



Vocera Vina Web User Guide

Version 6.1.0

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About the Vocera Vina Web User Guide

The Vocera Vina Web User Guide describes how to perform tasks using the Vina Web.

You can use this document as you work with the Vina Web, and you can get the same information from the console's context-sensitive help. The organization of this guide generally matches the layout of the Vina Web.

Getting Started With Messaging

To start using the Vina Web, you must first log into it.

After you have logged in, online help is available.

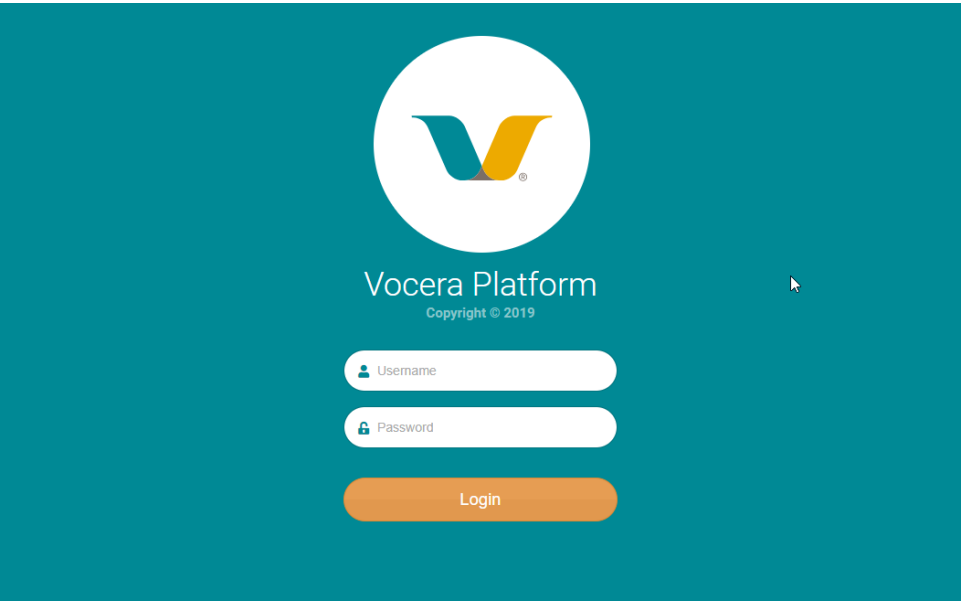
Logging Into the Vina Web

You can typically log into the Vocera Platform Web Console using the credentials you provide for other applications in your organization (your Active Directory credentials).

Use the following steps to log into the Vocera Platform Web Console using Active Directory authentication:

1. In your browser, type the URL of the Vocera Platform Web Console that your administrator has provided for you.

The Vocera Platform login screen appears.

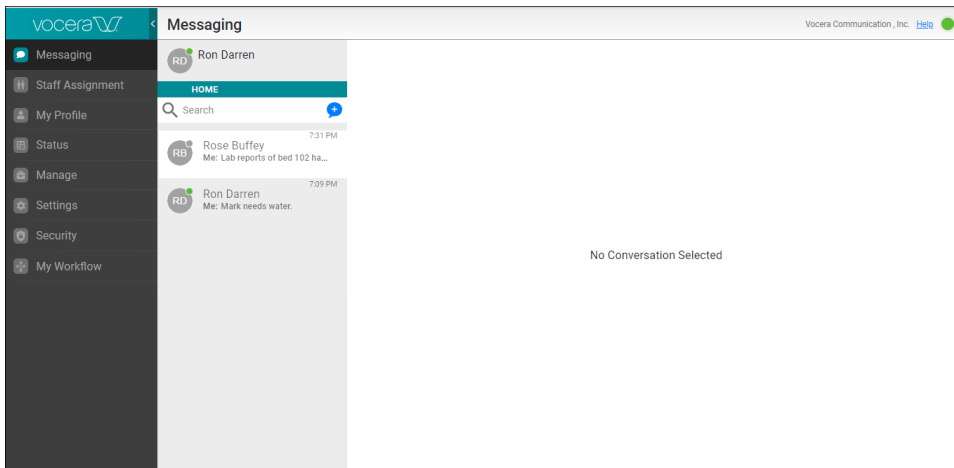


2. Specify the following values:

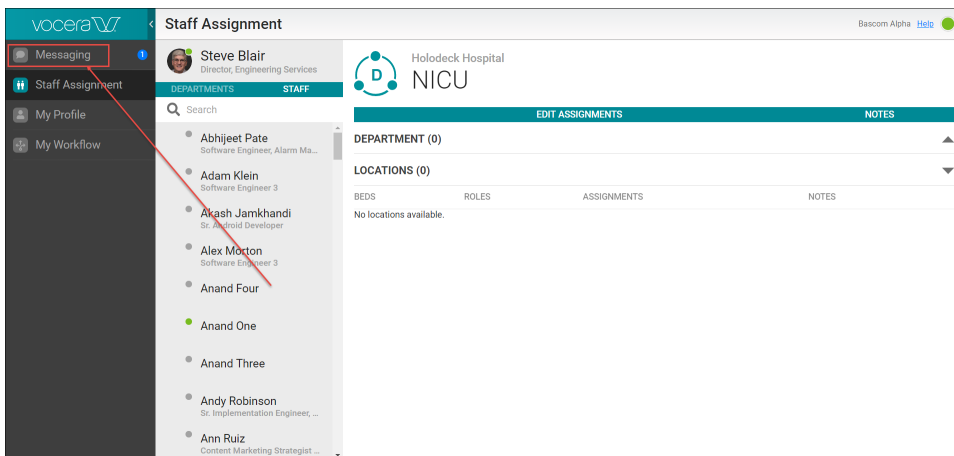
Field	Description
Username	Enter your username (up to 250 characters).
Password	Enter your password (up to 127 characters).

3. Click **Log In**.

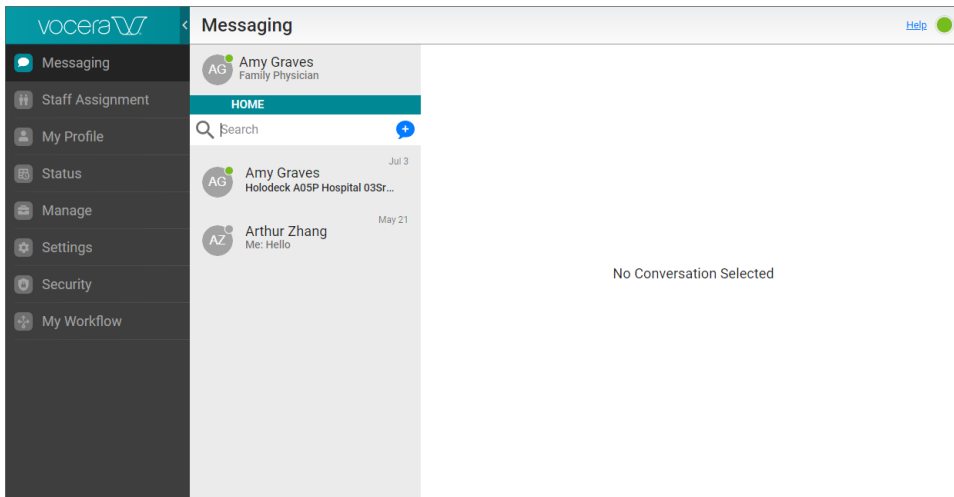
The Vocera Platform Web Console screen appears.



4. If the Vina Web page is not visible, select **Messaging** from the panel at the left.



The Vina Web page appears.

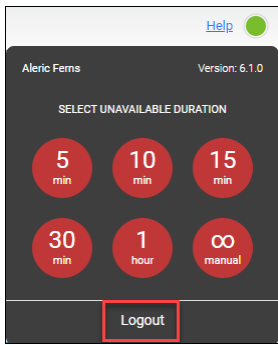


Logging Out

When you are finished using the Vocera Platform Web Console, log out.

To log out from the Vocera Platform Web Console:

1. Click the presence icon in the top right corner of the Vocera Platform Web Console.
The presence dialog box appears.



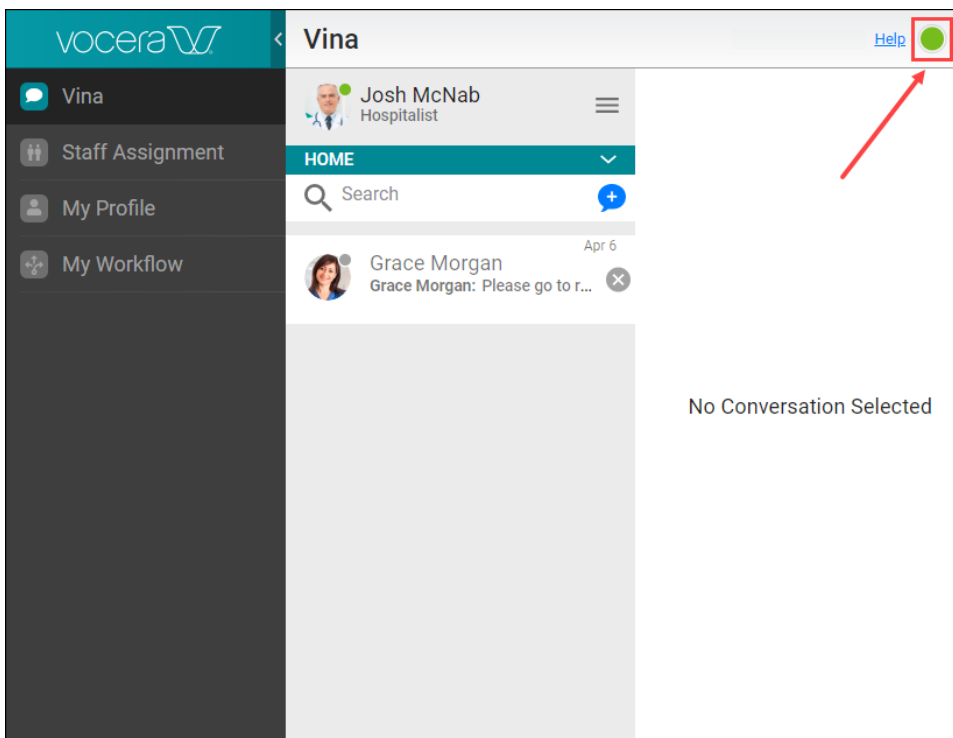
2. Click **Logout** at the bottom of this dialog box.
The system logs you out.

Setting Presence and Availability

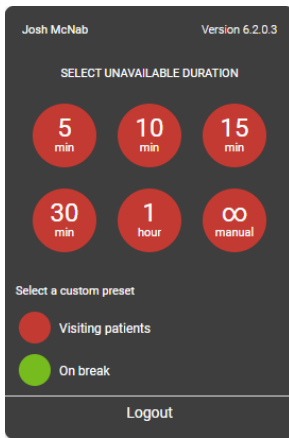
You can specify that you are unavailable, either for a specified period of time or until you make yourself available again.

To specify a period of time in which you are unavailable

1. Click the presence icon at the top right corner of the Home screen, as shown in the following screenshot.



A popup menu appears, displaying a list of options to select.



2. Select one of the following:

- Click one of the options in the **Select unavailable duration** section to specify that you are unavailable for a predefined period of time. After this time has elapsed, you are listed as available.
- Click **Manual** to specify a custom unavailability interval. You remain unavailable until you make yourself available again.
- Click on one of the options in the **Select a custom preset** section. The custom preset feature is available only if this feature is enabled by your system administrators.

When you have specified an unavailability interval, the presence icon turns red indicating a DND or unavailable status.

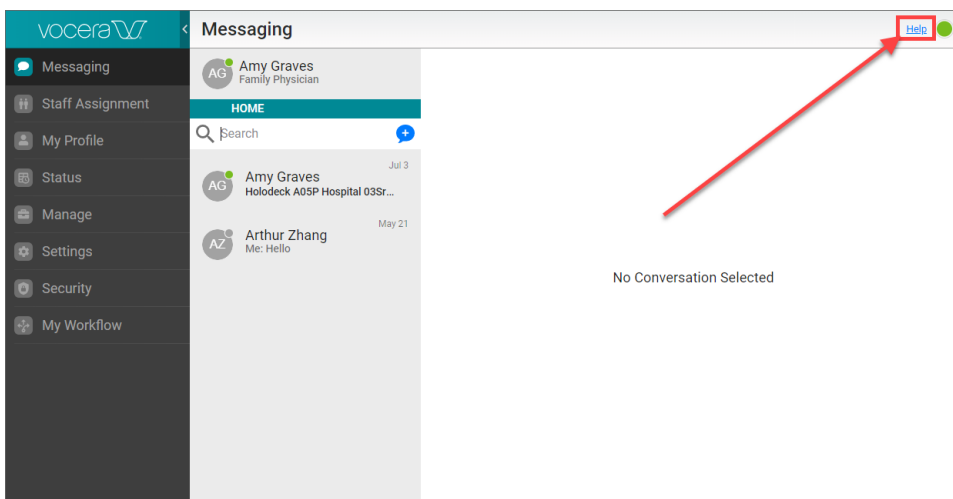
You can click the red presence icon again to revert back to an available status indicated by a green color.

Viewing Online Help

You can access an online version of this guide from the Vina Web.

To view the online help:

1. Click the Help link at the top right corner.



An online version of the Vocera Vina Web User Guide appears in a separate browser tab.

About Conversations

When you start Vina Web, the Home screen displays a list of the conversations and group chats that you have participated in. You can use messaging and chat-style conversations to communicate with other users in your network.

You can:

- Start a conversation with another user.
- Start a group chat with multiple users.



Note: Your administrator may have defined the maximum number of conversations or group chats that can appear on your screen. Contact your administrator if you have any concerns about this.

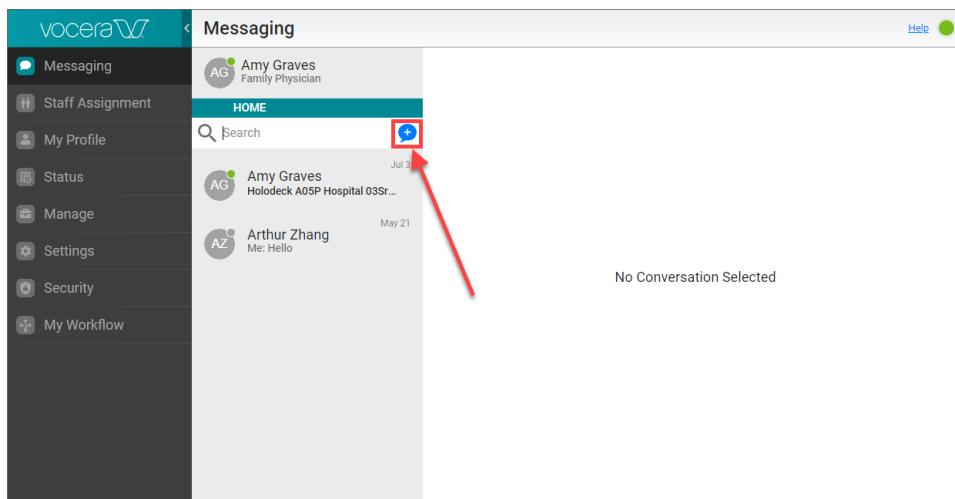


Note: You can miss a message if it is sent in a conversation or group chat that has scrolled off your screen.

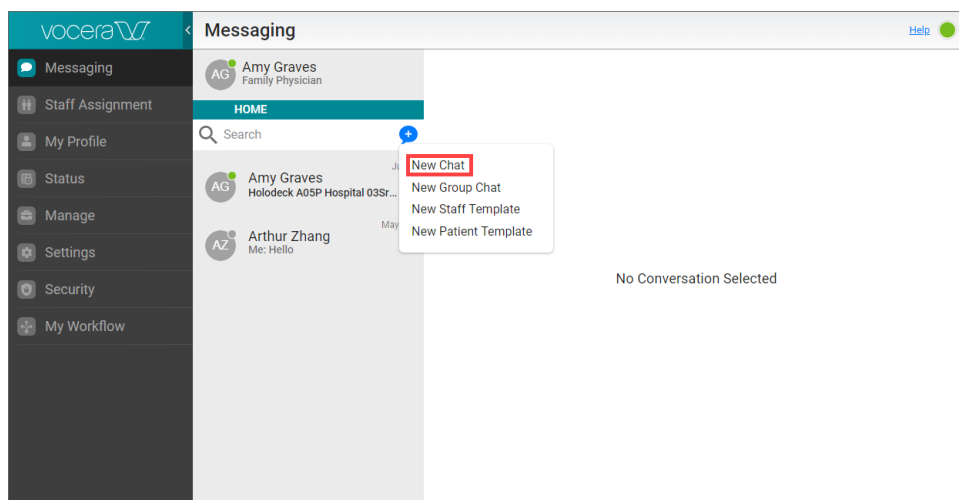
Starting a Conversation

From the panel that displays the list of conversations, you can start a new conversation.

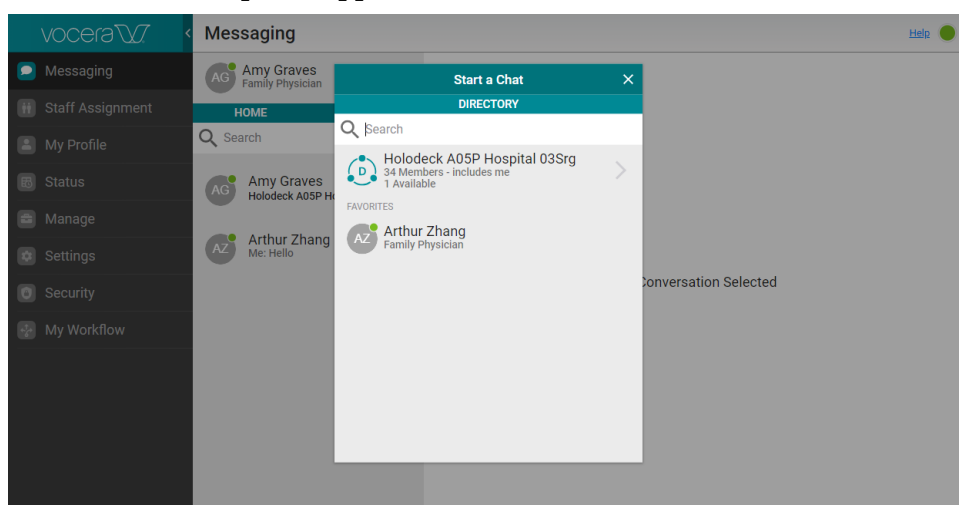
1. In the panel that displays the list of conversations, click the **New** icon.



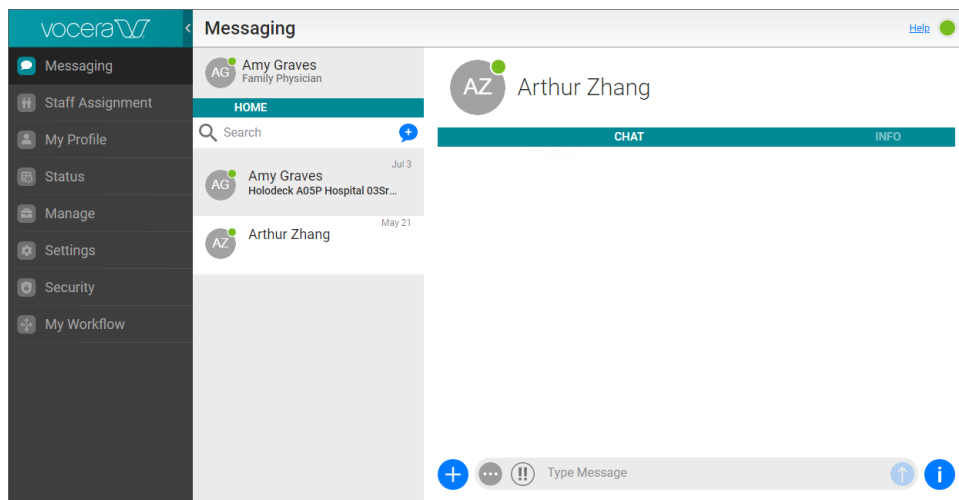
2. From the pop-up menu that appears, select **New Chat**.



The Start A Chat panel appears.



3. In the Start A Chat panel, select the contact with which you want to have a conversation:
 - a. If the contact is defined as a favorite, click the link for that contact to start the conversation. (See [About Favorites](#) on page 31 for more information on Favorites.)
 - b. If the contact is a member of a group, click the group to display the contacts that are members of the group, then click the member to start the conversation.
 - c. In the Search field, type text consisting of some or all of the contact's name. All contacts matching this search text are displayed. Click the entry for the contact with which you want to start a conversation.
4. When you have selected a message participant, the chat screen appears.



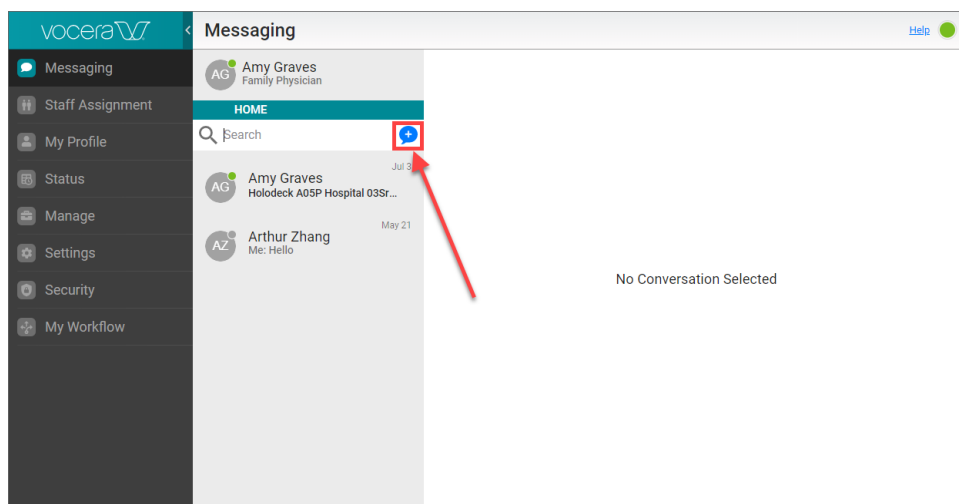
In the Chat screen, you can start the conversation. See [Adding a Message](#) on page 14 for information on how to do this.

If you have previously started a 1-on-1 conversation with this contact, the existing conversation is rejoined. Conversations that are between more than two users or contain a patient reference are always new conversations.

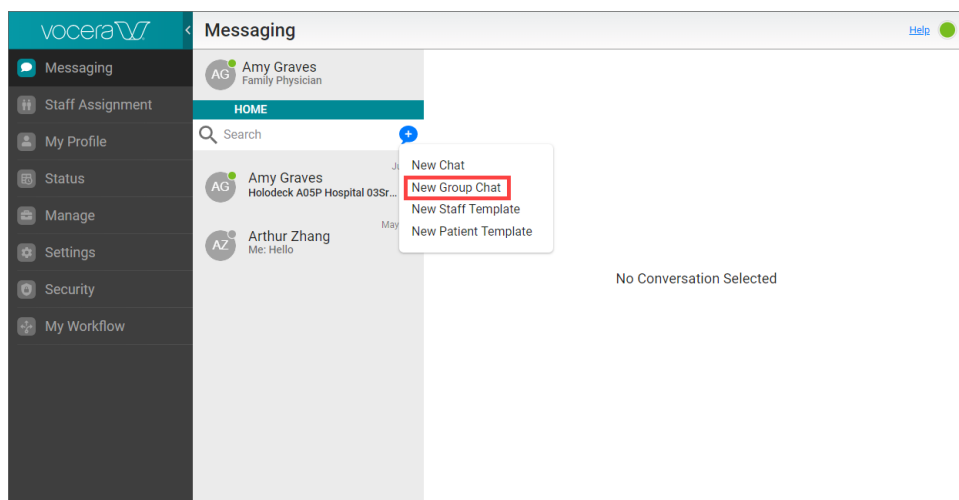
Starting a Group Chat

You can start a group chat with the members of a group to which you belong.

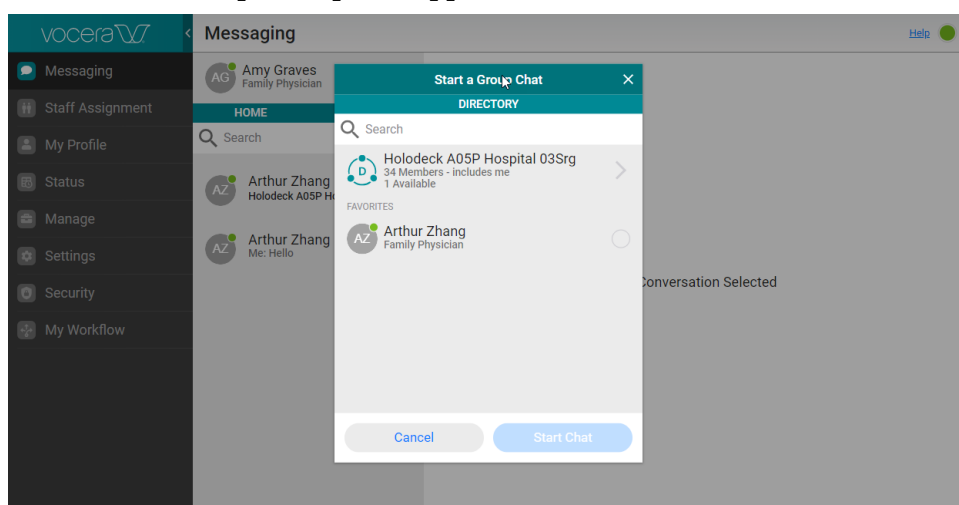
1. In the panel that displays the list of conversations, click the **New** icon.



2. From the pop-up menu that appears, select **New Group Chat**.



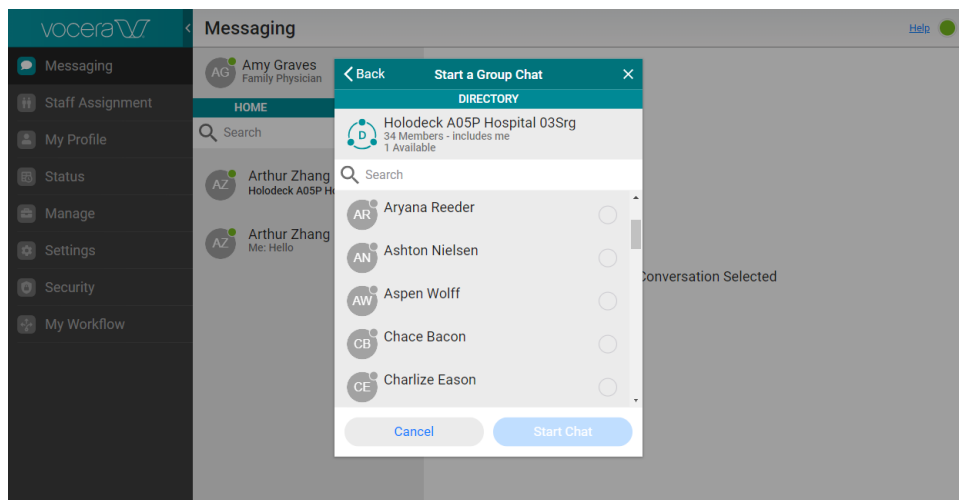
The Start A Group Chat panel appears.



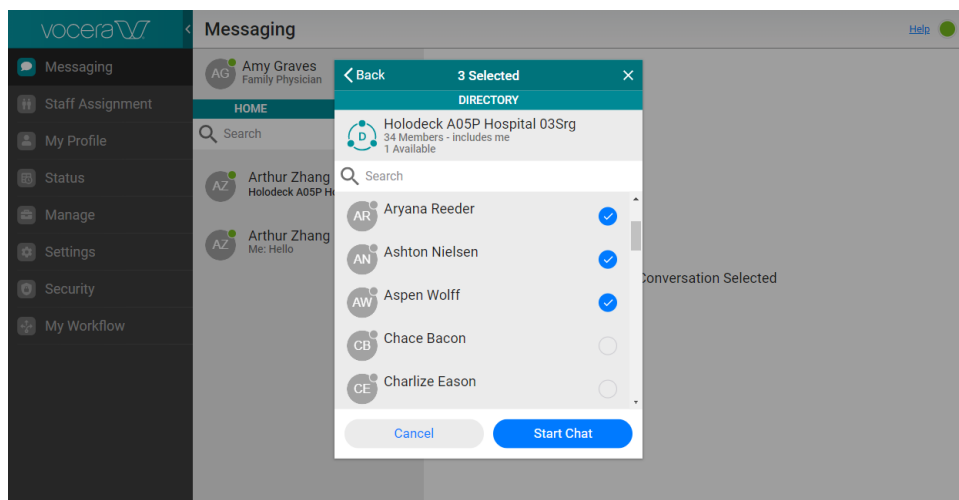
From this panel, shortcuts are defined when you right-click on a group, a department or an individual user that may allow you to send a message or update your favorites list.

- If you right-click on a group, you can select **Message Group** to send a message to the entire group. If the group is not a favorite, select **Make Favorite** to make this group a favorite. If the group already is a favorite, select **Remove Favorite** to remove the group from your favorites list.
- If you right-click on a department, you can select **Message Department** to send a message to the entire department.
- If you right-click on a user, and the user is not a favorite, select **Make Favorite** to make this user a favorite. If the user is a favorite, select **Remove Favorite** to remove the user from your favorites list.

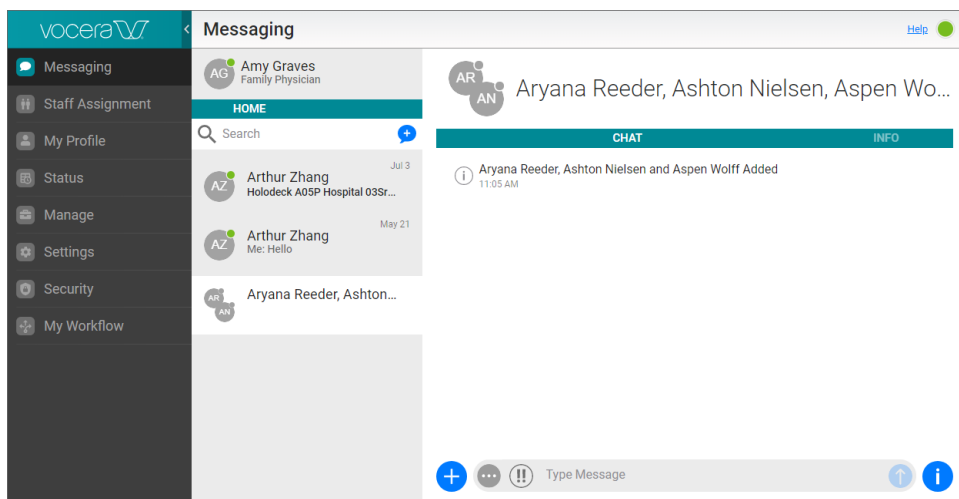
3. Tap the name of a group. A list of the group members appears.



4. Use the checkboxes at the right to select the members of the group with which you want to chat.
5. Click **Start Chat** to start the group chat.



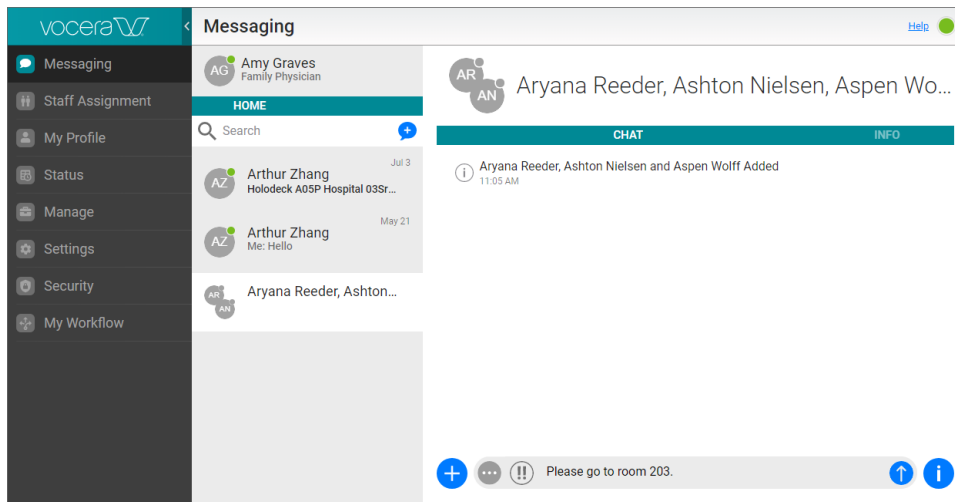
The Vina Web creates a chat room in which the selected members of the group are invited to be participants.



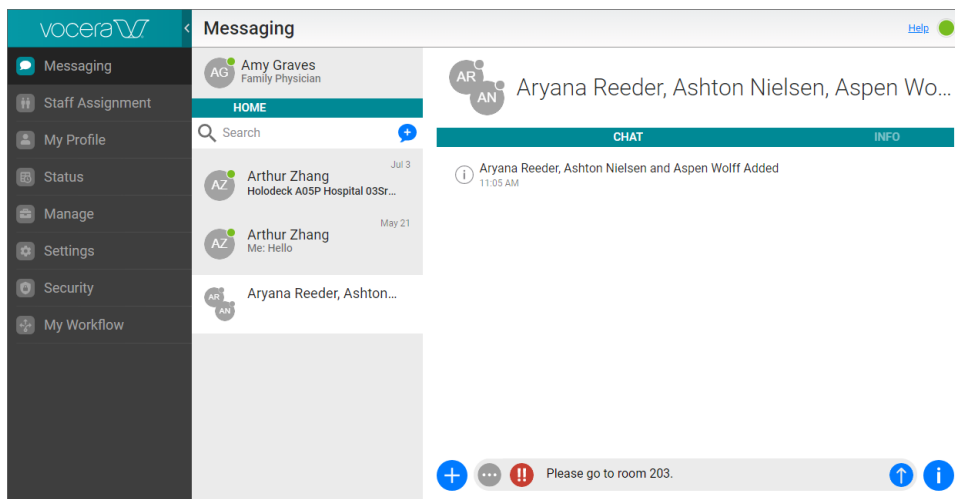
Adding a Message

You can add a new message to a conversation or group chat that you are in.

1. To send a message, type the text in the field at the bottom of the screen.

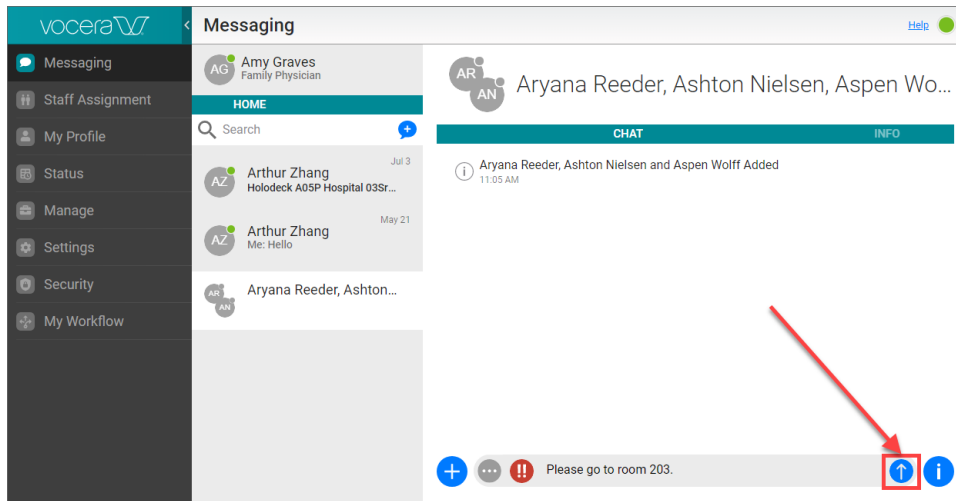


2. To ask for an acknowledgment to your message, click the exclamation marks icon located to the left of the text.

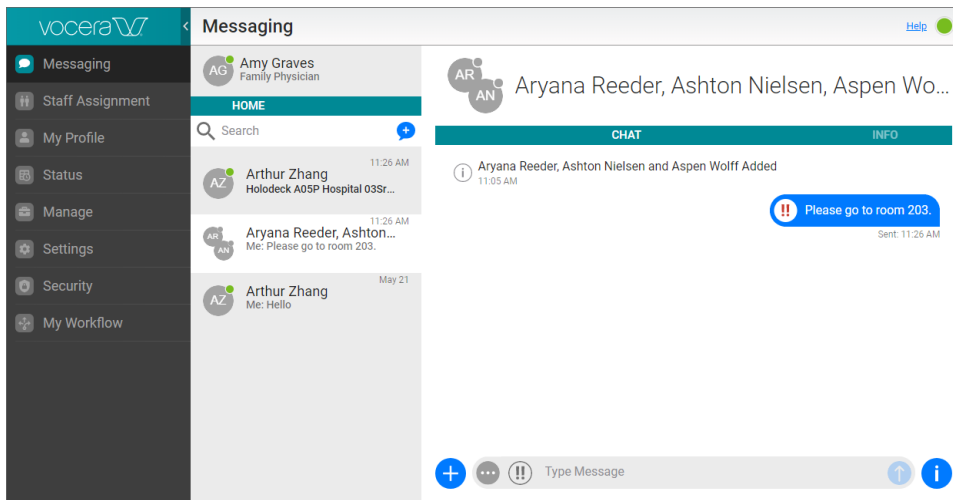


This is a convenient way to mark message text as high priority and ensure that it is acknowledged and not just read.

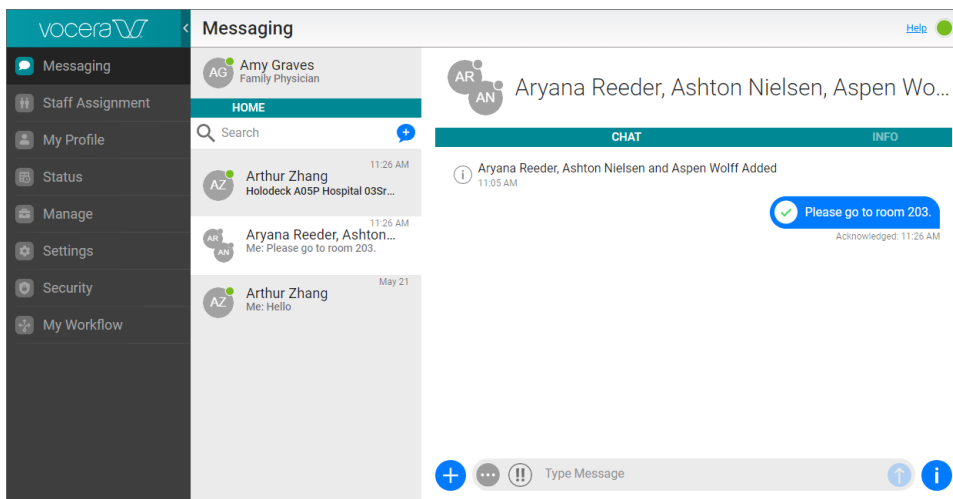
3. Click the Send icon to send the message. This icon is located at the bottom right of the screen.



The sent message appears on the screen of all other participants in the conversation or group chat. If you have sent a message that requires an acknowledgement, the screen indicates this.



If the message has been acknowledged by all participants, a checkmark icon appears.



For a complete list of all possible statuses for sent and received messages, see [Message States](#) on page 16.

Message States

Each sent message in a conversation or group chat displays a message state that is based on the current users and the most recent received delivery information. Each received message indicates whether you have read or acknowledged it.

Each sent message displays one of the following message states:

State	Description	Timestamp Shown
<None>	Message sent, but no received response from the server.	<None>
Failed	Not received by server. The client has disconnected or 20 seconds have elapsed.	Time the failure was detected
Sent	Received by the server in a conversation or chat.	Time the server received the message
Delivered to some	No one has read or acknowledged the message. Some of the users have received the message, but not all.	Most recent received time
Delivered	No one has read or acknowledged the message. All users have received the message.	Most recent received time
Read by some	No one has acknowledged the message. Some of the users have displayed the message, but not all.	Most recent displayed time
Read	No one has acknowledged the message. All users have displayed the message.	Most recent displayed time
Acknowledged by some	Some of the users have acknowledged the message but not all.	Most recent acknowledged time
Acknowledged	All of the users have acknowledged the message.	Most recent acknowledged time

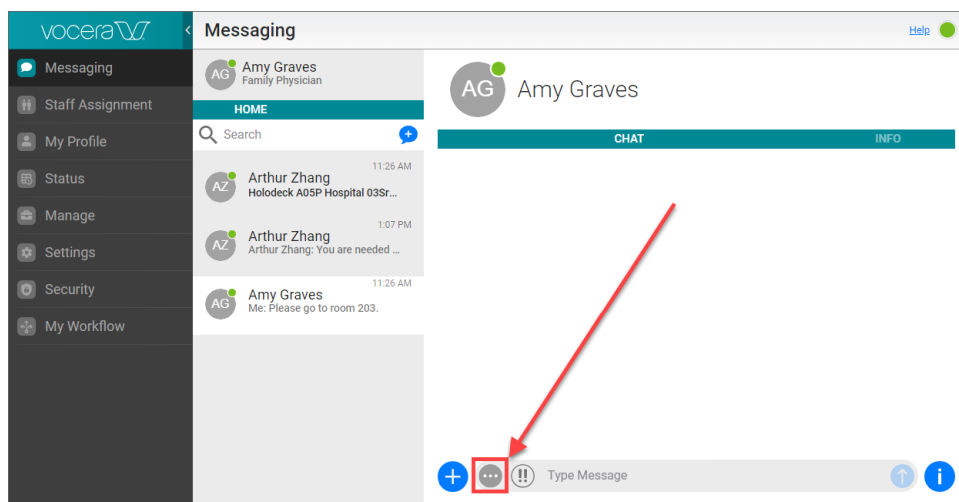
Each received message displays one of the following states:

State	Description	Timestamp Shown
Received	The message has been received, but the entire message has not been displayed on the screen.	N/A
Read	You have read the message.	The time that you read the message
Acknowledged	You have acknowledged the message.	The time that you acknowledged the message.

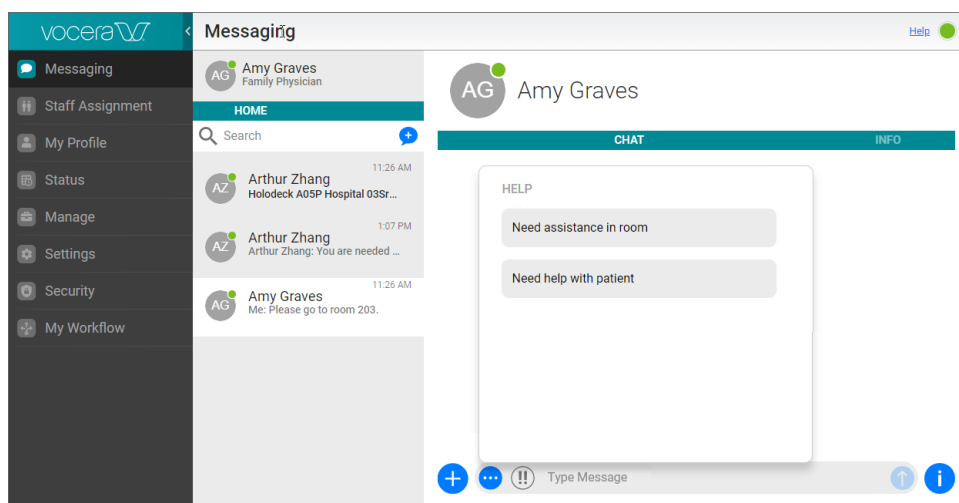
Sending a Quick Response

Some of the messages that are most frequently used in a conversation or group chat are available in a menu for easy access. This enables you to send a quick response when you receive an urgent message.

1. To send a quick response in a conversation or group chat, tap the Quick Message icon.



2. Choose a quick response from the list that appears.



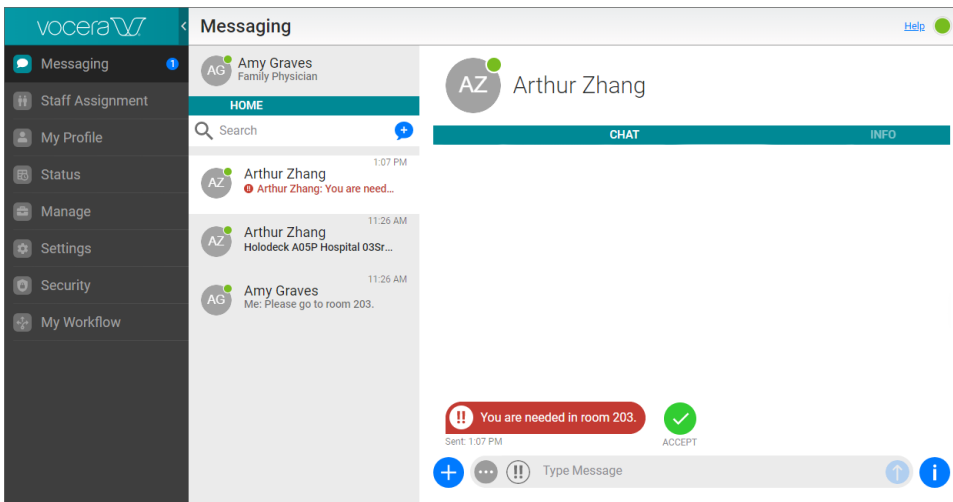
The quick response appears in your conversation.

Your administrator may have organized the available quick responses into convenient categories, such as Product Quick Response, Requests, and Status Update. This makes it easier for you to locate the appropriate message.

Acknowledging a Message

You may be sent a message that requires you to acknowledge to the sender that you have seen it.

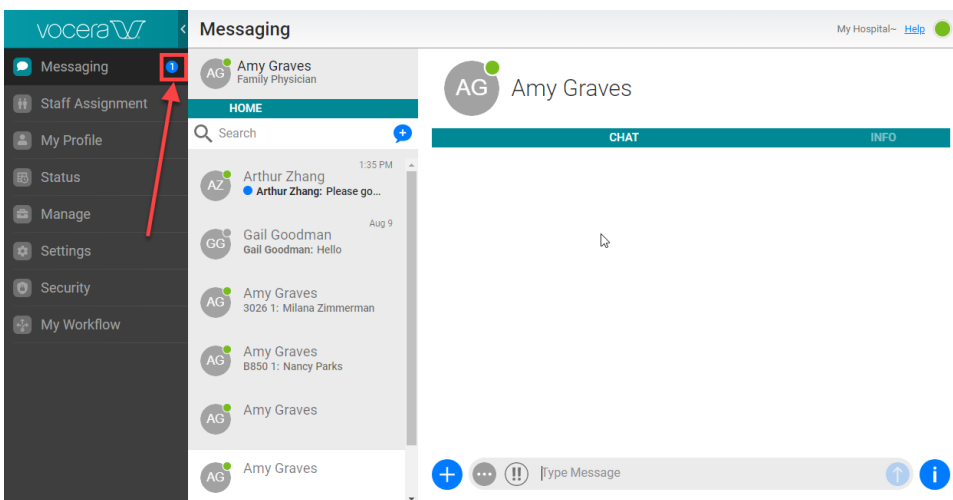
If you receive a message that requires acknowledgment, it is displayed with a red background:



Click **Accept** to acknowledge the message.

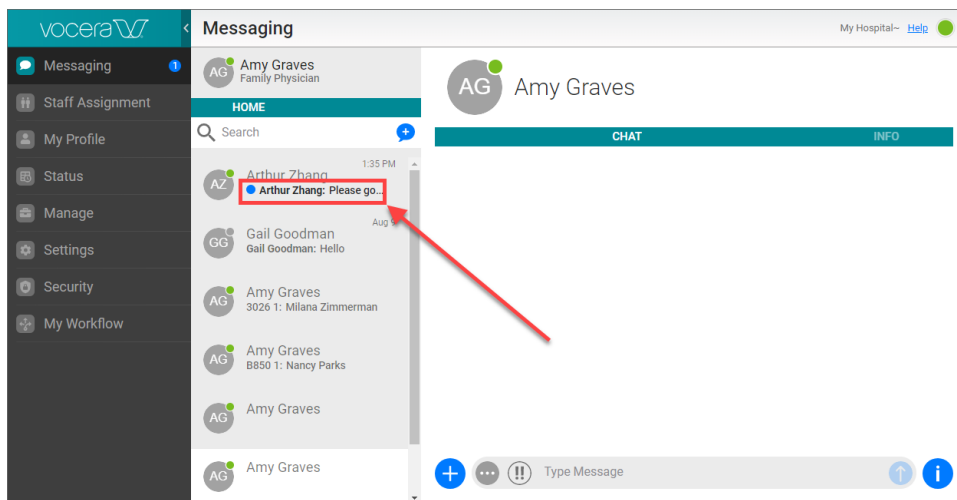
Conversations with Unread Messages

If you have any active conversations that contain messages that you have not read, a number appears next to the Messaging link in the left pane.



The number next to the Messaging link is the number of conversations containing unread messages, not the total number of unread messages.

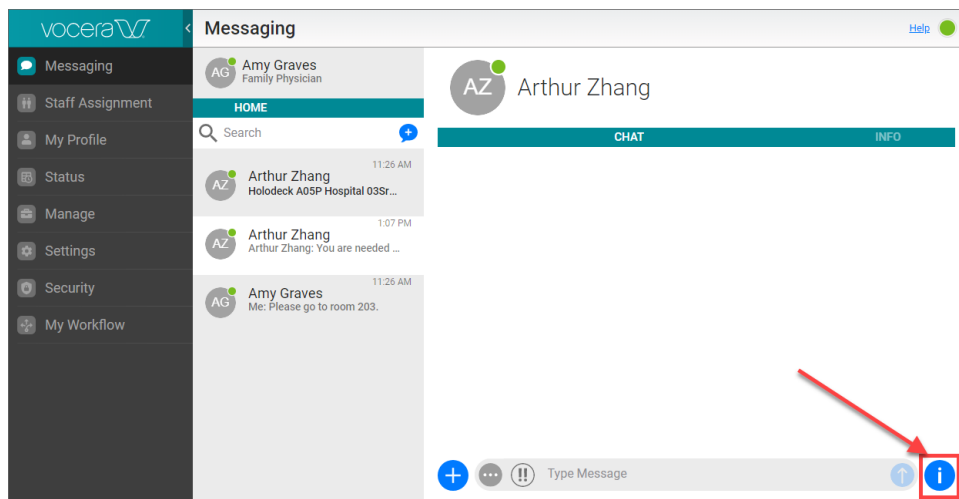
In the list of conversations, the conversations that contain unread messages have their last message displayed in bold.



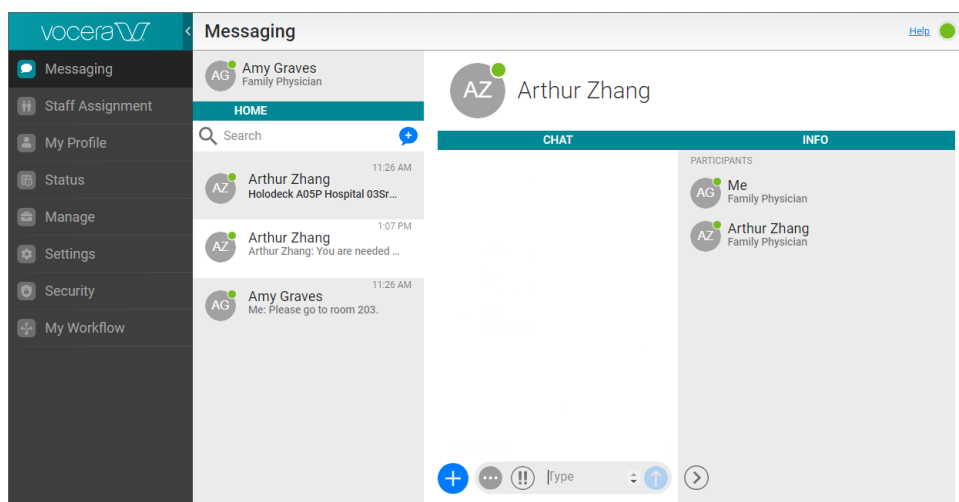
Viewing Participants

You can view the list of participants in any conversation or group chat.

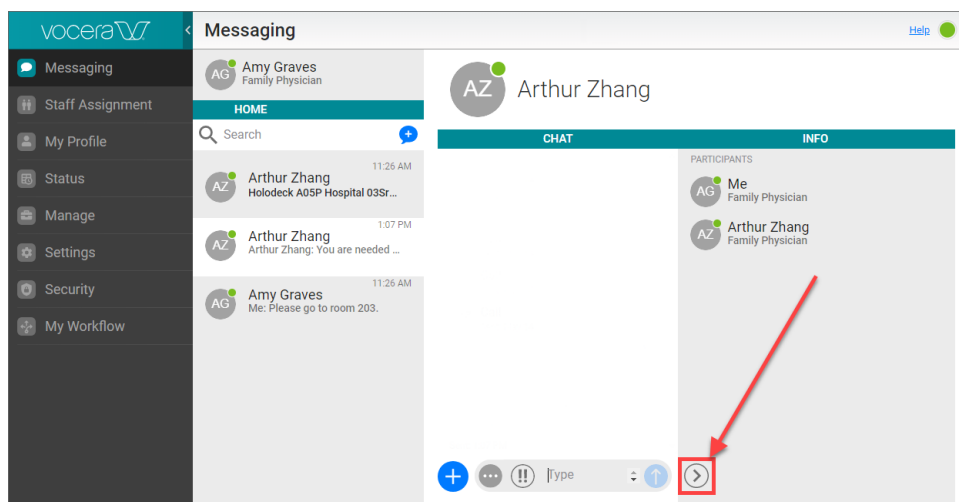
1. In your conversation or group chat, click the Info link at the bottom right.



A list of the participants appears.



2. Click the Back link to hide the list of participants.



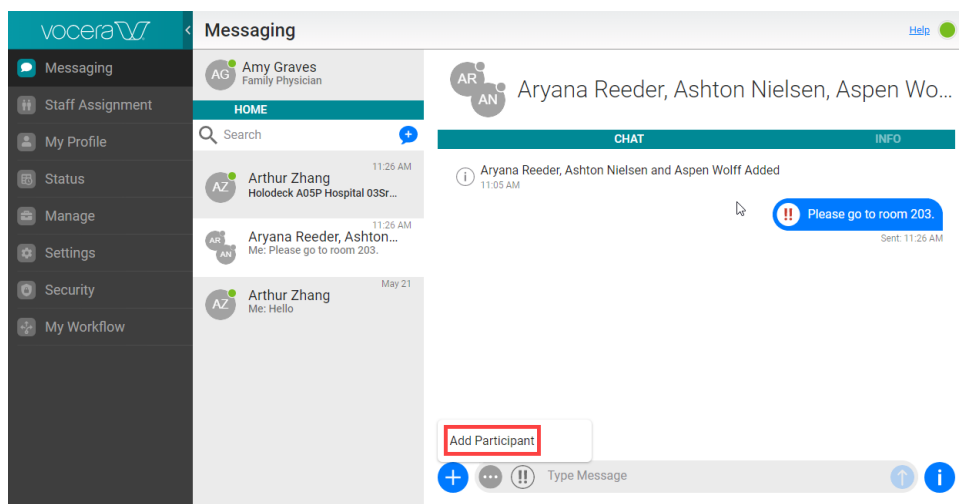
Adding a Participant to a Conversation

If you are in an existing group chat, you can add another participant to it. If you are in a conversation with one other person, and you want to add a participant, you can create a new group chat consisting of you, the other person in the conversation, and the new participant.

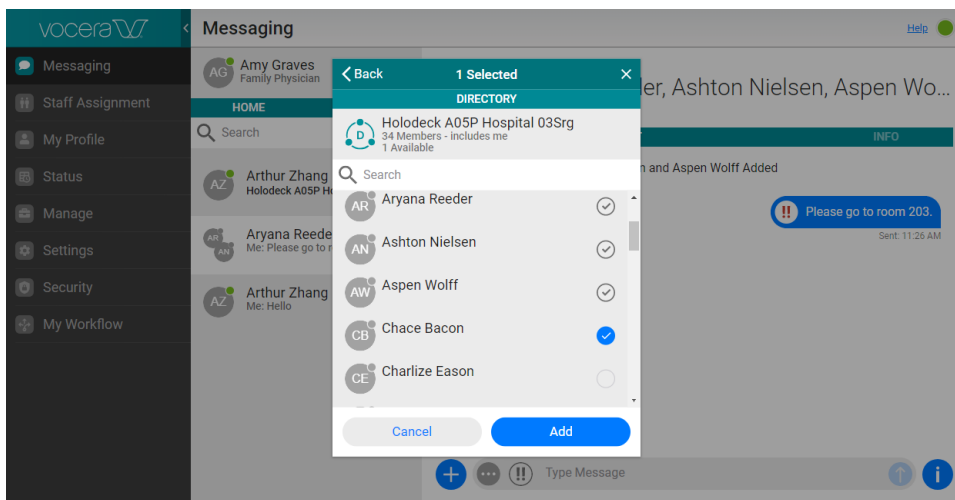


Note: The maximum number of participants in a conversation is 50.

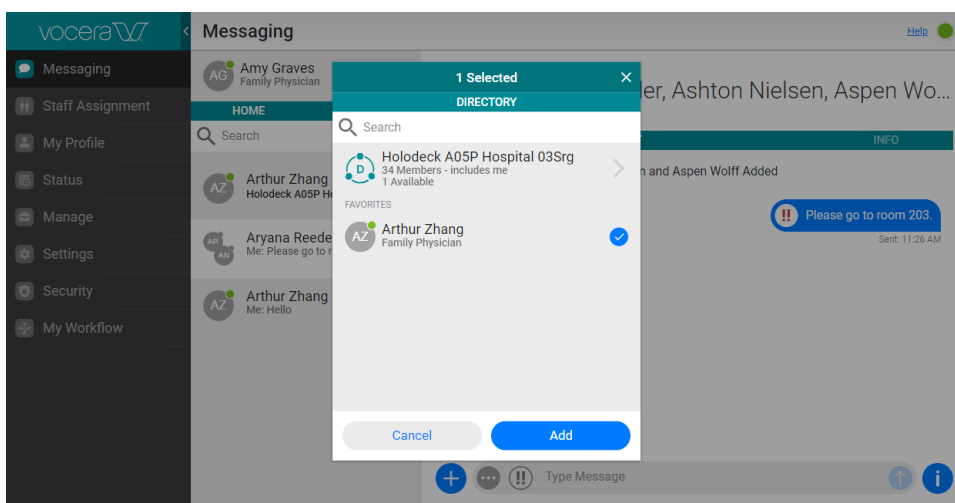
1. In your conversation or group chat, click the Add link at the bottom left. From the popup menu that appears, select **Create Group Chat** if you are in a conversation, or select **Add Participant** if you are already in a group chat.



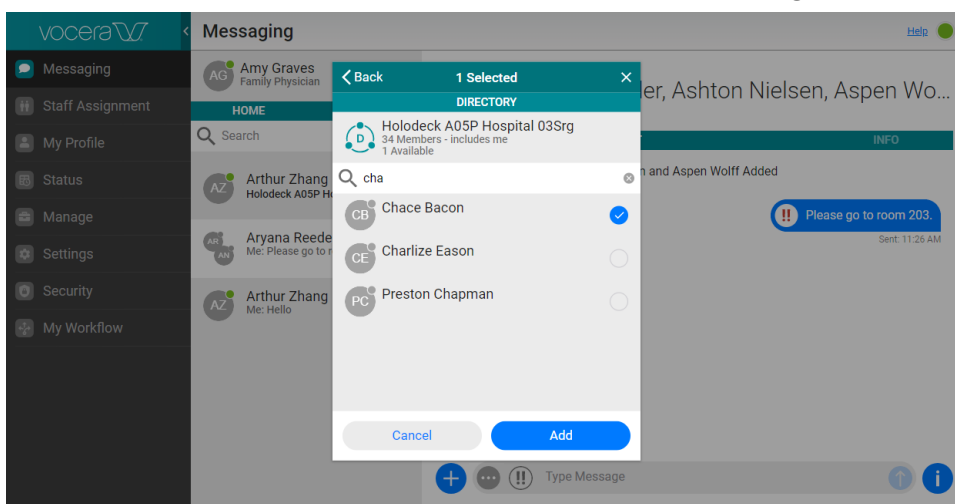
2. Links to your groups and your favorites appear. Do one of the following:
 - a. Click a group name to display the members of the group, and then click the icon next to a member to add him or her to the group chat.



- b. Click the icon next to a favorite to add this user to the group chat.



- c. In the Search box, type two or more characters. From the list of users that match your search text, click the icon next to the user that you want to add to the group chat.

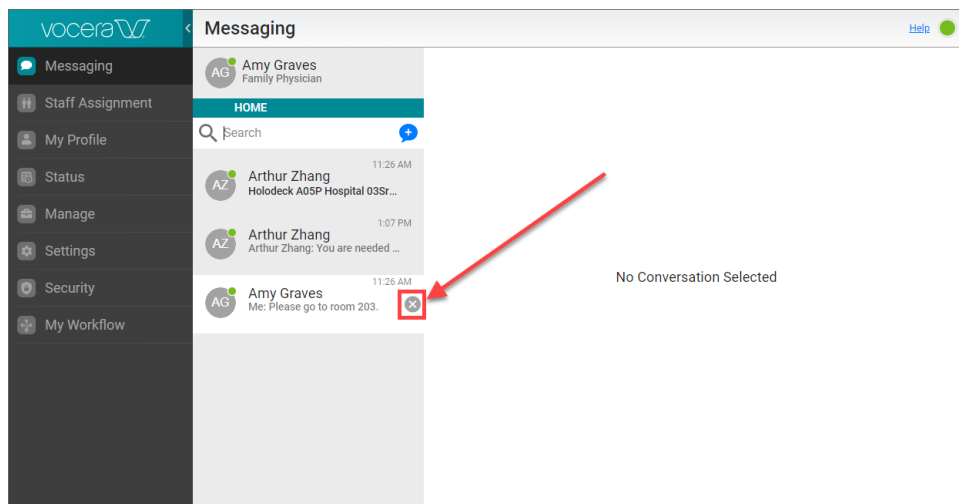


3. Click **Add** to add the new users to the existing group chat. If you are currently in a 1-on-1 conversation, a new group chat is created that contains the users in the conversation and the new users that you have just added.

Leaving a Conversation

You can leave a conversation that you are participating in.

1. To leave a conversation, hover over it and click the X button that appears.



The conversation is moved to the archive, and is no longer displayed in your list of conversations.

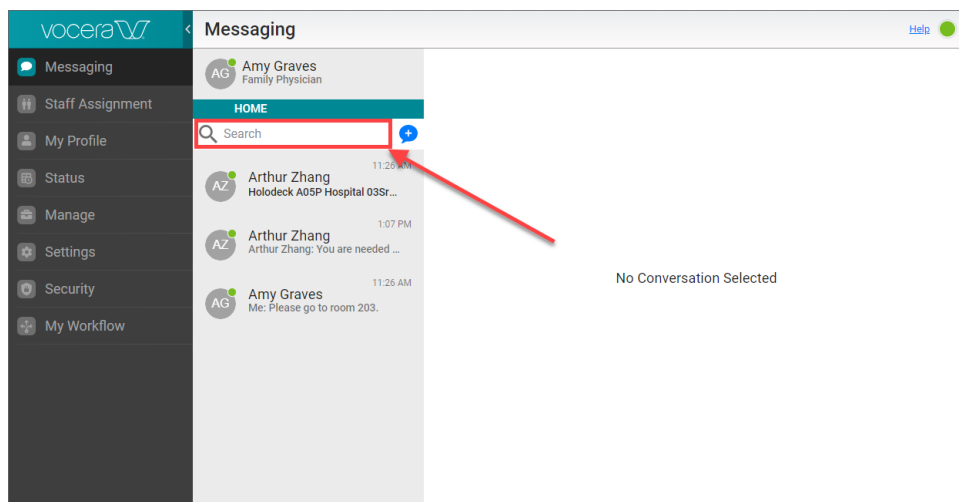


Note: You can search archived conversations for specific text or participant names. See [Searching Conversations](#) on page 22 for details.

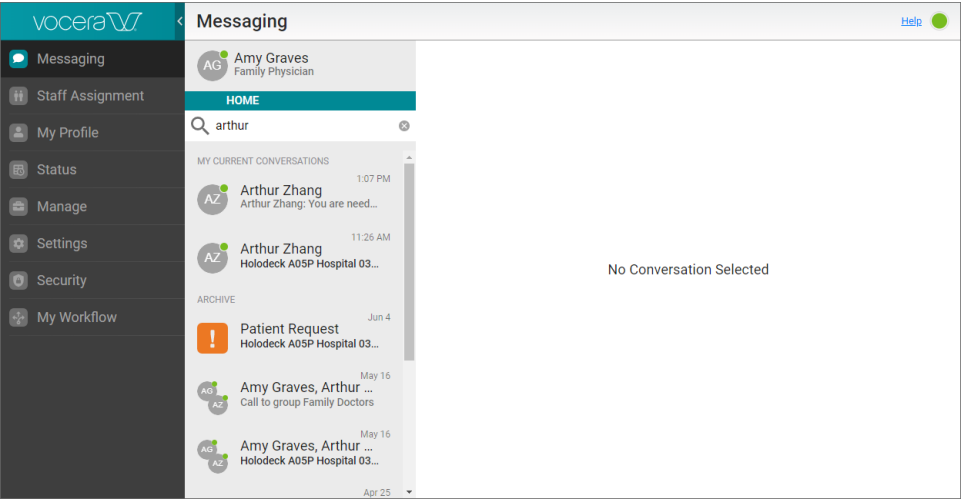
Searching Conversations

You can search for all conversations that contain specific text or include a specific participant. This search can include archived conversations that you have left.

1. In the search field, type the text that you want to match.



A list of matched conversations appears. Conversations that have been archived are grouped separately.



2. Click on a conversation to view it.

About Templates

Your administrator may have created message templates for you to use. These templates enable you to send emergency messages or other messages quickly, as many of the fields in the message have already been defined for you.

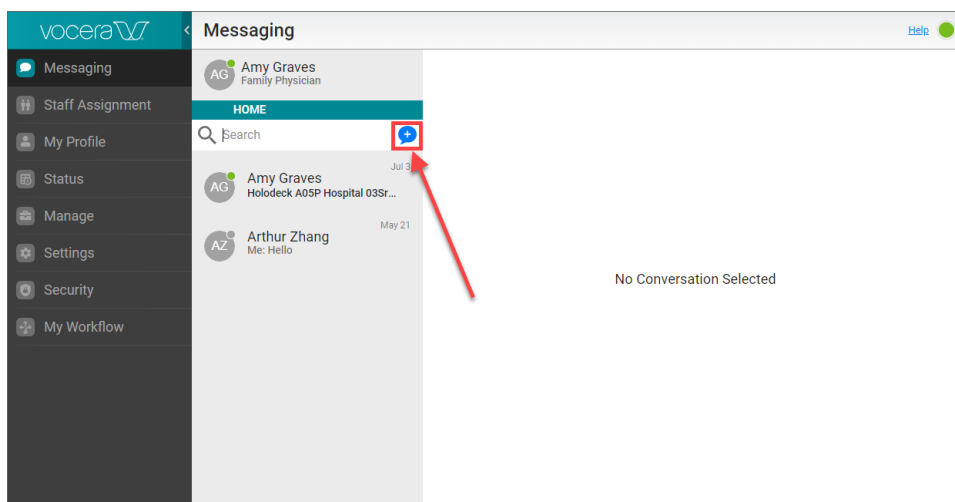
The following types of templates may be available to you:

- **Mass Notifications:** these are messages that are sent globally or to a group. This template type can be used for emergencies, such as a lockdown. You can specify the level of urgency of the mass notification.
- **Staff Events:** this is another type of message that can be sent globally or to a group, but is typically used for non-urgent communication. It can have most of its fields pre-populated to make it easier to communicate with a large number of users.
- **Patient Events:** this is a patient-specific template that can be used to communicate important information about a change in a patient's status, such as a request for transport for patient discharge. You do not need to type the patient details or location to use this type of template.
- **Location Events:** this is a template that is related to a specific location. This is useful, for example, if you want a room to be cleaned for use by a new patient: you can send a pre-populated message to environmental services, specifying the room number.

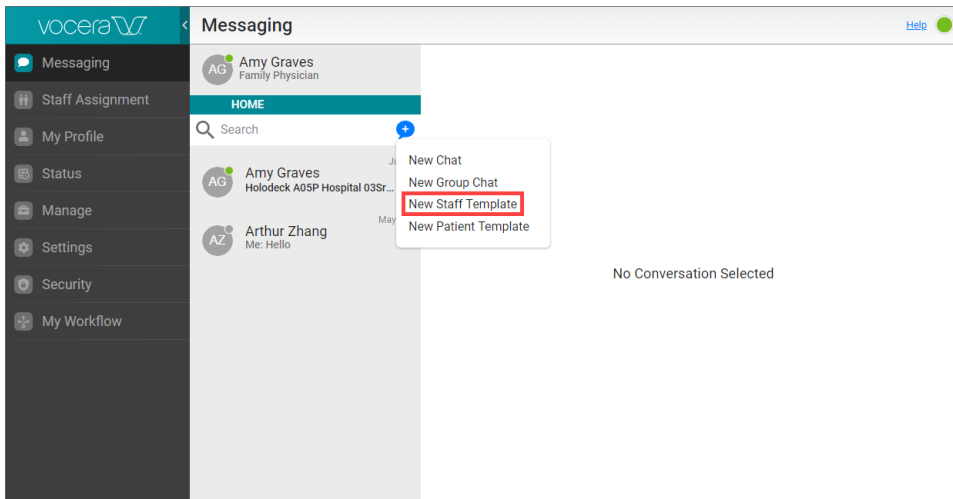
Using a Staff Template

You can use a template to quickly send a mass notification, alert, or other message to other staff members.

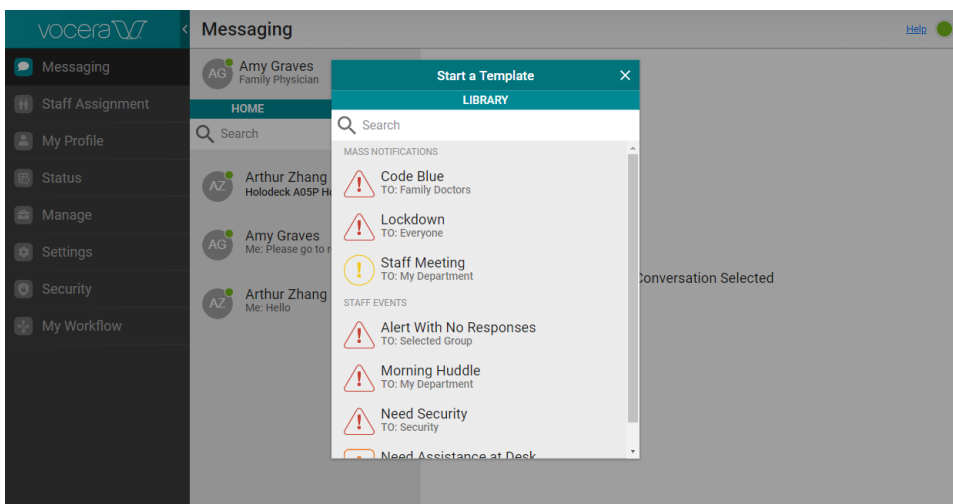
1. In the panel that displays the list of conversations, click the **New** icon.



2. From the pop-up menu that appears, select **New Staff Template**.



The Start A Template panel appears.



In this panel, Mass Notifications templates and Staff Events templates appear if your administrator has made them available to you.

Each template that is available to you displays a **TO:** field that lists the group that will receive the message generated from this template. If **Select A Group** is listed instead of a group name, you will specify the group that is to receive this message when you select this template.

3. In the list of templates available to you, click the template that you want to use.
4. If **Select A Group** is listed in the **TO:** field for the template, select the group that is to receive the message generated from this template.
5. If the template includes fields to be filled in (for example, the time and location of a staff meeting), in the screen that appears, fill in the fields to complete the template.
6. If the template contains message text that can be edited, click in the text field. Type the new text that you want to include.
7. Click **Send** to send the message or alert that you have built from the template.

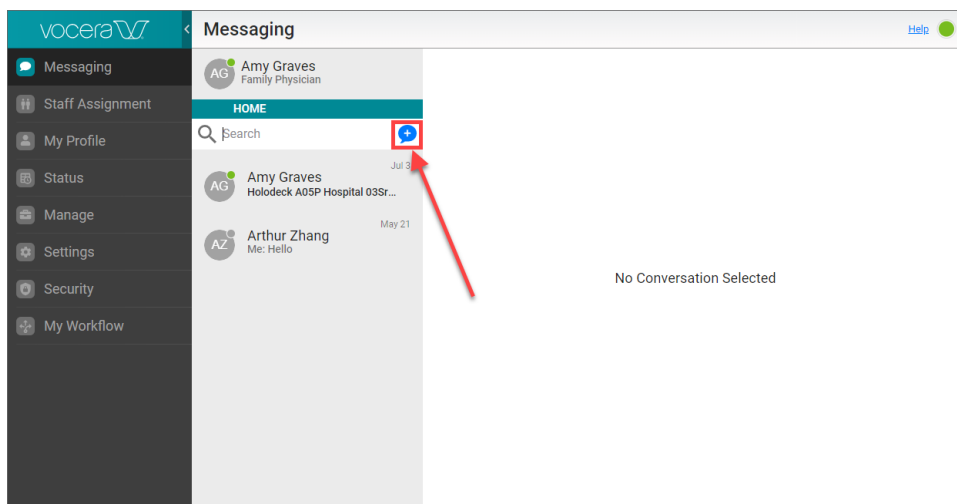
Using a Patient Template

You can use a template to quickly send a mass notification, alert, or other message that is related to a patient.

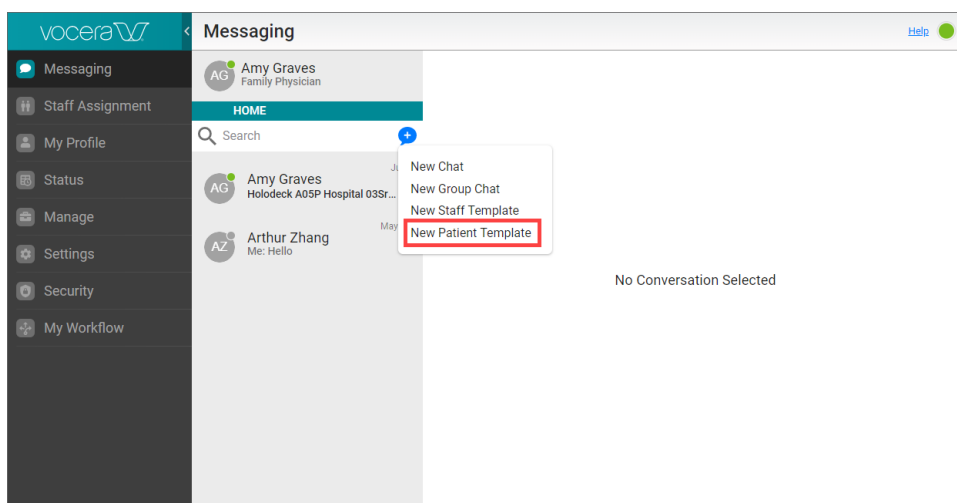
You can either create a new conversation and select the patient to associate with the patient template, or use a patient template with an existing conversation for which a patient context has been defined.

1. If you are creating a new conversation:

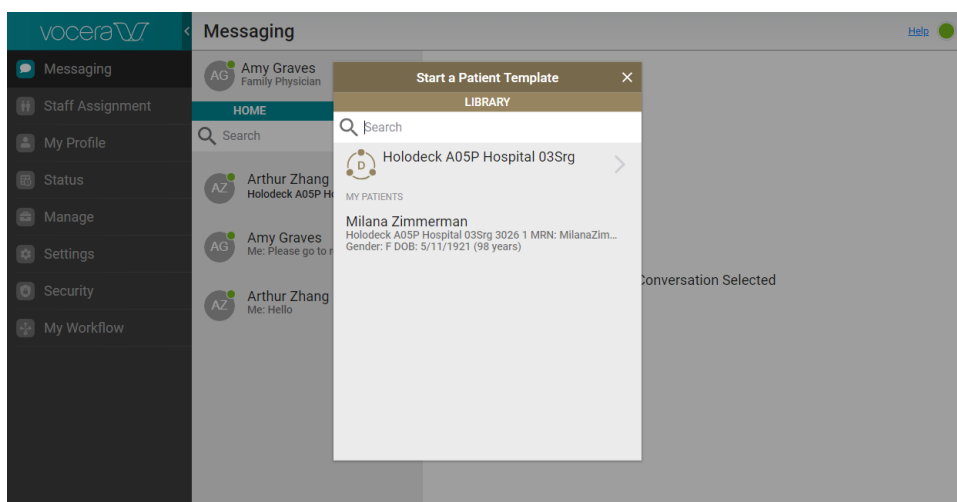
a. In the panel that displays the list of conversations, click the **New** icon.



b. From the pop-up menu that appears, select **New Patient Template**.



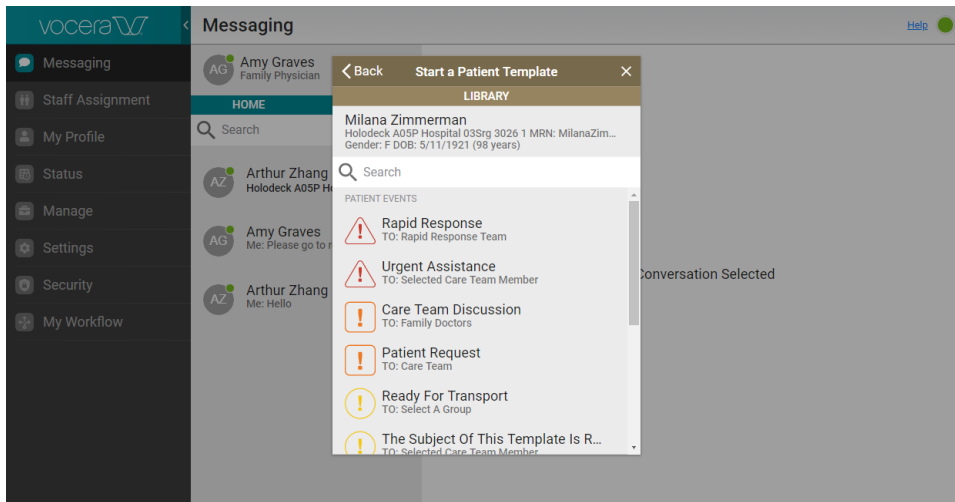
The Start A Patient Template panel appears.





Note: If patients are not available on your system, you may see the **New Location Template** option instead. In this case, the behavior is the same, but you select a location instead of a patient.

- c. Select a patient or location from the list, or select a group and then select a patient or location. A list of available templates appears.



In this panel, Patient Events templates and Location Events templates appear if your administrator has made them available to you.

Each template that is available to you displays a **TO:** field that lists the group that will receive the message generated from this template. If **Select A Group** is listed instead of a group name, you will specify the group that is to receive this message when you select this template.

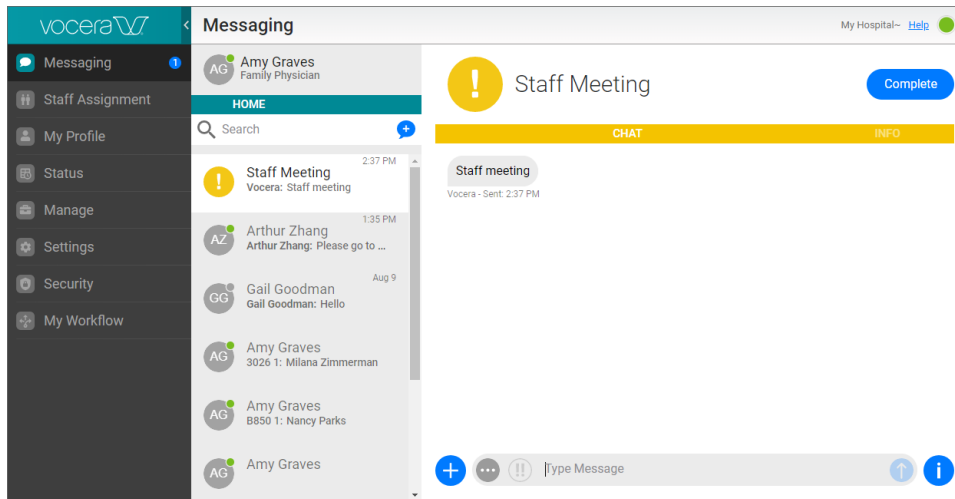
2. If you are using a template with an existing conversation, click the Add link at the bottom left and select **New Template**.
3. In the list of templates available to you, click the template that you want to use.
4. If **Select A Group** is listed in the **TO:** field for the template, select the group that is to receive the message generated from this template. If the template sends a message to a specific team member, select the team member.
5. If the template includes fields to be filled in (for example, the time and location of a staff meeting), in the screen that appears, fill in the fields to complete the template.
6. If the template contains message text that can be edited, click in the text field:
The text disappears. Type the new text that you want to include.
Type the new text that you want to include.
7. Click **Send** to send the message or alert that you have built from the template.

Completing a Template Message

If you have sent a message using a template, you can mark it as complete as soon as you are satisfied that the message has been received.

To complete a template message, click on the Complete button:

1. Click **Complete**.



2. Click **OK** to confirm that you want to complete the message.

The message is removed from your list of conversations. This conversation is still available in the conversation archive.

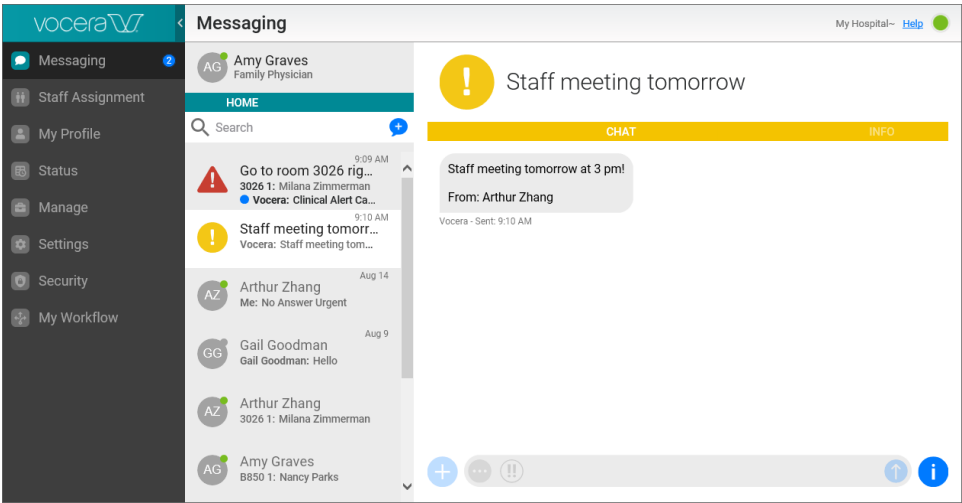
About Personal Messages

An administrator can send you a personal message if he or she needs to communicate with you.




This message appears in your list of conversations. Click on the conversation link to view it.

About Mass Notifications

If your administrator has assigned you to a group, you may receive mass notifications sent to all members of the group.



The icon next to the mass notification indicates the priority:

Icon	Priority
	High
	Medium
	Low

About Favorites

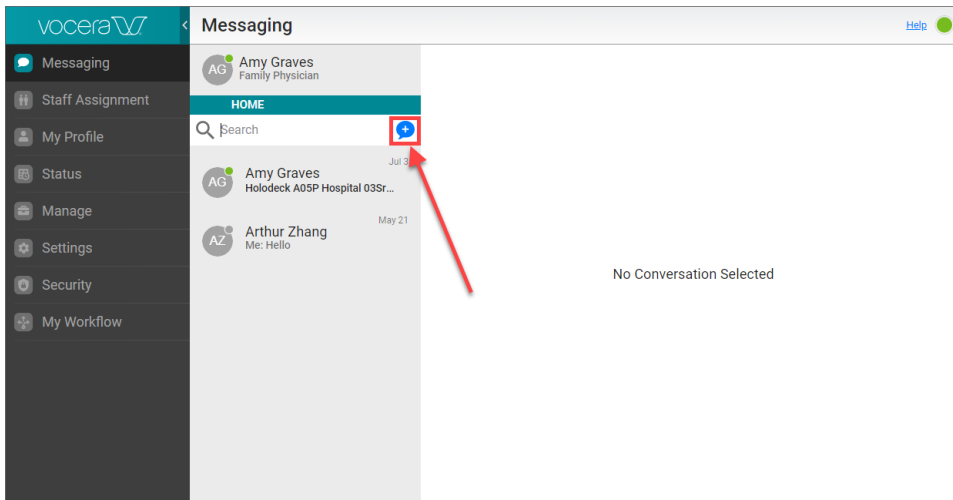
The Favorites feature lets you create a list of users and groups you communicate with frequently.

Maintaining a favorites list allows you to find a user or group without having to search the directory. Favorites can be individuals or groups.

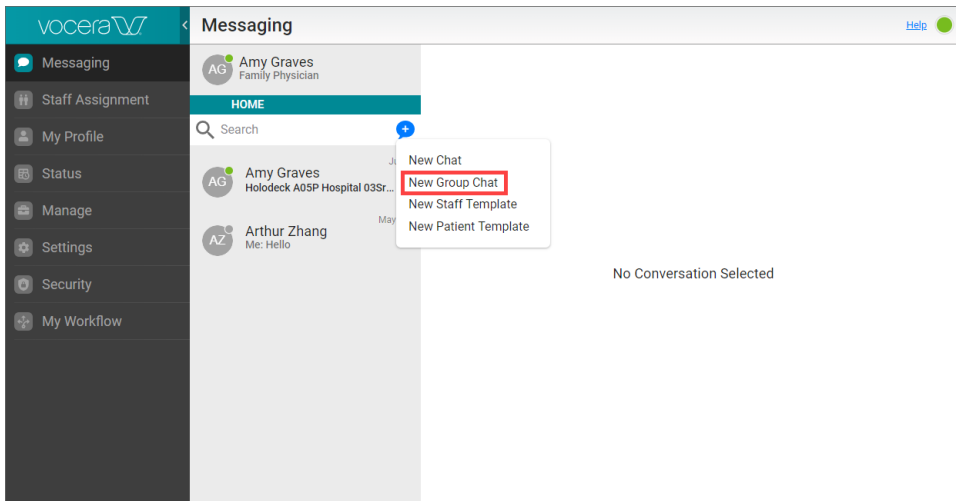
Adding a Favorite

You can use the Start a Group Chat panel to add a favorite to your list. You can also remove a favorite that you have previously specified.

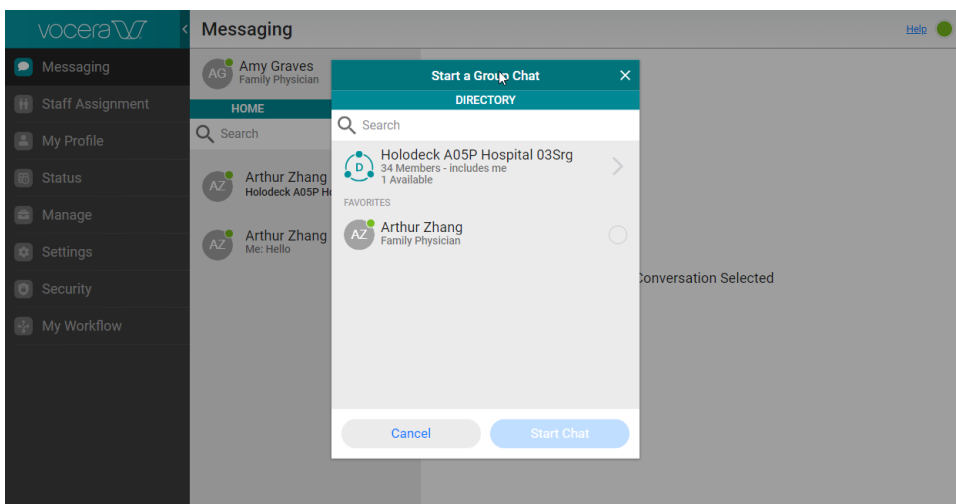
1. In the panel that displays the list of conversations, click the **New** icon.



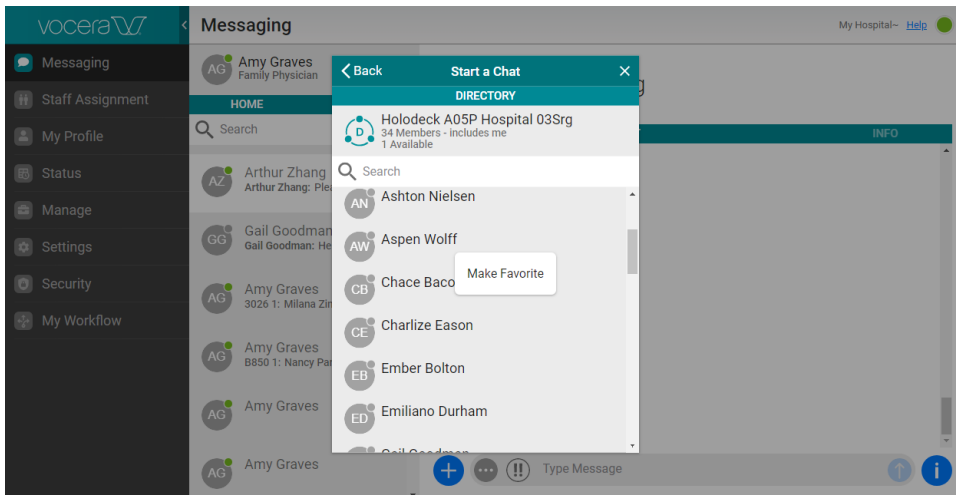
2. From the pop-up menu that appears, select **New Group Chat**.



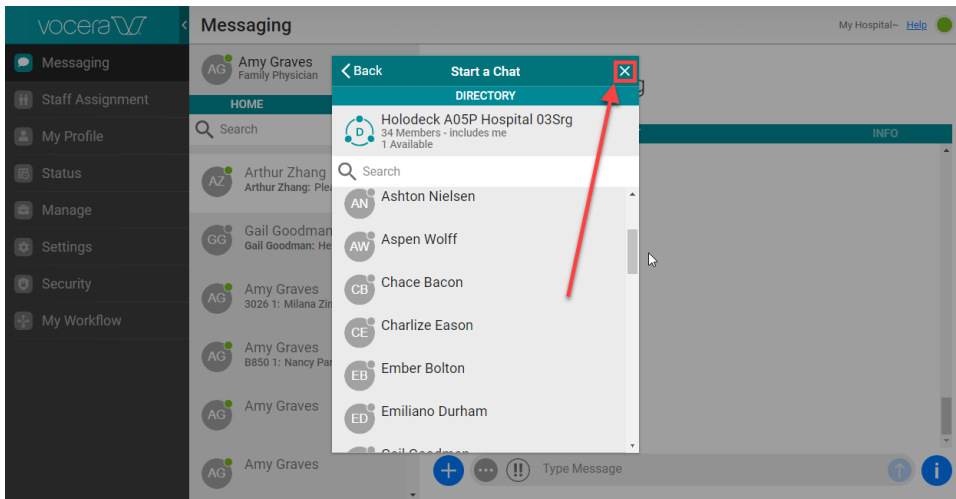
The Start A Group Chat panel appears.



3. Locate the group or user that you want to add as a favorite or remove from your favorites list.
4. Right-click on the group or user, and select **Make Favorite** to add the favorite, or select **Remove Favorite** to remove the favorite.



5. Click the X at the top right to exit, or follow the instructions in [Starting a Group Chat](#) on page 11 to start a new group chat.



Personal Titles

If a contact has a personal title defined (such as MD or RN), this title always appears after the user's name.