

Vocera Messaging Platform Web Console User Guide

Version 5.2.3



Notice

Copyright © 2002-2018 Vocera Communications, Inc. All rights reserved.

Vocera® is a registered trademark of Vocera Communications, Inc.

This software is licensed, not sold, by Vocera Communications, Inc. ("Vocera"). The reference text of the license governing this software can be found at <http://www.vocera.com/legal/>. The version legally binding on you (which includes limitations of warranty, limitations of remedy and liability, and other provisions) is as agreed between Vocera and the reseller from whom your system was acquired and is available from that reseller.

Certain portions of Vocera's product are derived from software licensed by the third parties as described at <http://www.vocera.com/legal/>.

Microsoft®, Windows®, Windows Server®, Internet Explorer®, Excel®, and Active Directory® are registered trademarks of Microsoft Corporation in the United States and other countries.

Java® is a registered trademark of Oracle Corporation and/or its affiliates.

All other trademarks, service marks, registered trademarks, or registered service marks are the property of their respective owner/s. All other brands and/or product names are the trademarks (or registered trademarks) and property of their respective owner/s.

Vocera Communications, Inc.

www.vocera.com

tel :: +1 408 882 5100

fax :: +1 408 882 5101

Last modified: 2018-11-27 08:48

VMP-523-Docs build 188



Contents

The VMP Web Console.....	4
VMP Web Console Overview.....	4
Browser Requirements.....	4
Logging into the VMP Web Console.....	4
The Monitor View.....	5
Monitor View Features.....	5
Filtering the Monitor View.....	6
Web Console Secure Messages.....	8
Sending a Message from the VMP Web Console.....	8
About Mass Notifications.....	20
Continuing a Message Conversation.....	20
Viewing Participants.....	24
Adding a User to a Message Conversation.....	25
Filtering Message Conversations.....	27
Hiding a Message.....	28
Patient Information and Alarms.....	28
The Patients View.....	33
On-Call Status and Schedules.....	34
Modifying Your On-Call Status.....	35
Modifying Any On-Call Status.....	36
Creating On-Call Schedules.....	37
Viewing the Schedule Dashboard.....	41
Printing a Schedule.....	43
Web Console Contacts.....	43
Using Web Console Contacts.....	43
Using Web Console Favorites.....	46
Displaying Contacts in Sites.....	47
Calling a Contact.....	48
Changing Your Profile Picture.....	49

The VMP Web Console

The VMP Web Console provides a browser-based way to send messages, view on-call status, and create schedules. You can also place calls from the VMP Web Console if your device is logged into Vocera Collaboration Suite.

VMP Web Console Overview

The VMP Web Console provides administrator and user access to the VMP communication platform from your Web browser.

The URL for the VMP Web Console is the DNS entry or the IP address of the VMP Server.

Depending upon the firewall configuration, the VMP Web Console can be opened up to external, off-network users.

Users are assigned access to the VMP Web Console in the VMP Administrator.

Browser Requirements

The VMP Web Console is supported on Internet Explorer version 10 and 11.

Logging into the VMP Web Console

To use the VMP Web Console, you must log in using the credentials provided by the VMP Server administrator.



1. In the Username field, type the username provided by the VMP Server administrator.
2. In the Password field, type the password for your username.
3. Click Log in to log in to the VMP Web Console.

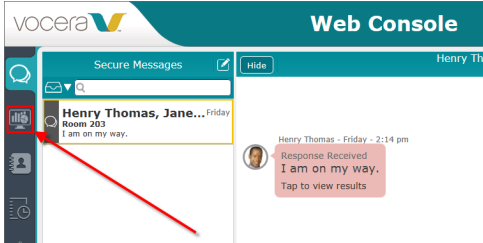


Note: If you are a Vocera Secure Texting user, you cannot log into the VMP Web Console.

The Monitor View

The VMP Web Console Monitor View lists messages sent or received by the users that the administrator has granted you permission to view.

To access the Monitor view, select the Monitor View icon.



Note: This icon appears only when the Vocera administrator has granted you permission to view either sent messages or received messages.

The Monitor View lists each message.



Click a message to display its details.

Monitor View Features

From the Monitor View, you can search for messages, or select the source or recipient of a message.

The screenshot shows the Vocera Web Console interface. At the top, there is a search box (1) and two filter fields: 'Sent by: Gail Goodman' (2) and 'Sent to:' (3). Below these fields is a table of messages. Each message entry includes the sender, recipient, date, and delivery status. The table has columns for Recipients, Sent, Delivered, Can't deliver, Read, Responded, and Expired. The footer shows '© 2017 Vocera' and a 'HELP' link.

- 1 Use the search box to search for messages by:
 - Sender
 - Recipient
 - Subject
 - Keyword (in the message subject)
- 2 The Sent by field. Click the pencil icon to create Sent By filters.
- 3 The Sent to field. Click the pencil icon to create Sent To filters.

For more information on using the Sent By and Sent To filters, see [Filtering the Monitor View](#) on page 6.



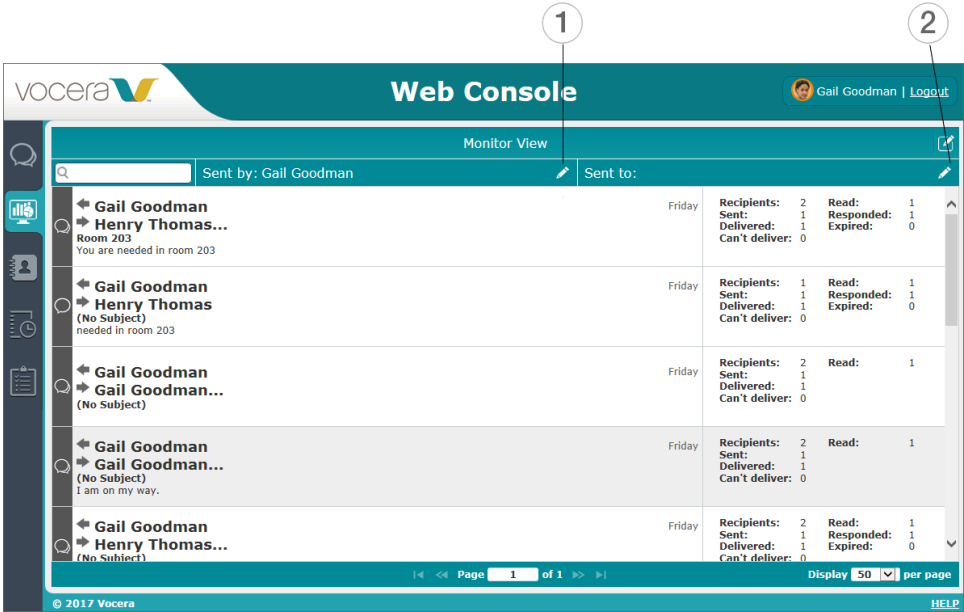
Note: You cannot view messages sent or received by users other than yourself unless the Vocera administrator has granted you permission to do so.

Filtering the Monitor View

In the Monitor View, you can create Sent By and Sent To filters that limit the messages that are displayed on the screen.

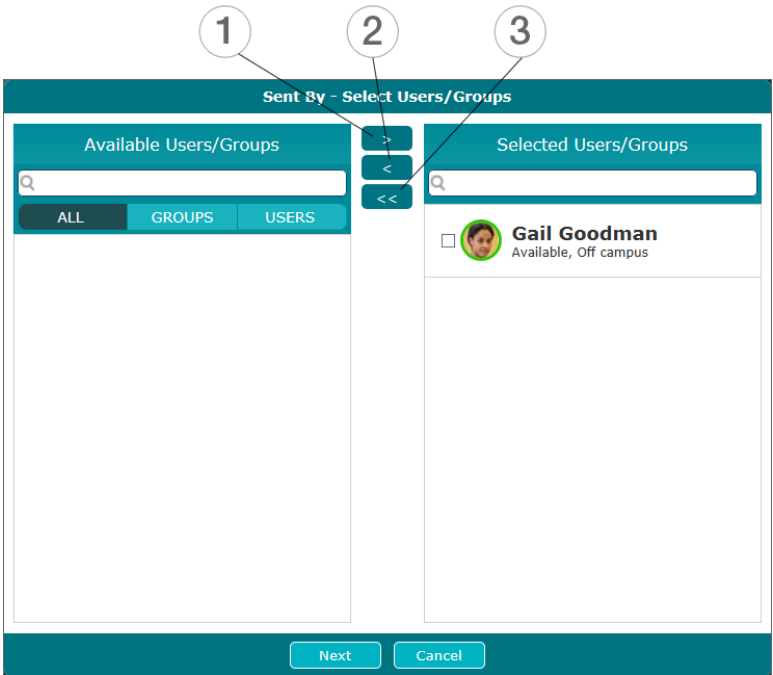
1. Do one of the following:

- 1 Click the pencil icon in the Sent by field to edit the Sent By filter.
- 2 Click the pencil icon in the Sent to field to edit the Sent To filter.



- In the Select Users/Groups dialog box, select the All tab to display both users and groups, select the Groups tab to display groups only, or select Users to display users only.
- Select the checkboxes of the users and groups to include in the filter:

- Click > to add a user or group.
- Click < to remove a user or group.
- Click << to remove all users and groups.



- Click Next.

- In the selection tree dialog box that appears, select the checkboxes of the criteria to be matched for messages to appear in the Monitor View. You can select separate criteria for secure messages and for notifications.

- Click **Save** to save this filter, or click **Cancel** to cancel editing the filter. Click **Back** to return to selecting users and groups.

Web Console Secure Messages

Vocera Messaging Platform users can create or send a secure message to users or Distribution Lists using the VMP Web Console. The console provides an interface for sending messages from your Web browser.



Note: The text of a message can be up to 3000 characters long, and the subject header can contain up to 512 characters. Any ASCII character can be included, but emojis are not supported.

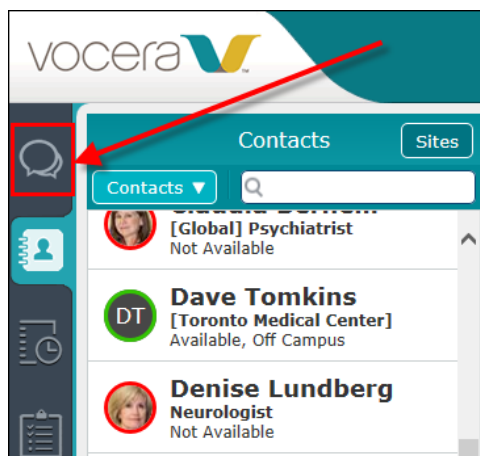
Sending a Message from the VMP Web Console

You can use the VMP Web Console to send a message to any user or Distribution List.

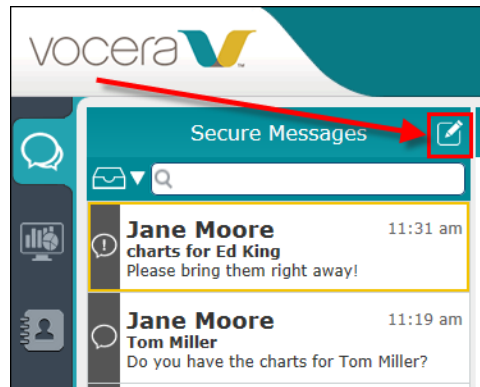


Note: If the message has more than 50 recipients, it is defined to be a Mass Notification. See [About Mass Notifications](#) on page 20 for details.

- Open the VMP Web Console from your Web browser.
- Select the Message tab.



- Click the Compose icon.



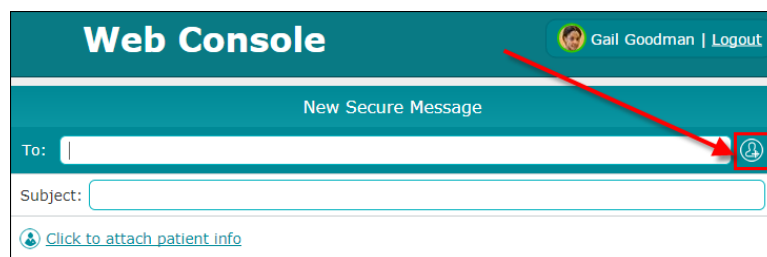
The New Secure Message screen appears.

- Select New Text to create a new message.



You can also create a message using a message template. This enables you to send an emergency message quickly. For information on how to send a message using a template, see [Sending a Message Using a Template](#) on page 11.

- To add one or more message recipients, either type the recipient name in the To: field, or click the Add Recipient icon to select a Distribution List or user to add to the recipient list.



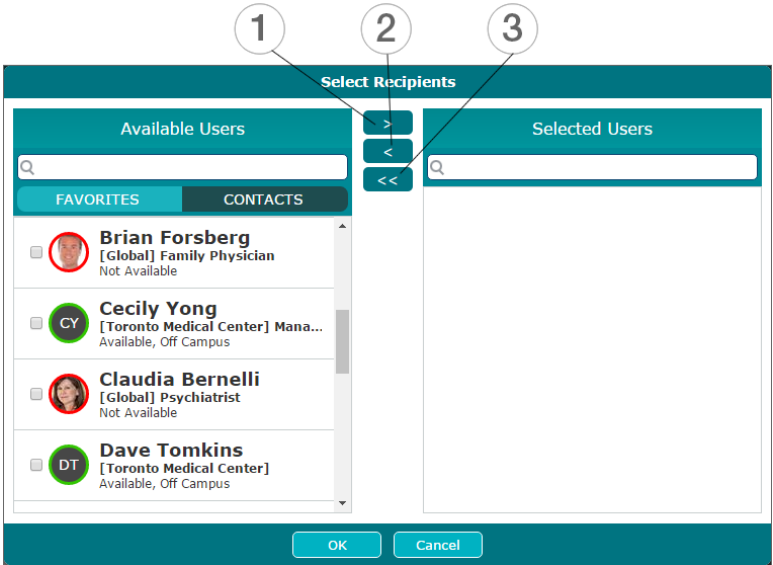
Note: If a recipient is having messages forwarded to another contact, that contact is automatically added to the list of recipients when the message is sent.

- If you have clicked the Add Recipient icon, the Select Recipients dialog box appears. Select the Favorites tab to display favorites only, or select the Contacts tab to display all contacts.

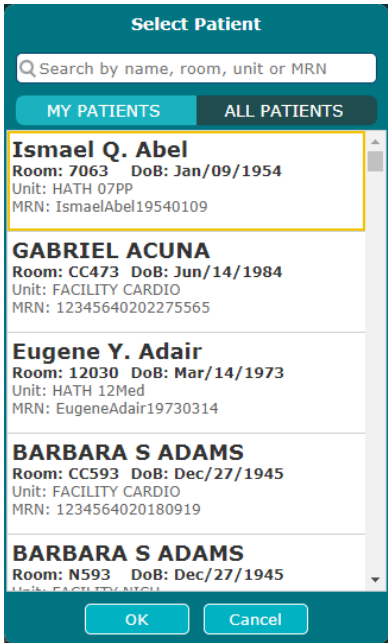
Note: See [Using Web Console Favorites](#) on page 46 for more information on creating favorites.

- Select the checkboxes of the users and Distribution Lists to include as recipients:

- 1 Click > to add a recipient.
- 2 Click < to remove a recipient.
- 3 Click << to remove all recipients.



- 8. If your message has a subject, type the subject text in the Subject field.
- 9. To attach patient information to this message:
 - a. Click the Click to attach patient info link. The Select Patient dialog box appears:



- If no patient information is available, this link does not appear.
- b. Click My Patients to view your patient list only, or click All Patients to view a list of all available patients.
- c. Type text in the search field to limit the patient list to patients whose name matches your search text.

- d. Select the patient whose information you want to attach to this message.
- e. Click **OK** to close the Select Patient dialog box. The message now contains a link to the patient information that you have selected.



10. Click **Priority** to specify a priority for the message. Select one of Normal, High, or Urgent. The following table lists the notifications sent for each priority:

Priority	Notifications in VCS app
Normal	Single ring and vibration
High	Multiple rings and vibrations
Urgent	Multiple rings (overriding user's volume setting) and vibrations



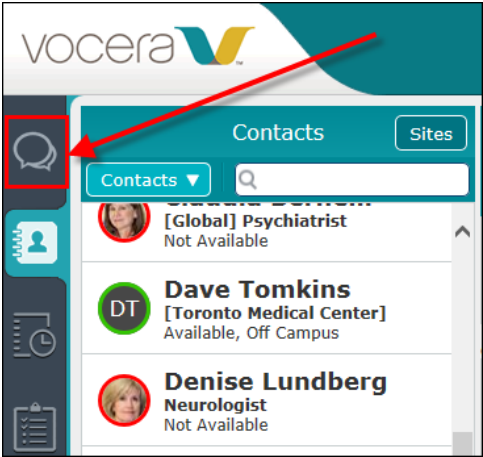
Important: On some devices, messages sent with Urgent priority may be spoken out loud to some recipients. Sending confidential patient health information with this priority may violate privacy regulations.

11. Do one of the following:
 - a. To send a text message, type the message text in the field at the bottom of the screen and click **Send**.
 - b. To send a photo, click **Attach Media** and select the image that you want to send.
 - c. To create a message that requires a response, click **Responses**. This displays the interface for sending a message that requires a response. See [Sending a Message That Requires a Response](#) on page 16 for more details.

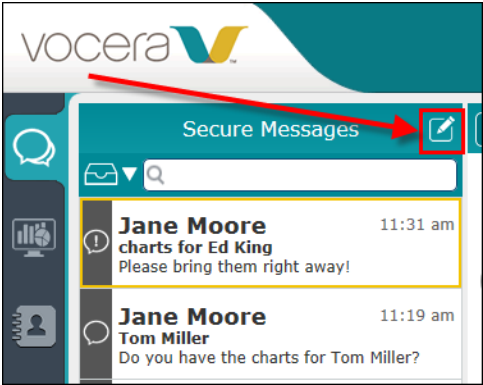
Sending a Message Using a Template

Message templates enable you to send emergency messages quickly, as the text and recipients are defined for you in the VMP Administrator.

1. Open the VMP Web Console from your Web browser.
2. Select the **Message** tab.

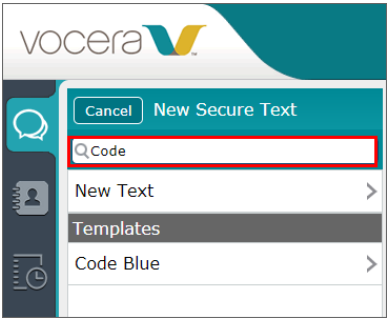


3. Click the Compose icon.



The New Secure Message screen appears.

4. Select the message template from the list of templates. If you have defined a large number of templates, type text in the template search field to display only the templates that match your search text. If you are looking for a template with a long name, expand the New Secure Text pane to view it.



The message template appears.

5. Your template may already have specified default recipients for your message. To add one or more additional message recipients, either type the recipient name in the To: field, or click the Add Recipient icon to select a Distribution List or user recipient.

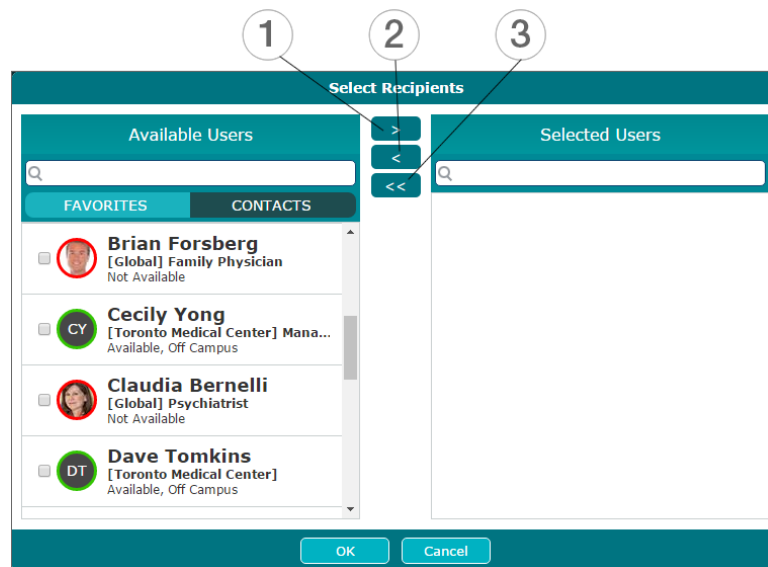
Note: If a recipient is having messages forwarded to another contact, that contact is automatically added to the list of recipients when the message is sent.

6. If you have clicked the Add Recipient icon, the Select Recipients dialog box appears. Select the Favorites tab to display favorites only, or select the Contacts tab to display all contacts.

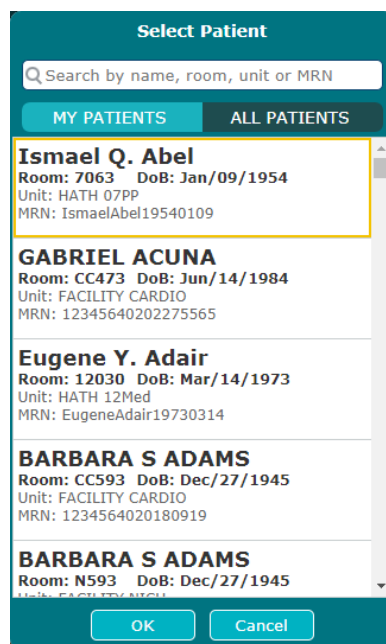
Note: See [Using Web Console Favorites](#) on page 46 for more information on creating favorites.

7. Select the checkboxes of the users and Distribution Lists to include as recipients:

1	Click > to add a recipient.
2	Click < to remove a recipient.
3	Click << to remove all recipients.



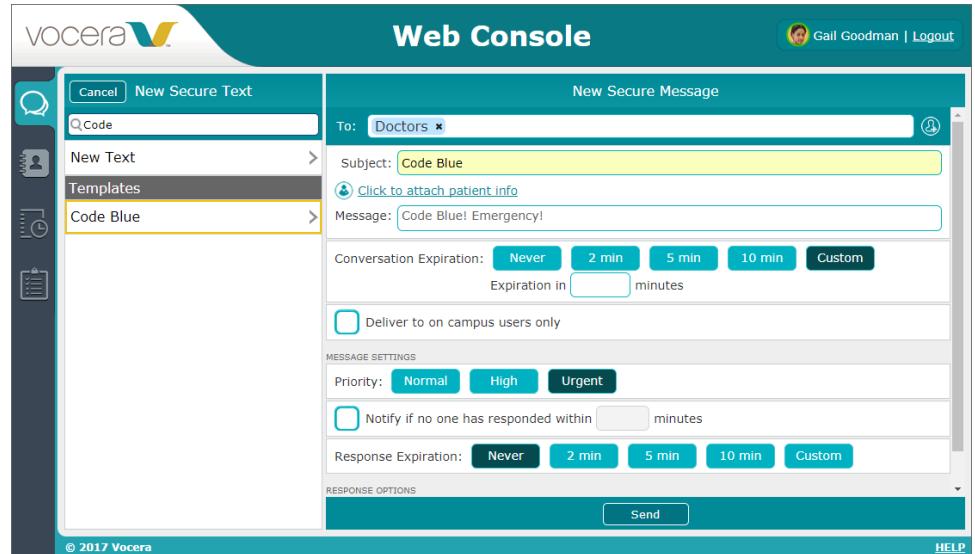
8. In the **Subject** field, type or edit the message subject if it is needed. The message template may have provided this text for you.
9. To attach patient information to this message:
 - a. Click the **Click to attach patient info** link. The **Select Patient** dialog box appears:





- b. If no patient information is available, this link does not appear.
 - b. Click **My Patients** to view your patient list only, or click **All Patients** to view a list of all available patients.
 - c. Type text in the search field to limit the patient list to patients whose name matches your search text.
 - d. Select the patient whose information you want to attach to this message.
 - e. Click **OK** to close the **Select Patient** dialog box.
10. In the **Message** field, type or edit the message text. The message template may have provided this text for you.
11. To specify an expiration time in minutes for your message, click one of the buttons in the **Conversation Expiration** row:

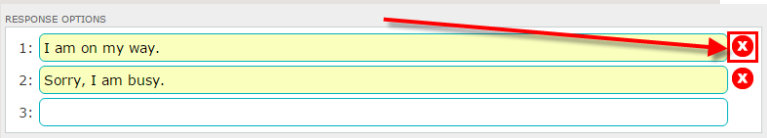
- Never, which indicates that the message never expires (this is the default setting)
- 2 min
- 5 min
- 10 min
- Custom

If you click Custom, a field appears in which you can specify the number of minutes before the message expires:



12. Select the Do not deliver to off campus users checkbox if this message is to be delivered only to users who are on-campus. This ensures that emergency messages are sent only to those people who can immediately respond to them.
13. Configure the following options.

Option	Description
Priority	<p>One of the following:</p> <ul style="list-style-type: none"> • Normal (the default) • High • Urgent <p>See Sending a Message from the VMP Web Console on page 8 for details on how these priority levels are handled in the VCS app.</p> <p> Important: On some devices, messages sent with High or Urgent priority may be spoken out loud to some recipients. Sending confidential patient health information with either of these priorities may violate privacy regulations.</p>
Notify if no one has responded	<p>Select this checkbox if you want to be notified when no one has responded within the number of minutes that you specify in the text field. If no one responds to this message during this time period, the Notify Me icon is displayed in the message link:</p> <p></p> <ul style="list-style-type: none"> • If you are logged onto a Vocera badge, the notification is sent as a message on the badge. • If you are logged into a badge and on to the Vocera Collaboration Suite, a tone notification is sent to the badge, and the Notify Me icon is displayed in the message link. • If you are logged into a badge and on to the VMP Web Console, a tone notification is sent to the badge, and the Notify Me icon is displayed in the message link.
Response Expiration	<p>Specify the time period, in minutes, in which responses to this message are allowed. This time period is indicated on the sent message. Select Custom to specify a time period.</p>

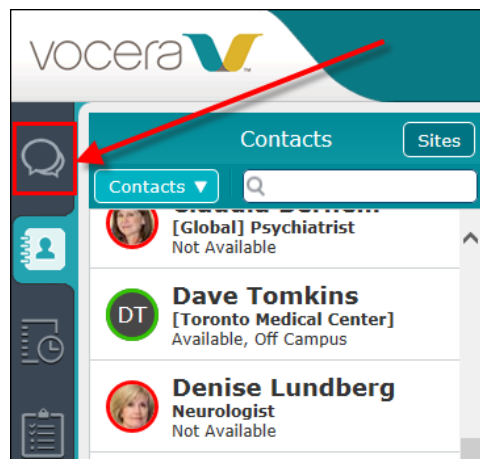
Option	Description
Response Options	<p>If the communication requires a response, set multiple choice options to help the recipient respond quickly. When you type an option, a new field appears to enable you to type an additional option if necessary. To delete an option that you have created, click the Delete icon:</p> 

14. Click Send to send the message, or click Cancel to return to the message interface described in [Sending a Message from the VMP Web Console](#) on page 8.

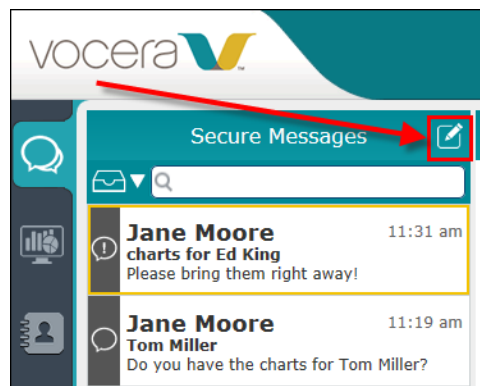
Sending a Message That Requires a Response

You can send a message that requires the recipient to provide a response.

1. Open the VMP Web Console from your Web browser.
2. Select the Message tab.

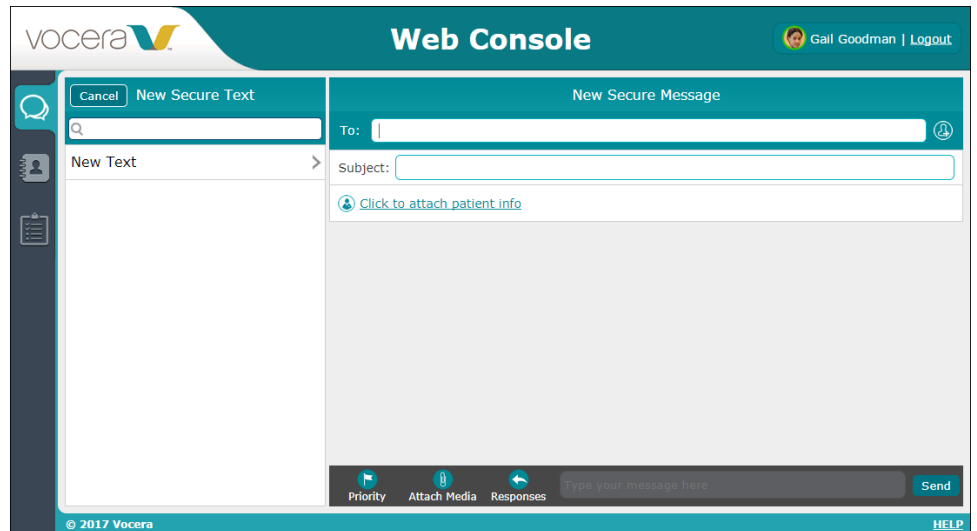


3. Click the Compose icon.



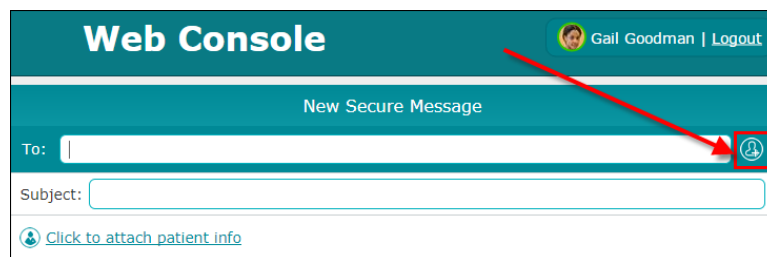
The New Secure Message screen appears.

4. Select New Text to create a new message.



You can also create a message using a message template. This enables you to send an emergency message quickly. For information on how to send a message using a template, see [Sending a Message Using a Template](#) on page 11.

- To add one or more message recipients, either type the recipient name in the To: field, or click the Add Recipient icon to select a Distribution List or user to add to the recipient list.



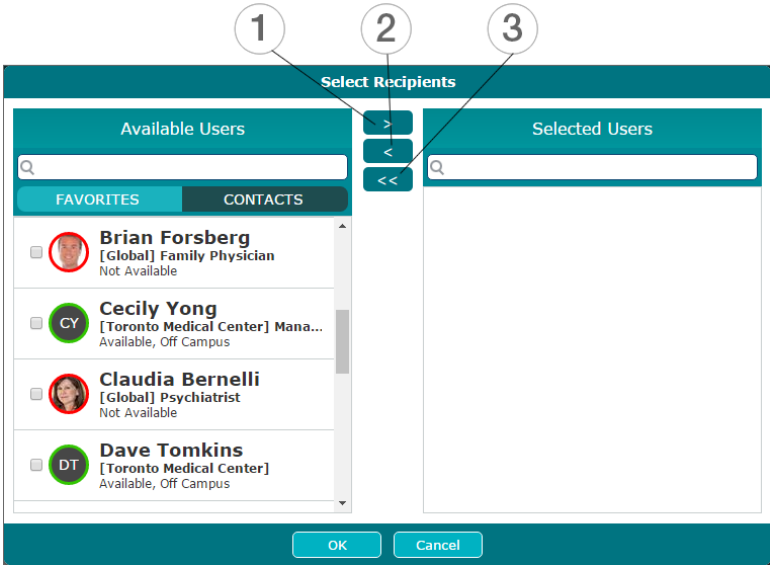
Note: If a recipient is having messages forwarded to another contact, that contact is automatically added to the list of recipients when the message is sent.

- If you have clicked the Add Recipient icon, the Select Recipients dialog box appears. Select the Favorites tab to display favorites only, or select the Contacts tab to display all contacts.

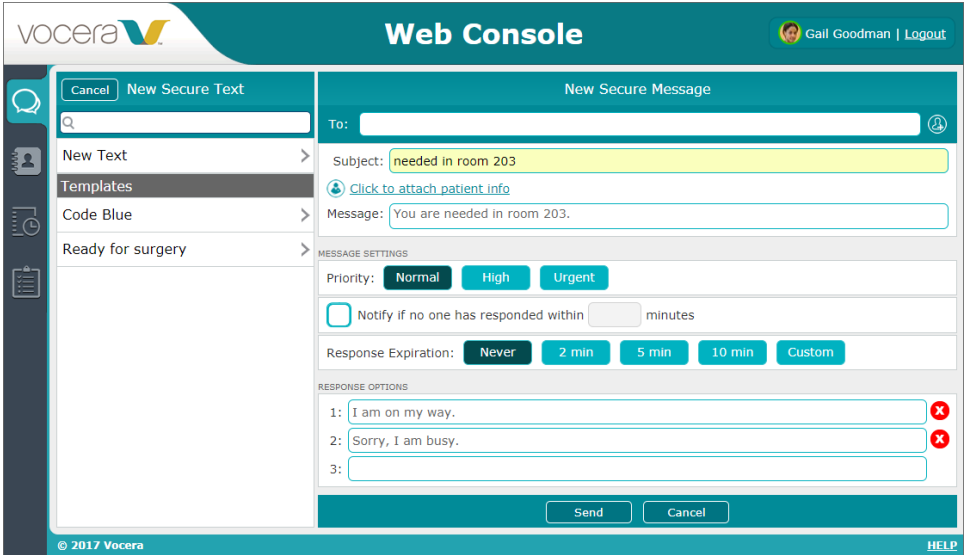
Note: See [Using Web Console Favorites](#) on page 46 for more information on creating favorites.

- Select the checkboxes of the users and Distribution Lists to include as recipients:

- Click > to add a recipient.
- Click < to remove a recipient.
- Click << to remove all recipients.





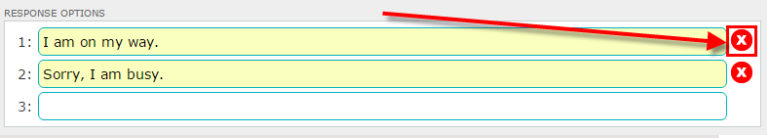
8. Click Responses to display the screen for sending a message with a response.



- 9. In the Subject field, type an subject for the message if it is needed.
- 10. To attach patient information to this message:
 - a. Click the Click to attach patient info link. The Select Patient dialog box appears:

- b. Click My Patients to view your patient list only, or click All Patients to view a list of all available patients.
 - c. Type text in the search field to limit the patient list to patients whose name matches your search text.
 - d. Select the patient whose information you want to attach to this message.
 - e. Click OK to close the Select Patient dialog box.
11. In the Message field, type the text of the message.
12. Configure the following options.

Option	Description
Priority	<p>One of the following:</p> <ul style="list-style-type: none"> • Normal (the default) • High • Urgent <p>See Sending a Message from the VMP Web Console on page 8 for details on how these priority levels are handled in the VCS app.</p> <p> Important: On some devices, messages sent with Urgent priority may be spoken out loud to some recipients. Sending confidential patient health information with either of these priorities may violate privacy regulations.</p>
Notify if no one has responded	<p>Select this checkbox if you want to be notified when no one has responded within the number of minutes that you specify in the text field. If no one responds to this message during this time period, the Notify Me icon is displayed in the message link:</p> <p></p> <ul style="list-style-type: none"> • If you are logged onto a Vocera badge, the notification is sent as a message on the badge. • If you are logged into a badge and on to the Vocera Collaboration Suite, a tone notification is sent to the badge, and the Notify Me icon is displayed in the message link. • If you are logged into a badge and on to the VMP Web Console, a tone notification is sent to the badge, and the Notify Me icon is displayed in the message link.
Response Expiration	<p>Specify the time period, in minutes, in which responses to this message are allowed. This time period is indicated on the sent message. Select Custom to specify a time period.</p>

Option	Description
Response Options	<p>If the communication requires a response, set multiple choice options to help the recipient respond quickly. When you type an option, a new field appears to enable you to type an additional option if necessary. To delete an option that you have created, click the Delete icon:</p> 

13. Click Send to send the message, or click Cancel to return to the message interface described in [Sending a Message from the VMP Web Console](#) on page 8.

About Mass Notifications

When you create a message that has more than 50 recipients, it is automatically treated as a Mass Notification.

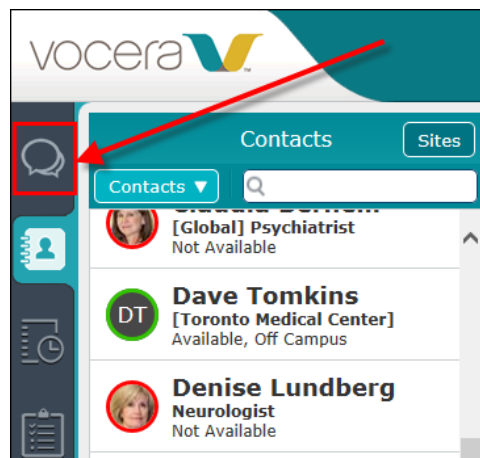
When you receive a Mass Notification, the text N Participants is shown as the recipient, where N is the number of recipients.

The list of Mass Notification recipients can be displayed in the VMP Web Console, but cannot be displayed on user devices.

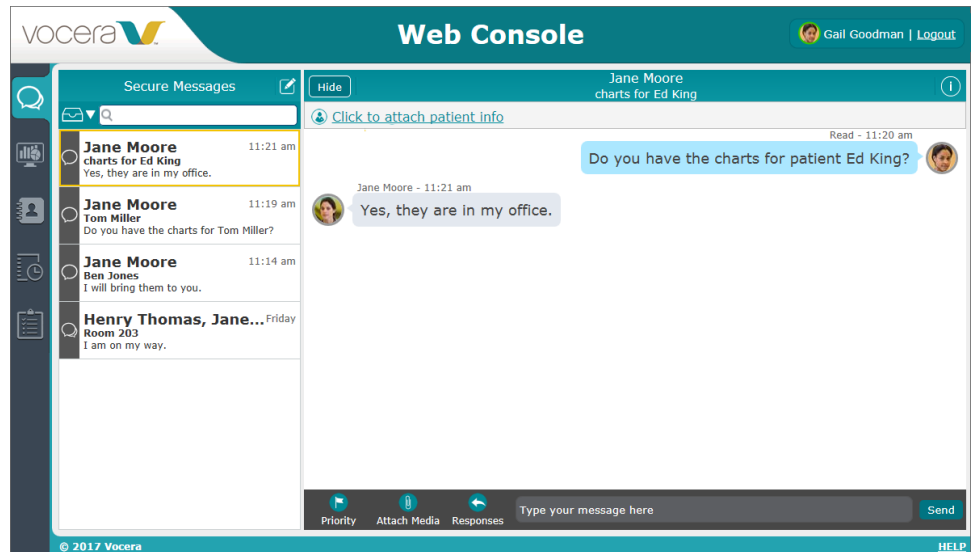
Continuing a Message Conversation

After you have sent or have received a secure message in the VMP Web Console, you can continue a conversation with the recipients or sender of the message.

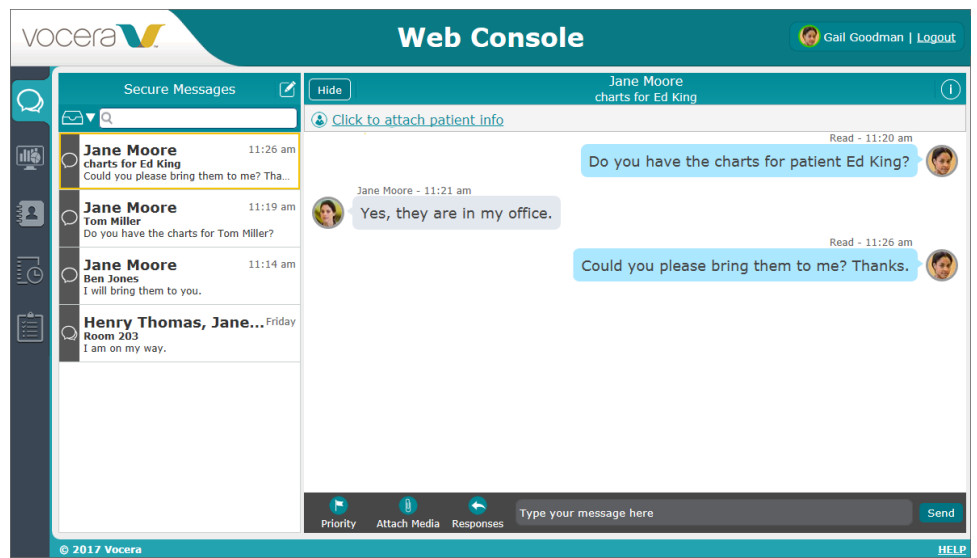
1. Select the Message tab.



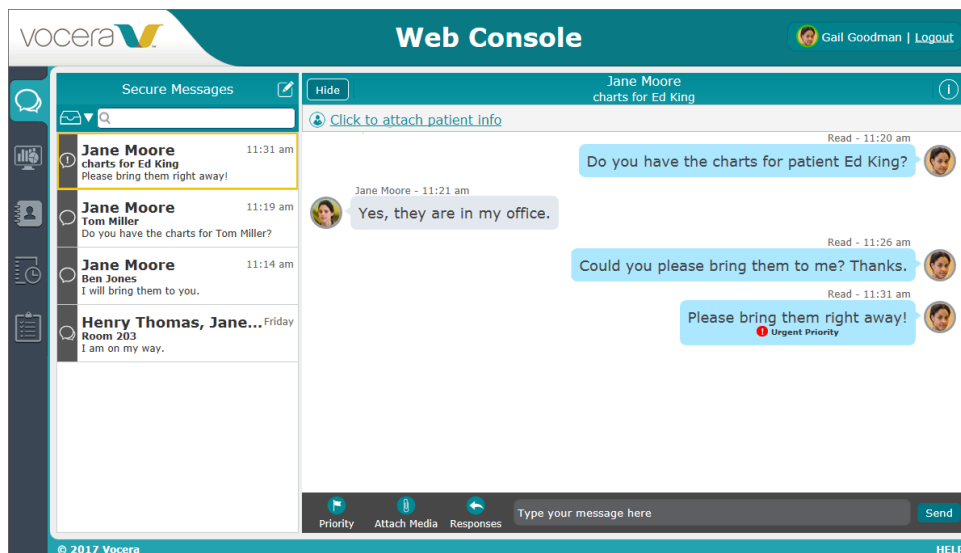
2. From the list of messages in the Secure Messages pane, select the message. The message is displayed in the pane at the right.



- In the text field at the bottom of the pane, type your text message and click Send. Your messages and the responses sent to you are displayed.



- To change the priority of a message, click Priority and select the priority to use. If the priority is higher than Normal, the priority is included in the message.

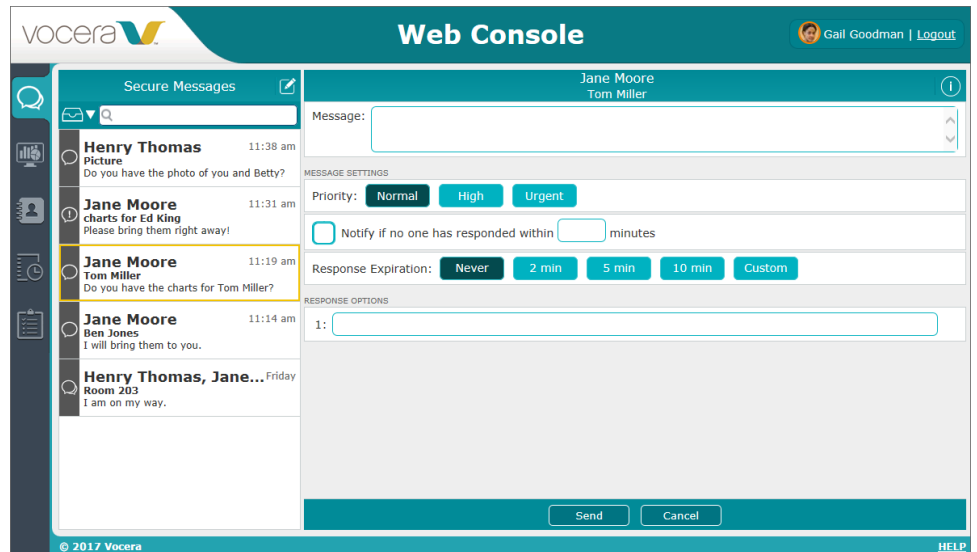


- To attach media to a conversation, click **Attach Media** and select the attachment to include. A thumbnail of the attachment appears in the conversation.

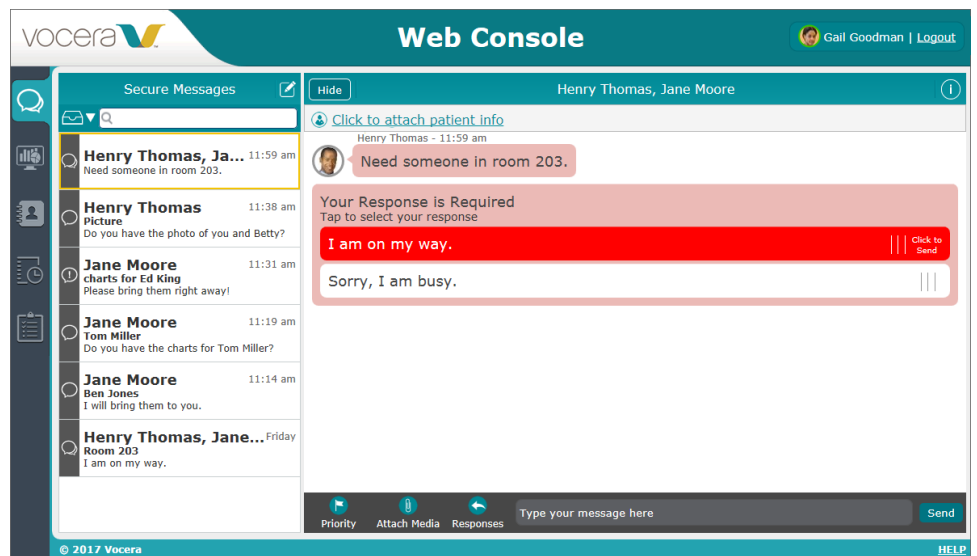


Click the thumbnail to view the attachment in more detail.

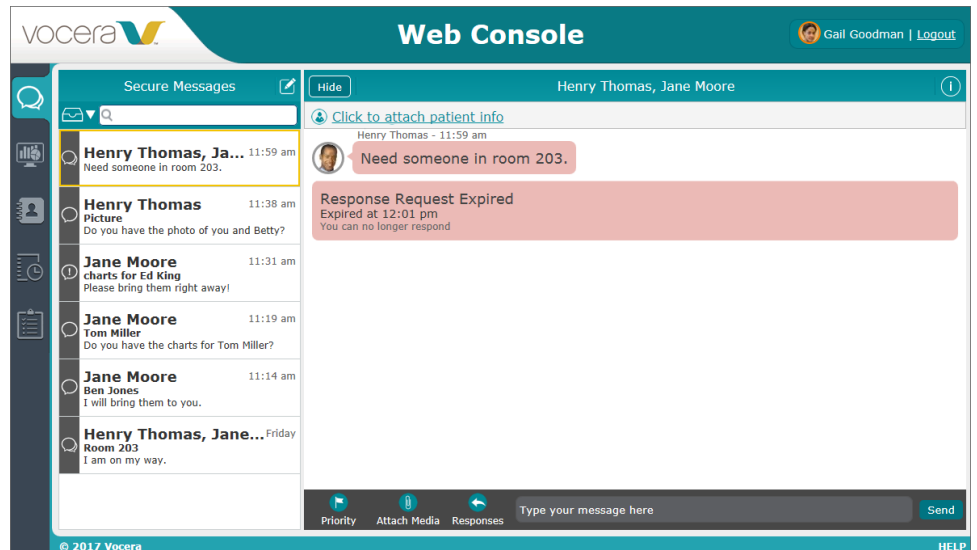
- To request a response to a message, click **Responses**. In the Response Request screen, specify the response information, and click **Send**.



- If you have been requested to supply a response, a list of response options is provided. Hover over an option to select it, and click the option to send the response.



Note: If the sender has specified a time limit for a response, and the time limit has expired, this will be indicated in the conversation:



If you are having more than one conversation, use the pane at the left to switch from one session to another.

To display the current message delivery status, click on any text that you have sent in a conversation.

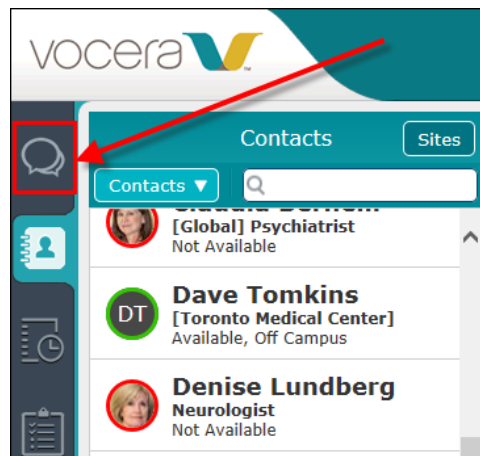
Click on a profile picture to display the contact status information for that person.

If a VST user sends a message, you can see all users who are part of this message, including those VST users who are not part of an organization on the imported VST cloud server and are therefore not in the VMP Server database.

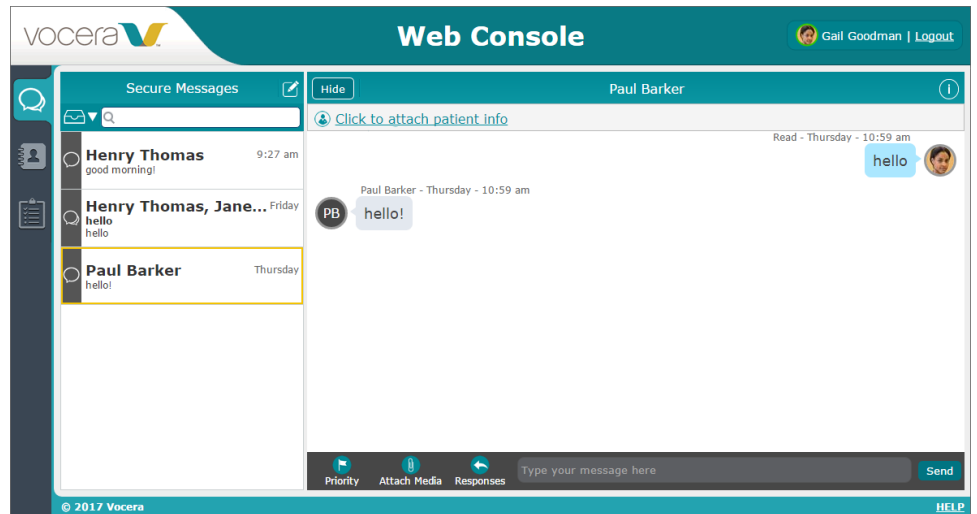
Viewing Participants

You can view a list of the participants in a conversation.

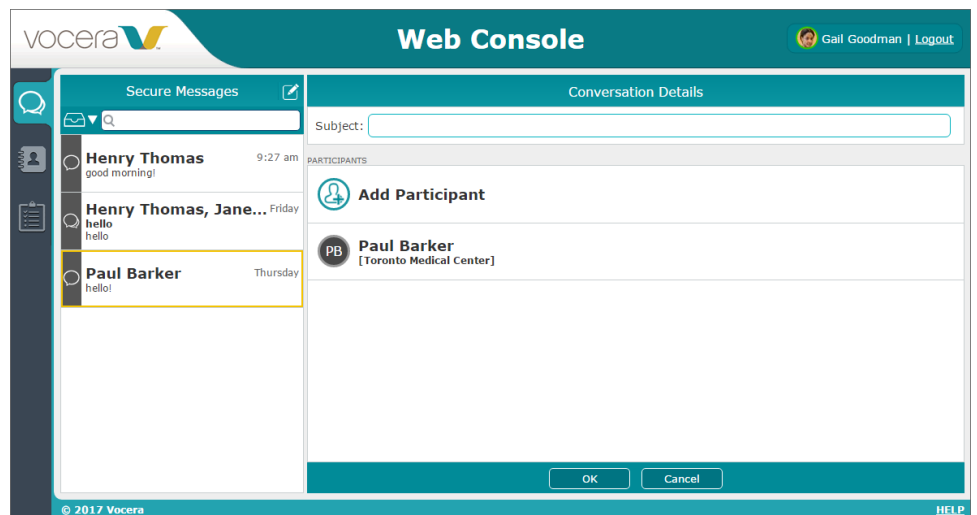
1. Select the Message tab.



2. From the list of messages in the Secure Messages pane, select the message for which you want to view the list of participants.
3. Click the Info icon.



The list of participants appears:

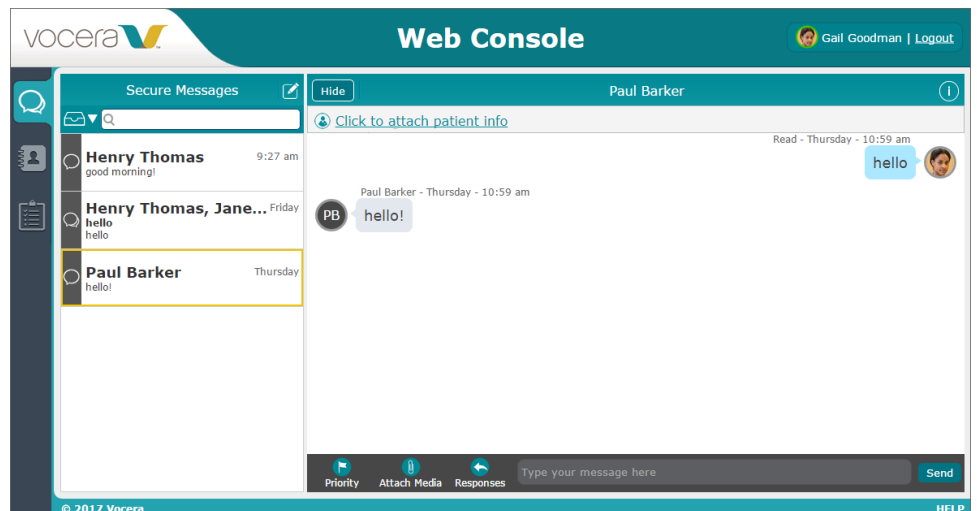


4. Click OK to return to the conversation.

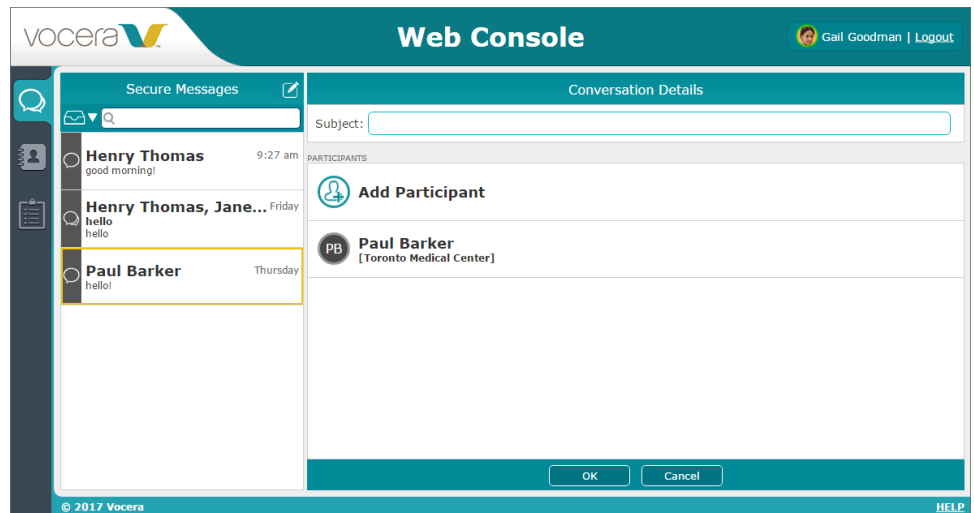
Adding a User to a Message Conversation

You can add additional users to an existing message conversation.

1. Click the Info icon.



The list of participants appears:

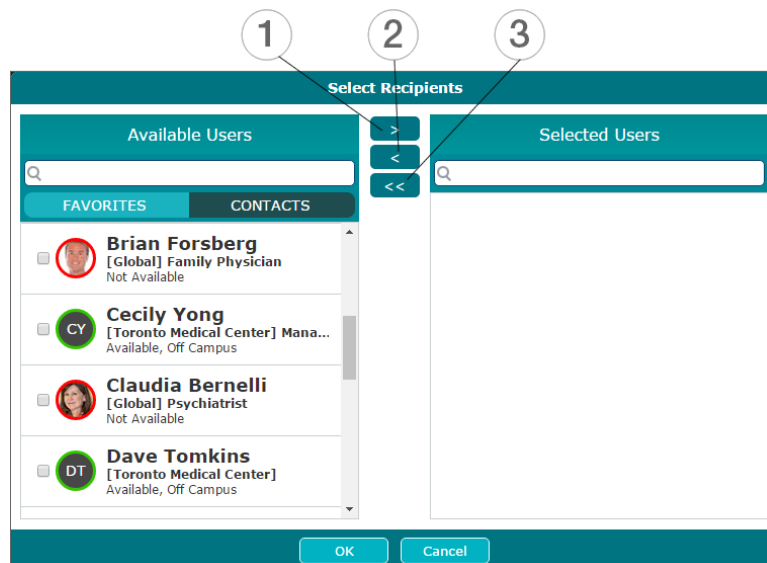
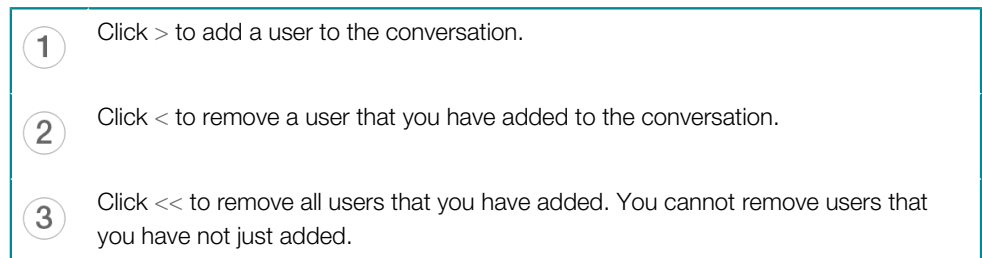


2. Click Add Participant. The Select Recipients dialog box appears.
3. Select the Favorites tab to display favorites only, or select the Contacts tab to display all contacts.



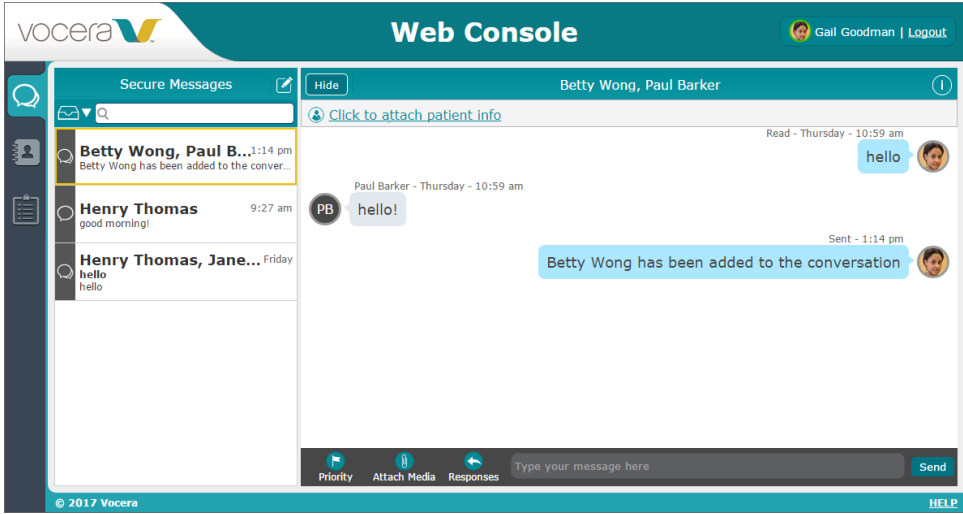
Note: See [Using Web Console Favorites](#) on page 46 for more information on creating favorites.

4. Select the checkboxes of the users that you want to add to the conversation:



5. Click OK to add the selected users to the conversation.

The conversation now indicates that new people have joined.

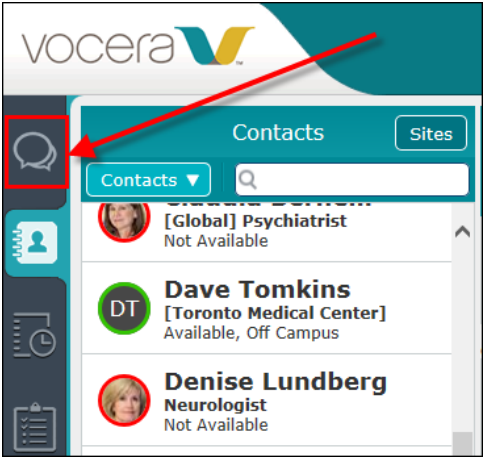


Note: If a user in a message conversation is having messages forwarded to another user, that user is automatically added to the conversation.

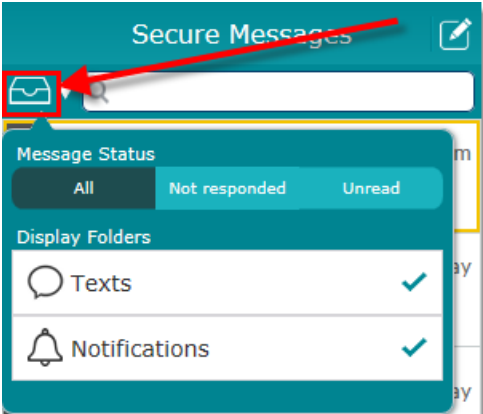
Filtering Message Conversations

You can specify the message conversations that are to be displayed in the Secure Messages screen.

1. Select the Message tab.



2. Click the Inbox icon to display the filtering options.

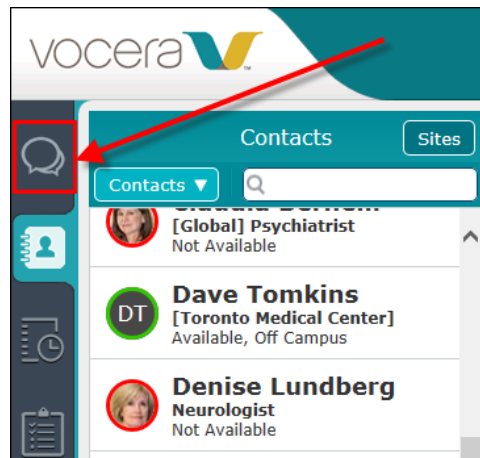


3. In the Message Status section, select whether to display all messages, messages to which you have not responded, or messages that are unread.
4. In the Display Folders section, select Texts to display text conversations, and select Notifications to display notifications. You can select either or both.
5. Click outside of the filtering options popup menu to hide it. The Secure Messages screen is updated to reflect your selections.

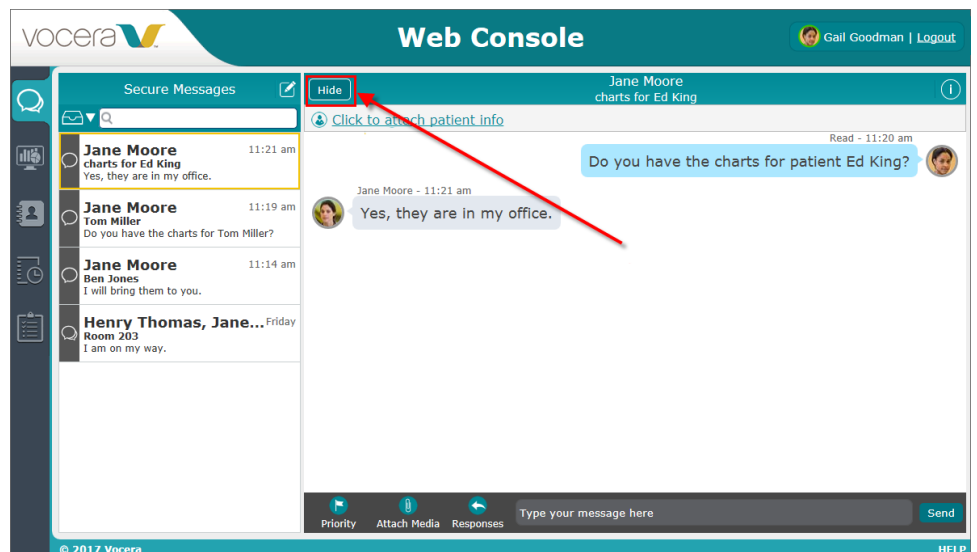
Hiding a Message

If you do not need to save a message, you can hide it.

1. Select the Message tab.



2. From the list of messages in the Secure Messages pane, select the message that you want to hide.
3. Click Hide.



4. In the Hide Conversation dialog box, click Yes to hide the message.



Note: The message reappears if a sender or recipient that has not hidden the message continues the conversation.

Patient Information and Alarms

Your system administrator may have linked your VMP environment to an Engage environment. Two types of Engage environment connections are supported.

- Connections to the Engage Patient Context Adapter, which enable you to add information on a patient to a message conversation.
- Connections from Engage to the VMP SOAP interface, which send alarms sent by patients or care providers to you as notifications.

You can respond to an alarm, view patient information, or contact the care team assigned to the patient.

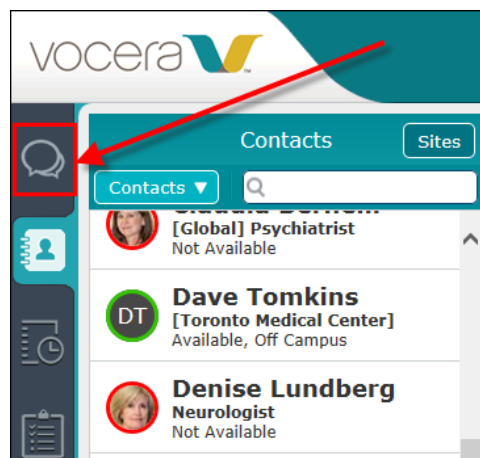


Note: See the Engage product documentation for more details on these adapters.

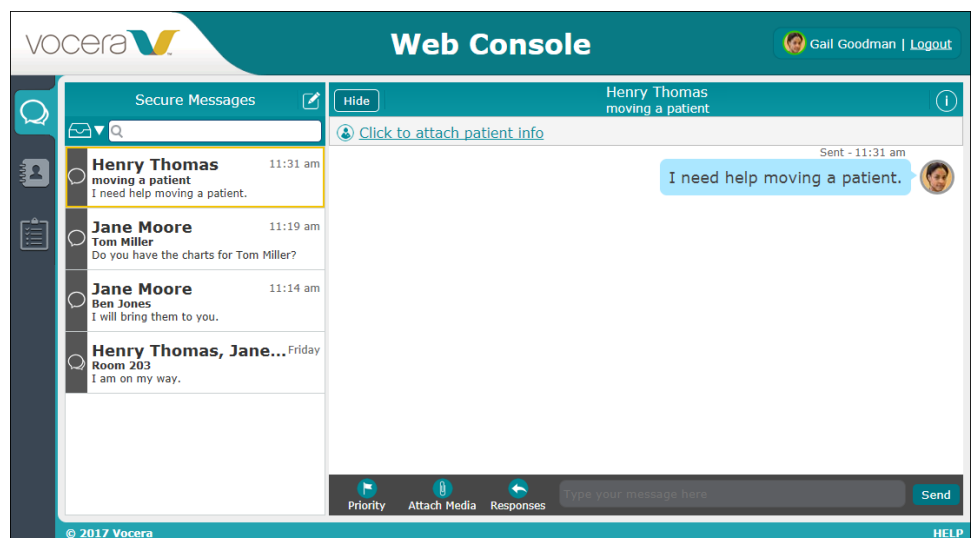
Adding a Patient to a Message Conversation

If patient information is available and no patient has been added to your conversation, you can add patient information if you have permission to do so.

1. Select the Message tab.



2. From the list of messages in the Secure Messages pane, select the message. The message is displayed in the pane at the right.



3. Click the Click to attach patient info link. The Select Patient dialog box appears.

Select Patient

Search by name, room, unit or MRN

MY PATIENTS ALL PATIENTS

Ismael Q. Abel
Room: 7063 DoB: Jan/09/1954
Unit: HATH 07PP
MRN: IsmaelAbel19540109

GABRIEL ACUNA
Room: CC473 DoB: Jun/14/1984
Unit: FACILITY CARDIO
MRN: 12345640202275565

Eugene Y. Adair
Room: 12030 DoB: Mar/14/1973
Unit: HATH 12Med
MRN: EugeneAdair19730314

BARBARA S ADAMS
Room: CC593 DoB: Dec/27/1945
Unit: FACILITY CARDIO
MRN: 1234564020180919

BARBARA S ADAMS
Room: N593 DoB: Dec/27/1945
Unit: FACILITY N593

OK Cancel

If no patient information is available, this link does not appear.

- Click My Patients to see a list of patients assigned to you, or click All Patients to view a list of all available patients.
- Type text in the search field to limit the patient list to patients whose name matches your search text.
- Select the patient whose information you want to attach to this message.
- Click OK to close the Select Patient dialog box.

The information for the selected patient is now included in the message conversation.

vocera Web Console Gail Goodman | Logout

Secure Messages Hide Henry Thomas moving a patient

BARBARA S ADAMS - Room: CC593 - DoB: Dec/27/1945 (71) View Details

Sent - 11:31 am

Henry Thomas 11:31 am
moving a patient
I need help moving a patient.

Jane Moore 11:19 am
Tom Miller
Do you have the charts for Tom Miller?

Jane Moore 11:14 am
Ben Jones
I will bring them to you.

Henry Thomas, Jane... Friday
Room 203
I am on my way.

Priority Attach Media Responses Type your message here Send

© 2017 Vocera HELP

Handling an Alarm

If you have received a notification from the VMP SOAP interface that contains information on an alarm generated by or for a patient, you can respond to the alarm, view the information for the patient, and contact the care team assigned to the patient.

- In the Secure Messages screen, click the notification to view it. If necessary, scroll the screen to view the details of the alarm.

The screenshot shows the Vocera Web Console interface. At the top, the Vocera logo and 'Web Console' title are visible, along with the user's name 'Gail Goodman' and a 'Logout' link. The main area is divided into two sections: 'Secure Messages' on the left and 'Notification' on the right. The 'Secure Messages' section shows a list of messages, with the top one highlighted: 'Henry Thomas' at 11:19 am with the subject 'Aa Code Blue' and the message 'CODE BLUE!!'. The 'Notification' section shows the details of this message, including the sender's name, subject, message content, and time sent. Below the message, there is a 'RESPONSE REQUIRED' section with two options: '1: I am on my way.' and '2: Sorry, I am busy.', each with a 'Send Response' button.

If the alarm has a priority of High or Urgent, an icon appears next to the Subject line.

- In the Response Required section of the notification, select one of the responses that have been made available to you.
- Tap the link for the patient to display patient information and contact the care team. See [Viewing Patient Information](#) on page 31 and [Contacting the Care Team](#) on page 32 for more details.

Viewing Patient Information

If you have added patient information to a message conversation, or you have received a notification containing patient information, you can view it.

- In the Secure Messages screen, click the message or the notification containing the patient information.
- In the link to the patient information, click the View Details button.

The screenshot shows the Vocera Web Console interface. At the top, the Vocera logo and 'Web Console' title are visible, along with the user's name 'Gail Goodman' and a 'Logout' link. The main area is divided into two sections: 'Secure Messages' on the left and a message conversation on the right. The 'Secure Messages' section shows a list of messages, with the top one highlighted: 'Henry Thomas' at 11:31 am with the subject 'moving a patient' and the message 'I need help moving a patient.'. The message conversation on the right shows the details of this message, including the sender's name, subject, message content, and time sent. Below the message, there is a patient information section: 'BARBARA S ADAMS - Room: CC593 - DoB: Dec/27/1945 (71)'. A red box highlights the 'View Details' button next to the patient information.

The patient information screen appears.

This screen contains two panes:

- The Patient Info pane, which contains details on the linked patient.
- The Care Team pane, which contains links to contact information for care team members.

3. Click **Close** to hide the patient information.

Contacting the Care Team

If you have added patient information to a message conversation, or you have received a notification containing patient information, you can view and contact the care team assigned to this patient.

1. In the Secure Messages screen, click the message or the notification containing the patient information.
2. In the link to the patient information, click the **View Details** button.

The patient information screen appears, including the Care Team pane, which displays a list of care team members in a scrollable window.

The screenshot shows the Vocera Web Console interface. At the top, the Vocera logo and 'Web Console' title are visible. The user is logged in as Gail Goodman. The main content area is divided into three sections: Secure Messages, Patient Info, and Care Team. The Secure Messages section shows three messages from Henry Thomas and Jane Moore. The Patient Info section displays details for BARBARA S ADAMS, including MRN No, Gender, Admit Date, Discharge Date, Admit Reason, and Patient Status. The Care Team section lists five team members: Ace Cline, Henry Thomas, Jane Moore, John Smith, and Martin Choi, each with their role and availability status. A 'Text Care Team' link is at the bottom of the Care Team list. The footer shows '© 2017 Vocera' and a 'HELP' link.

This list of care team members can contain users from either or both of two sources:

- VMP Web Console or VCS users
- Users obtained from the Engage Patient Context Adapter

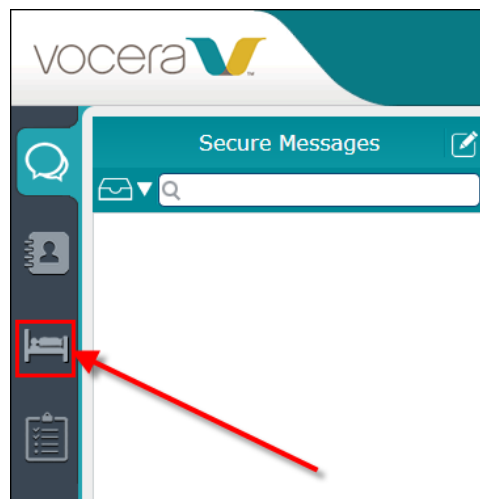
Users obtained from the Engage Patient Context Adapter cannot be contacted from VMP Web Console.

3. In the list of care team members, click on any VMP Web Console or VCS user to display contact information for that user. See [Using Web Console Contacts](#) on page 43 for more details on this contact information.
4. To send a message to all care team members who are VMP Web Console or VCS users, click the Text Care Team link at the bottom of the screen.
The Text Care Team link does not appear if the care team does not include any VMP Web Console or VCS users.
5. Click Close to hide the patient information.

The Patients View

If your system administrator has linked your VMP Server to an Engage environment, the Patients view lists all current patients.

1. To access the list of current patients, select the Patients view.



The list of patients appears.



Note: If there are more than 100 patients in the list, not all patients are displayed. Use the search box to search for any patient in the list, including those that are not displayed.

2. Select the patient for which you want to display information.

The patient information consists of two panes:

- The Patient Info pane, which contains details on the linked patient.
 - The Care Team pane, which contains links to contact information for care team members.
3. In the list of care team members, click on any VMP or VCS user to display contact information for that user. See [Using Web Console Contacts](#) on page 43 for more details on this contact information.
 4. To send a message to all care team members who are VMP or VCS users, click the Text Care Team link at the bottom of the screen.

The Text Care Team link does not appear if the care team does not include any VMP or VCS users.

On-Call Status and Schedules

You can use the VMP Web Console to specify on-call status and create schedules.

If On-Call Scheduling has been provided with the VMP Server, and your administrator has given you permission to manage schedules, you can use the On-Call view to update your own on-call status or the on-call status of other users.

You can also use the Schedules view to create schedules based on On-Call Distribution Lists (DLs).

Schedules can be copied from existing schedules, can be drafted and remain unpublished, and can be published at any time.

You can view schedules by:

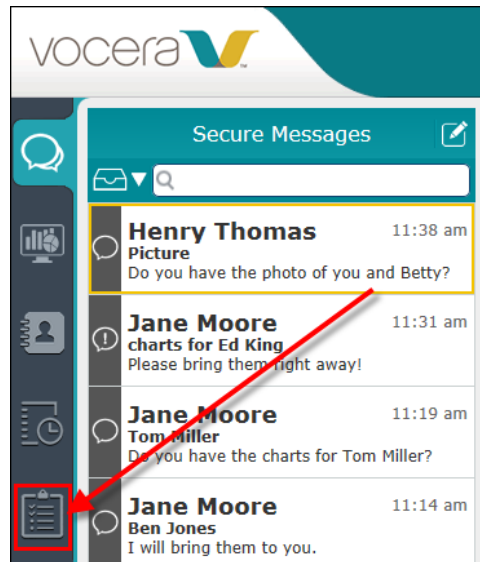
- Day
- Week
- Month
- Shifts

The Vocera administrator can grant users the right to change their status. See the Vocera Messaging Platform Administration Guide for more details.

Modifying Your On-Call Status

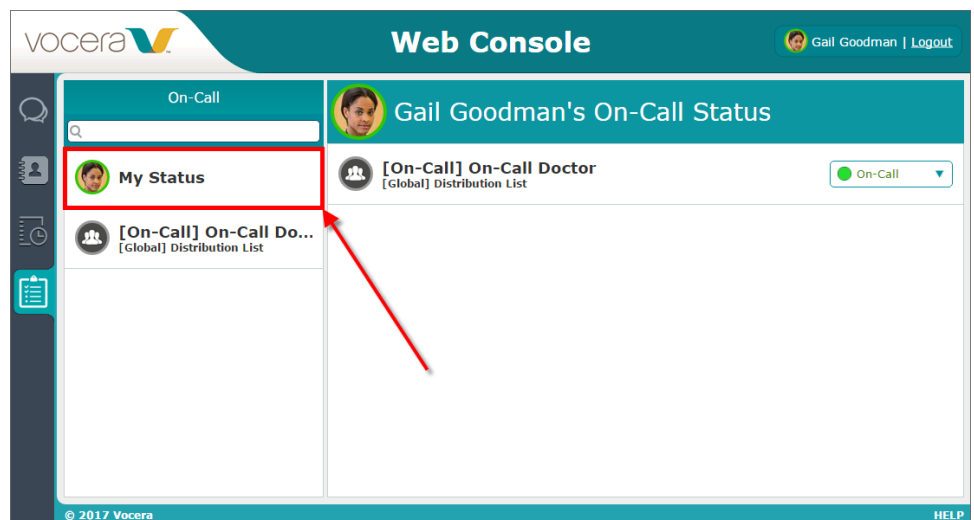
You can change your on-call status in any schedule that includes you if the Vocera administrator has granted you this permission.

1. Open the VMP Web Console from your Web browser.
2. Click On-Call.

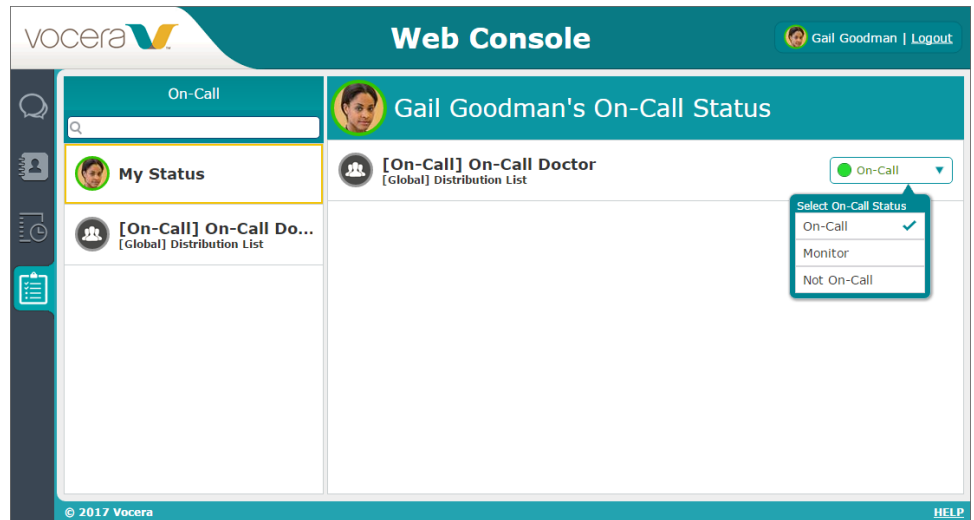


This icon appears only if you have access to On-Call Distribution Lists.

3. In the On-Call Lists pane, click My Status. A list of the Distribution Lists to which you belong is displayed, along with your on-call status for each.



4. For the Distribution List for which you want to change your on-call status, click your current status. A list of options appears.



5. Change your status to one of the following:

- On-Call - Receive messages sent to the list.
- Monitor - Receive message sent to the list, but a response is not expected even when a message requires one.
- Not On-Call - Do not receive messages sent to the list.

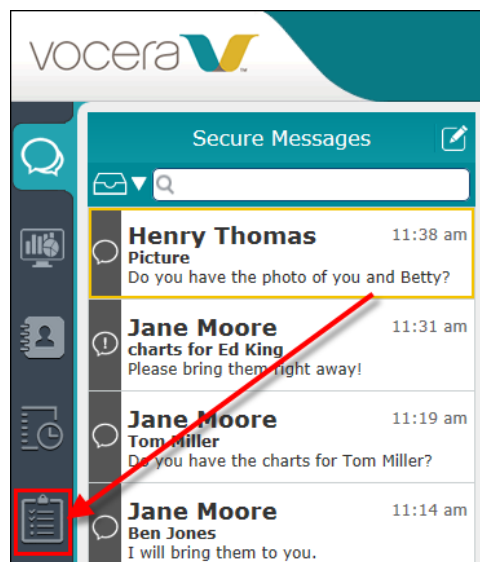


Tip: Select Monitor to receive messages sent to the list without the expectation of a response or action for the message. A shift manager might find it useful to monitor the shift and ensure that messages are handled appropriately.

Modifying Any On-Call Status

You can modify the on-call status of any user in a Distribution List if the Vocera administrator has granted you this permission.

1. Open the VMP Web Console from your Web browser.
2. Click On-Call.



This icon appears only if you have access to On-Call Distribution Lists.

3. In the On-Call Lists pane, click the Distribution List that you want to update. A list of users is displayed, along with their on-call status.

The screenshot shows the Vocera Web Console interface. At the top, it says 'Web Console' and 'Gail Goodman | Logout'. Below that, there's a search bar and a 'My Status' section. The main area is titled '[On-Call] On-Call Doctor' and contains a list of users with their current status. The status for each user is shown as a red dot and the text 'Not On-Call'. A dropdown arrow is next to each status.

User	Specialty	Availability	Current Status
Betty Wong	[Global] Surgeon	Not Available	Not On-Call
Brian Forsberg	[Global] Family Physician	Not Available	Not On-Call
Claudia Bernelli	[Global] Psychiatrist	Not Available	Not On-Call
Denise Lundberg	Neurologist	Not Available	Not On-Call
Gail Goodman	[Global] Family Physician	Available, Off campus	On-Call
Henry Thomas	[Global] Pediatrician	Not Available	Not On-Call

- For the user whose on-call status you want to change, click the user's current status. A list of options appears.

This screenshot is similar to the previous one, but a dropdown menu is open for Denise Lundberg. The dropdown menu is titled 'Select On-Call Status' and has three options: 'On-Call', 'Monitor', and 'Not On-Call'. The 'Not On-Call' option is selected, indicated by a checkmark.

- Change the user's status to one of the following:
 - On-Call - Receive messages sent to the list.
 - Monitor - Receive messages sent to the list, but a response is not expected even when a message requires one.
 - Not On-Call - Do not receive messages sent to the list.



Note: At least one user in the Distribution List must have a status of On-Call at all times.

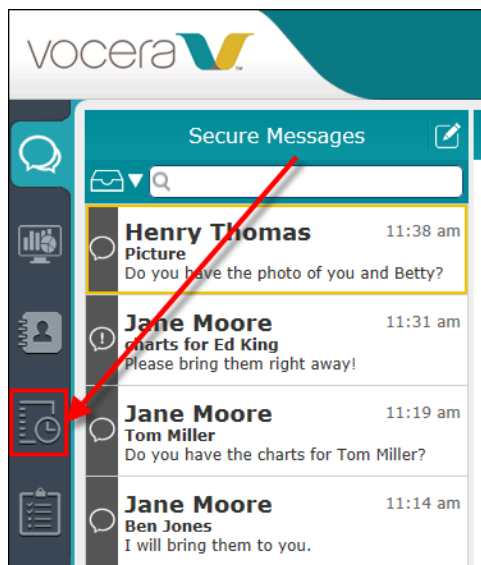
If you do not want to update a user's on-call status, tap the list name at the top left of the screen to return to the list of users.

- Repeat the above step until all users have had their on-call status changed as needed.

Creating On-Call Schedules

You can use the VMP Web Console to create an on-call schedule if the Vocera administrator has granted you this permission.

- Open the VMP Web Console in your Web browser.
- Click Schedule.



The list of schedules appears.



- Click New Schedule.



Note: If you do not have permission to create on-call schedules, the New Schedule button is not available.

- Enter a meaningful Schedule Name.

New Schedule

Schedule Name:

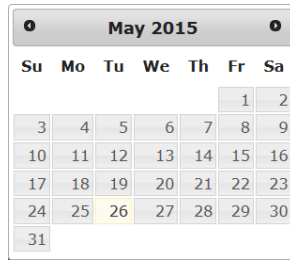
Schedule Distribution List:

Schedule Start Date:

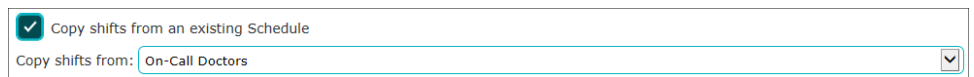
Time Zone: Daylight saving

Minimum # of On-Call Users per Shift: Enable Automatic Validation

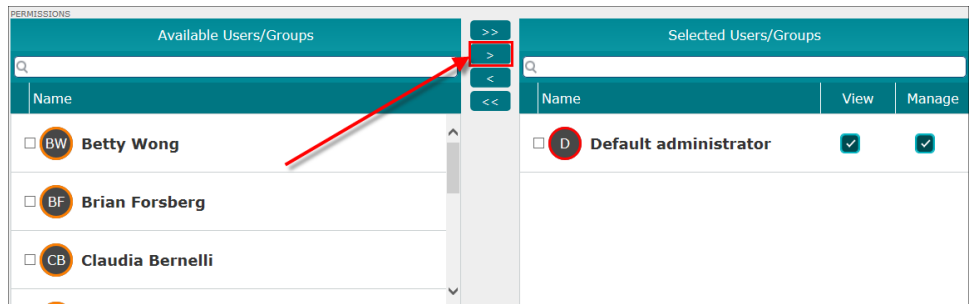
- Use the Schedule Distribution List dropdown list to select the On-Call Distribution List (DL) for the schedule.
- Click in the Schedule Start Date field to open the calendar picker and select the start date.



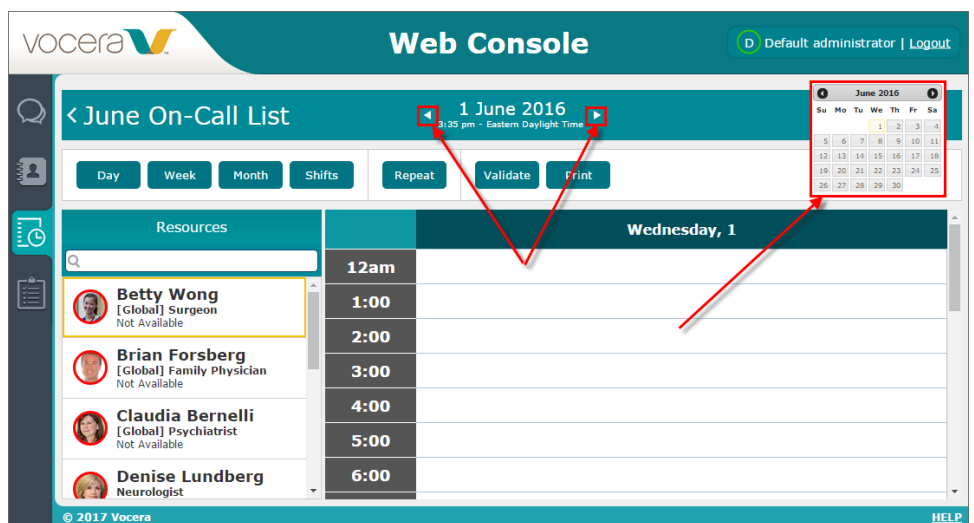
7. If needed, use the Time Zone dropdown list to select the appropriate time zone, or select the Daylight saving checkbox.
8. In the Minimum # of On-Call Users per Shift field, enter the minimum number of users that are to be specified as on-call in each shift.
9. Select the Enable Automatic Validation checkbox if the VMP Server is to perform automatic validation of this schedule to ensure that all shifts have enough on-call users.
10. If you want to copy the shifts for the new schedule from an existing schedule, click to activate the Copy shifts from an existing Schedule checkbox, and select the schedule from the dropdown list.



11. Use the Permissions pane to select Users/Groups with permission to view or manage the schedule. Click to activate the checkbox next to the desired user or group and click > to select.



12. Click OK to continue.
13. Click the name of the schedule to continue editing it.
14. Use the arrow buttons or the calendar picker to select a date for which to schedule shifts.



15. To assign a shift to a user, drag the user's name to the time slot that is to be the start of the shift. Use the Shift Period dialog to specify the start time and the end date and time for the shift.

Shift Period

Start Time: Dec 21 11 am 00

End Time: Dec 21 12 pm 00

OK Cancel



Tip: To change the times for a user's shift, drag the shift assignment to the desired time slot. Drag the bottom of the shift assignment to increase the number of assigned hours.

16. Repeat the above step to add users to the schedule as appropriate. You can schedule more than one user in any time slot.
17. When you have finished creating the shift assignments, click Repeat to copy these assignments to other days of the month:

Repeat Day

Repeat

Every Sunday

Every Monday

Every Tuesday

Every Wednesday

Every Thursday

Every Friday

Every Saturday

Repeat from to

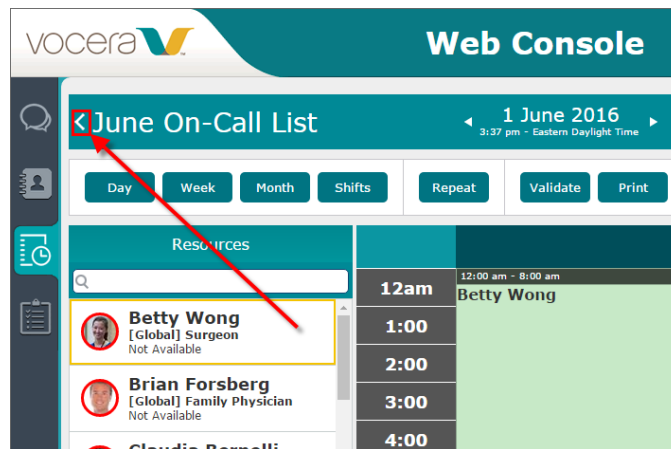
OK Cancel

- Use the checkboxes to specify the days of the week on which these shifts are to be assigned.
 - Click in the Repeat from field to specify the start of the date range in which these shifts are to be assigned.
 - Click in the to field to specify the end of the date range.
 - Click OK.
18. Click Week or Month to view the shift assignments for a specific week or month. To view the shift assignments for a specific user, click Shifts and then click the user's name.
- In the Week or Month view, you can copy shift assignments from one day to another:
- Locate the day of the month whose shift assignments you want to copy. Click on the heading for that day of the month to highlight it.

	Sun, 24	Mon, 25	Tue, 26	Wed, 27	Thu, 28
12am	12:00 am X Betty W...	12:00 am X Betty W...	12:00 am X Betty W...	12:00 am X Betty W...	12:00 am X Betty W...
1:00					
2:00					
3:00					

- Click Copy.
 - Locate the day of the month to which you want to copy the shift assignments. click the heading for that day of the month to highlight it.
 - Click Paste. The shift assignments are copied to the specified day.
19. To ensure that all shifts have enough on-call users, click Validate. This checks all days for which shifts are scheduled, up to the (possibly partial) last day. A pop-up dialog appears that either lists the shifts for which not enough on-call users are defined or indicates that the schedule is valid.

20. When the schedule is complete, click the back arrow to return to the Schedule list.

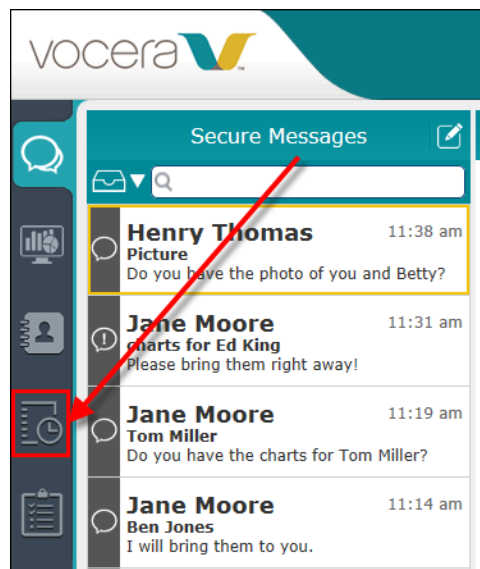


21. Select the Published checkbox to publish the schedule.

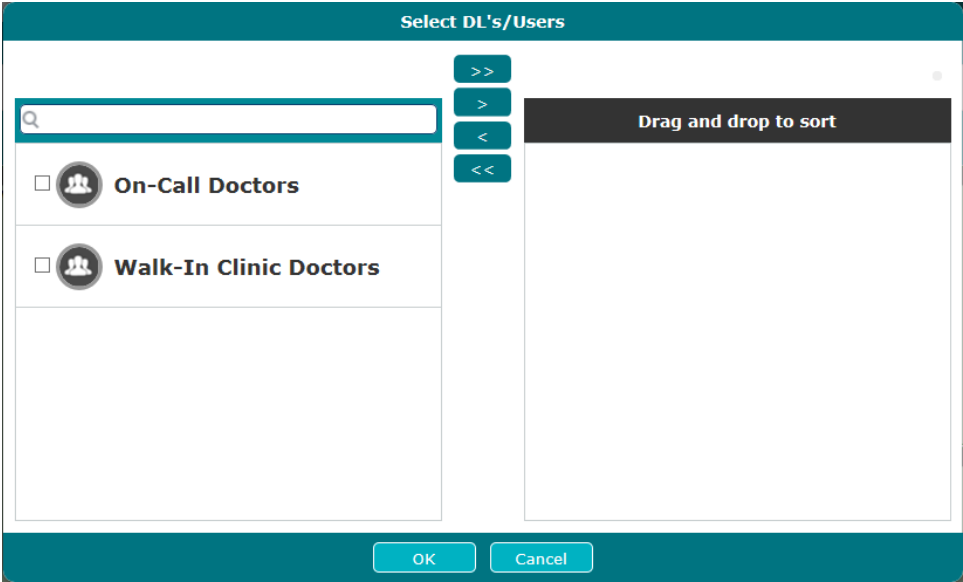
Viewing the Schedule Dashboard

From the VMP Web Console, you can view the Schedule Dashboard, which lists any or all the schedules that you have created and who has been assigned shifts in these schedules for any specific day.

1. Open the VMP Web Console in your Web browser.
2. Click Schedule.

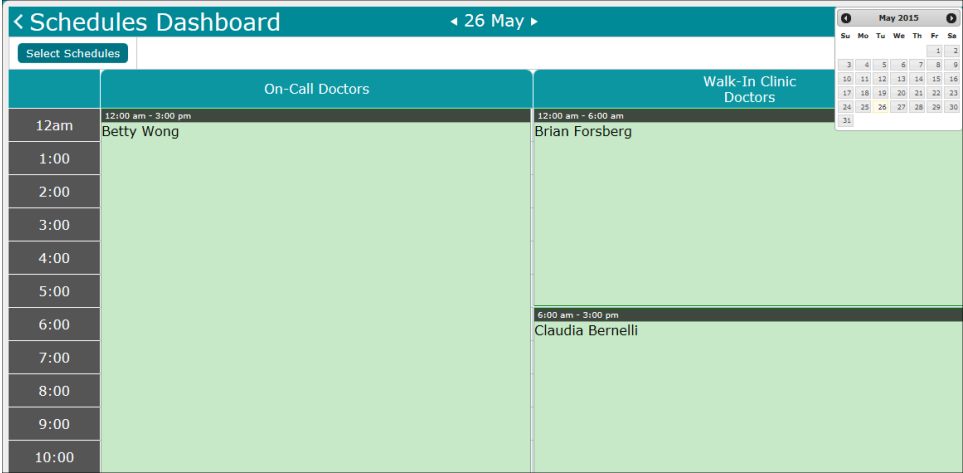


3. Click Dashboard.
4. Click Select Schedules.
5. To select a schedule, go to the Available Schedules pane, select the checkbox next to the schedule, and click >. To unselect a schedule, go to the Selected Schedules pane, clear the checkbox next to the schedule, and click <.

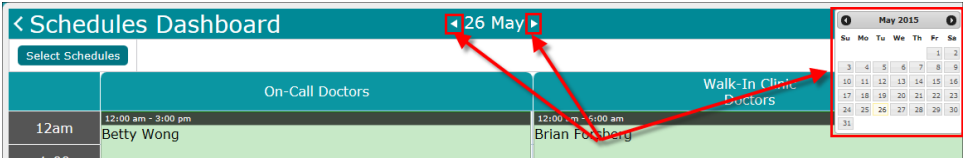


You can select a maximum of 20 schedules.

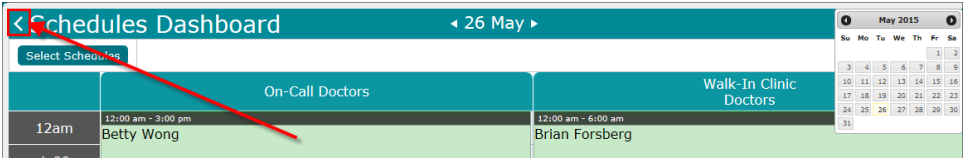
- 6. To change the order in which the schedules are to be displayed, drag and drop the schedules in the Selected Schedules pane as needed.
- 7. Click OK. The Schedule Dashboard now displays the schedules that you have selected. For each schedule, the shifts assigned for the current date are displayed.



- 8. To view the shifts for a different date, select the date from the calendar at the top right of the Schedule Dashboard, or use the arrow icons to navigate to the date that you want to display.



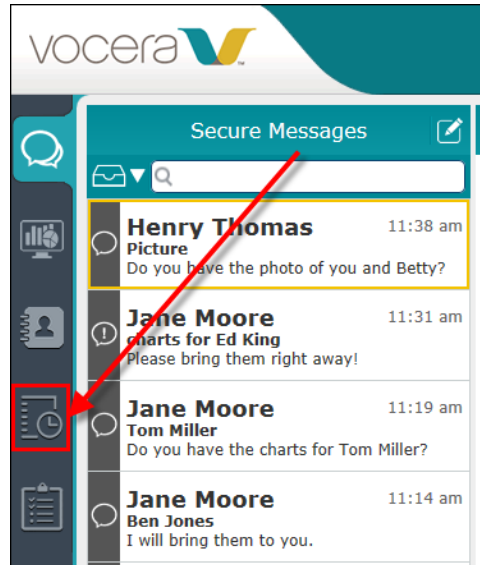
- 9. Click the Back icon to return to the list of schedules.



Printing a Schedule

You can print a schedule that you are editing. The portion of the schedule that is printed is identical to the portion that you are viewing. For example, if you are viewing the schedule for the current week, the printed schedule is for that week.

1. Open the VMP Web Console in your Web browser.
2. Click Schedule.



3. Click the name of the schedule to display.
4. Click one of Day, Week, or Month to display the schedule for that time period.
5. Click Print. A print window appears that displays the schedule to be printed.
6. In the print window, click Print. This displays the Windows print command window. From this window, select the desired printer and options.

Web Console Contacts

The Web Console Contacts view shows all contacts the logged in user is allowed to access.



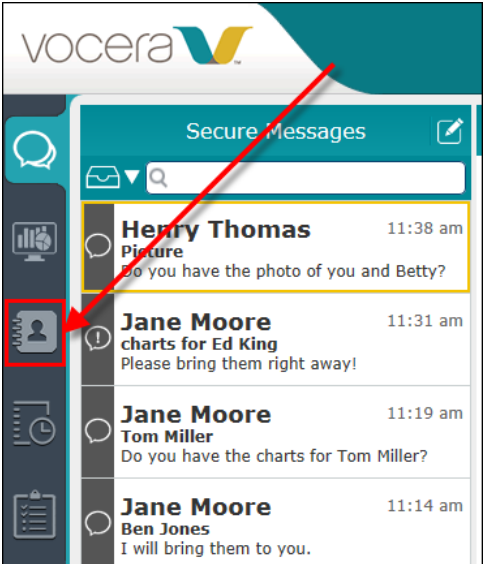
Note: Contact access is defined in the VMP Administrator.

Using Web Console Contacts

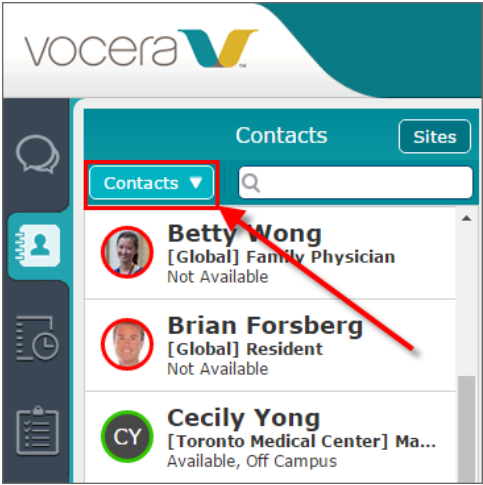
Use the Contacts view to initiate a communication with a contact.

The Email option is available only for users, and is available only if the VMP Server administrator has allowed email communication. Only messages can be sent to group contacts.

1. Log on to the VMP Web Console from your Web browser.
2. Click Contacts to display the Contacts view.



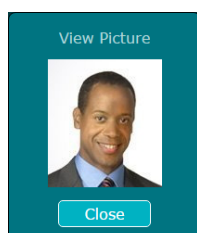
3. Toggle between Favorites or Contacts at the top of the Contacts pane.



Tip: Start typing the contact name in the search box to quickly find a user, group, or Distribution List. For details on using Favorites, see [Using Web Console Favorites](#) on page 46.

Select a contact to display it:

4. If the contact has a photo, click on it to display it in a separate window:



Click Close to close this window.

5. If a contact is a Vocera Voice Group, the group may contain subgroups. Click the subgroup you want to view. When viewing a subgroup, click the Back arrow to return to the parent Voice Group.
6. When you have found the contact, select Call, Urgent Call, or Text to communicate with the contact. If the contact is a Voice Group or Distribution List, you can send a Broadcast or Urgent Broadcast to all members of the group or Distribution List.



Note: The Call, Urgent Call, Broadcast, and Urgent Broadcast operations are initiated on your client application (VCS client or Vocera badge).

Contact Types and Status

Vocera categorizes contacts as individual users, Voice Groups, and Distribution Lists.

For each user, a colored ring around the user's photo or initials indicates the user's presence and availability:

- Green indicates that the user is available.
- Yellow indicates that the user is in Do Not Disturb mode for calls, messages, or both.
- Red indicates that the user is not available.

For all contacts, the site that the contact belongs to is enclosed in square brackets:

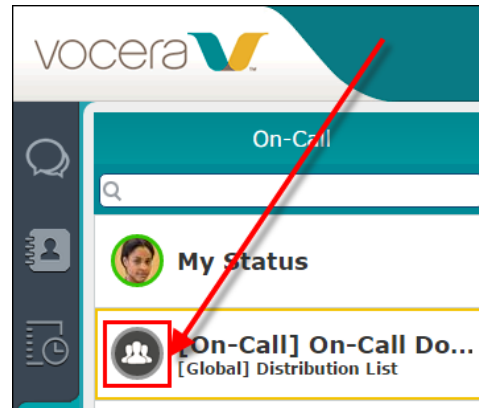
- If Vocera Secure Texting users are included in the list of contacts, the site for each Vocera Secure Texting user is the organization to which that user belongs.
- If you have not created any sites, all contacts other than Vocera Secure Texting users have the site name [Global].

For each user, details on the user's current status are provided below the contact's name, site, and title. These include the following:

- The contact's availability status, corresponding to the colored ring around the user's photo or initials. This is one of *Available*, *Do Not Disturb*, or *Not Available*. For *Do Not Disturb*, the current status indicates whether calls, messages, or both or are not being let through.
- *Messages Forwarding* indicates that messages to this contact are being forwarded to another contact.
- *Off Campus* indicates that the contact is available but is not on the corporate network. An example of this is when the contact is logged into the VMP Web Console.

Vocera Secure Texting users are listed as *Available* and *Off Campus*.

Voice Groups and Distribution Lists are indicated with a multi-person icon.

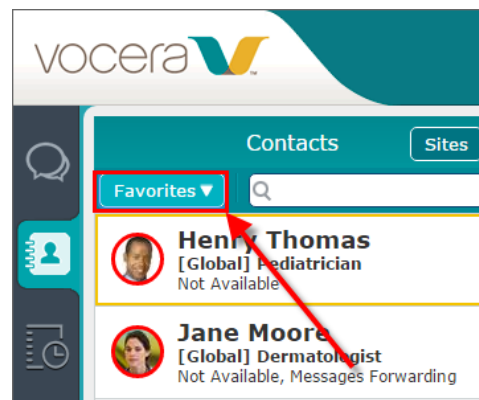


For each user in a Voice Group or a Distribution List, a photo of the user and the availability status are displayed. If the user has no photo, the user's initials are displayed.

Using Web Console Favorites

In the VMP Web Console, you can specify a list of Favorite contacts that you communicate with frequently.

To display the list of Favorites, select *Favorites* at the top of the Contacts pane.

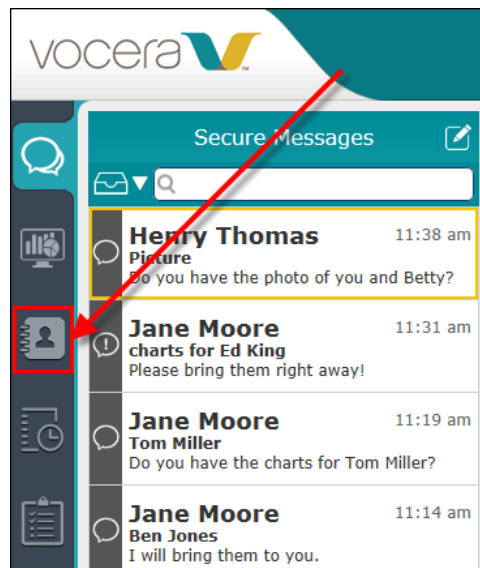


Adding a Favorite

You can add a contact to the list of Favorites.

Note: If a Favorite is a Vocera user, the contact status for the user is displayed in the Favorites list. This lets you quickly determine if the Favorite is logged in to the Vocera system. See [Contact Types and Status](#) on page 45 for more information on contact status.

1. Click Contacts to display the Contacts view.

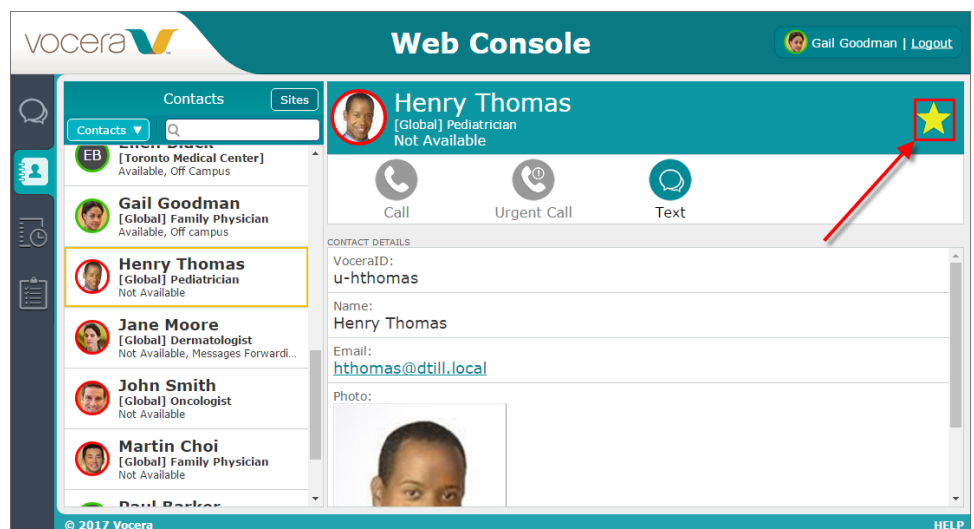


2. Select Contacts at the top of the Contacts pane to display all contacts.
3. Select a contact from the displayed list.



Tip: Start typing the contact name in the search box to quickly find a user or group.

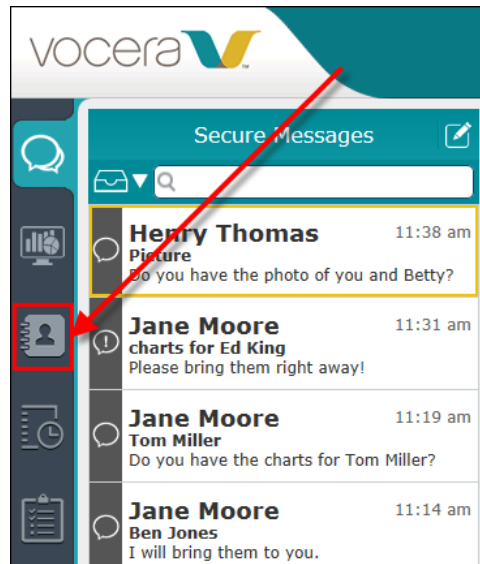
4. Click the star icon located at the top right of the contact. This changes the star to yellow, which marks this contact as a Favorite. The VMP Web Console adds the contact to the Favorites list.



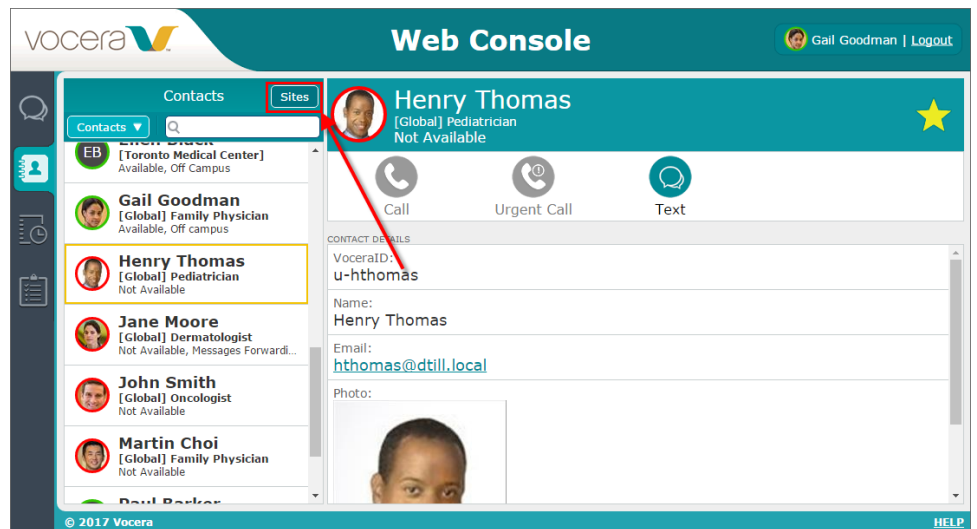
Displaying Contacts in Sites

If contacts have been organized into sites, you can specify which sites are to be displayed in the Contacts list.

1. Click Contacts to display the Contacts view.



2. Click Sites.

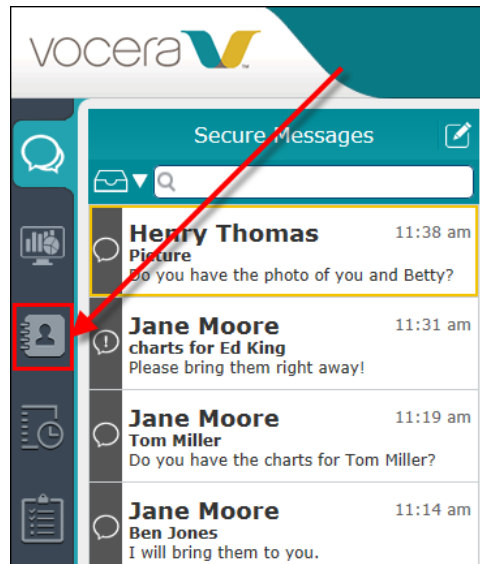


3. In the list of sites that appears, select or clear the sites to display.

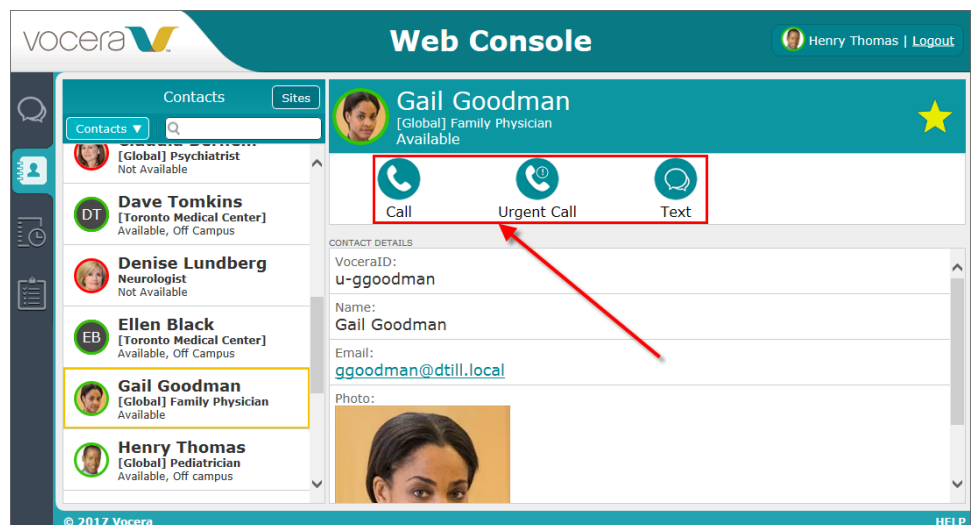
Calling a Contact

If you are logged in to the Vocera Collaboration Suite, you can call a contact from the VMP Web Console.

1. Log on to the VMP Web Console from your Web browser.
2. Click **Contacts** to display the Contacts view.



3. Click the name of the contact to which you want to place a Call. The screen for this contact displays the ways that you can communicate with the contact.

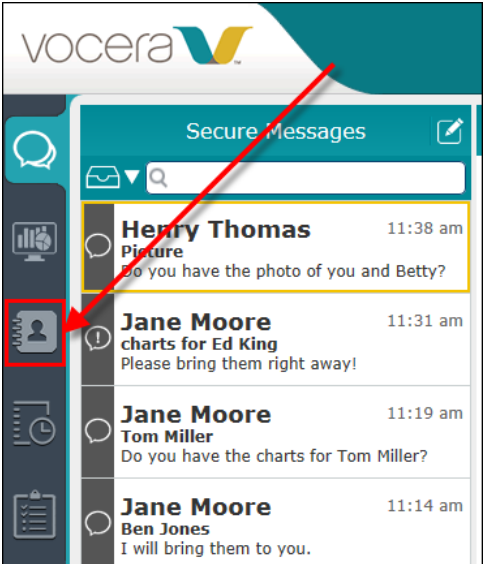


4. Click Call to place a call to the contact, or click Urgent Call to place an urgent call to the contact. This call behaves exactly as if you had originated it from the device.

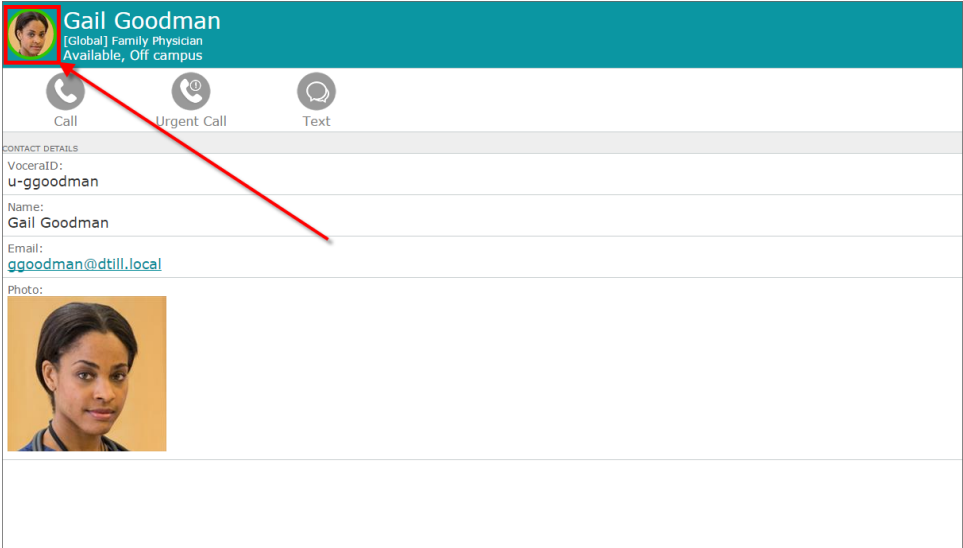
Changing Your Profile Picture

When you are logged in to the VMP Web Console, you can change your profile picture.

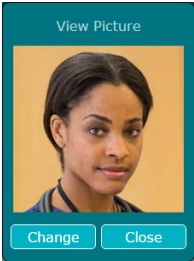
1. Log on to the VMP Web Console from your Web browser.
2. Click Contacts to display the Contacts view.



- 3. Click your name to display your contact page.
- 4. Click on your profile picture at the top left of the contact page.



- 5. In the View Picture dialog box that appears, click Change.



- 6. In the file browser window that appears, select the profile picture that you want to use and click Open.
- 7. When the View Picture dialog box reappears, click Save to update your profile picture.

