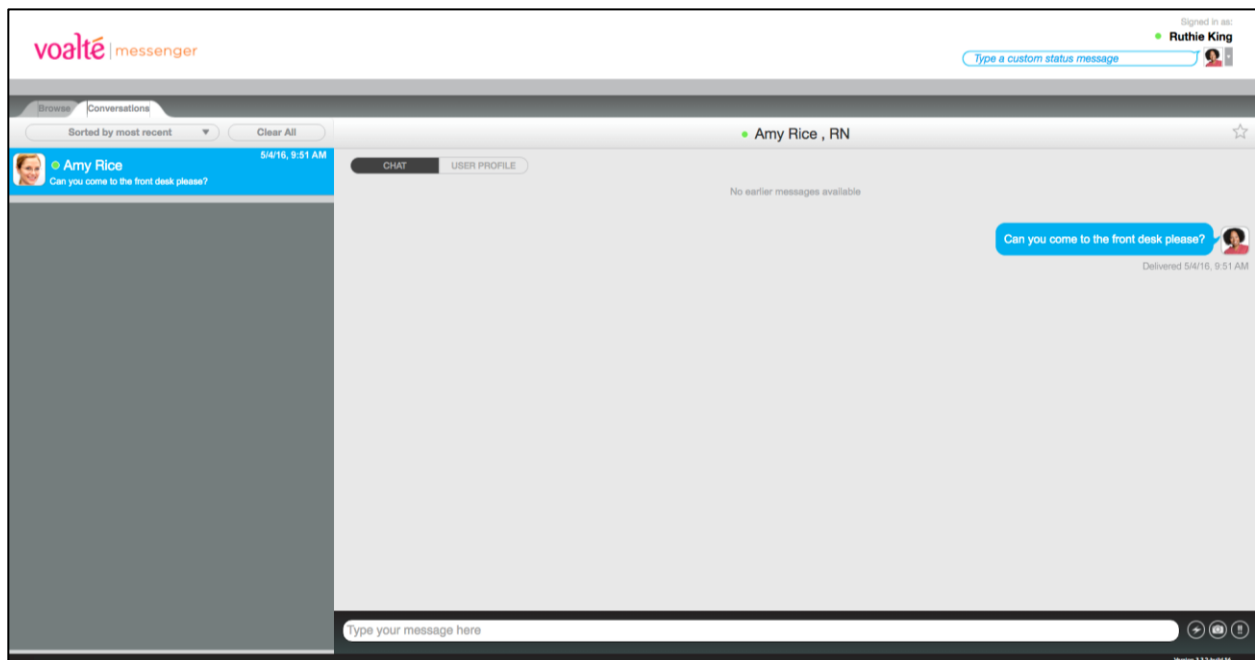
- Quickly find other users
- View lists of users by name, role, department or unit
- See other users' current presence at a glance



Exchange secure text messages.

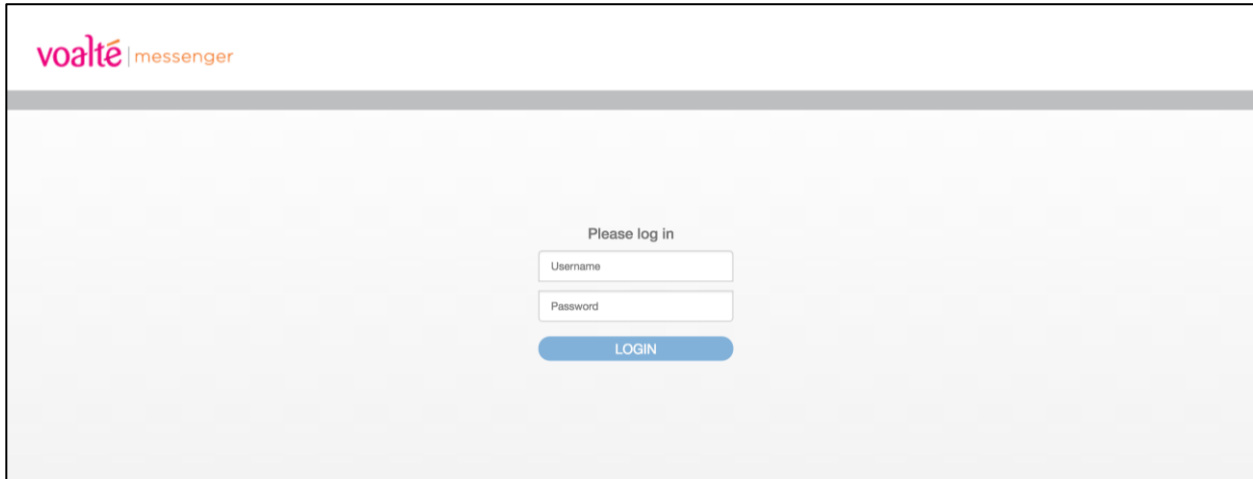
[Text messaging](#) options include:

- [Quick Messages](#)—Choose an often-used message.
- [Group messaging](#)—Send messages to several users at once or to a whole team or unit.
- [Priority messaging](#)—When it's warranted, you can send an urgent message that will override users' Busy status.
- [Photo attachments](#)—Send or receive photos securely.



Signing in to the Voalte Messenger application.

1. Use the Voalte Messenger shortcut to launch the application.
2. Enter your username and password.
3. Click Login.



The screenshot shows the Voalte Messenger login interface. At the top left, the logo "voalte | messenger" is displayed. Below the logo is a horizontal grey bar. The main content area is light grey and contains the text "Please log in" centered above two input fields: "Username" and "Password". Below these fields is a blue button with the text "LOGIN" in white capital letters.

Note: In hospitals that use Active Directory, the log-in information for Voalte Messenger is matched to the hospital system's.

Completing the self-assignment workflow.

Once you have entered your log-in information, you enter the self-assignment workflow, where your role(s), location(s) and team(s) for the shift are defined.

Important! You must complete all these steps to log in to Voalte Messenger.

Roles.

When you log in, you will see one or more roles listed. If you see multiple roles, you can choose all or only some of them.

Others can find you in the [Directory](#) by role.

Each role has associated properties, such as [location](#) and [team assignment](#), that affect the information you view or receive through Voalte Messenger.

Most roles are unit-based and therefore associated with a single location.

To change or add roles:

1. Select the job function(s) you will perform on this shift.
2. Click Continue.

Exclusive roles.

Some roles are exclusive: Only one person per unit can be assigned that role at a given time. For example, each unit has only one Charge Nurse per shift.

Similarly, the hospital has only one Chief Nursing Officer, so that role is exclusive hospital-wide.

Note: An exclusive role may be assigned its own extension, which automatically routes to the person currently responsible for that role. If you are assigned such an exclusive role, when you are logged into Voalte Messenger callers will hear a message that the person in that role cannot receive calls.

Location.

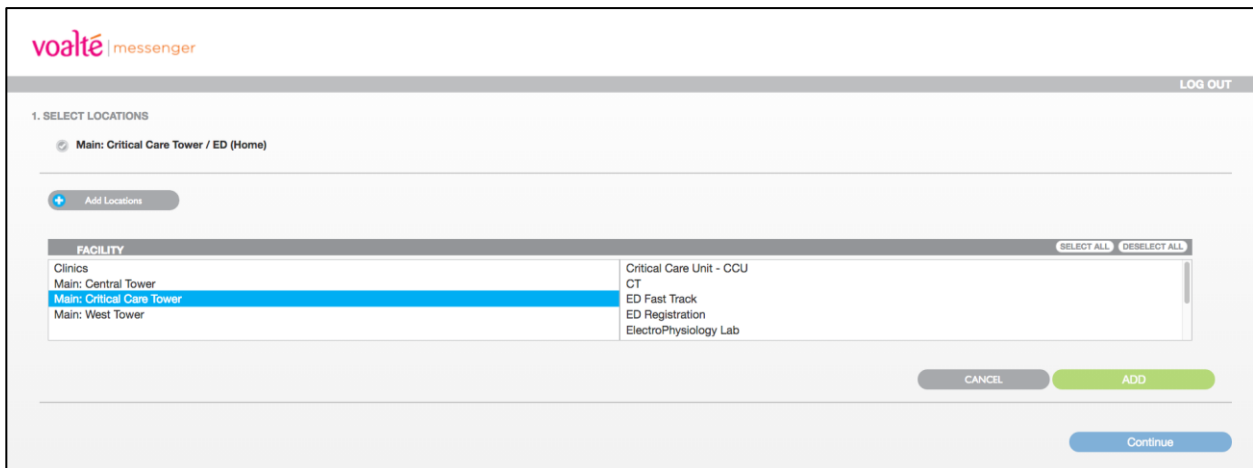
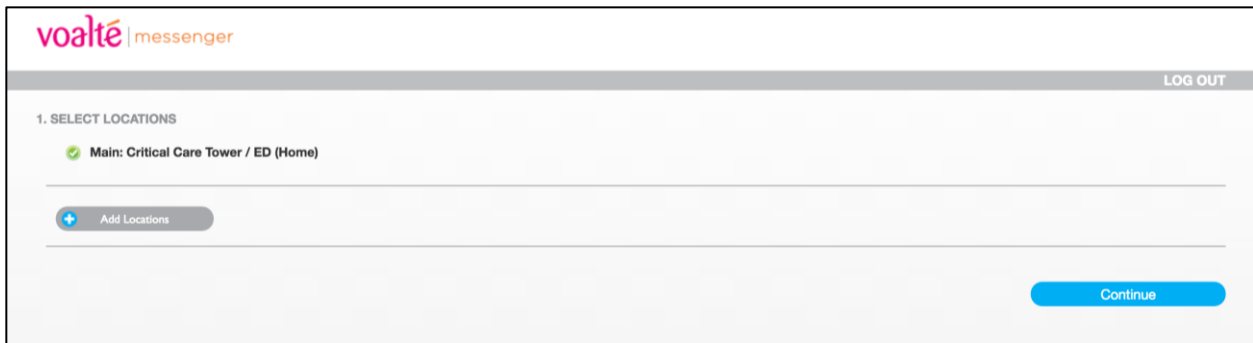
The Locations page options depend on your role(s) for the current shift. If your role for the shift is unit-based, the Locations page shows your “home” (default) location.

If you are working in multiple units during your shift, you need to add the additional locations:

1. Click Add Locations.
2. For each unit you need to add:
 - a. First click the building in the left column to display its units to the right.
 - b. Click to select one or more units in the right column.
 - c. Repeat steps a and b until you have selected all the necessary units.
 - d. Click Add.
3. Click Continue.

Note: If you find you have added any locations by mistake, simply click in the green circle to the left of the unit to remove the checkmark.

4. When all the necessary locations are shown, click Continue.



FACILITY		SELECT ALL	DESELECT ALL
Clinics	Critical Care Unit - CCU		
Main: Central Tower	CT		
Main: Critical Care Tower	ED Fast Track		
Main: West Tower	ED Registration		
	ElectroPhysiology Lab		

Note: If you have an [exclusive role](#) and someone from the previous shift with that role and location is still logged in, you will be asked if you want to “bump” that person

(replace him or her in that role) or temporarily log in with no role. If you choose the former, that person will be notified.

Teams.

If the role you are assigned to is part of a team, you see a Teams page with that team shown. Click Continue to move on.

If you are not on a team, you automatically progress to the Shift Overview screen.

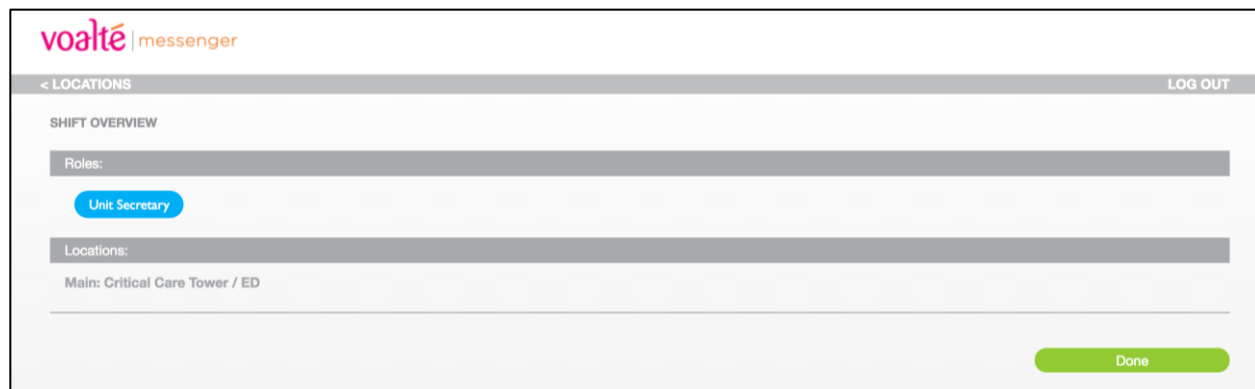
Shift overview.

The Shift Overview page gives you a chance to quickly review your shift information.

If you need to make changes:

1. Click the < arrow in the gray bar at the top of the window to return to the Teams, Locations, and/or Roles page.
2. Change your selections on those pages as needed, and use the Continue buttons to return to the Shift Overview page.

When your shift information is shown correctly, you can finish logging in.



Finish logging in.

On the Shift Overview page, click Done to complete the log-in process.

Other users will now see you as [Available](#) in the [Directory](#).

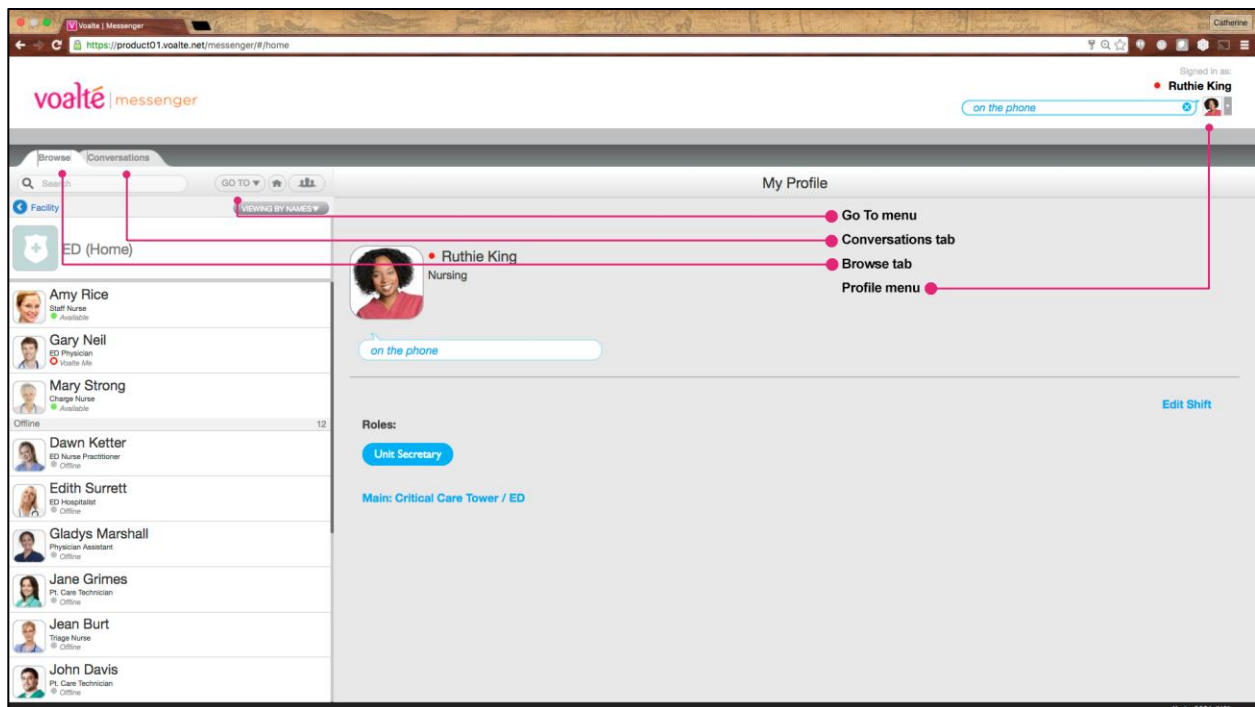
If you have an [exclusive role](#) and have chosen to bump another user in that role, that person is notified.

Getting around.

Voalte Messenger provides several navigation options you will use during your shift:

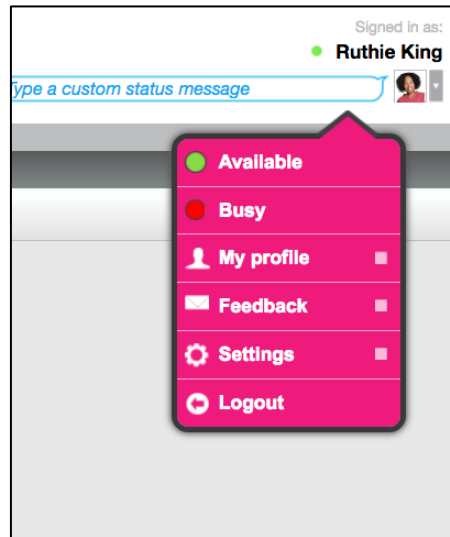
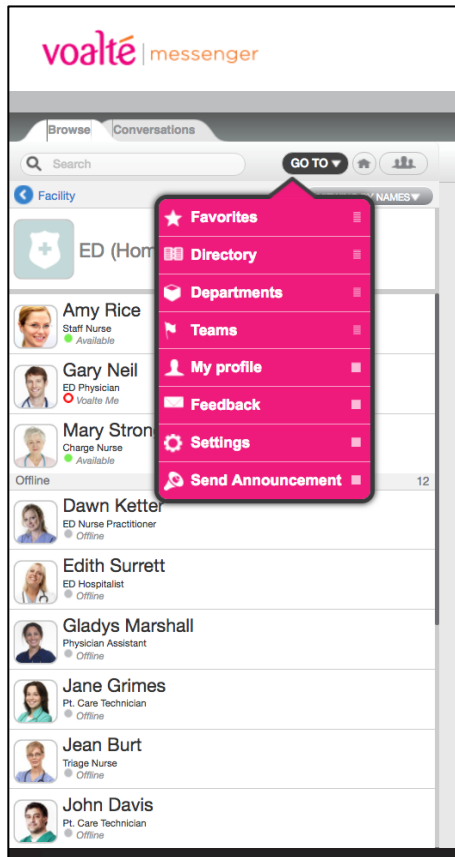
Two tabs on the left side of the window help you quickly communicate with other Voalte users:

- The Browse tab displays the [Voalte Directory](#), which lets you locate other users in a variety of different ways and communicate with them via text message.
- The Conversations tab gives you access to your [message history](#).



In addition, two menus give you access to frequently used options:

- The Go To menu, at the top of the Browse tab, provides shortcuts for quickly locating people and information.
- The Profile menu, accessed by clicking the drop-down arrow next to your photo at top right, provides options for [viewing your profile](#), editing your [shift information](#) and [requesting help](#).




Using the Directory.

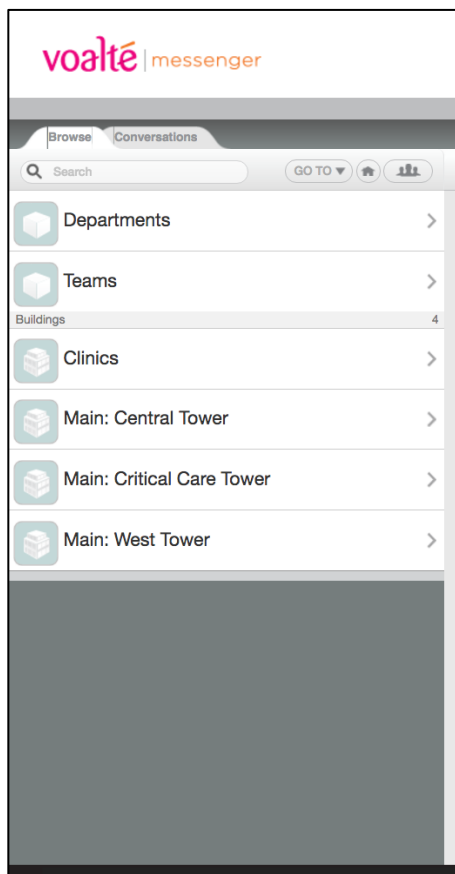
The Directory lists all Voalte users in your hospital.

You can view lists of users by department, team or building.

From there you can drill down to see lists of users by unit, role or hospital room.

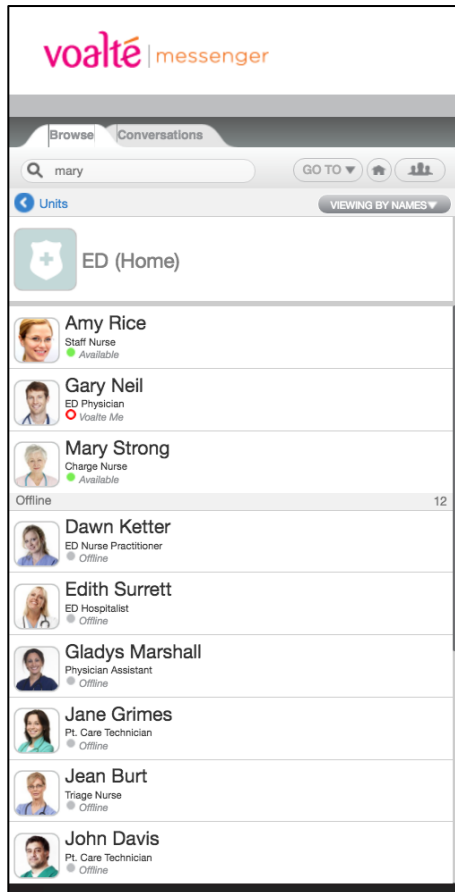
Tips:

- Click Directory in the Go To menu to access the entire list of Voalte users in the hospital.
- Click the Home button  to return to the list of users in your assigned unit.
- You can use the blue [shortcuts](#) on [your Profile page](#) to quickly access lists of co-workers by team, role or unit.
- When viewing any list of users, move the pointer onto a name to quickly see that user's extension.



When you have a list of users open in the Directory:

- Users who are logged in are listed first, alphabetically by first name.
- Users who are offline are listed below that and grayed out.



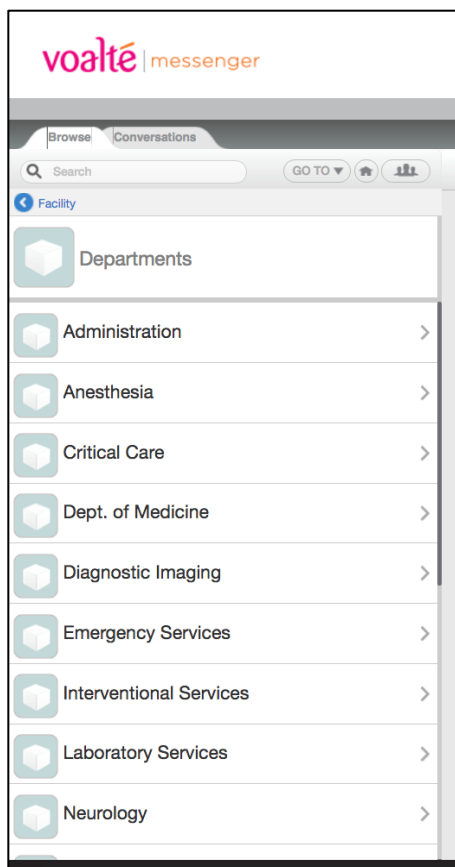
View users by department.

From the default Directory view, to locate users by department:

1. Click Departments to open a list of the hospital's departments.
2. Click a department name to see a hospital-wide list of Voalte users in that department.

Tips:

- To quickly access the departments list, open the Go To menu and select Departments.
- If you do not see Departments at the top of your current Directory view, click the blue arrow beneath the search field to see broader categories of users.



View users by team.

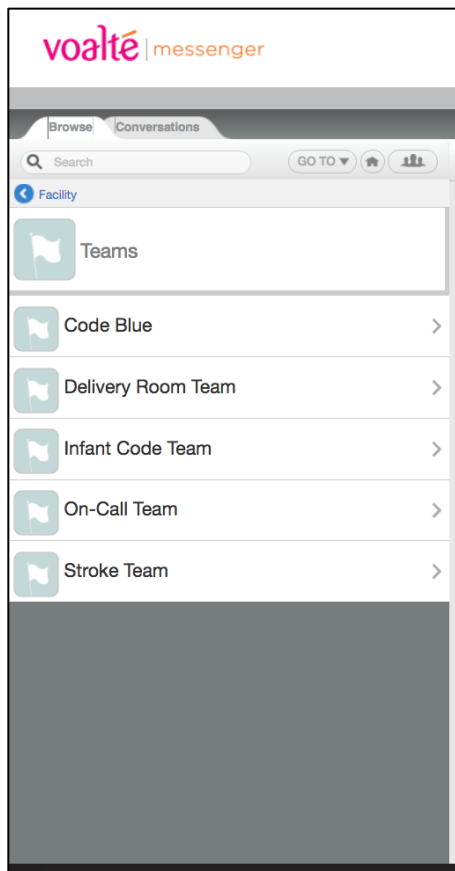
From the default Directory view, to locate users by team:

1. Click Teams to see a list of the hospital's teams.
2. Click a team name to see a hospital-wide list of users on that team.

Note: Only users who are currently online will be shown in the team list.

Tips:

- To quickly access the list of teams, open the Go To menu and select Teams.
- To see a list of other users on your team, click the blue team name on [your Profile page](#).
- If you do not see Teams at the top of your current Directory view, click the blue arrow beneath the search field to see broader categories of users.



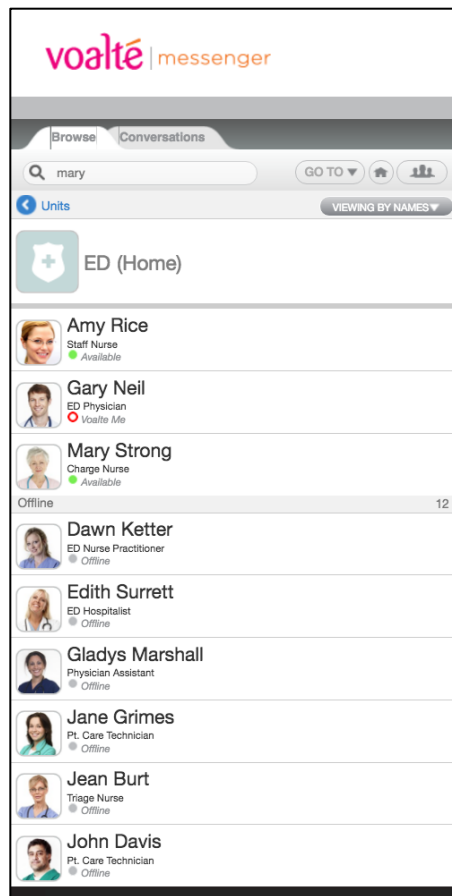
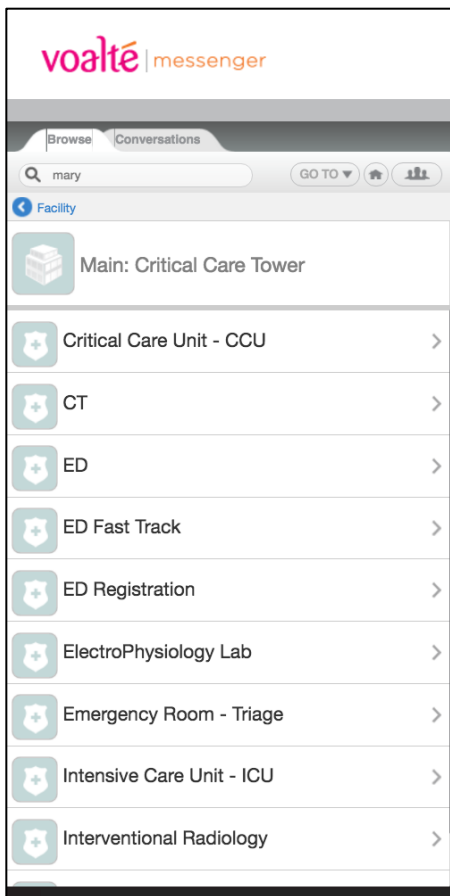
View users by building and unit.

From the default Directory view, to locate users by unit:

1. Buildings are listed individually beneath Departments and Teams. Click a building name to see a list of all units in that building.
2. Click a unit name to see list of users in that unit.

Tips:

- To quickly see a list of other Voalte users in your assigned unit, click the blue unit name on [your Profile page](#).
- If you do not see buildings listed in your current Directory view, click the blue arrow beneath the search field to see broader categories of users.



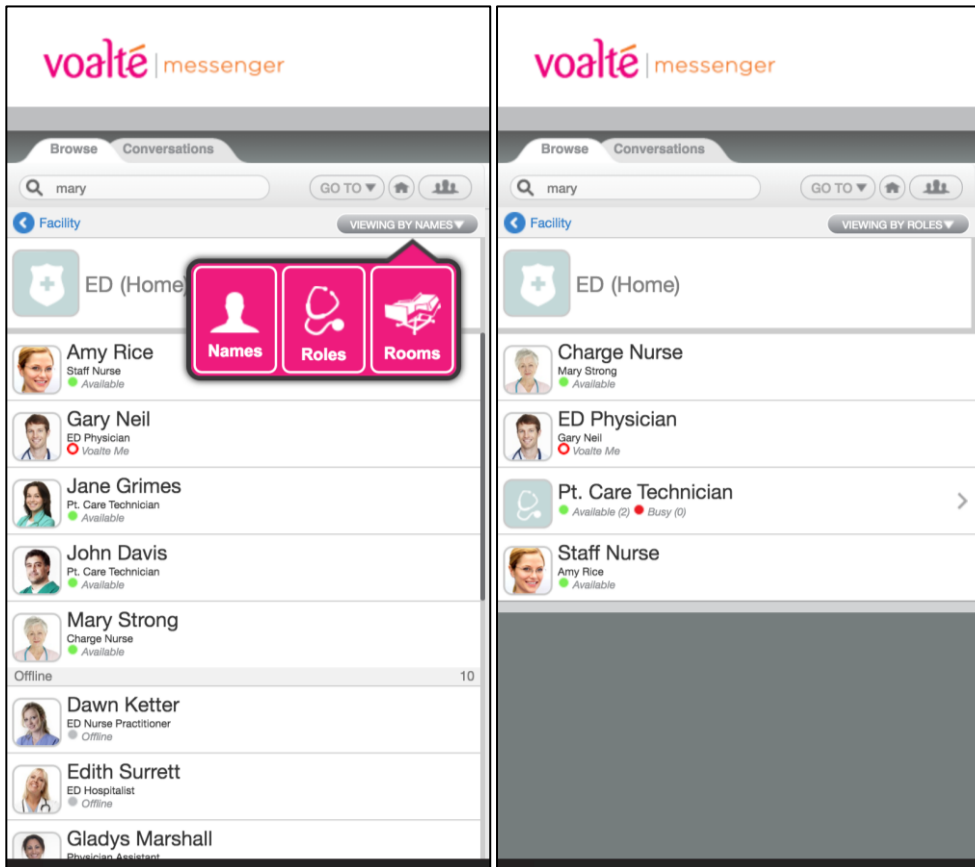
View users by role.

When you are viewing an alphabetical list of users, you can switch to a view that sorts them by role:

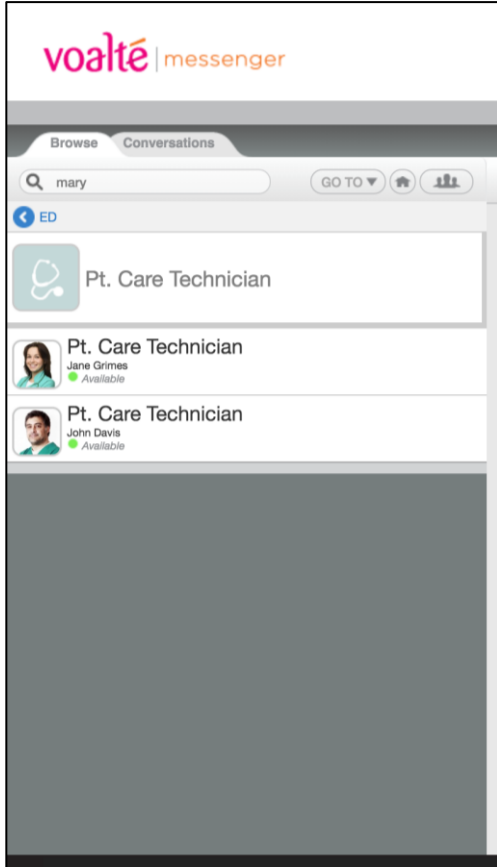
1. Click Viewing by Names.
2. Click Roles to change the view.

You now see a list of roles:

- If multiple users with the same role are logged in, then only the role is shown.
- If only one user with a particular role is logged in, then you see that person's name as well as the role.
- Only users who are logged in are shown, so if no one is logged in for a given role, that role will show no results.



3. Click any role to expand the list of users in that role.



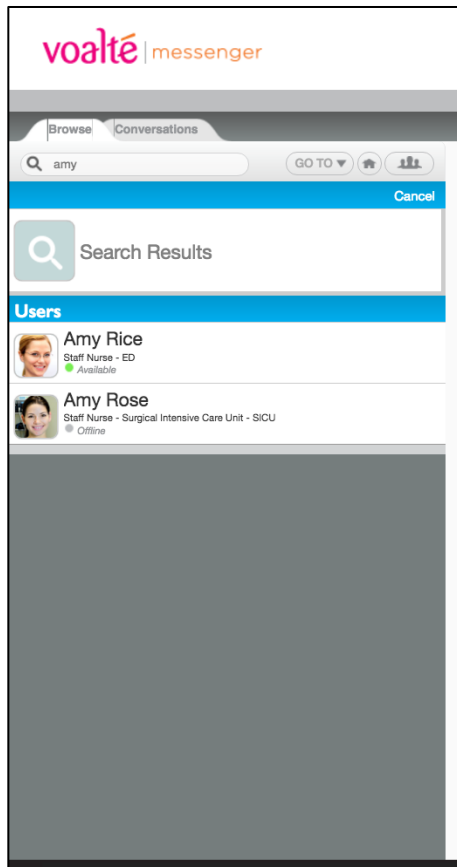
Tip: To quickly see a list of other users in your same role on the current shift, click the blue role name on [your Profile page](#).

Search the Directory.

All Directory pages include a Search field at the top. You can search by user name, role, unit, department or building.

To search:

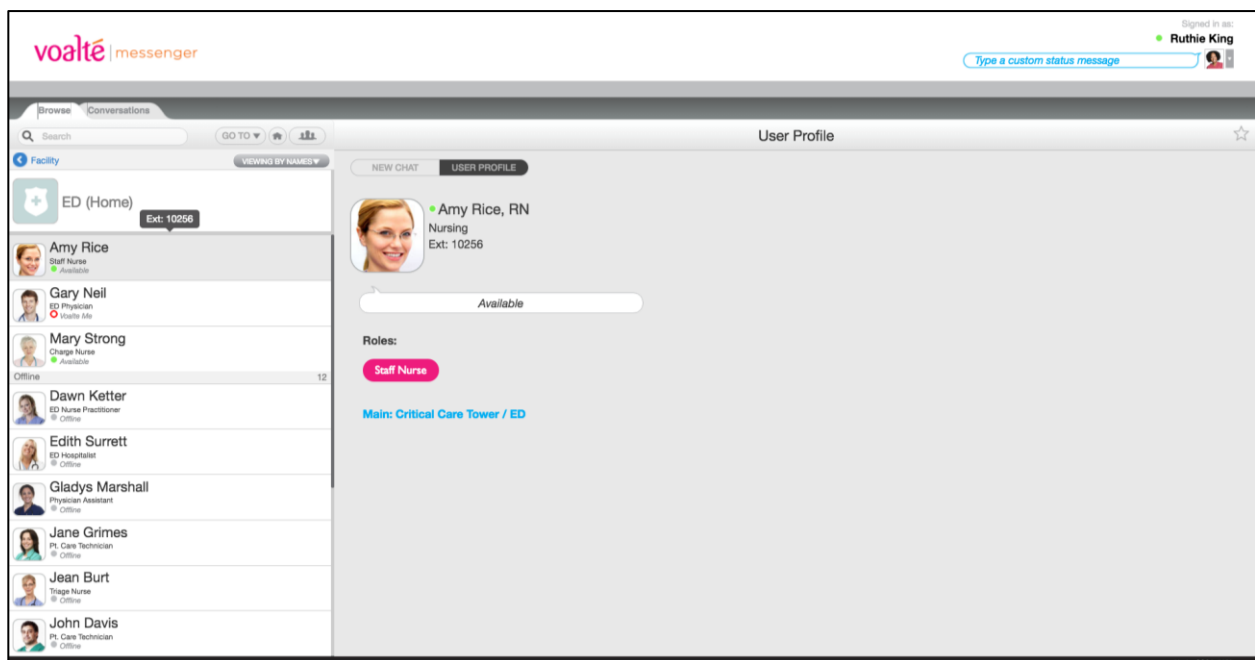
1. Click inside the Search bar and begin typing. As soon as you have entered two characters the search begins and a list of possible matches is displayed.
2. Continue typing to narrow the search until you see the information you need.



Viewing user profiles.

To see information about an individual user or [send a text message](#), click the person's name once in any Directory list to open his or her profile, which shows:

- [Availability](#)
- Photograph
- Full name
- Title (if applicable)
- Department
- Voalte extension
- Full 10-digit phone number (if applicable)
- [Status message](#) (if any)
- Shift information: role, unit and team



Tip: Click New Chat to send the user a text message.

Choosing and removing Favorites.

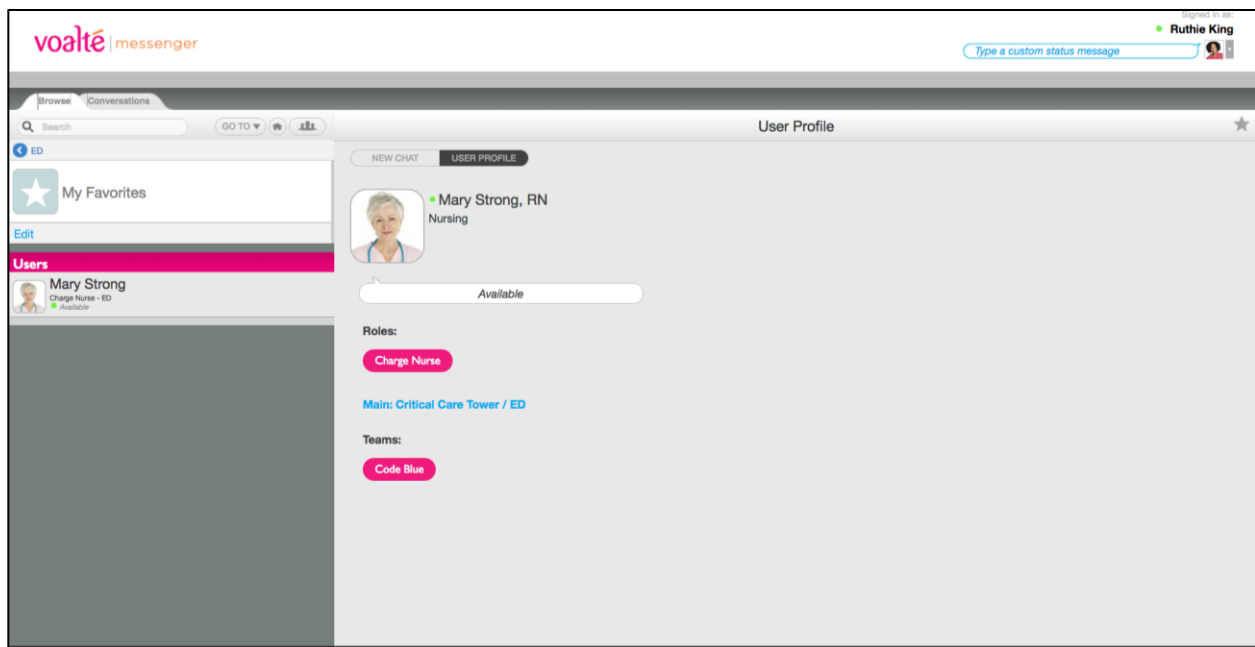
You can save other users you communicate with on a regular basis to a “Favorites” list to make them easy to find:

1. [Locate the user](#) in the Directory and click to open his or her profile.
2. Click the star (top right) in the profile view.

From now on, to find that user again, just click Favorites in the Go To menu and choose the name from the list.

You can remove Favorites in two ways:

- From a profile:
 1. Open the user’s profile.
 2. Tap the star (top right).
- From your Favorites list:
 1. In the Go To menu, choose Favorites.
 2. Tap Edit.
 3. Tap the gray circle to the right of one or more users’ names to remove them as Favorites.
 4. Click Done to quit Edit mode.



Using your Profile options.

Your Profile options enable you to review your [shift information](#), [change your availability](#), enter a [status message](#) and quickly locate your [co-workers' profiles](#).

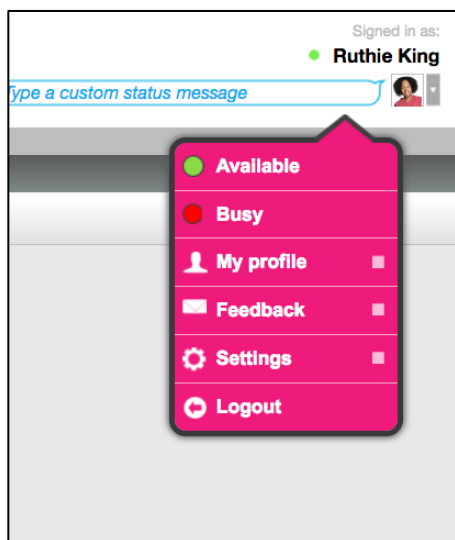
You can access your profile whenever you are logged in using the My Profile option on either the Profile menu or the Go To menu.

Set your availability.

When you log in to Voalte Messenger, you are automatically shown as available by a green dot next to your name in the Directory.

To change your availability:

1. Click the drop-down arrow beside your photo at top right to display the Profile menu.



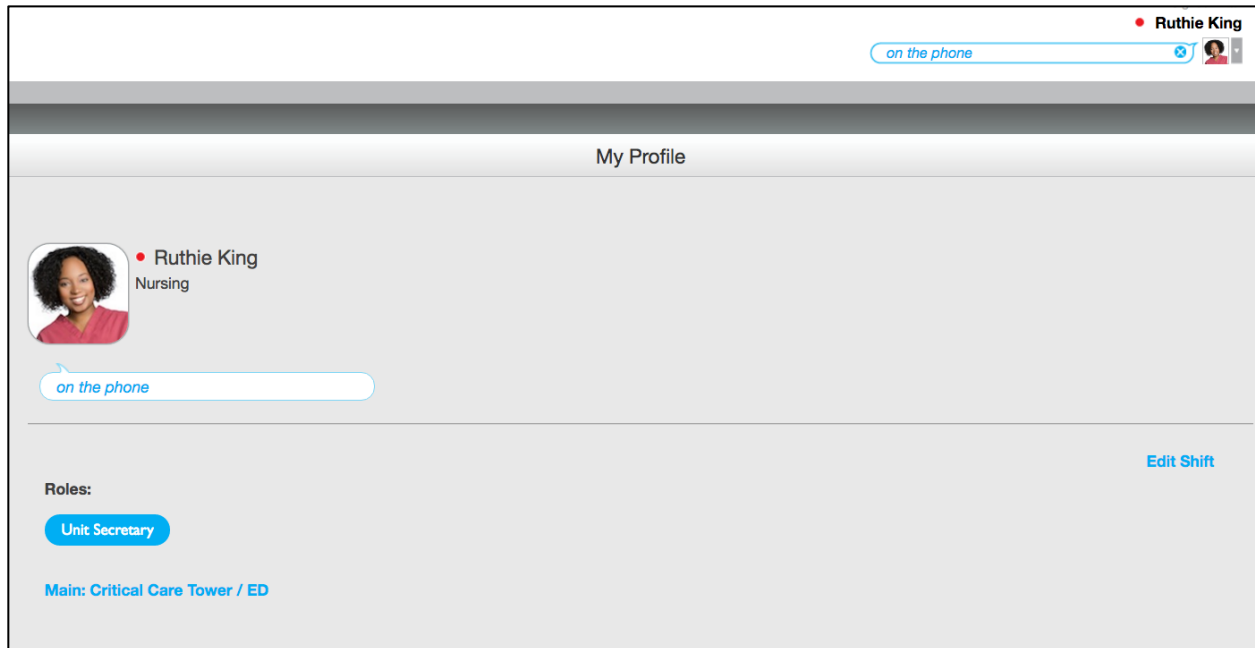
2. In the menu, click Busy to show that you are not available.
Other users now see a red dot beside your name. All but [high-priority text messages](#) will be muted.
3. Choose Available from the Profile menu when you are done.
The dot beside your name will change back to green and you will hear a tone for all text messages.

Add a status message.

To give other users more information about what you're doing, enter a brief message in the Status bubble to the left of your photo.

The message can be read by anyone viewing your profile or listing in the Directory.

To clear the message when it's no longer needed, click the blue X in the bubble.



Edit your shift information.

To change your current shift information:


1. From either the Profile menu or the Go To menu, click My Profile.
2. Click Edit Shift. You are taken to the same [self-assignment workflow](#) you completed when you logged in for your shift.
3. Change the information shown as needed.
4. Click Done to return to your Profile page.

Access shortcuts.

Your Profile page provides options for quickly finding lists of other Voalte users you may need to communicate with:

- To see a list of other users in your same role on the current shift, click the blue role name.
- To see a list of other users in your unit, click the blue unit name.
- If you are on a team, click the name to see a list of your teammates.

My Profile

 • Ruthie King
Nursing

Type a custom status message

Roles:

Unit Secretary

Main: Critical Care Tower / ED

Edit Shift

Sending and replying to text messages.

From Voalte Messenger, you can send and receive text messages to and from other users listed in the Directory, either individually or to [several people at once](#).

Send a message.

To send a message to a single user:

1. Find the user in the [Directory](#).
2. Double-click the user's name to open the Chat window.
3. Enter your message in the field at the bottom of the window.
4. Press the Enter key to send your message.

To use any of the following message options, click the corresponding icon to the right of the text field:



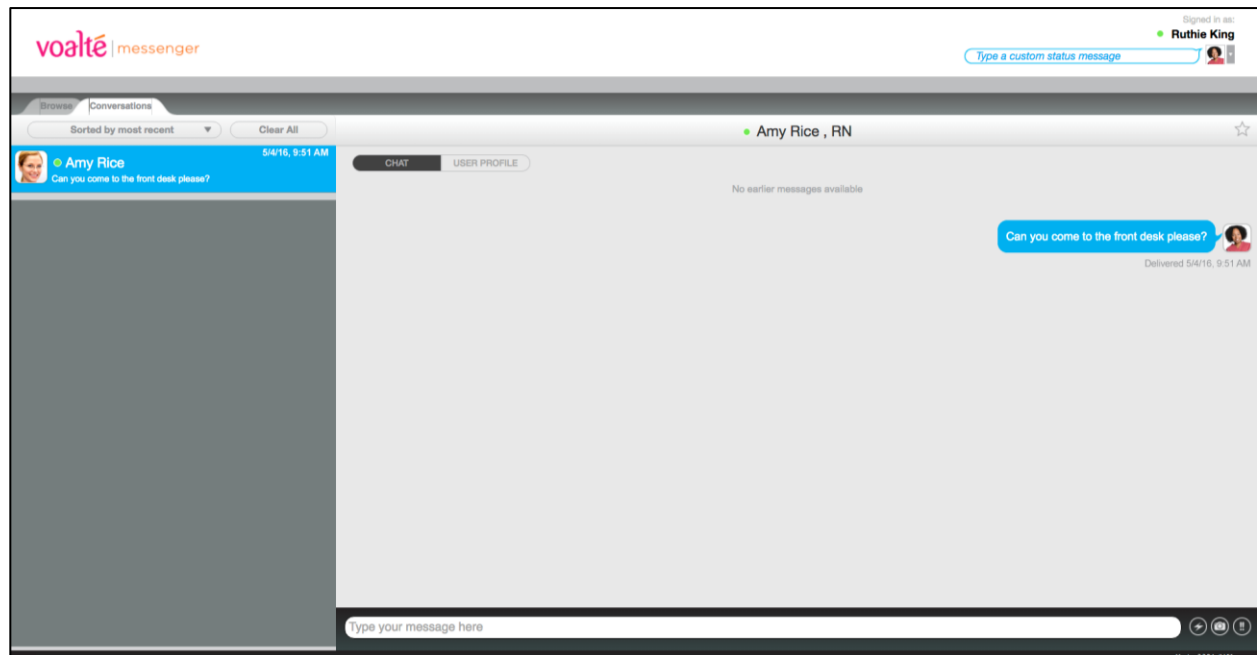
[Quick Message](#)



[Photograph](#)



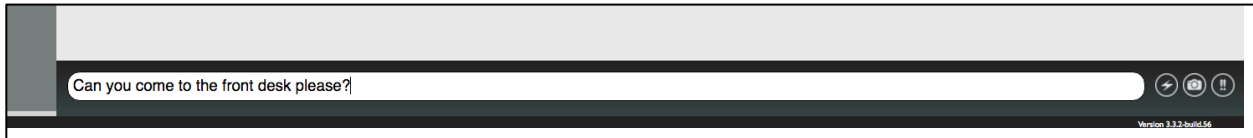
[Priority message](#)



Reply to a message

To respond to an incoming message:

1. Enter your message in the field at the bottom of the window.
2. Press the Enter key to send your message.




Send a Quick Message.

“Quick Messages” are text messages stored in Voalte Messenger for easy reuse.

Some Quick Messages (System Quick Messages) are provided by your hospital for all Voalte users or for users assigned to a specific unit.

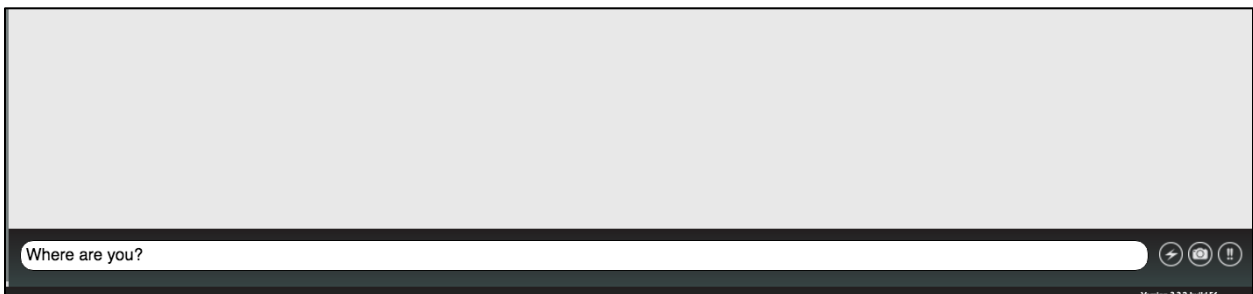
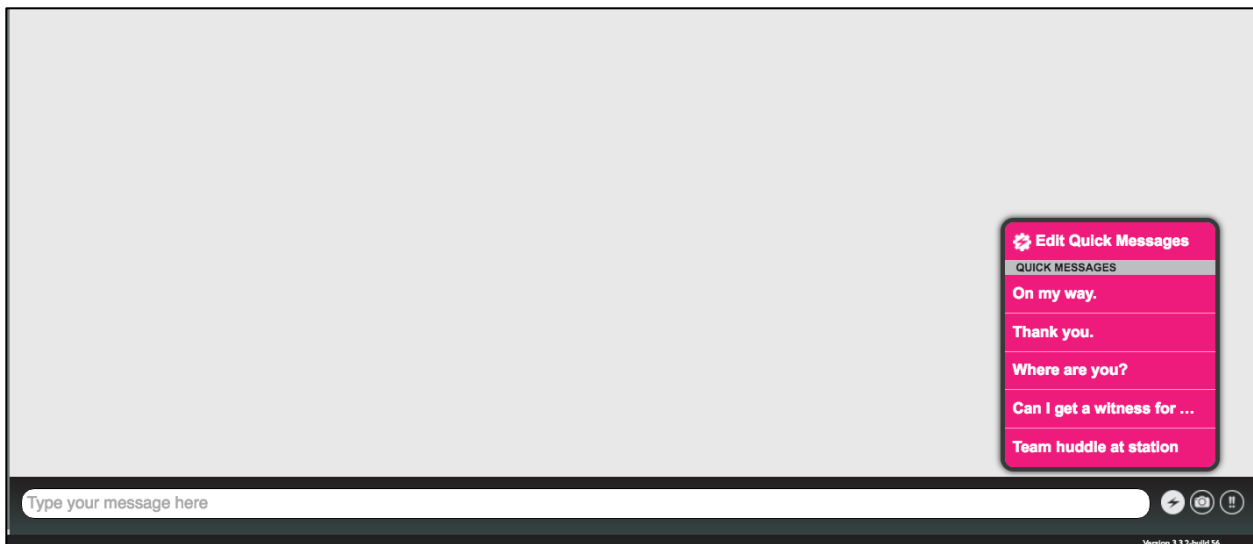
You can also create your own Quick Messages.

Quick Messages are available as soon as you begin a new message:

1. Click the  icon.
2. On the Quick Messages pop-up, your own saved text snippets are listed first (My Quick Messages), followed by those provided by the hospital (System Quick Messages).
3. Click the message you want to use.


Your draft message now has the Quick Message entered in the text field.

You can edit or add to the Quick Message before sending it.

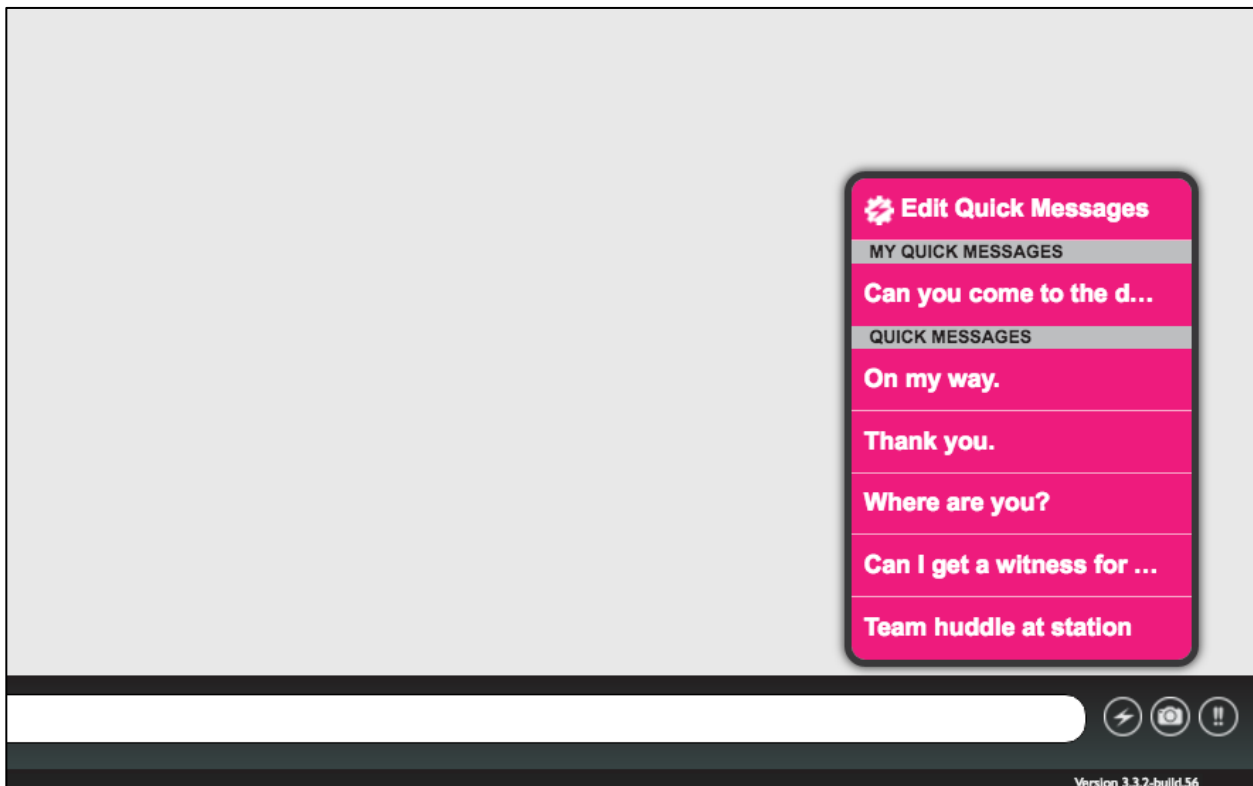
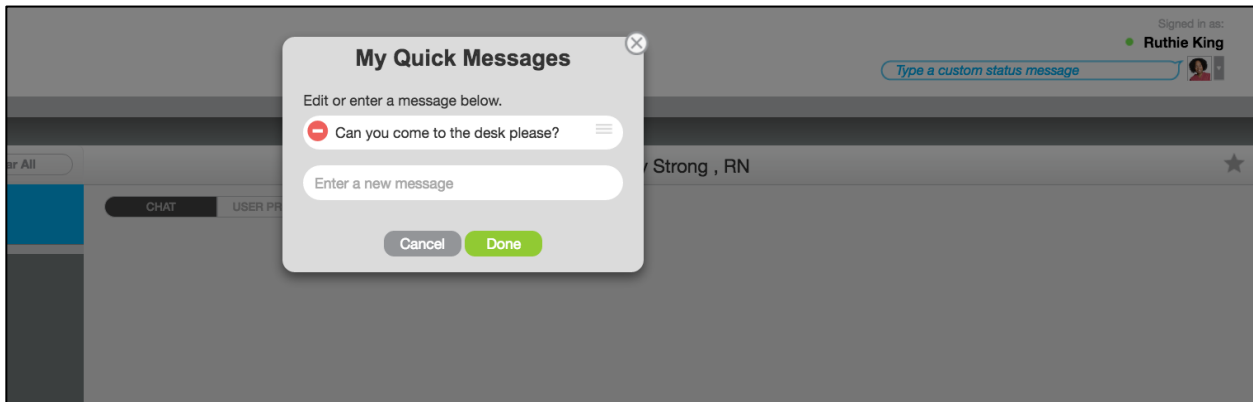


Create and manage Quick Messages.


To create your own Quick Message:

1. Open the Chat window as if you were starting a new text.
2. Click the  button.
3. On the Quick Messages pop-up, Click Edit Quick Messages.
4. Type your new Quick Message, and click Done.

Now you can reuse this Quick Message whenever you like.



To edit or delete one of your own Quick Messages:

1. Open the Chat window as if you were starting a new text.
2. Click the  button.
3. On the Quick Messages pop-up, click Edit Quick Messages.
4. In the Quick Messages list:
 - Click in a message and change the text.
 - Click the red circle beside a message to delete it.
5. Click Done.


Note: System Quick Messages cannot be changed or deleted from the list, but you can change the text of an individual message before sending it.

Send a Priority Message.

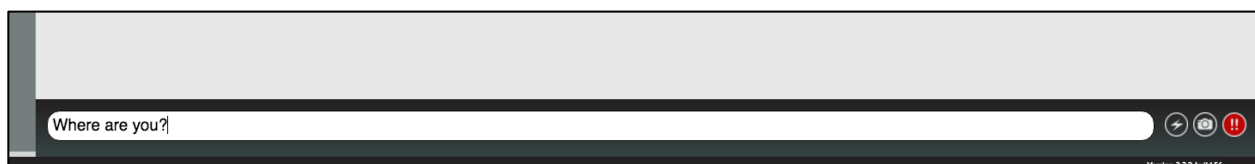
Unlike other text messages, priority messages are delivered to recipients even when they have set their availability to Busy.

Recipients hear a distinct tone when the message arrives, and the text message is tagged with exclamation marks.

To mark a message as high priority:


1. [Open the Chat window.](#)
2. Click the  icon (bottom right).
3. Enter your message, and click Send.

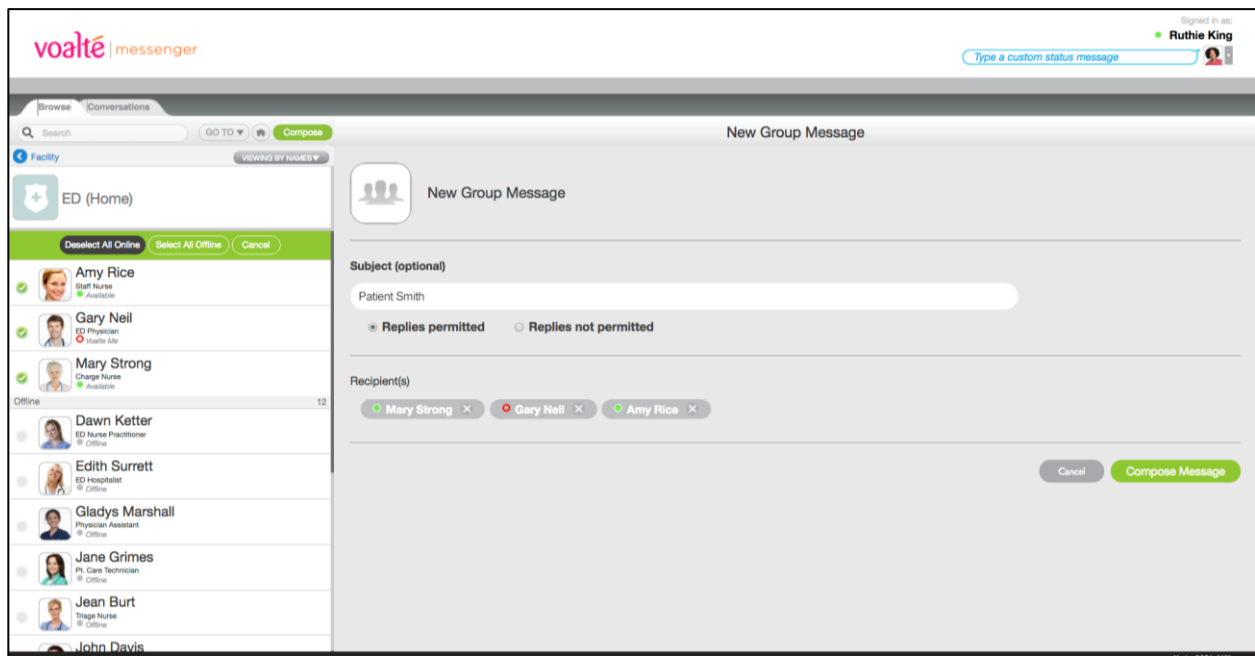
Note: Because priority messages override users' Busy settings, it is important to use them with discretion.



Send a group message.

If you want to send the same message to several users at the same time it is best to first to find a list of the users you want to communicate with.

1. In the [Directory](#) or from [your Profile page](#), find the department, unit, team or role whose users you want to send a group message.
2. Once the correct users are shown in the Directory list, click the Group Message icon  (top right of the Browse tab).
3. To select recipients:
 - Choose users from the list by clicking the circle to the left of each name.
 - If you are viewing your home unit (or you have [Executive Group Messaging](#) authority), you can use the Select All Online and Select All Offline buttons to send the message to users who are logged in or out of the Voalte system, or both.



Tip: To send to many—but not all—of the users in your home unit, use one or both of the All buttons and then remove some users from the Recipients list before sending.


4. (Optional) Enter a subject line.
5. Choose whether or not to receive replies.
6. Click Compose Message.
7. Type your group message in the Message field.
8. Press Enter to send the message.

Notes:

- All recipients will see all responses if you allow replies.
- If you are sending a message to more than 30 users replies are automatically blocked.

Send a photo.

Sending a photograph is similar to sending a [text message](#):

1. Select a recipient and open the Chat window.
2. Click the  button (bottom right).
3. A file directory window opens. Choose the photo you want to send.
4. Add text to the message as needed.
5. Press Enter to send the message.

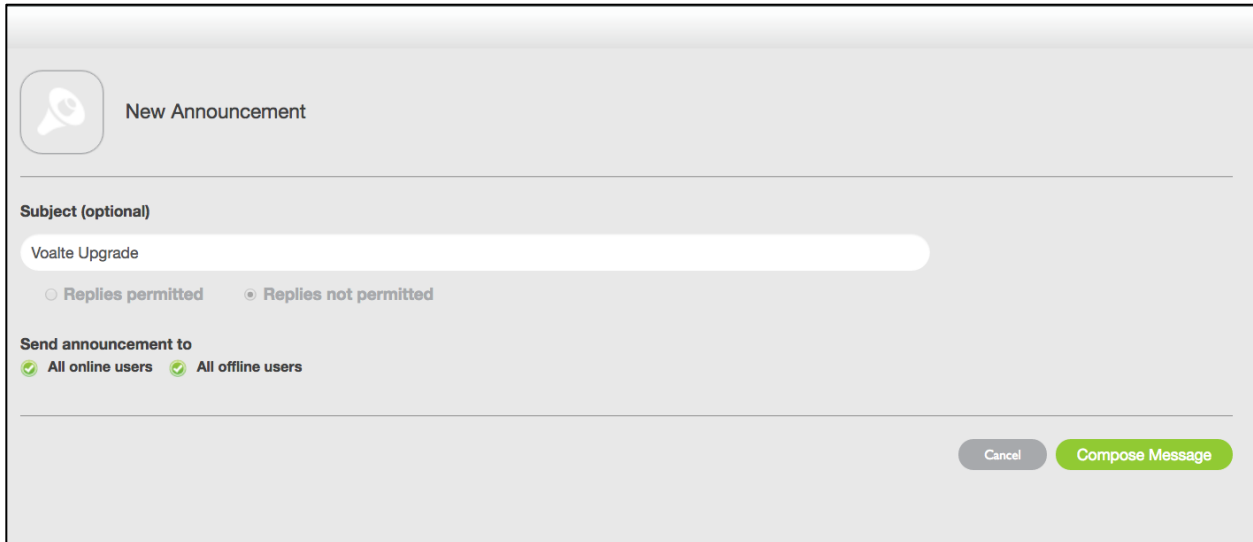
Note: A copy of the photo is saved on the hospital's server as part of the message.

Send an announcement.

Users in certain roles have Executive Group Messaging authority, which enables them to send a notification to everyone in the Voalte system hospital-wide. This capability works the same as [group messaging](#).

If you have such a role you will see a Send Announcement option in the Go To menu.

Note: Replies are not permitted to this type of message.



New Announcement

Subject (optional)

Voalte Upgrade

Replies permitted Replies not permitted

Send announcement to

All online users All offline users

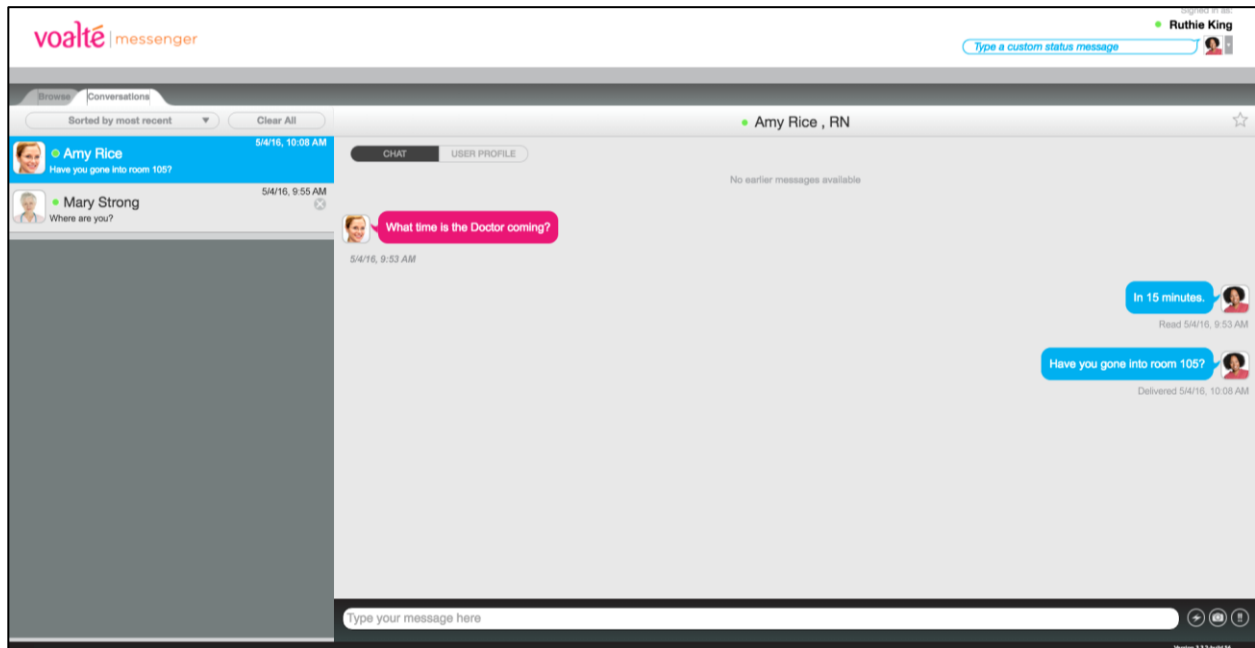
Cancel Compose Message

View message receipts.

When you send a message, a timestamp is added beneath the message.

When the message gets to the recipient's device, the timestamp is updated to that time and "Delivered" is added.

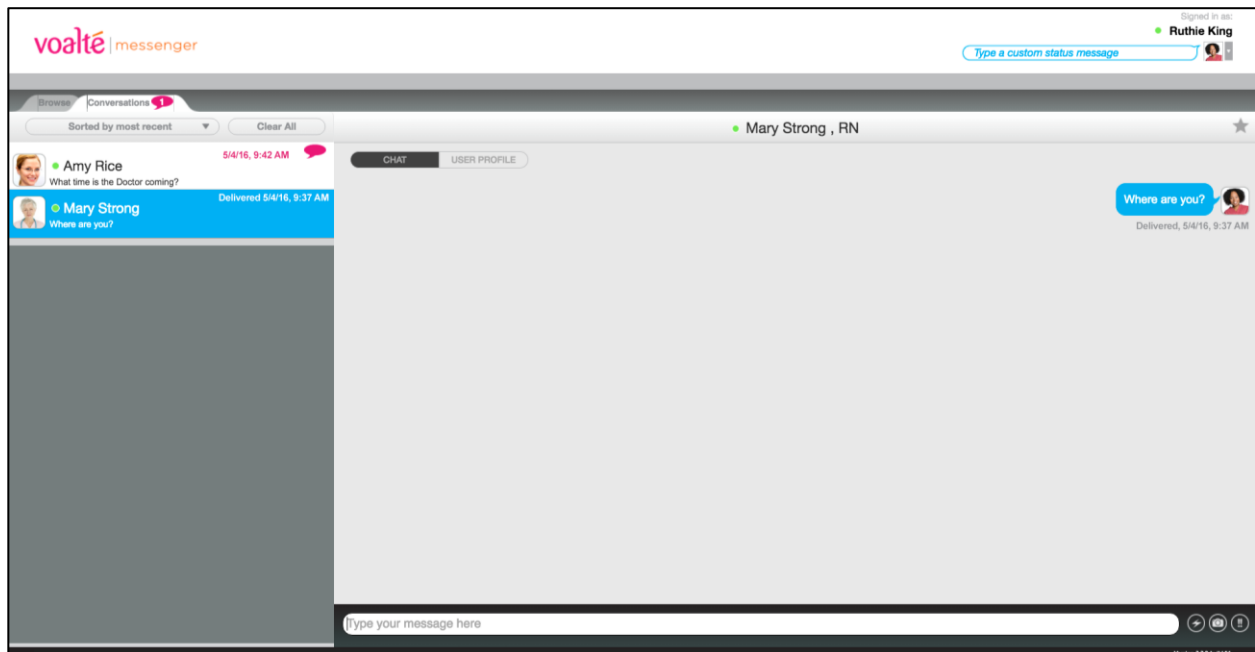
Once the user reads the message, the timestamp is again updated and "Delivered" changes to "Read."



Managing your text conversations.

To review entire conversations or read messages you may have missed:

1. Click the Conversations tab.
2. The message log opens, and you see each correspondent's name along with the last message in the conversation. A pink circle shows the number of unread messages in the conversation.
3. Click the row to read the entire conversation.



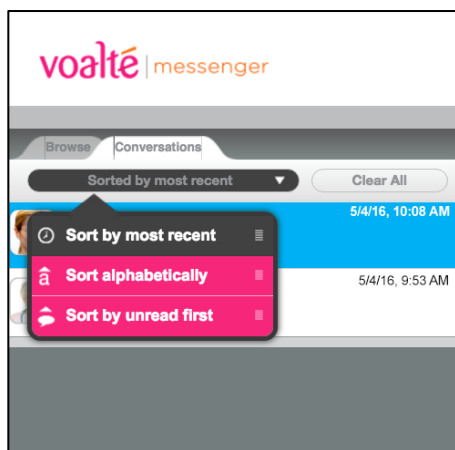
Change the sort order.

When viewing your message history, you can sort the list of users you have exchanged messages with in three ways:

- Alphabetical by first name (the default order)
- Chronologically, with most recent messages listed first
- Unread messages above those you have previously read


To change the order of your conversations:

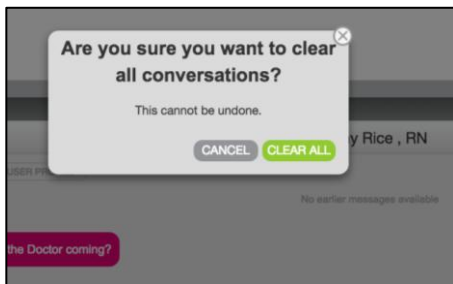
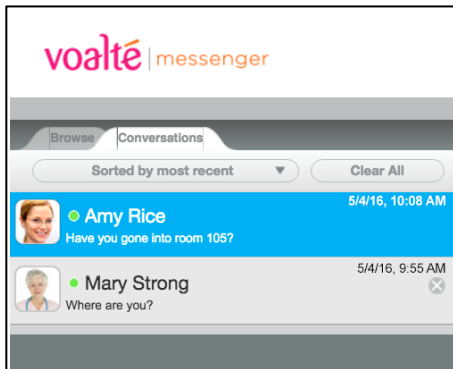
1. Click Sorted By.
2. Choose the desired order.



Delete message records

You can clear your text conversations by user or delete all messages at once.

1. Click the Conversations tab to see your message history.
2. Choose what conversations you want to remove:
 - To clear a conversation with a single user, click the  that appears when you move the pointer onto the conversation.
 - To clear all conversations in your history, click Clear All.



Asking Voalte for help.

Voalte welcomes your comments and is ready to provide help as needed.

From either the Profile or Go To menu:

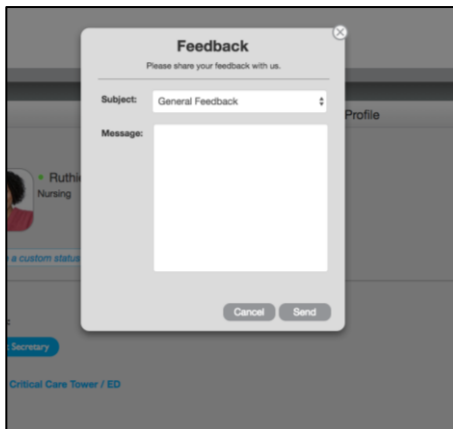
1. Click Feedback to open a pop-up where you can send a message to the Voalte support team.

This automatically opens a ticket so that Voalte can track the issue or comment and get back to you.

2. Use the Subject drop-down to choose a feedback category:

- General Feedback
- Feature Request
- Report a Problem
- Share What's on Your Mind
- Other

3. Type your message and click Send.

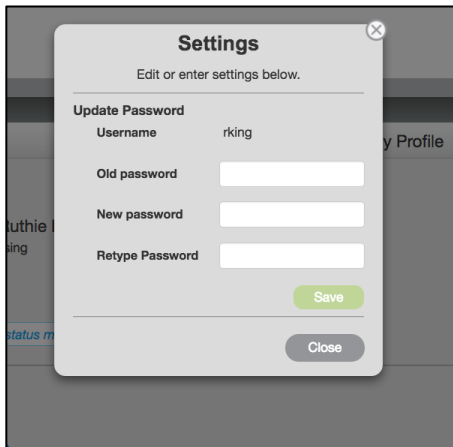


Changing your password.

To change your password, in the Go To or Profile menu:

1. Click Settings.
2. Enter your existing password.
3. Enter your new password twice.
4. Click Save.

Note: Not all hospitals allow you to change your password. If yours does not and you think it's necessary, contact your internal technical support team.



The image shows a 'Settings' dialog box with a close button (X) in the top right corner. Below the title, it says 'Edit or enter settings below.' The dialog is titled 'Update Password' and contains the following fields and buttons:

- Username:** A text input field containing the text 'rking'.
- Old password:** A password input field.
- New password:** A password input field.
- Retype Password:** A password input field.
- Save:** A green button.
- Close:** A grey button.

Logging out.

You must log out at the end of your shift. Logging out shows you as offline to other users in the Directory.

To log out at the end of your shift:

1. Click the drop-down arrow beside your photo to display the Profile menu.
2. Click the last option: Logout.
3. Click Log Out to confirm.

