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Vocera Vina Web User Guide

Version 6.3.0

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Contents

About Vina Web

Vina Web is the messaging component of the Vocera Platform Web Console. It provides the messaging capabilities of the Vocera Vina app.

If you are logged into Vina Web and the Vocera Vina app at the same time, you can initiate calls and broadcasts from Vina Web. This is convenient if you do most of your work from a central location, such as a nursing station, and use your device only for making calls.

Getting Started With Vina Web

To start using Vina Web, you must first log into the Vocera Platform Web Console.

After you have logged in, online help is available.

Logging Into the Vocera Platform Web Console

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.
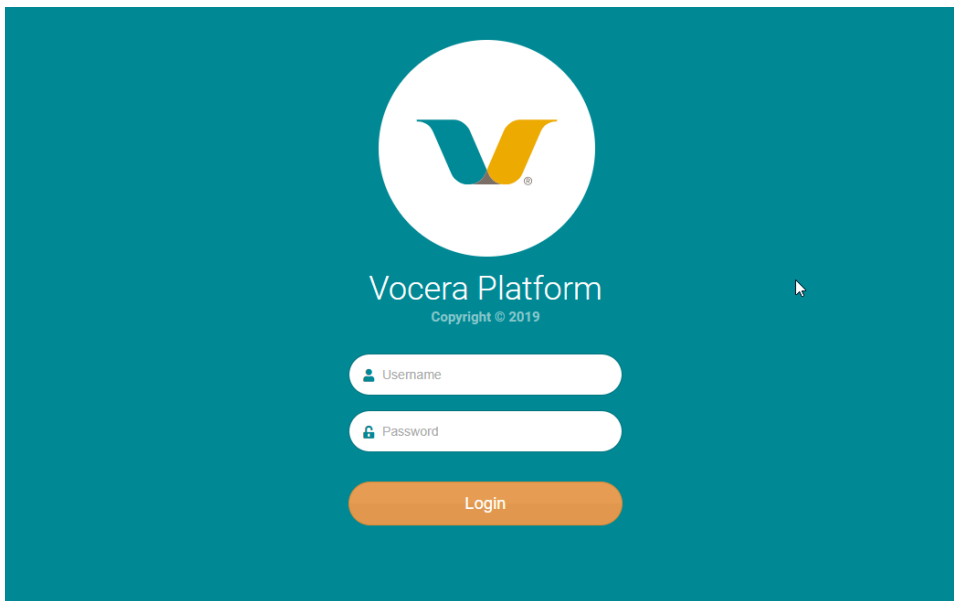
2. Specify the following values:

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.
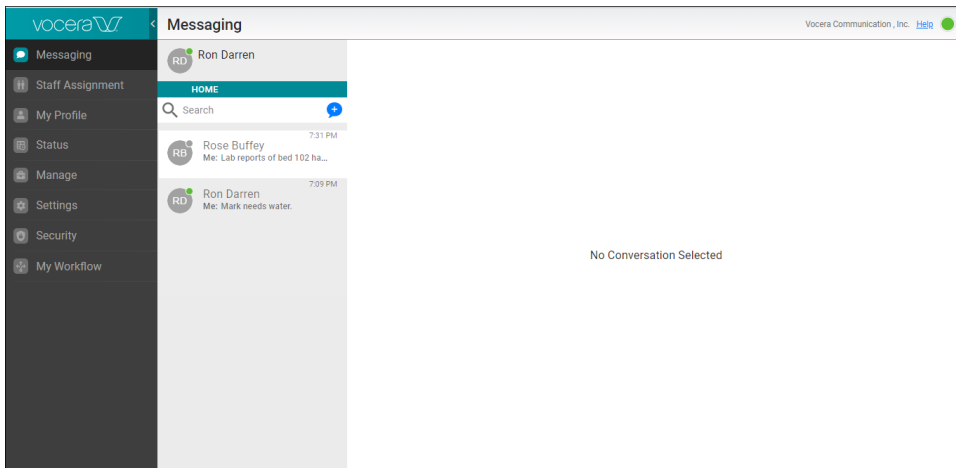
4. To access Vina Web from the Vocera Platform Web Console, click **Vina** in the panel at the left.
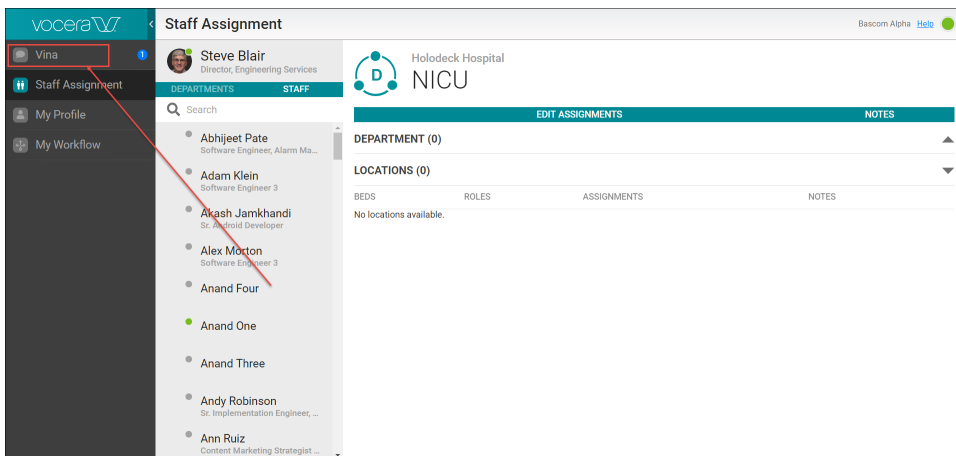
The Vina Web page appears.
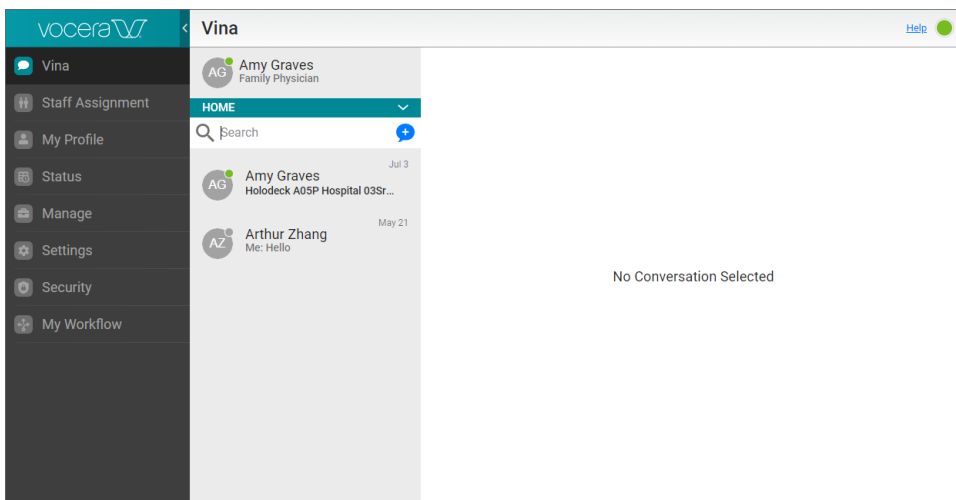
Logging Out

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.

The Presence Indicator

The presence indicator dynamically updates and changes colors to indicate your availability status and that of other people who are logged in.
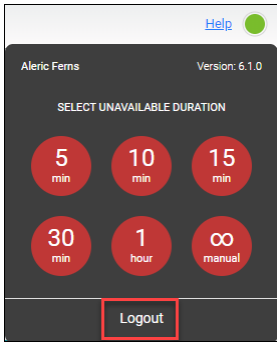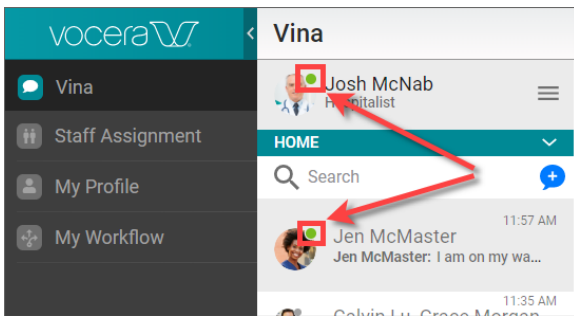

The following presence indicator colors are displayed:

- Green — indicates an Available status
- Red — indicates an Unavailable or DND status
- Gray — indicates Disconnected status

Vocera users registered for more than one client can set their presence on any supported client, and the same presence status is updated everywhere.

For example, if a registered Vocera Vina user sets an availability for the Web Console, then the Vocera Vina application also displays the same presence status.

To learn more about setting presence and availability, see Setting Presence and Availability on page 8. In addition to setting an availability status, you can add a custom availability message in the Presence window to let others know of your availability status. See Adding a Custom Availability Message on page 9 for information.
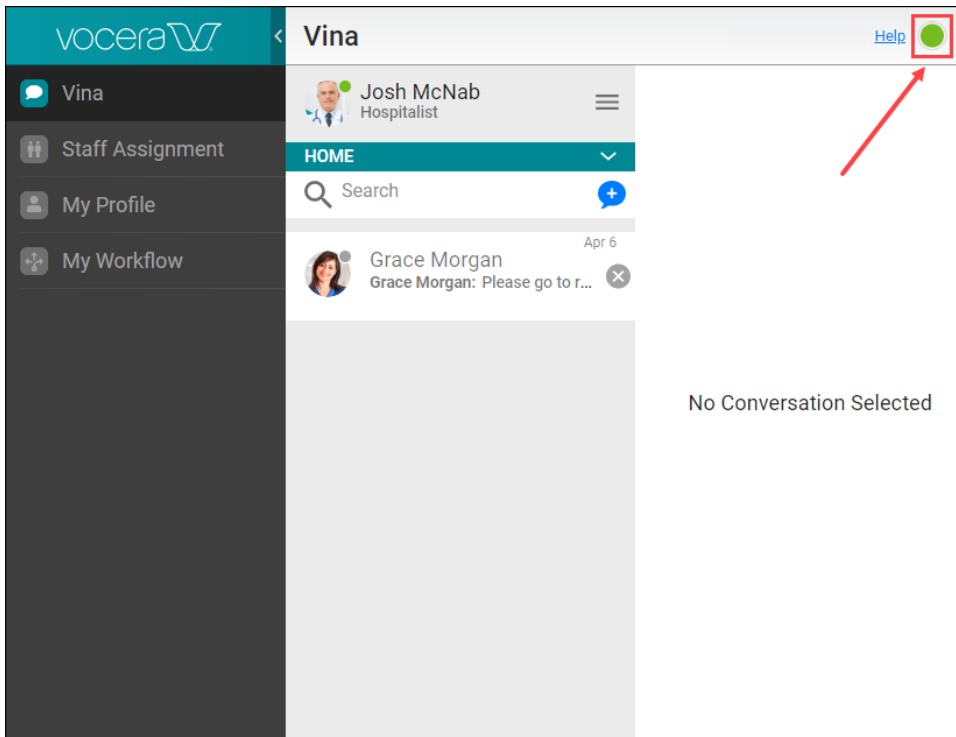
Setting Presence and Availability

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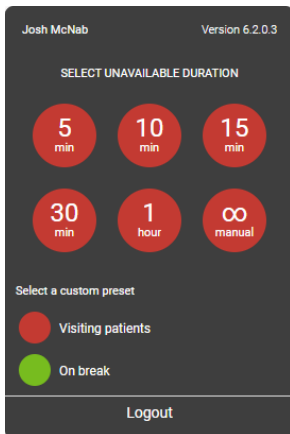
To specify a period of time in which you are unavailable

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:
   - Cick 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.
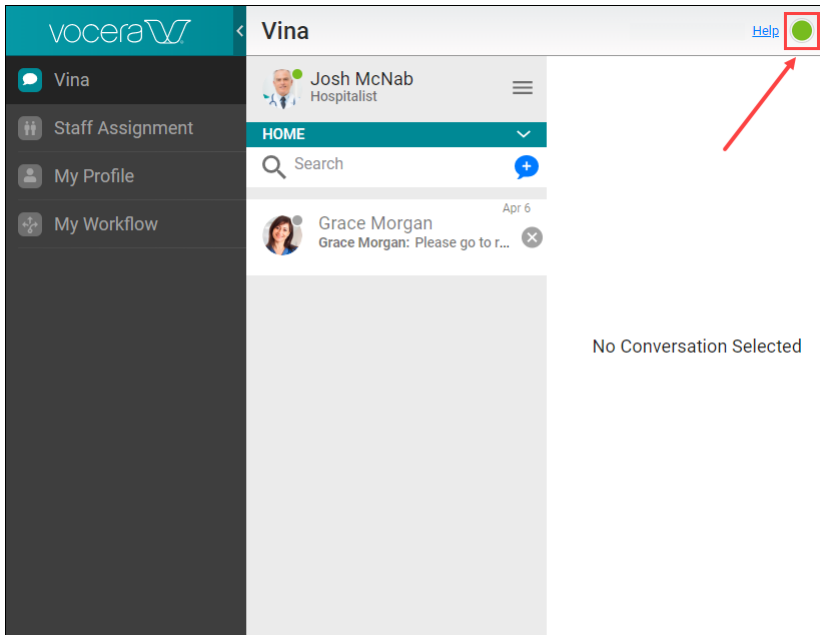
You can click the red presence icon again to revert back to an avaialble status indicated by a green color.

Adding a Custom Availability Message

You can add a custom message to describe your availability in the presence indicator.
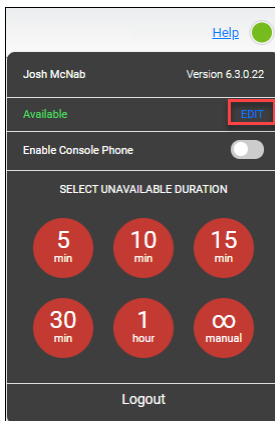
To add a custom availability message, follow these steps:

1. Click the green presence icon on the top right corner of the Home screen.

The Presence window displays with a options to select.

2. Click the **Edit** link next to the availability status to display the status message field.

3. In the Status Message field, enter a text to describe your customized availability message. Your custom message should be limited to 30 characters. For example, you an enter a text like, "Lunch Break" or "In Physicans' Conf Room" to let others know of your status.

4. Click the **Enter** or click away from the Status Message field to save your custom message.

What to do next:

If you wish to clear your custom message or replace it with a new one, see Removing a Custom Availability Message on page 11.

Removing a Custom Availability Message

You can remove your custom availability message or replace it with a new message in the Presence window.

To remove a custom message, follow these steps

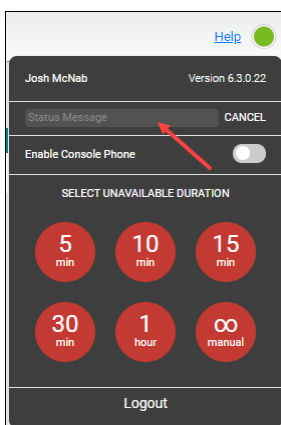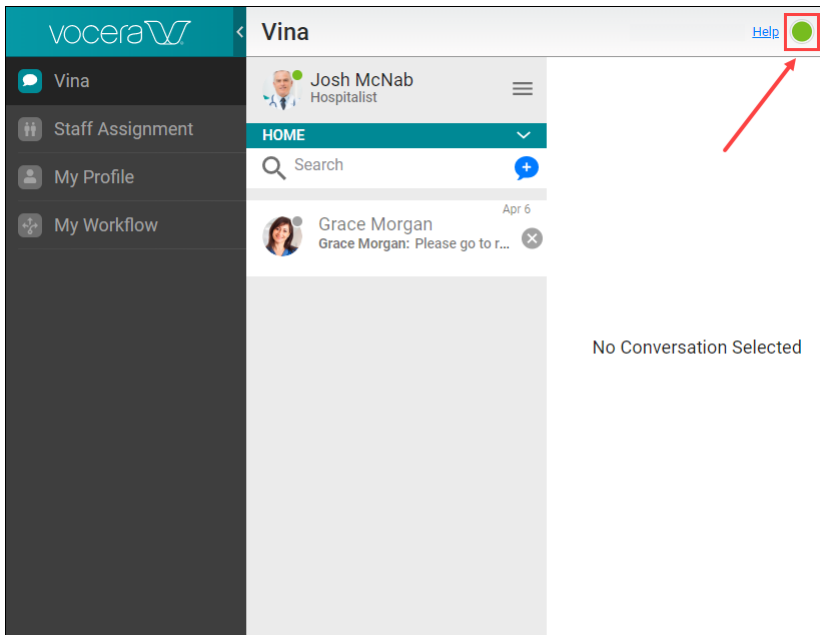1. Click the green presence icon at the top right corner of the Home screen.

The Presence window displays with a options to select.

2. Click the **Edit** link next to the availability status to edit the Status Message field.

For example, the following screenshot displays "On a conference call" as the custom presence message. You can click Edit to select this text in the Status Message field.
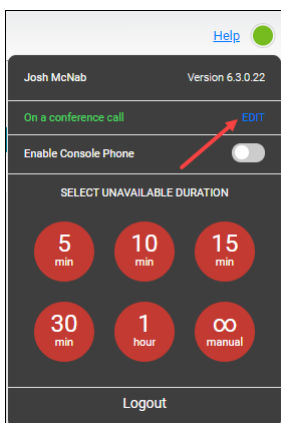
3. Select the text in the Status Message field and click the Delete key on your keyboard to remove the custom message.
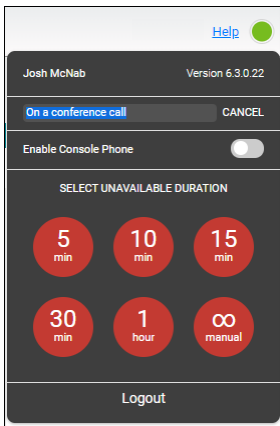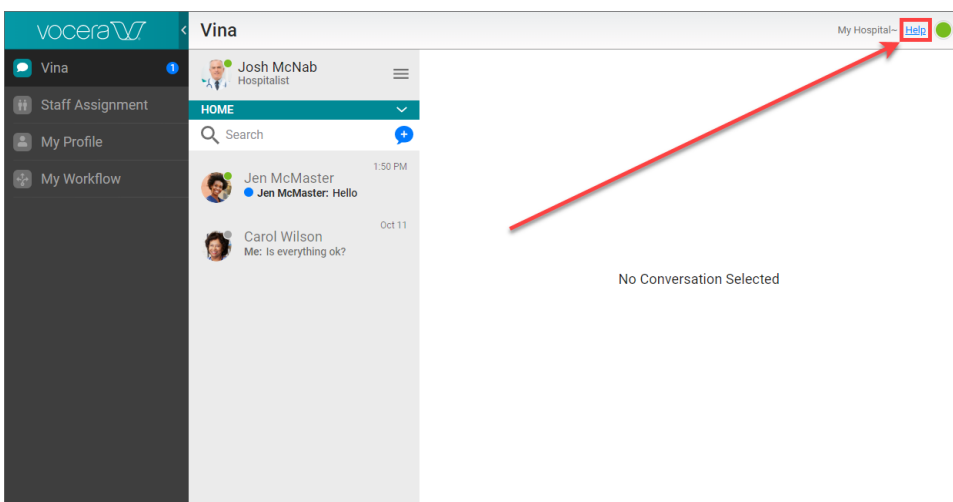
4. (Optional) If you wish to enter a new custom message, delete the text and enter a new text in the Status Message field.

5. Click the **Enter** or click away from the Status Message field to save your changes.

Viewing Online Help

You can access an online version of this guide from 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.
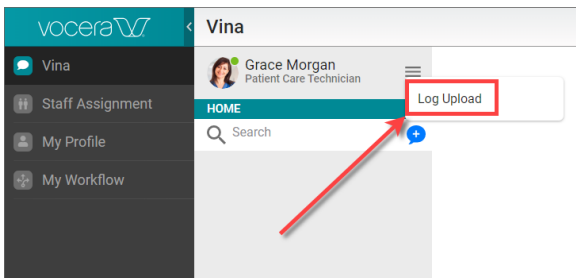
Uploading the Log

From Vina Web, you can upload a log file to the server that contains information on messages sent and received. This can help you identify any problem that occurs.

1. Click the menu icon to the right of your name and profile picture.
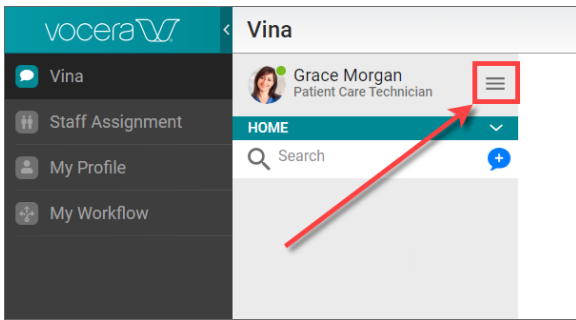
2. From the popup menu that appears, click **Log Upload**.

The log file is uploaded to the server.

About Groups

Your administrator may have created one or more groups and defined you as a member.

Depending on your environment, a group can be organized by:

*   Location: for example, "Floor 2 West"
*   Job type: for example, "Family Doctors"
*   Role: for example, "Nurses On-Call"

Each group name that is displayed in this list is a combination of the name of the facility with which the group is associated and the group name itself. For example, if you belong to a facility named **St. Mary's Memorial**, and your group is named **Family Doctors**, the group name displayed in this list is **St. Mary's Memorial Family Doctors**. This eliminates the possibility of confusion if you are a member of two or more facilities and a group of the same name is defined for each.

You can join or leave a group, start a chat or broadcast with a group, or call a group, depending on what permissions have been granted.
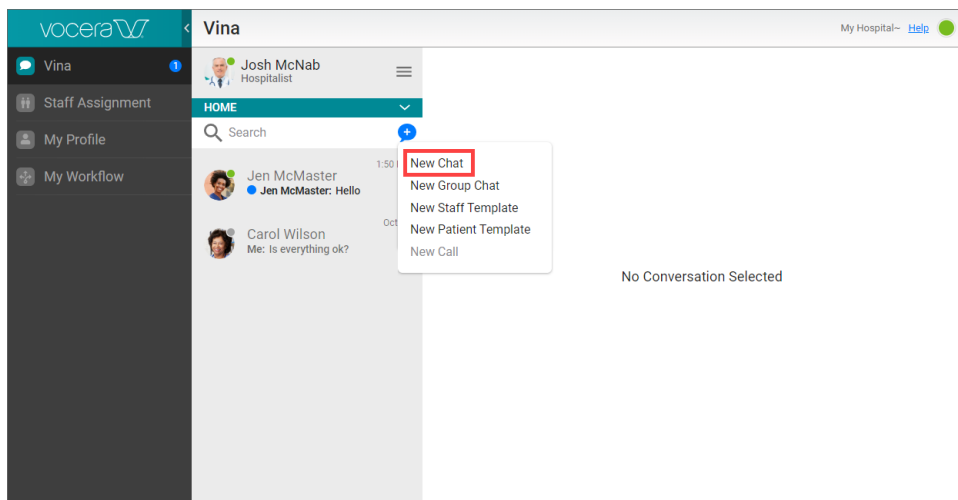
Joining or Leaving a Group

You can join a group if you have permission to do so. You can also leave a group of which you are a member.
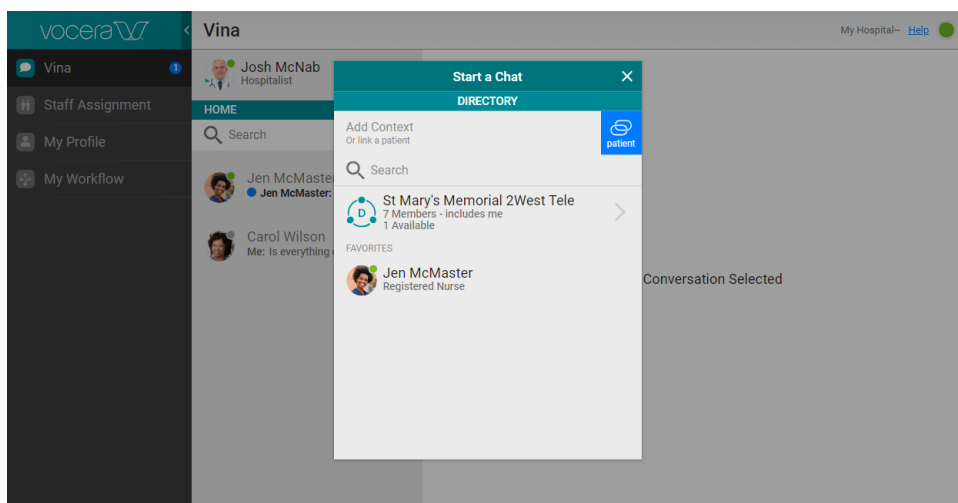
1. In the panel that displays the list of conversations, click the **New** icon.
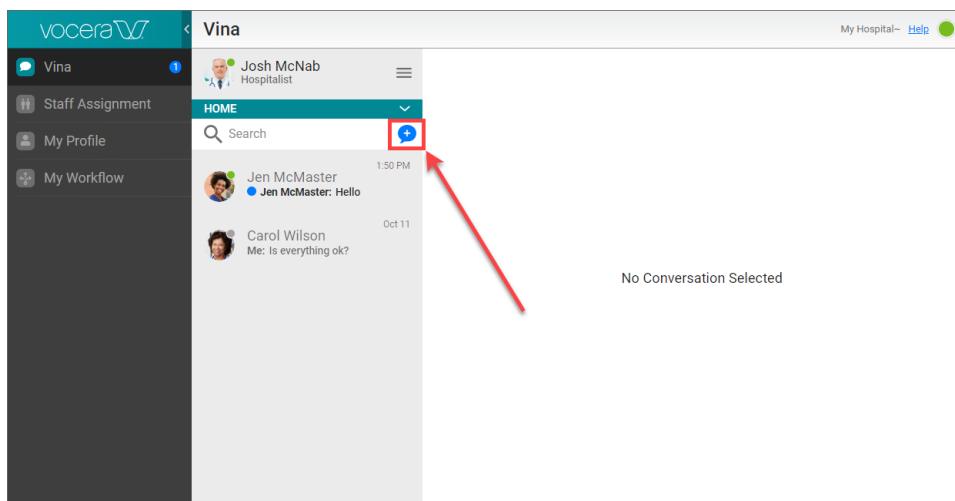
2. From the pop-up menu that appears, select **New Chat**.

The Start a Chat panel appears.

**Note:** You can also select **New Call** if this option is available.

This screen displays a link to your department and links to any favorites that you have specified. If your department is not visible, your administrator has configured your system to not display your department on this screen.

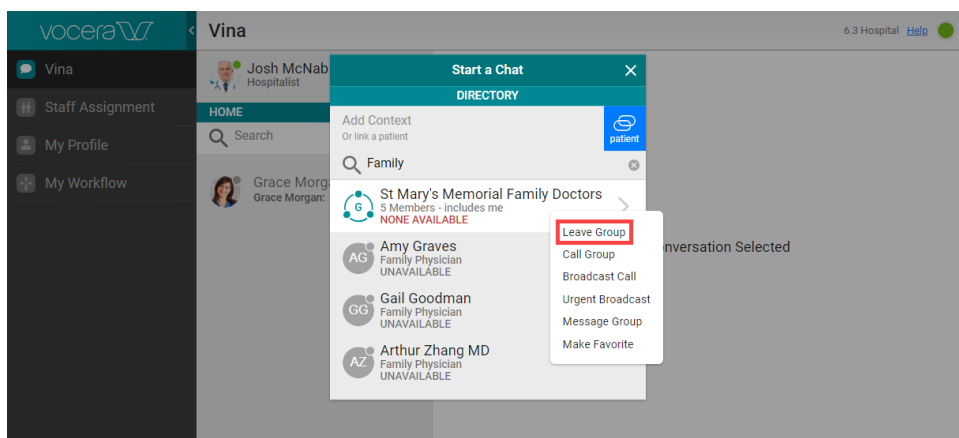3. In the Search field, type the first few characters of the name of the group that you want to join or leave.
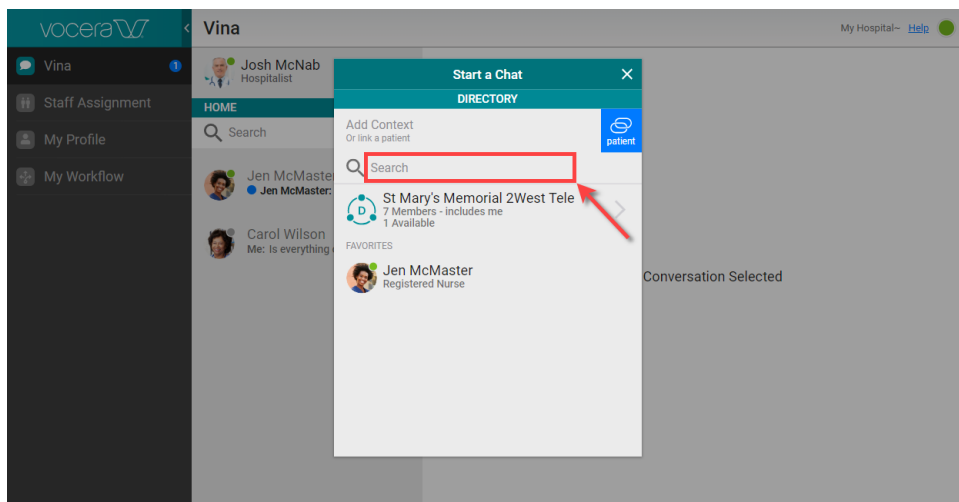
4. When the group appears in the search results, right-click its name. From the popup menu that appears, select **Join Group** to join a group.
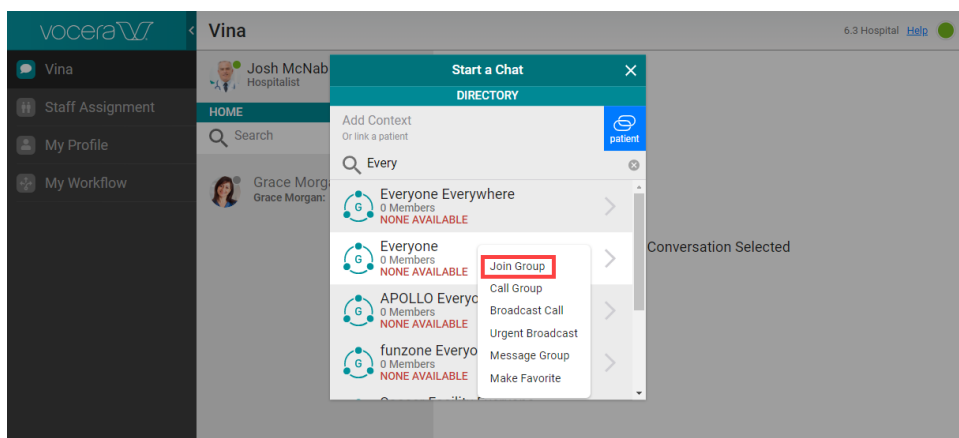
Or select **Leave Group** to leave a group of which you are a member.

5. Click **X** at the top right of the **Start a Chat** window to close it.

About Conversations

You can use Vina Web to send messages and start chat-style conversations to communicate with other people in your network.

When you start Vina Web, the Home screen displays a list of the conversations and group chats that you have participated in. From this screen, you can:

- Start a conversation with another person
- Start a group chat
- Continue an existing conversation or group chat

> **Note:** The Home screen displays a maximum of 20 alerts and a maximum of 20 conversations. Additional conversations are moved to the conversation archive. See Archived Conversations on page 40 for more details.

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

Conversation Priority

In Vina Web, conversations and alerts are grouped into priority classes. This ensures that high-priority tasks are easily located for urgent resolution.

The priority classes are:

- Unread alerts or urgent-priority mass alerts (highest priority)
- Alerts and conversations with unsent, unacknowledged, or unread messages
- Read and accepted alerts and conversations (lowest priority)

The more detailed sorting order is:

- Urgent priority mass alerts
- Unread or unaccepted alerts:
  - Unread or unaccepted urgent priority alerts
  - Unread or unaccepted high priority alerts
  - Unread or unaccepted normal priority alerts
- Alerts or conversations with unacknowledged acknowledgement-requested messages:
  - Alerts with unacknowledged acknowledgement-requested messages (sorted in priority order)
  - Conversations that have a patient context with unacknowledged acknowledgement-requested messages
  - Conversations with unacknowledged acknowledgement-requested messages
- Alerts or conversations that contain a message that failed to send:

- Alerts that contain a message that failed to send (sorted in priority order)
    - Conversations that have a patient context that contain a message that failed to send
    - Conversations that contain a message that failed to send
- Alerts and conversations in which the latest message is unread:
    - Alerts in which the latest message is unread (sorted in priority order)
    - Conversations in which the latest message is unread
    - Conversations in which the latest message is unread
- Read or accepted alerts and conversations:
    - Conversations that have a patient context
    - Conversations that do not have a patient context
    - Urgent priority alerts
    - High priority alerts
    - Normal priority alerts

Within a specific category, conversations are sorted with the most recent first.
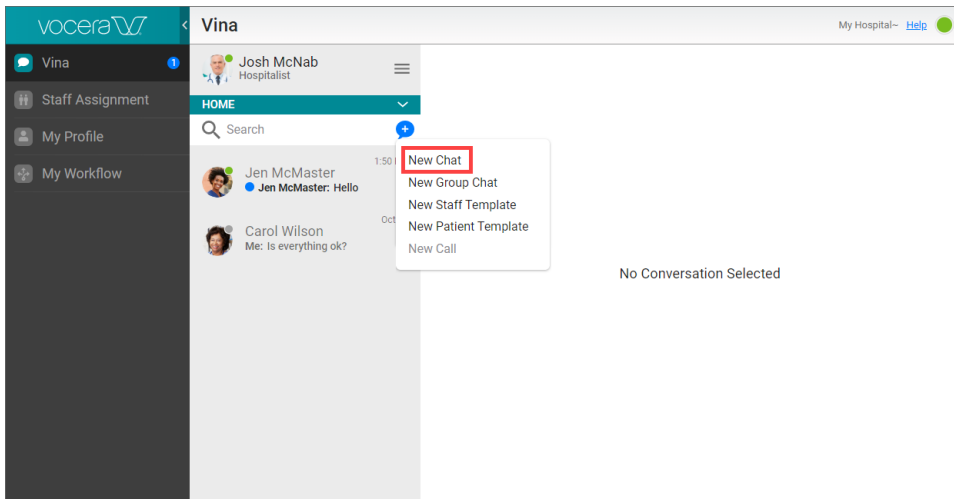
Starting a Conversation

From the panel that displays the list of conversations, you can start a new conversation.
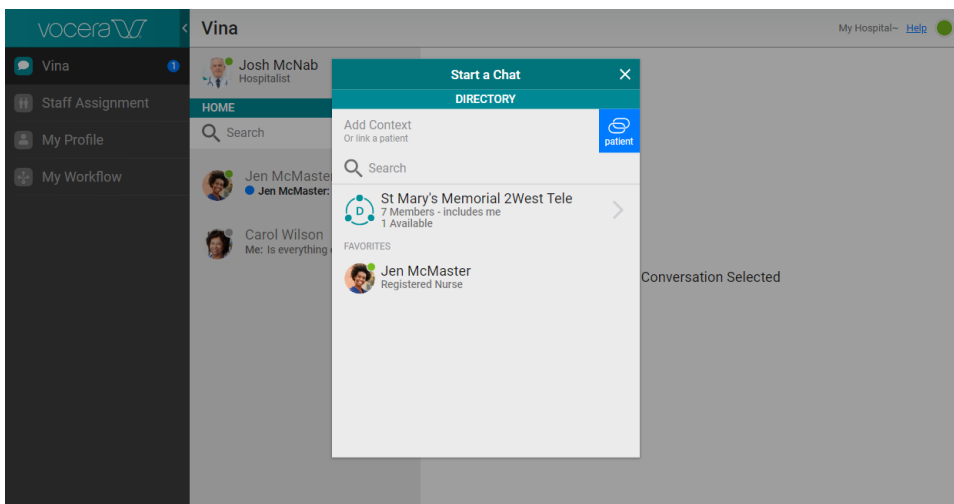
1. In the panel that displays the list of conversations, click the **New** icon.
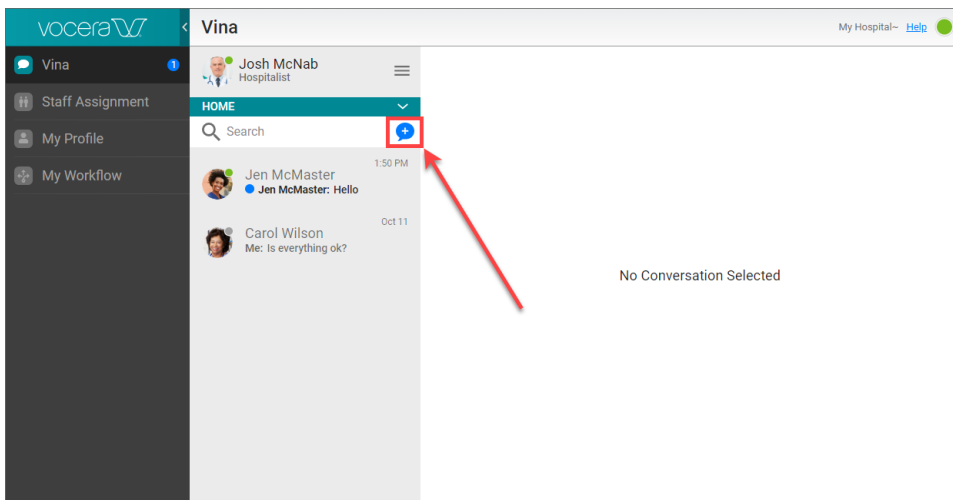
2. From the pop-up menu that appears, select **New Chat**.

The Start a Chat panel appears.

This screen displays a link to your department and links to any favorites that you have specified. If your department is not visible, your administrator has configured your system to not display your department on this screen.

Note: In this panel, if you type a context in the **Add Context** field or click **Patient** to specify a patient context, you create a group chat, not a 1-on-1 conversation with another person. See Starting a Group Chat on page 21 for details on how to create a group chat.

3. In the Start a Chat panel, do one of the following to select the person with which you want to have a conversation.
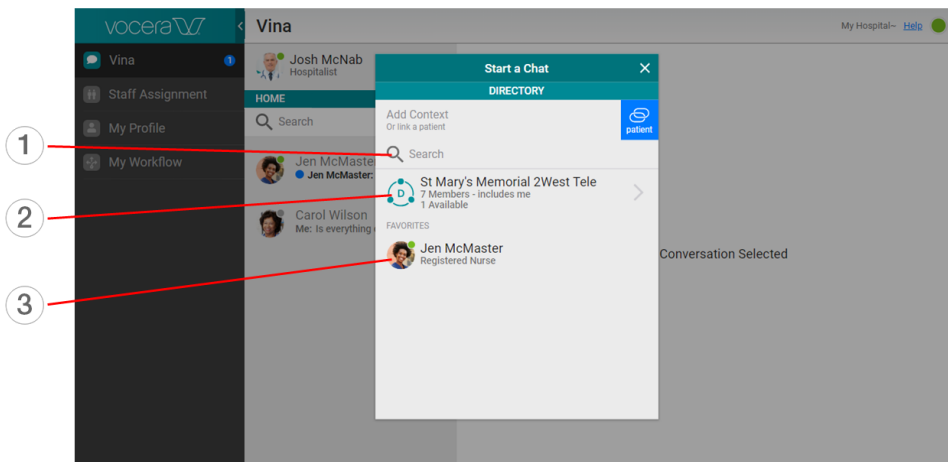
1	In the Search field, type text consisting of some or all of the person's name. All matches of this search text are displayed. Click the entry for the person with which you want to start a conversation.
2	Click a group name to display the members of the group, then click the member to start the conversation. If the group contains subgroups, click a subgroup name to display its members.
3	If the person is defined as a favorite, click that person's name to start the conversation. (See About Favorites on page 77 for more information on Favorites.)

The presence icon at the top right of the profile picture or initials indicates availability:
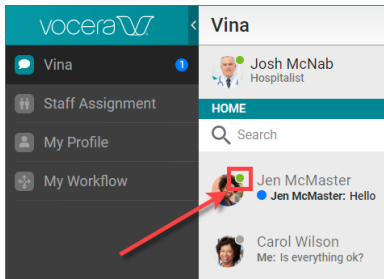
See The Presence Indicator on page 8 for more information on presence and availability.

4. When you have selected a message participant, the chat screen appears.
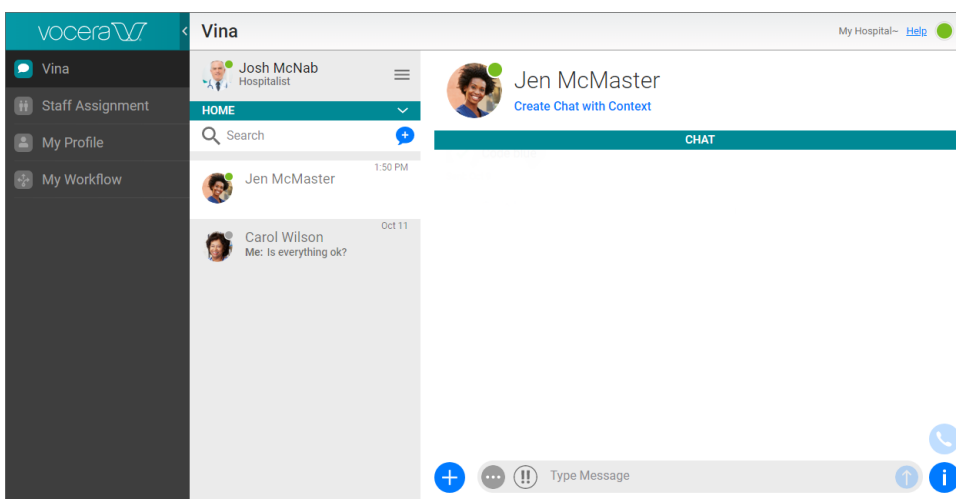
In the Chat screen, you can start the conversation. See Adding a Message on page 32 for information on how to do this.

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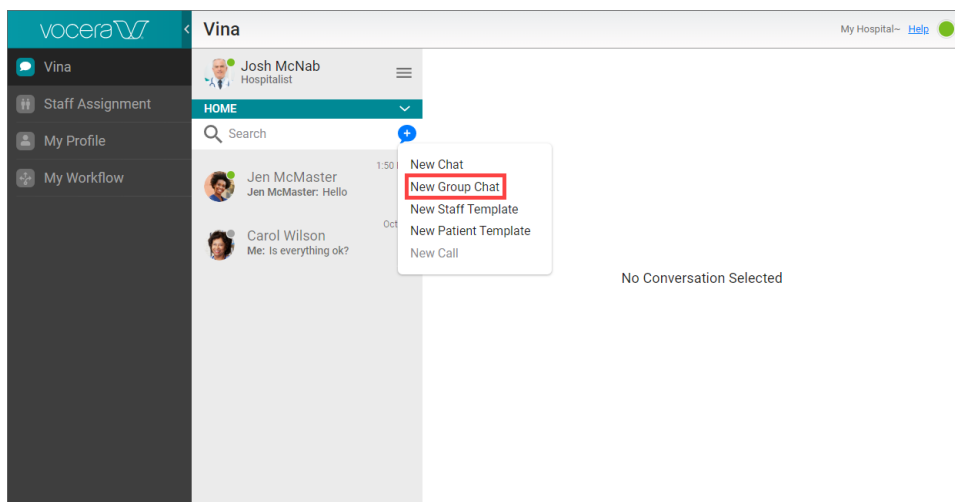
Starting a Group Chat

You can create a group chat to start a conversation with one or more participants. You can specify a text context or a patient context for this group chat.
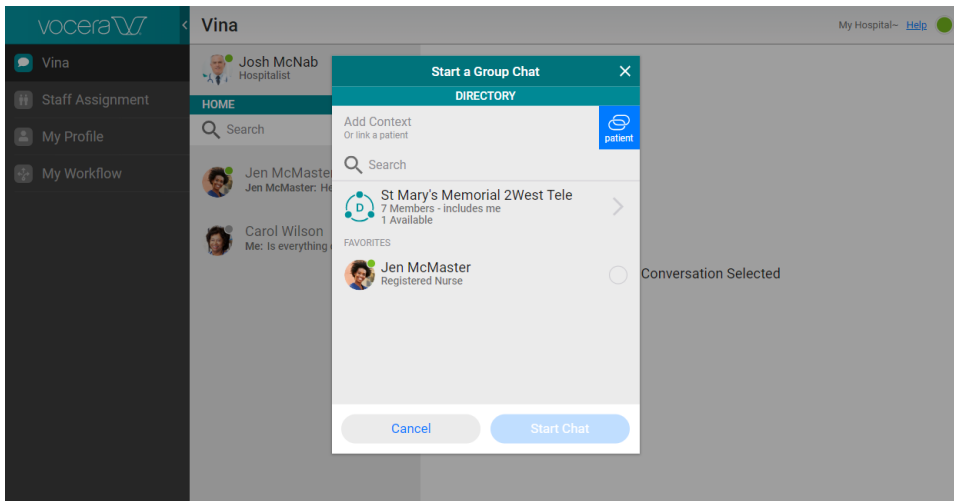
1. In the panel that displays the list of conversations, click the **New** icon.
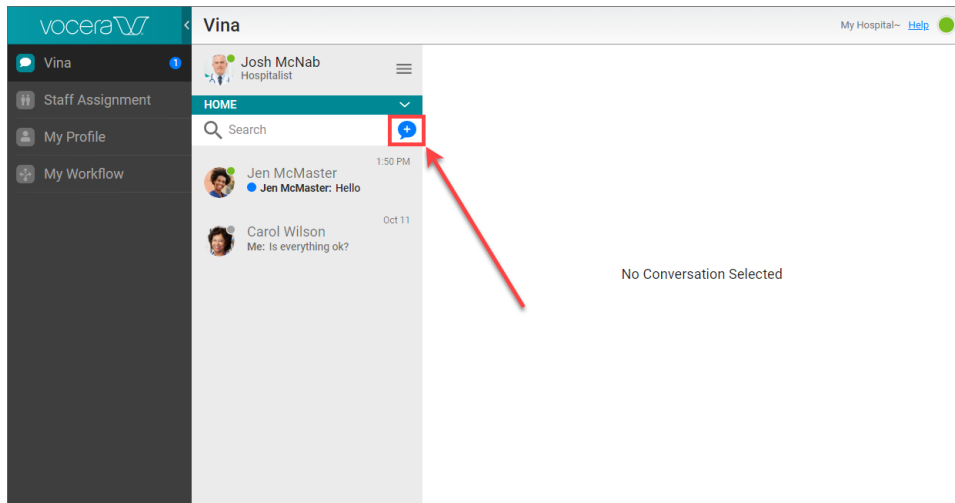
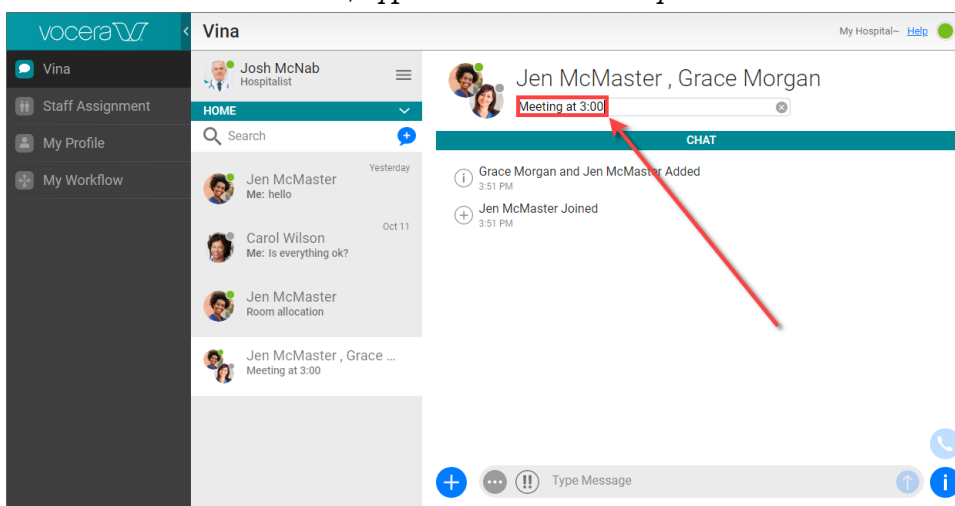2. From the pop-up menu that appears, select **New Group Chat**.

The Start A Group Chat panel appears.

This screen displays a link to your department and links to any favorites that you have specified. If your department is not visible, your administrator has configured your system to not display your department on this screen.
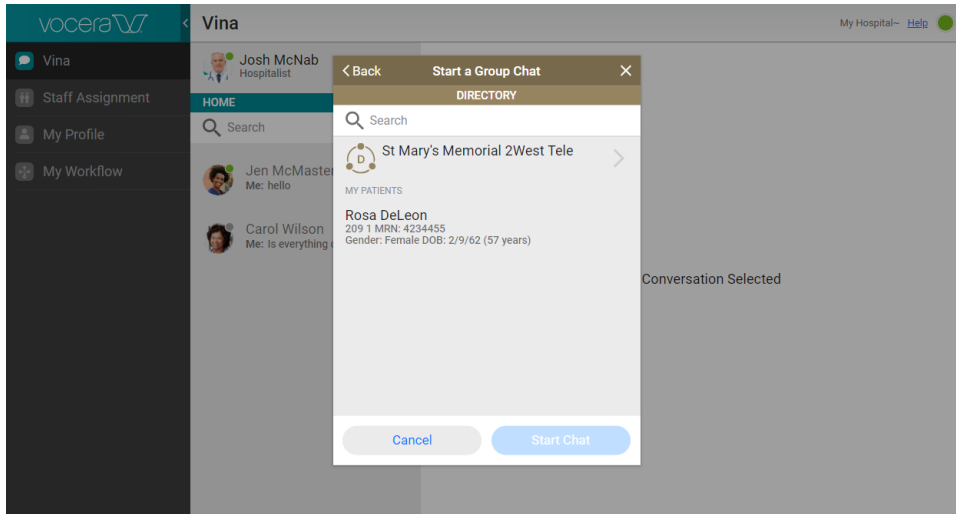
From this panel, shortcuts are defined when you right-click a group, a department or a person that may allow you to send a message or update your favorites list.

- If you right-click 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 a department, you can select **Message Department** to send a message to the entire department.
- If you right-click a person's name, and the person is not a favorite, select **Make Favorite** to make this person a favorite. If this person is a favorite, select **Remove Favorite** to remove the person from your favorites list.

3. To define a context for this group chat, do one of the following:
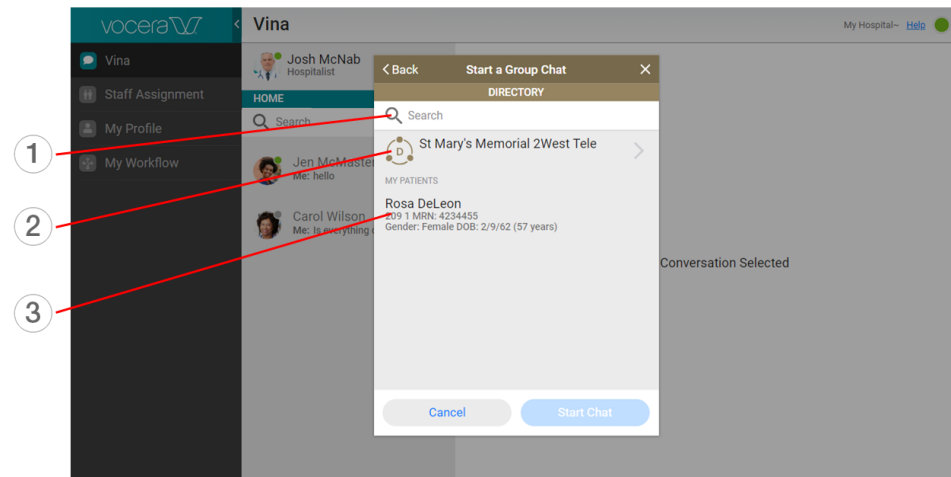   - In the **Add Context** field, type the context that you want to use.

   Press `Enter` to save this context. This is useful if you want to define a subject for your new group chat.
   - To specify a patient that this conversation is to be about, click **Patient**. The Start a Group Chat panel changes color to indicate that the conversation now has a patient context. Patients that are assigned to you are displayed.

Note: This option is available to you only if your administrator has granted you permission to view patient data.

Do one of the following to select the patient for this conversation.

|	
1	In the Search field, type two or more letters or numbers to display a list of all patients whose name or location matches the text that you have typed. In this list, click a patient name to specify this patient as the context.
2	Click the name of your department to list all patients belonging to members of the department. In this list, click a patient name to specify this patient as the context..
3	Click a patient name to specify this patient as the context.

After you have selected your patient, click **Staff** to select the persons with which you want to have the group chat.
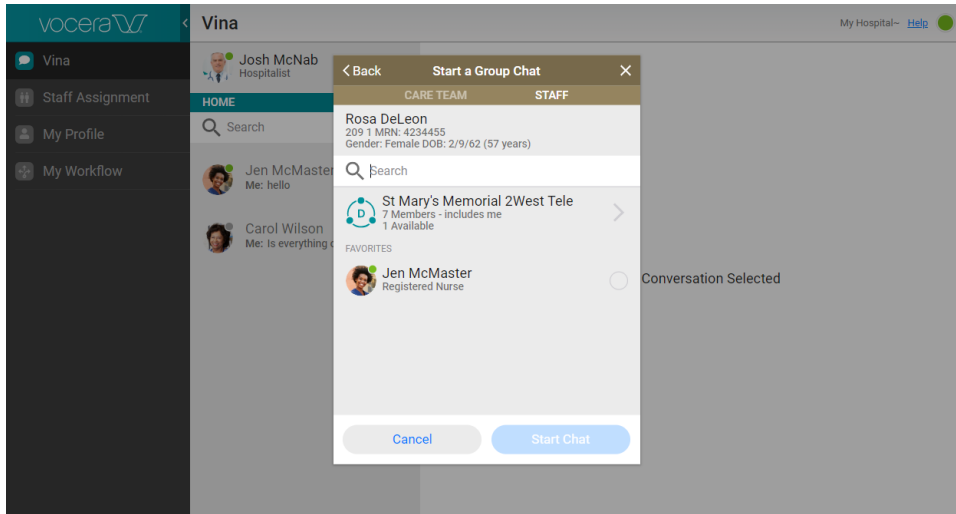
Note: From this screen, you can start a group chat with the members of the care team for the patient that you have selected. See Starting a Care Team Chat on page 28 for more details.

4. Do any or all of the following:

- Click the names of one or more favorites to add them as chat participants.
- Click the name of your department if it is visible. From the list of department members that appears, click the name of one or more members to add them as chat participants.
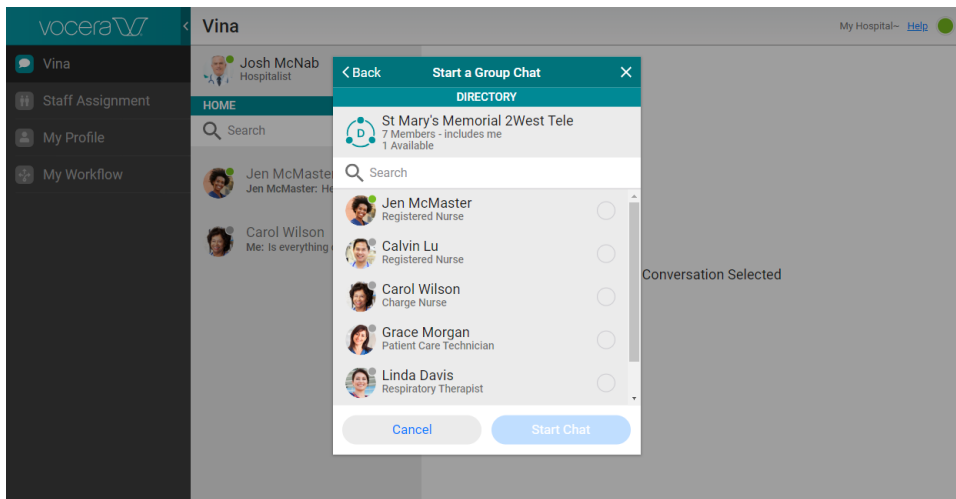

- In the Search field, type all or part of the name of a person or group. A list of search text matches appears. In this list:
  - Click the names of one or more people to add them as chat participants.
  - Click the name of a group to display a list of its members, and then click the names of one or more group members to add them as chat participants. If the group contains subgroups, click a subgroup name to display its members.

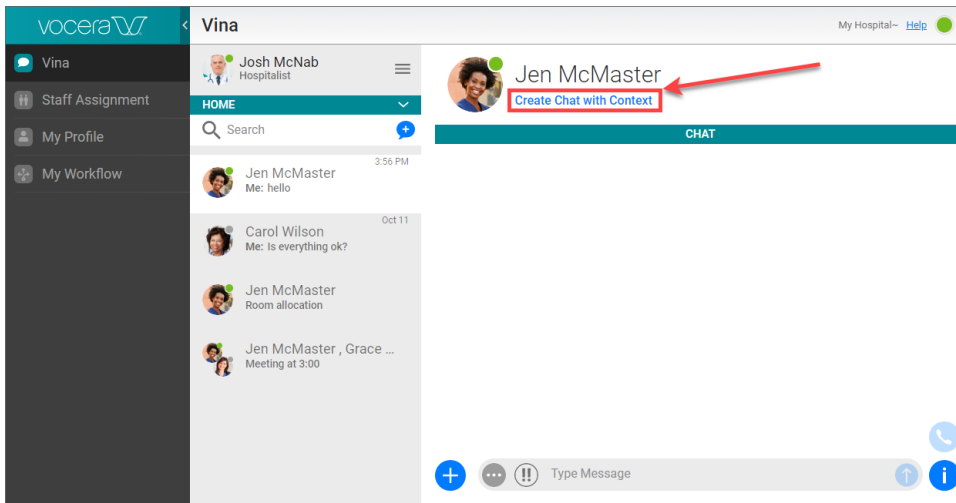5. Click **Start Chat** to start the group chat.
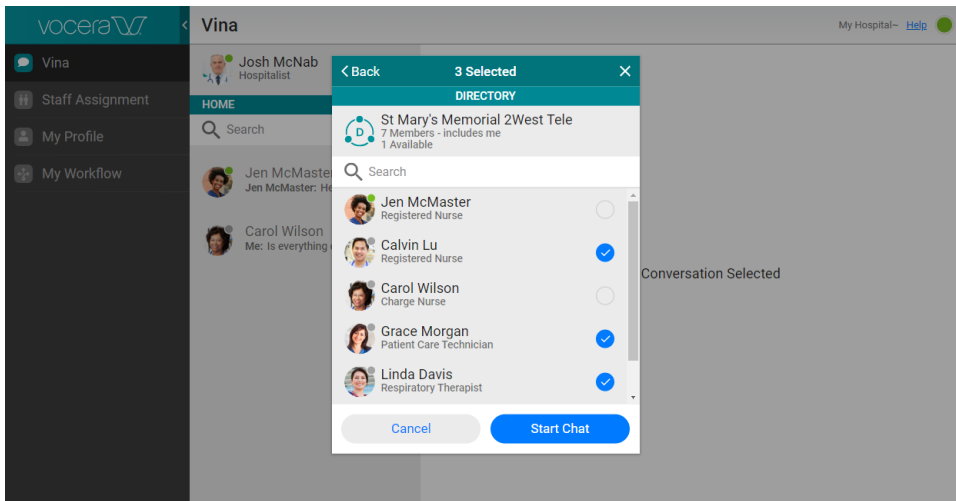
The Vina Web creates a chat room that your selected participants have been invited to join.
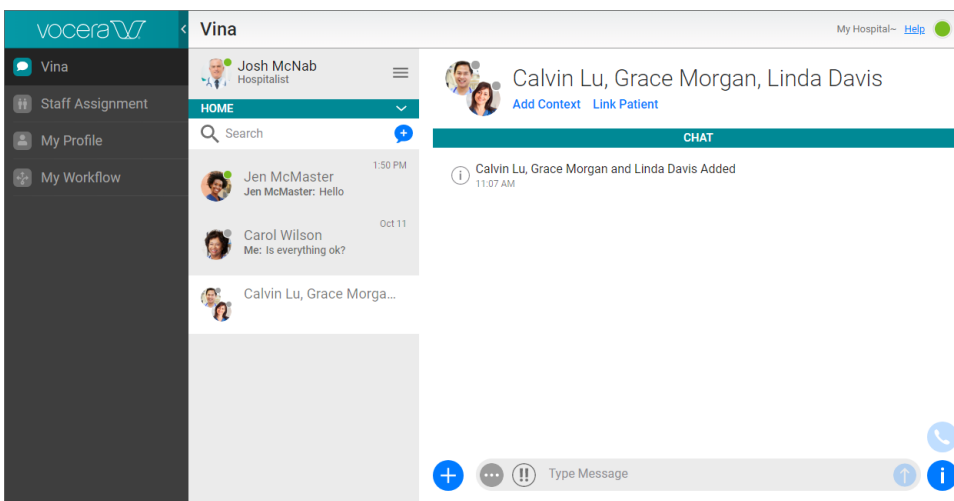
Creating a Group Chat From a Conversation

If you are in a conversation with one other person, you can create a group chat with this person and define a context for it.

1. In your conversation, click **Create Chat with Context**.

A New Group Chat window appears. The person with which you are having the conversation is already selected.
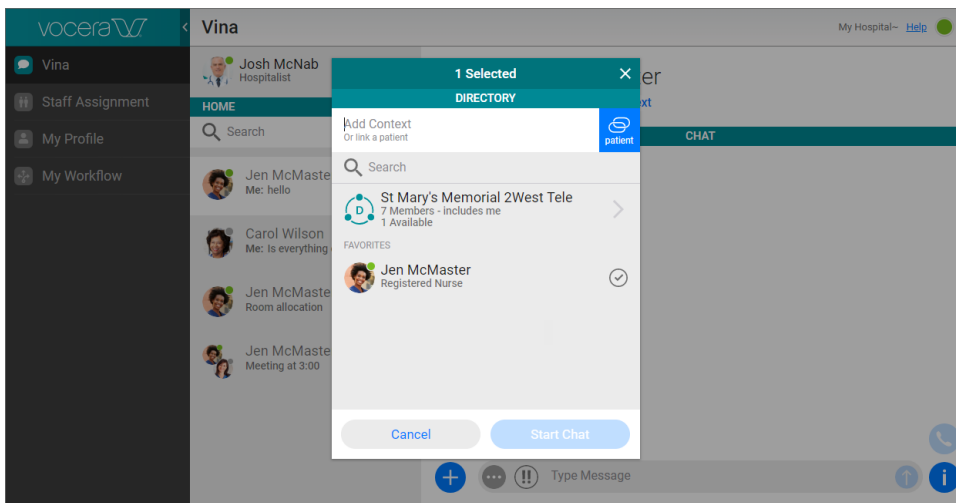
**Note:** You can add additional people to this conversation if you want.

2. Follow the instructions in Adding a Context to a Group Chat on page 27 to create the context for your new group chat.

3. Click **Start Chat** to create the new group chat with the context that you have provided.
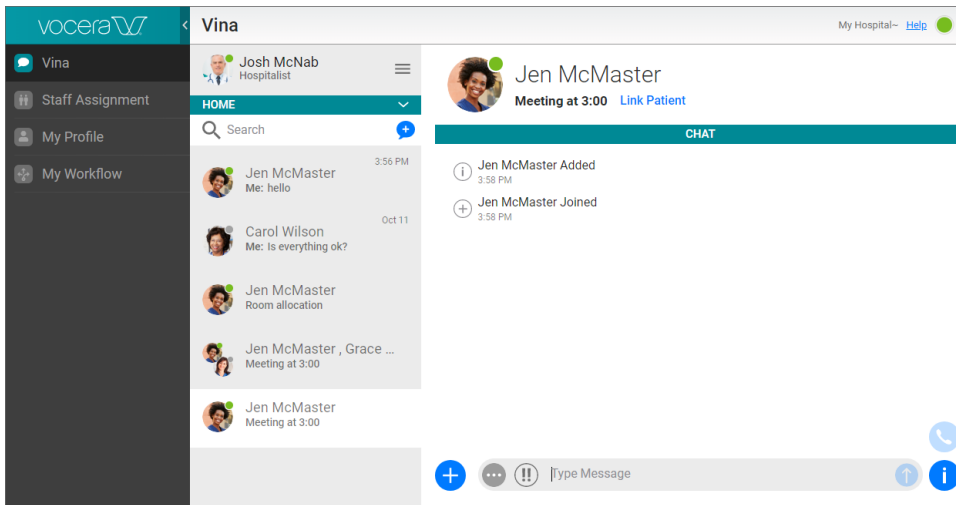
Adding a Context to a Group Chat

Each group chat in Vina Web can have a context, which is the subject of the chat. If a group chat does not have a context, or has a context that is not a patient link, you can specify a context.

1. To define a context for a group chat, do one of the following:
   - In the **Add Context** field, type the context that you want to use.
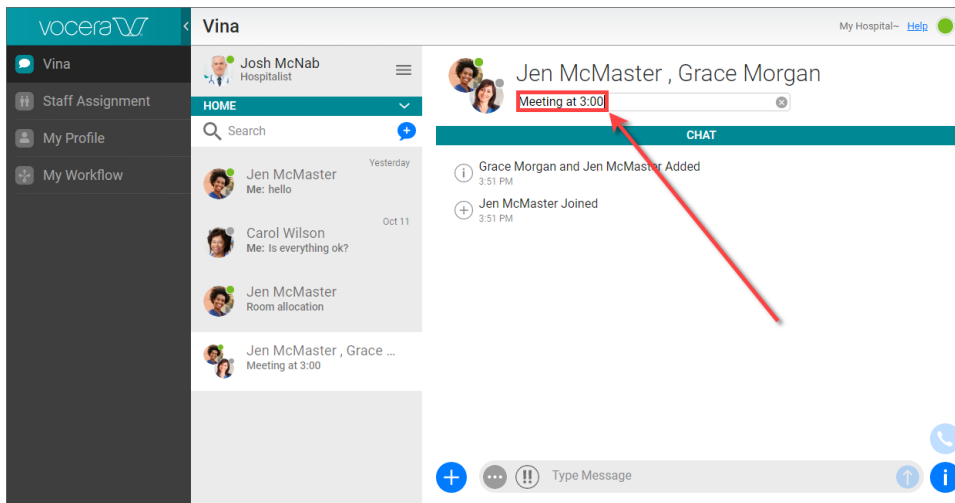

   Press Enter to save this context. This is useful if you want to define a subject for your new group chat.
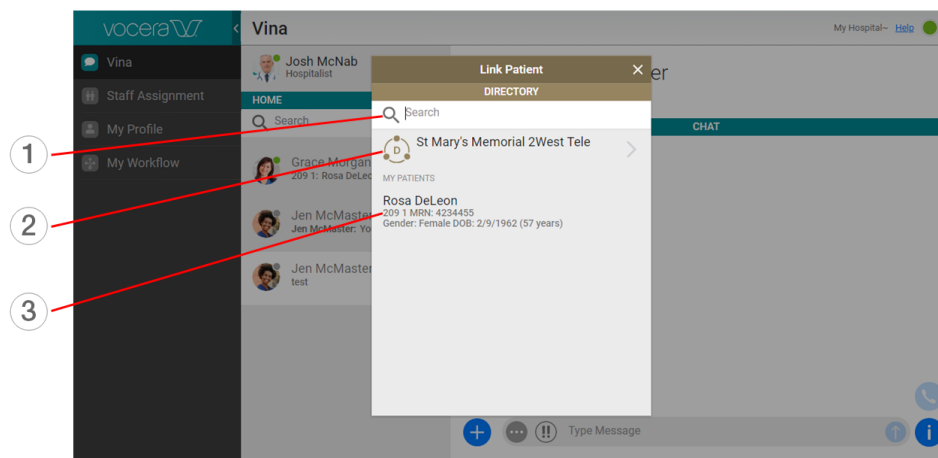   - To specify a patient that this conversation is to be about, click **Link Patient**. The Start a Group Chat panel changes color to indicate that the conversation now has a patient context. Patients that are assigned to you are displayed.

     Note: This option is available only if your administrator has granted you permission to view patient data.
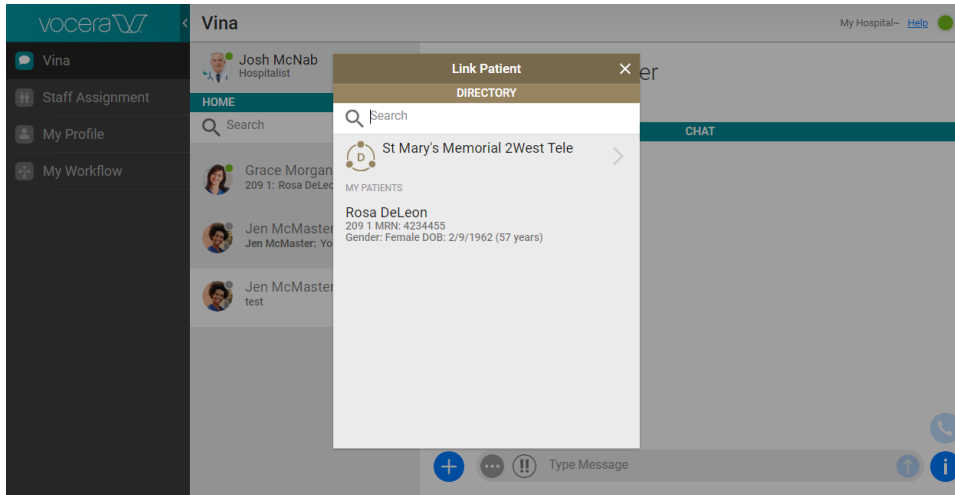
Do one of the following to select the patient for this conversation.

1	In the Search field, type two or more letters or numbers to display a list of all patients whose name or location matches the text that you have typed. In this list, click a patient name to specify this patient as the context.
2	Click the name of your department to list all patients belonging to members of the department. In this list, click a patient name to specify this patient as the context..
3	Click a patient name to specify this patient as the context.

Starting a Care Team Chat

You can start a group chat with some or all of the members of the care team assigned to a patient, with the patient as the context of the group chat.
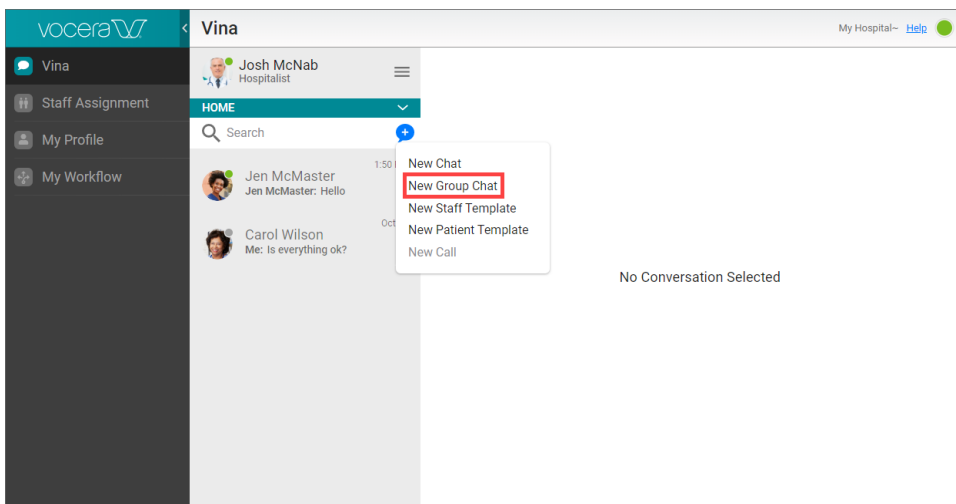
Note: This option is available to you only if your administrator has granted you permission to view patient data.
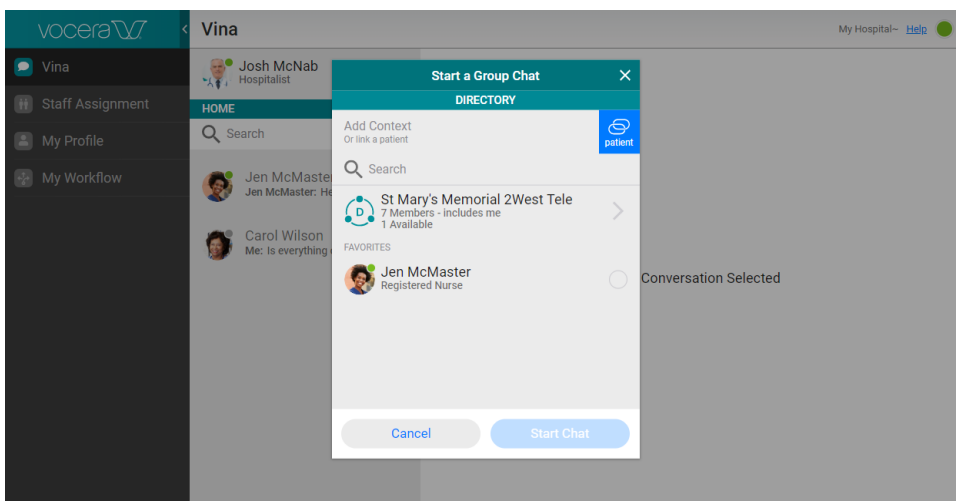
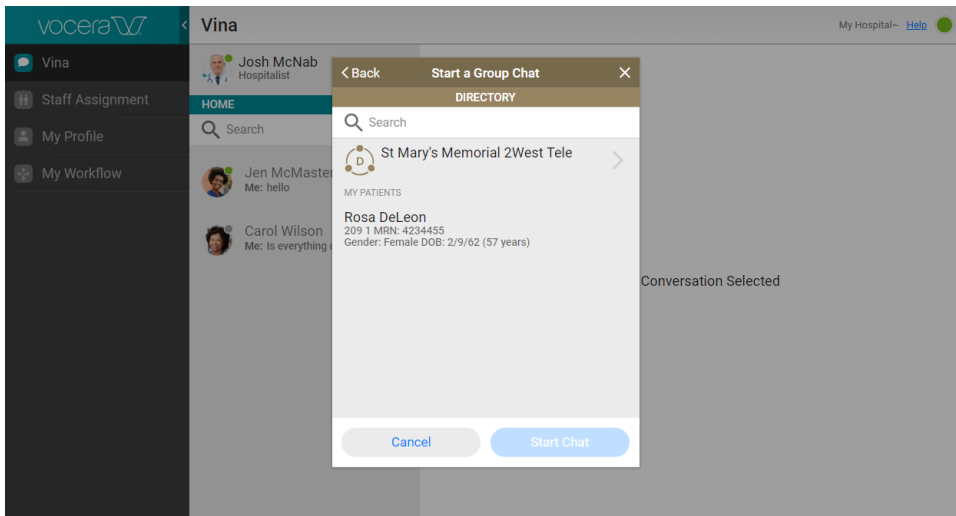1. In the panel that displays the list of conversations, click the **New** icon.
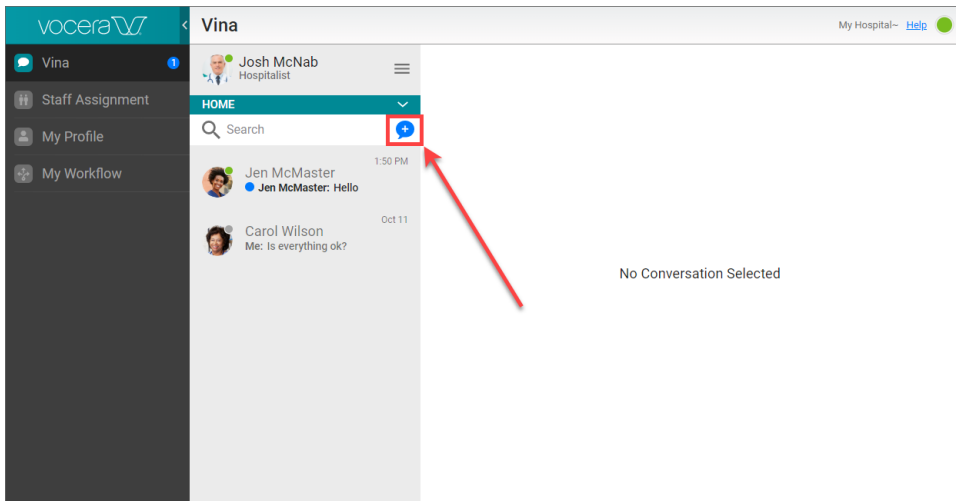
2. From the pop-up menu that appears, select **New Group Chat**.

The Start A Group Chat panel appears.

3. To specify a patient that this conversation is to be about, click **Patient**. The Start a Group Chat panel changes color to indicate that the conversation now has a patient context. Patients that are assigned to you are displayed.

Do one of the following to select the patient for this conversation.
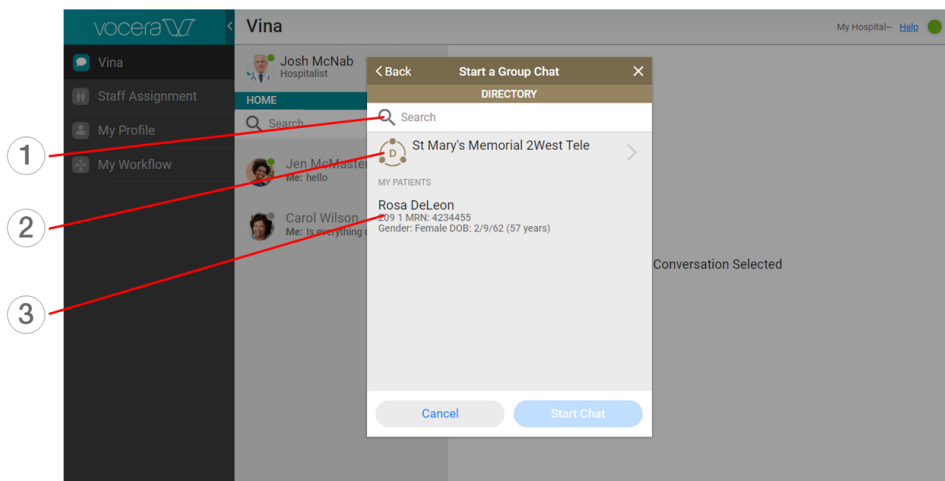

|	
1	In the Search field, type two or more letters or numbers to display a list of all patients whose name or location matches the text that you have typed. In this list, click a patient name to specify this patient as the context.
2	Click the name of your department to list all patients belonging to members of the department. In this list, click a patient name to specify this patient as the context.
3	Click a patient name to specify this patient as the context.

4. After you have created the patient context, click **Care Team** to display the care team for this patient if it is not already displayed.
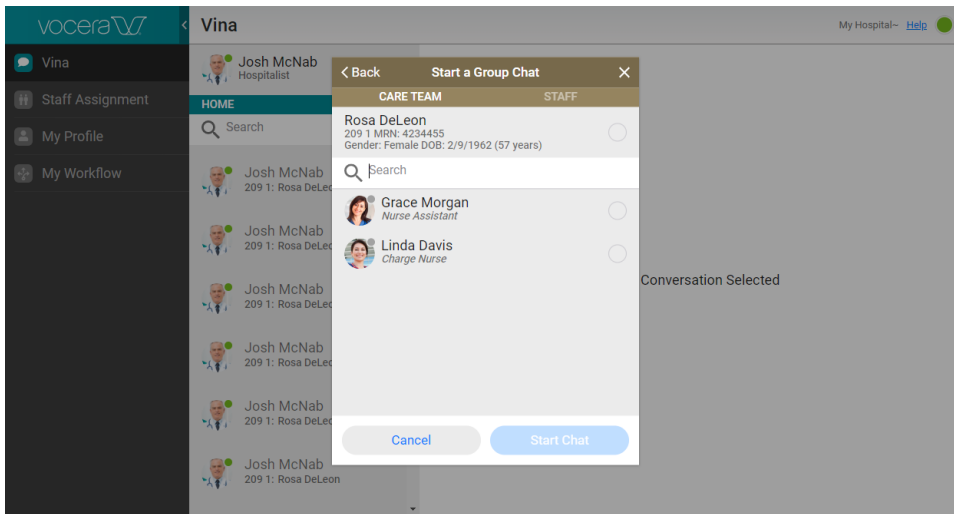
5. Click the names of one or more care team members to include them as chat participants, or click next to the patient name to include the entire care team.

6. Click **Start Chat** to start the group chat with the patient care team members.
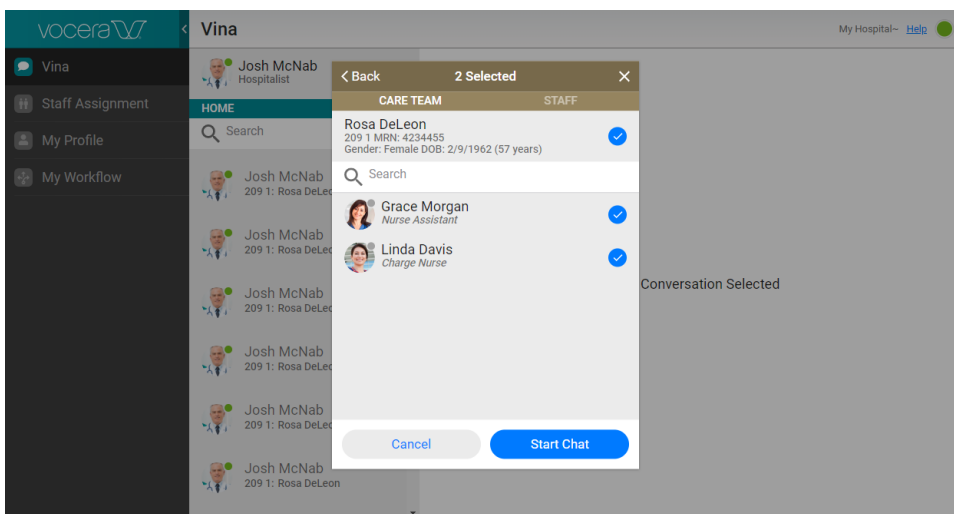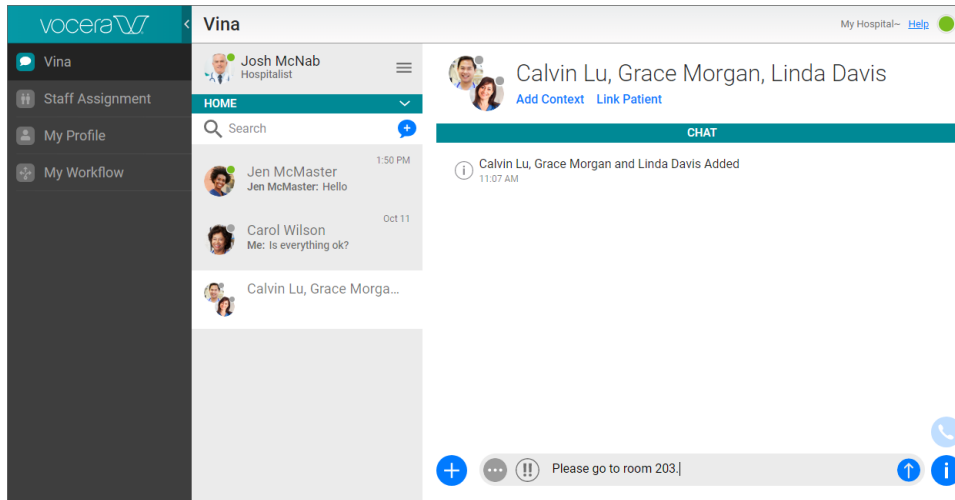

You can also send a message to a patient's care team quickly. To do this, right-click on the patient name and select **Message Care Team** from the popup menu that appears.
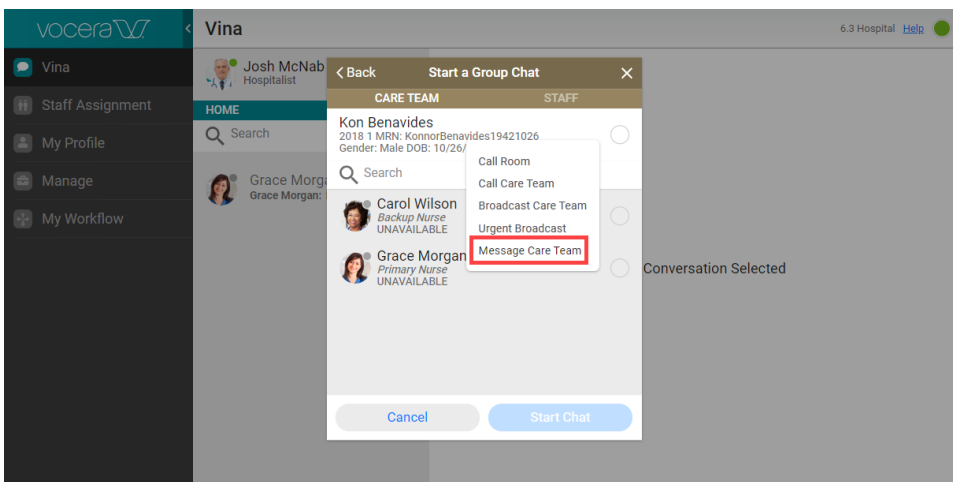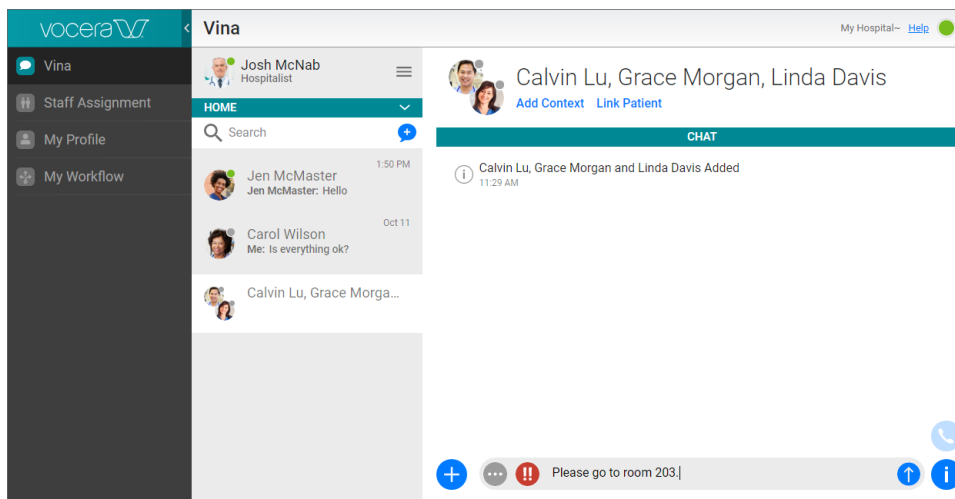
Adding a Message

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

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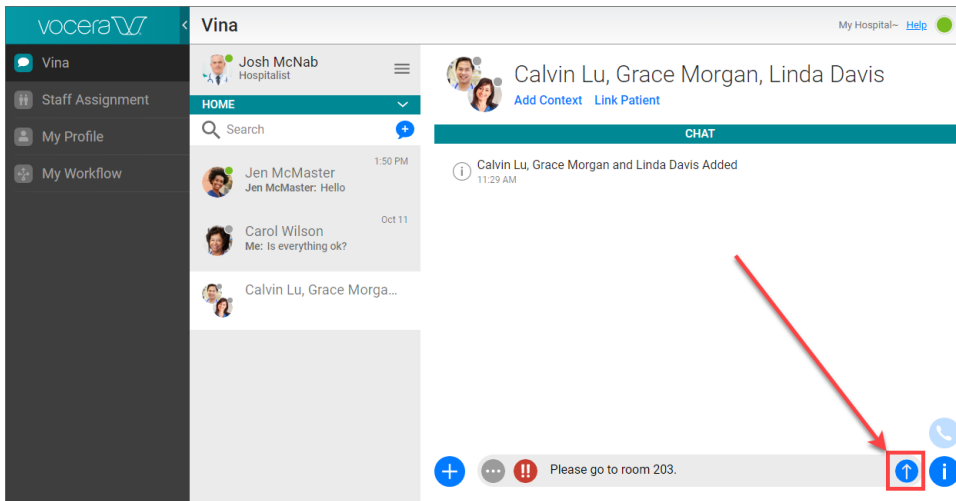

2. To ask for an acknowledgment to your message, click the exclamation marks icon located to the left of the text. The icon turns red.


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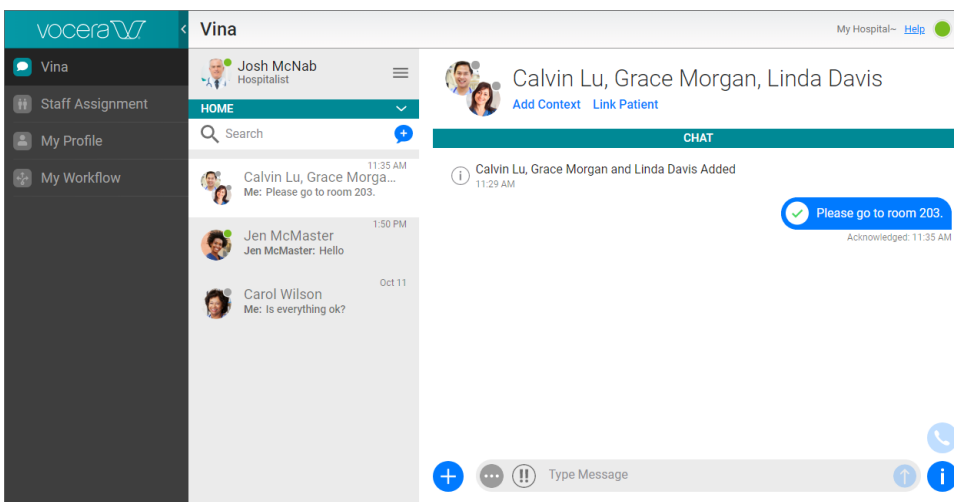
The sent message appears on the screen of all other participants in the conversation or group chat. If you have sent a message that requires an acknowledgement, the screen indicates this.
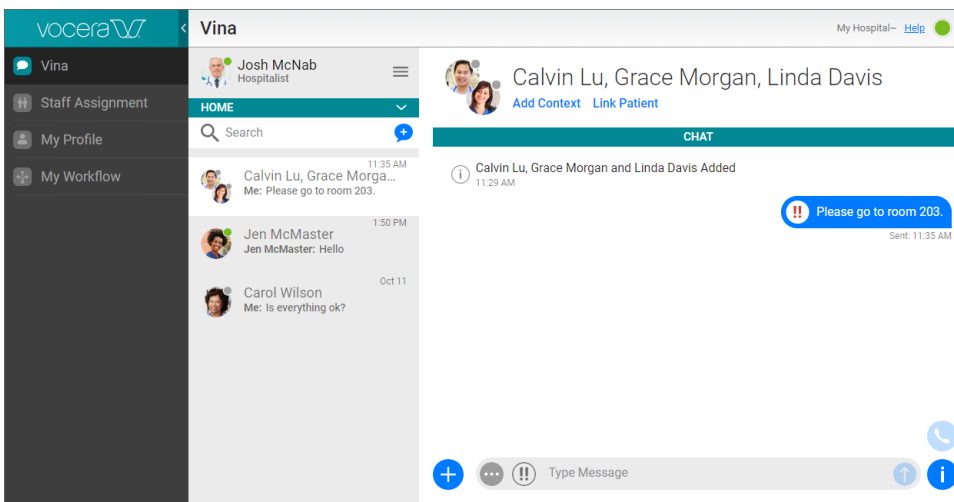
If a message that requires acknowledgement has been acknowledged by all participants, a checkmark icon appears.

In addition, the status of the message changes to Acknowledged.

Note: Each message in a conversation has an associated status. For a complete list of all possible statuses for sent and received messages, see Message States on page 34.

Message States

Each sent message in a conversation or group chat displays a message state that is based on the current participants 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 participants have received the message, but not all.	Most recent received time
Delivered	No one has read or acknowledged the message. All participants have received the message.	Most recent received time
Read by some	No one has acknowledged the message. Some of the participants have displayed the message, but not all.	Most recent displayed time
Read	No one has acknowledged the message. All participants have displayed the message.	Most recent displayed time
Acknowledged by some	Some of the participants have acknowledged the message but not all.	Most recent acknowledged time
Acknowledged	All of the participants 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, click the Quick Message icon.
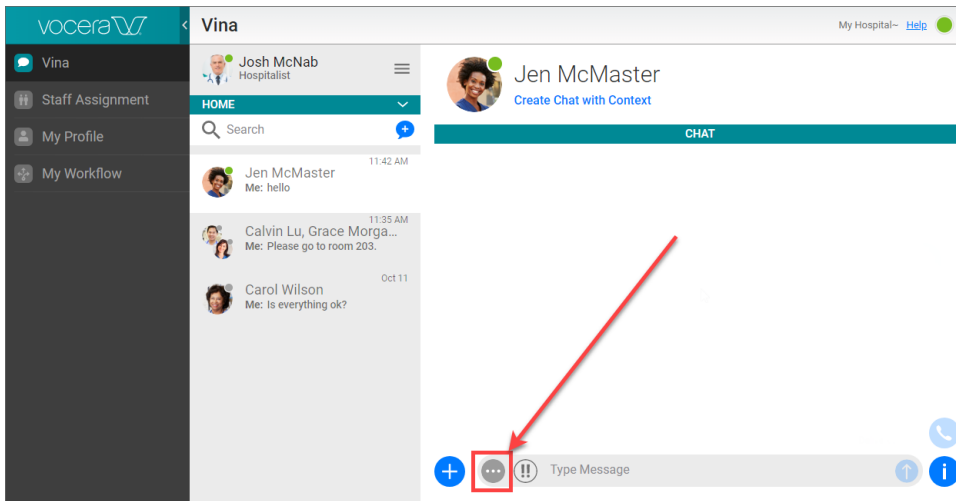
2. Choose a quick response from the list that appears.
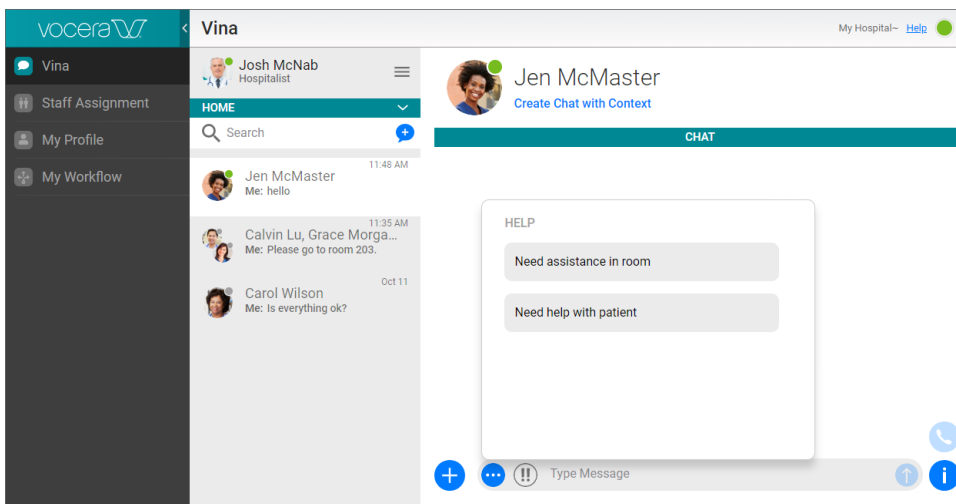
The quick response appears in your conversation.

Your administrator may have organized the available quick responses into convenient categories, such as Help, 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:
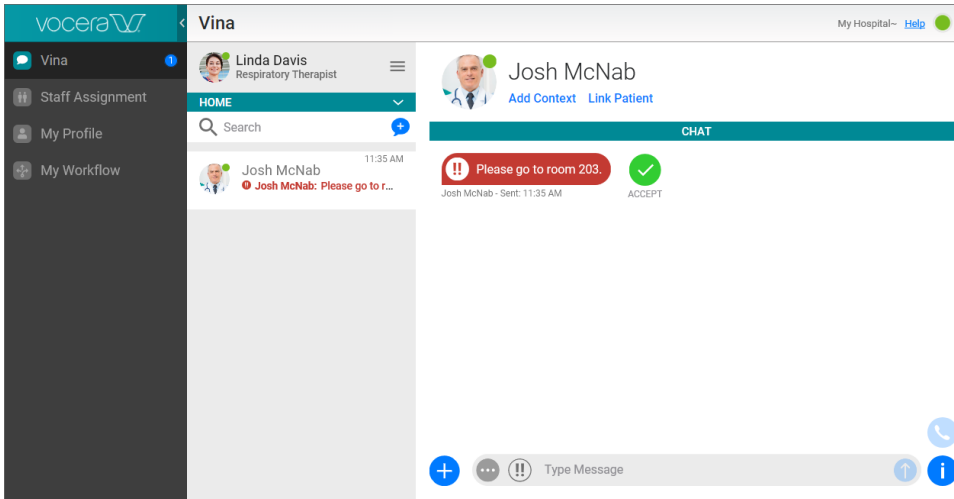
Click **Accept** to acknowledge the message.

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.
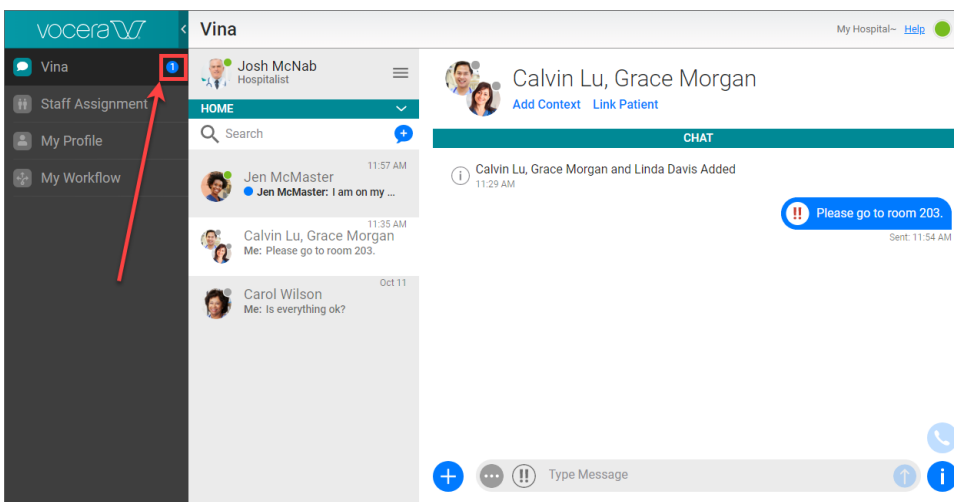
The number next to the Messaging link is the number of conversations containing unread messages, not the total number of unread messages.
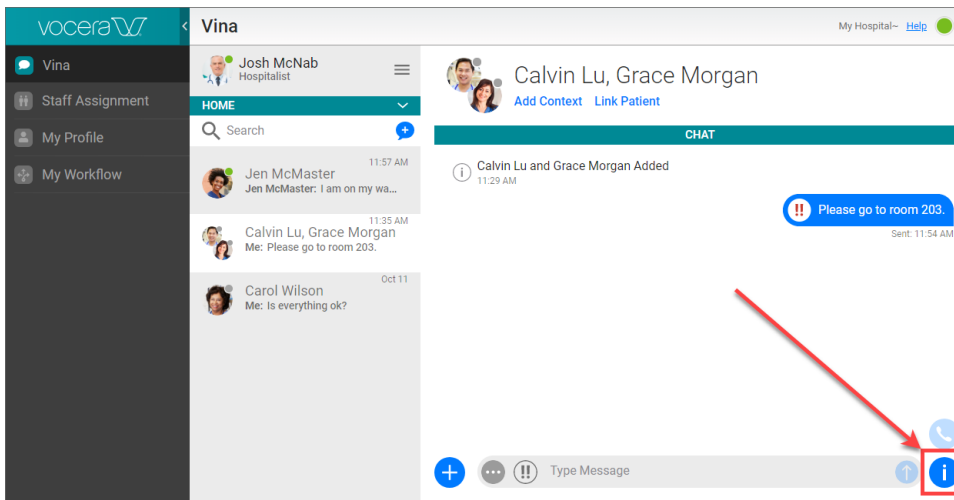
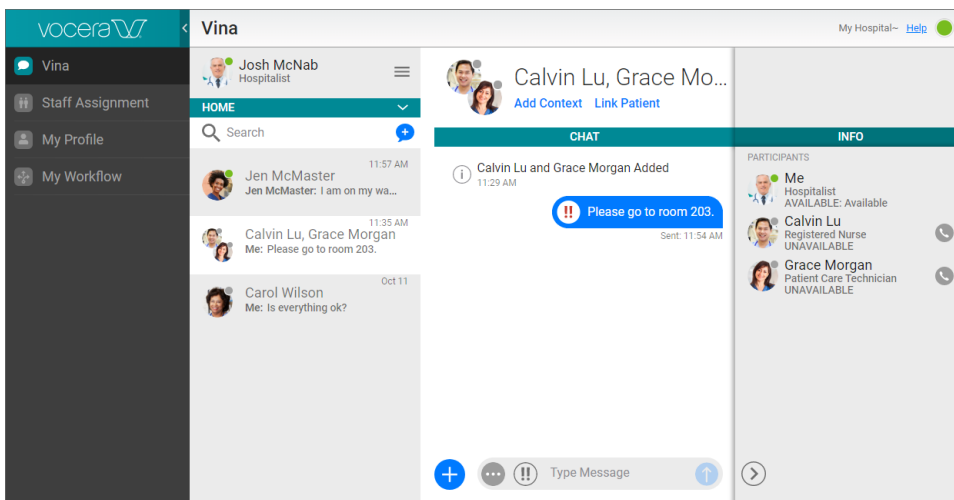In the list of conversations, the conversations that contain unread messages have their last message displayed in bold.
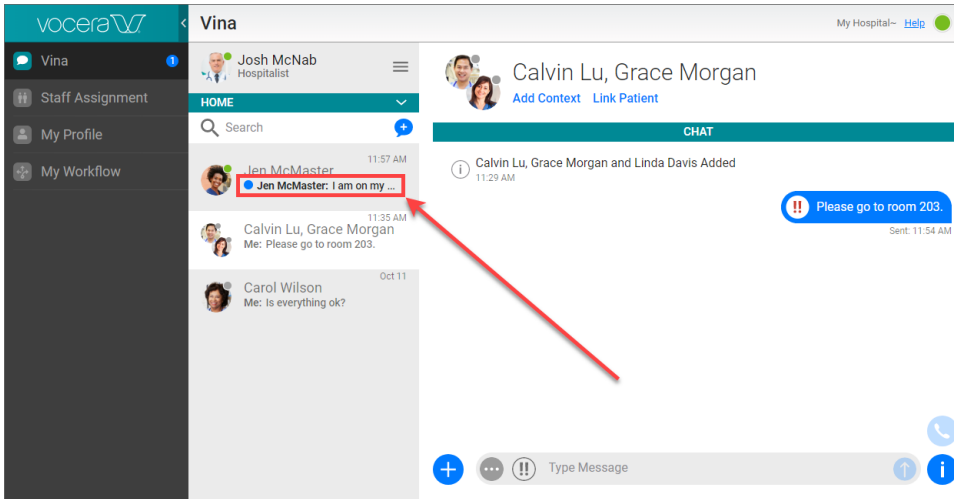
Viewing Participants

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

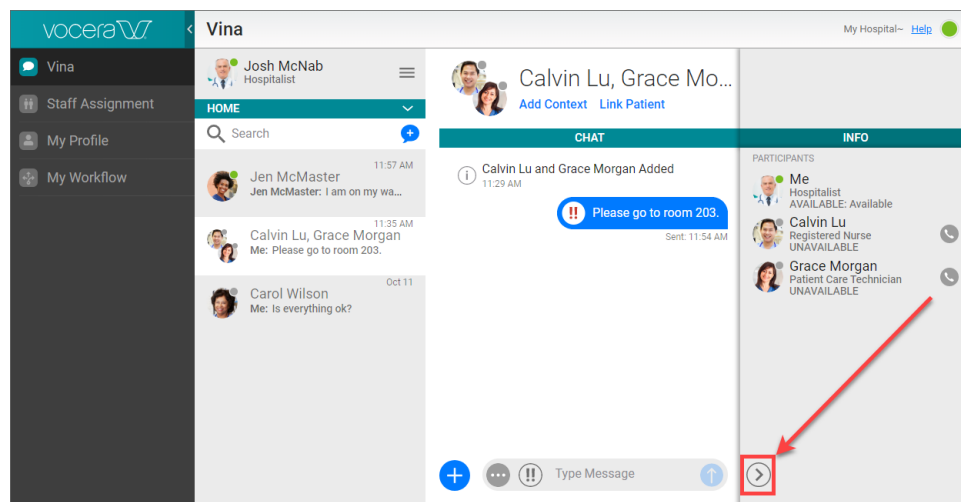1. In your conversation or group chat, click the Info link at the bottom right.

A list of the participants appears.

If you are logged into a Vocera device, you can call a participant. See Calling a Conversation Participant on page 65 for details.

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

Adding Participants to a Conversation

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

Note: The maximum number of participants in a conversation is 75, though this maximum is lower if participants are logged into both Vocera Vina and Vina Web. Additional participants can send messages but are not shown as present in the conversation.

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.
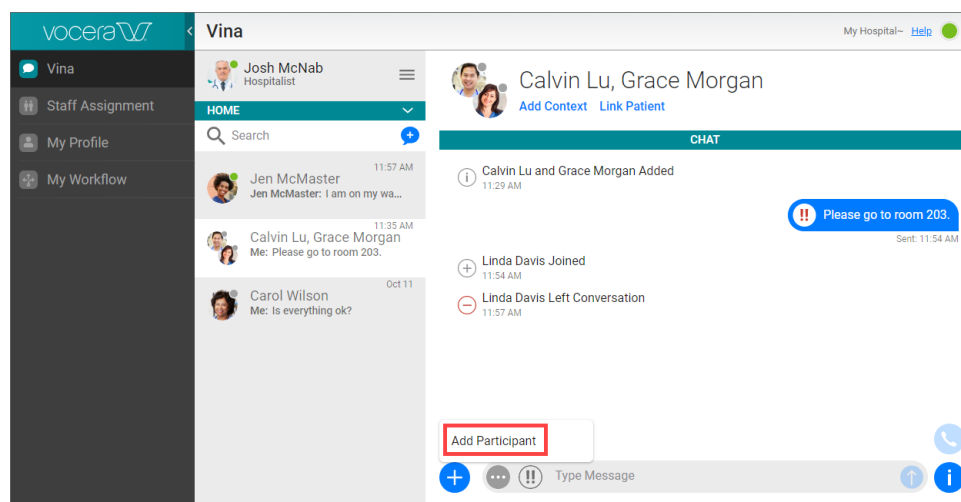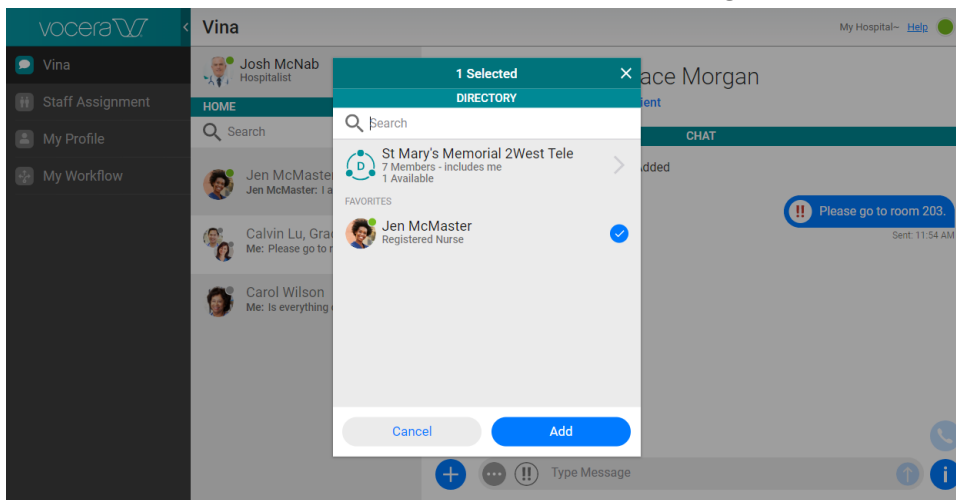

One of the following appears:

- If you are adding a participant to a group chat that has a patient context, a panel appears that contains two tabs: a Care Team tab that enables you to add a patient care team member to the conversation, and a Staff tab that enables you to add any staff member to the conversation.

- For all other group chats and conversations, a panel appears that enables you to add any staff member to the conversation.

2. If you are in a group chat with a patient context, and you want to add a care team member to the chat, click the Care Team tab and click the names of the care team members that you want to add.

3. If you want to add one or more staff members to the chat, click the Staff tab if you are in a group chat with a patient context, and then do any or all of the following:

- Click a group name to display the members of the group. If the group contains subgroups, click a subgroup name to display its members. Click the name of a member to add him or her to the group chat.
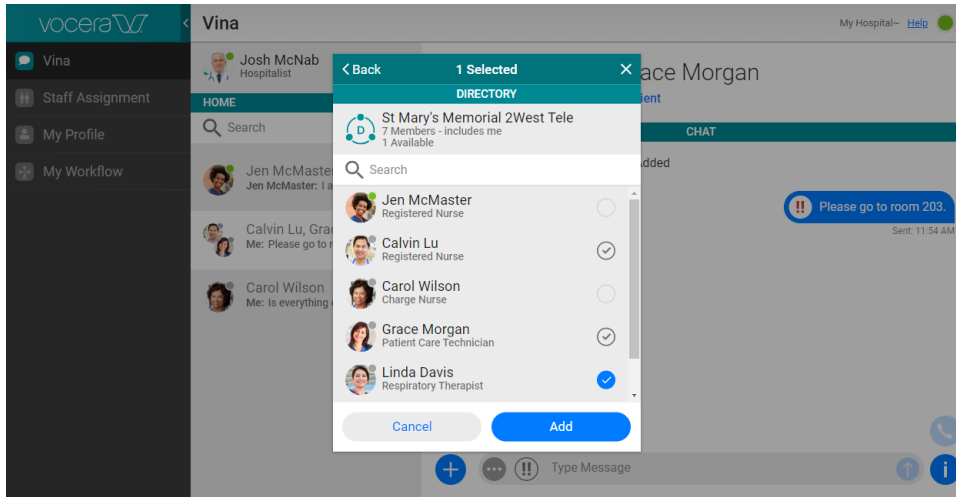
- Click the name of a favorite to add this person to the group chat.

- In the Search box, type two or more characters. A list of people and groups that match your search text appears. In this list, do one of the following:
 - Click the names of one or more people to add them to the group chat.
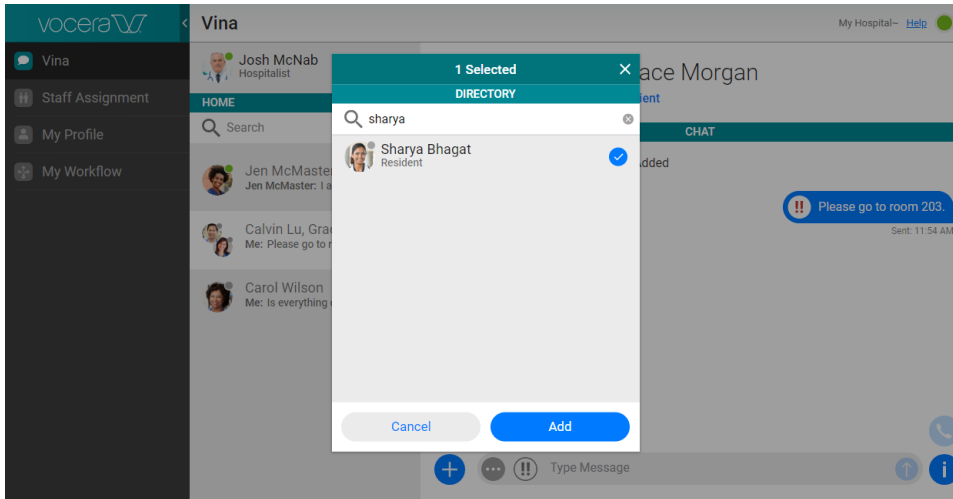
- Click the name of a group to display a list of its members. In this list, click one or more members to add them to the group chat.

4. Click **Add** to add the new participants to the existing group chat. If you are in a 1-on-1 conversation, a new group chat is created that contains the person in the 1-on-1 conversation and the new participants 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.
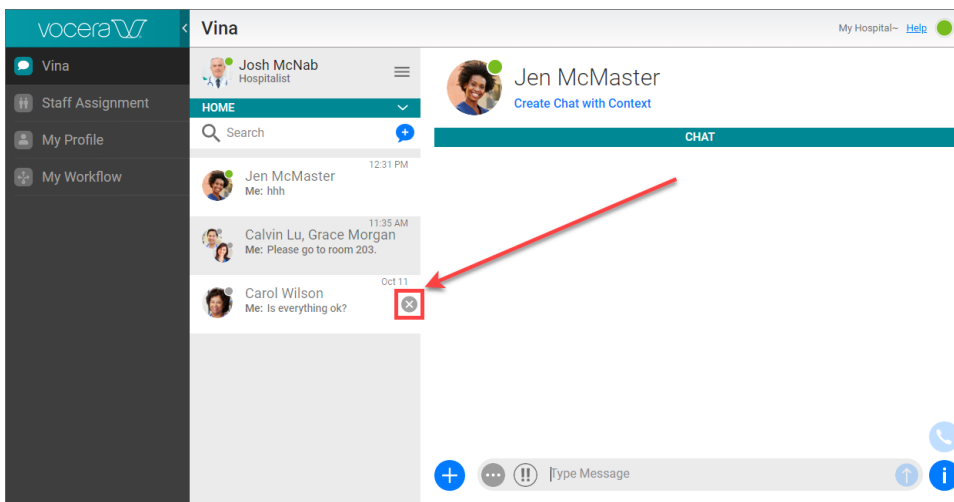
The conversation is moved to the archive, and is no longer displayed in your list of conversations.

Note: For information on archived conversations, see Archived Conversations on page 40.

Archived Conversations

If you leave a conversation, or if the conversation no longer appears on the Home screen because there are too many conversations to display there, the conversation is stored in the archives.

You can search up to 12 months of archived conversations.

Viewing Archived Conversations

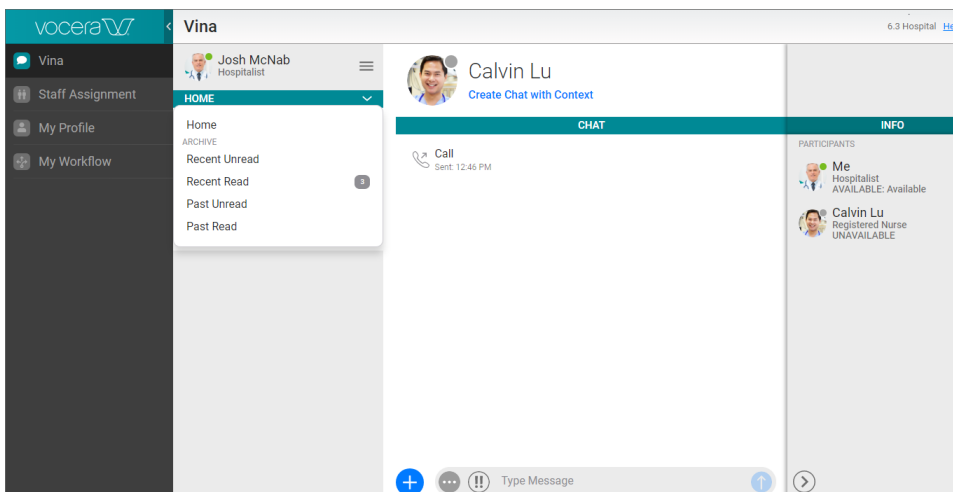You can view a conversation that you have previously archived.

You can search up to 12 months of archived conversations.

To view an archived conversation:

1. In the Home panel that is displaying the list of current conversations, click the arrow icon.
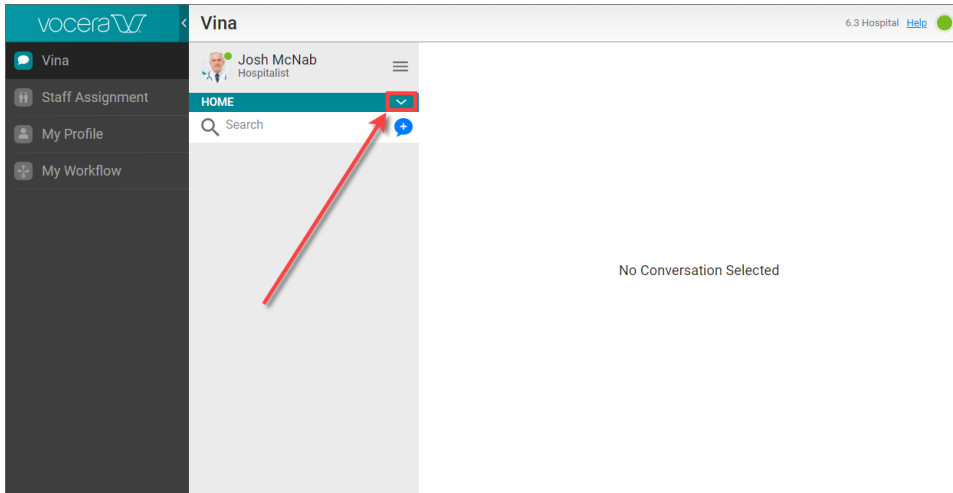
A popup menu appears.

2. From the popup menu, select from one of the following:
   - Select **Recent Unread** to view a list of recent unaccepted alerts and unread conversations.
   - Select **Recent Read** to view a list of recent previously viewed conversations.
   - Select **Past Unread** to view a list of past unaccepted alerts and unread conversations.
   - Select **Past Read** to view a list of past previously viewed conversations.

   Beside each **Unread** link and each **Read** link, there is a count of the total number of alerts and conversations in this category.

3. In the list that you have selected, select the conversation that you want to view.
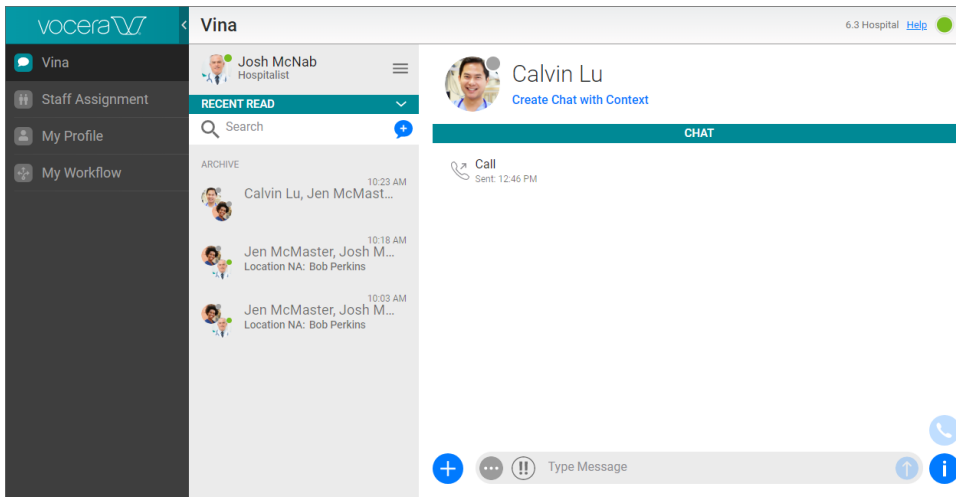
Unarchiving a Conversation

If a conversation has been placed in the archived conversations, you can remove it from the archives and make it active again.

If your conversation is with one person only, you do not need to unarchive it - it is automatically added to your Home screen if you send another message to this person.

Note: The Home screen can contain a maximum of 20 conversations.

To unarchive a conversation:

1. Follow the steps in Viewing Archived Conversations on page 41 to view the conversation that you want to unarchive.
2. Click **Unarchive**.
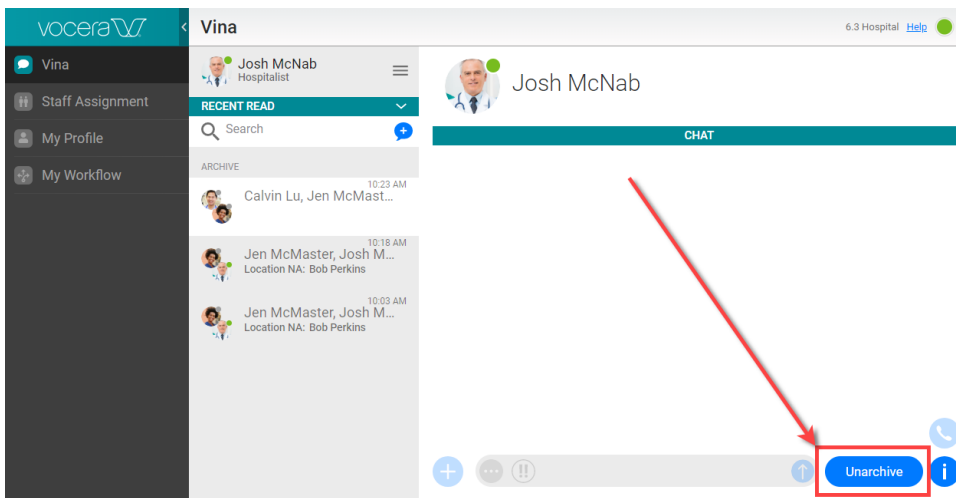
Completed alerts and mass notifications cannot be archived. If your conversation is with one person only, you do not need to unarchive it - it is automatically added to your Home screen if you send another message to this person.

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.
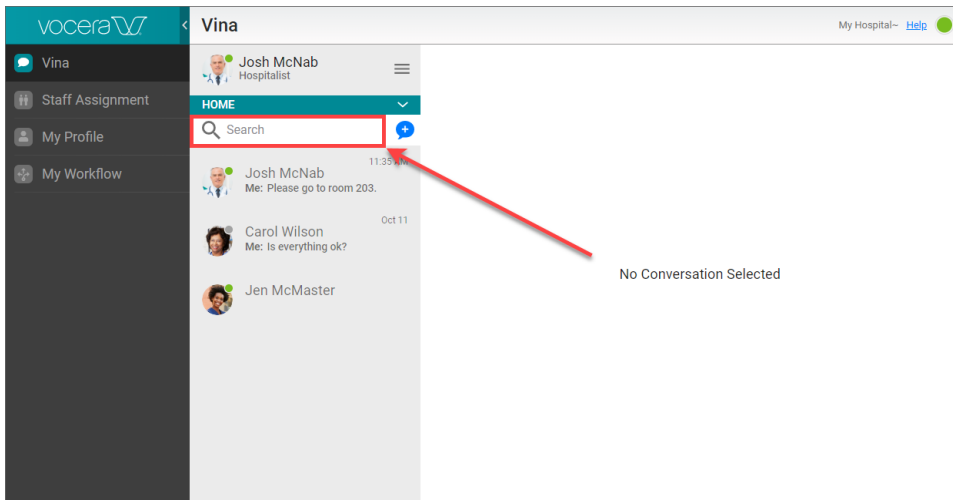
A list of matched conversations appears. Conversations that have been archived are grouped separately.
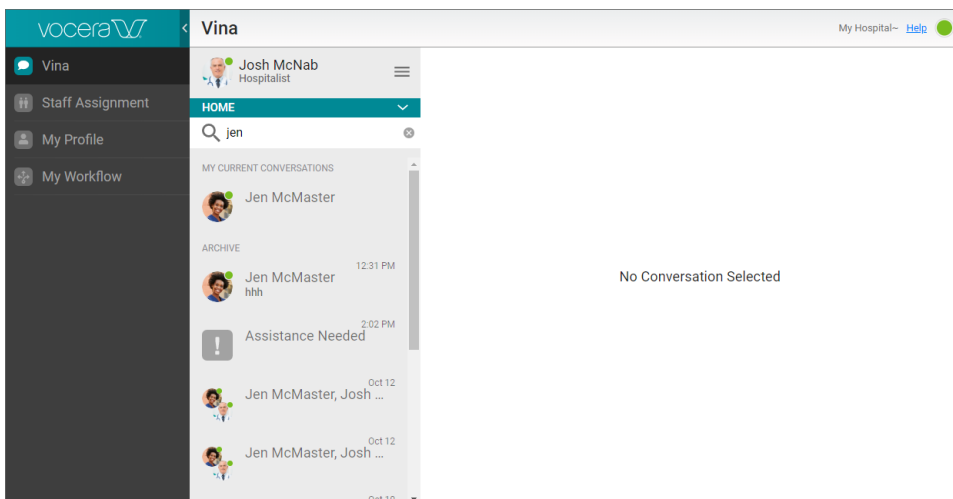
2. Click on a conversation to view it.

Personal Titles

If a person has a personal title defined (such as MD or RN), this title always appears after that person's name.
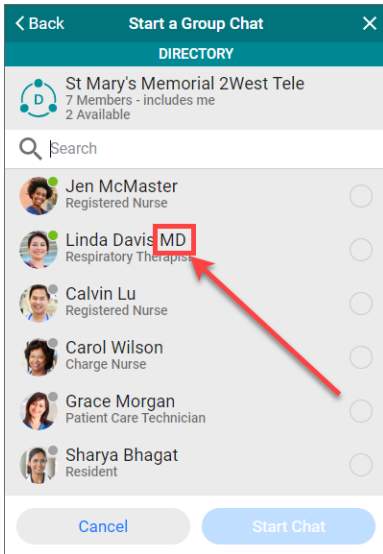
About Templates

Your administrator may have created templates for you to use. These templates enable you to send emergency information quickly.

The following types of templates may be available:

- **Mass Notifications:** these are user-generated alerts 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 user-generated alert 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 people.
- **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 user-generated alert to environmental services, specifying the room number.

About Mass Notifications

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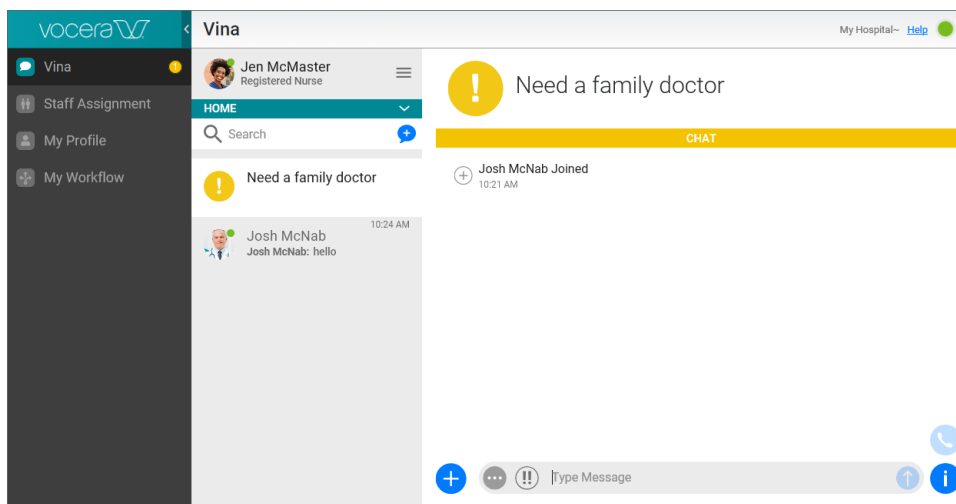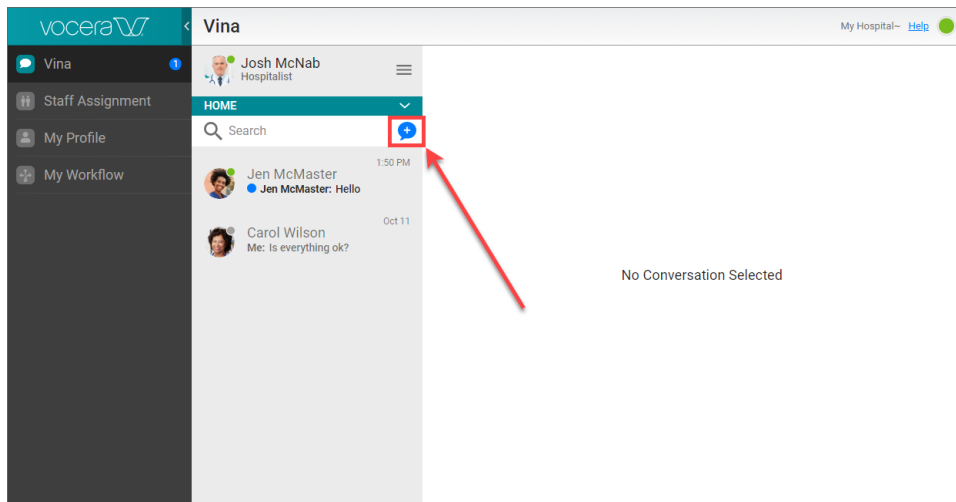

The icon next to the mass notification indicates the priority:

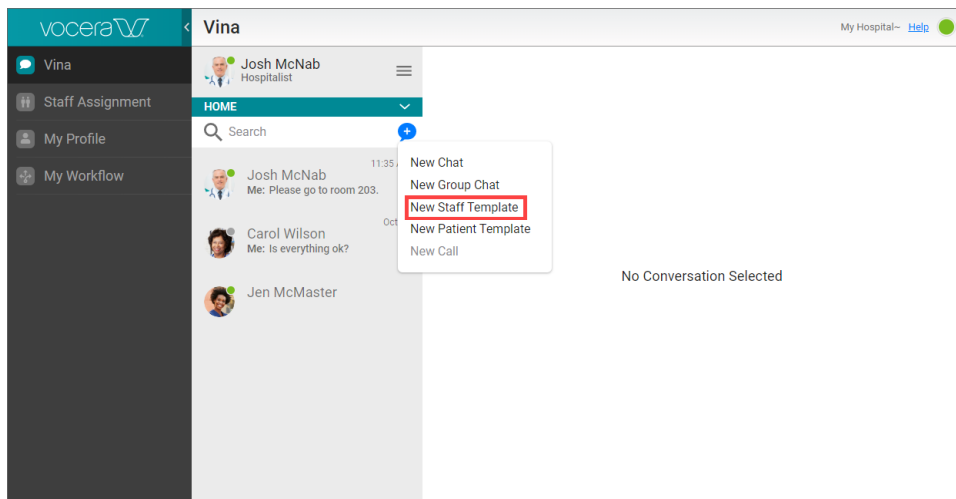| Icon	Priority
	Urgent
	High
	Normal

Using a Staff Template

You can use a template to quickly send a user-generated alert to other staff members.
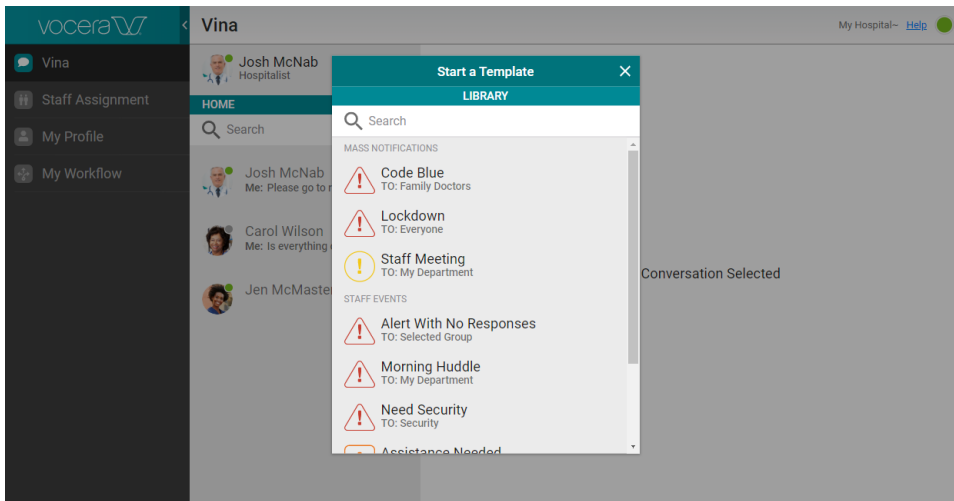
1. In the panel that displays the list of conversations, click the **New** icon.

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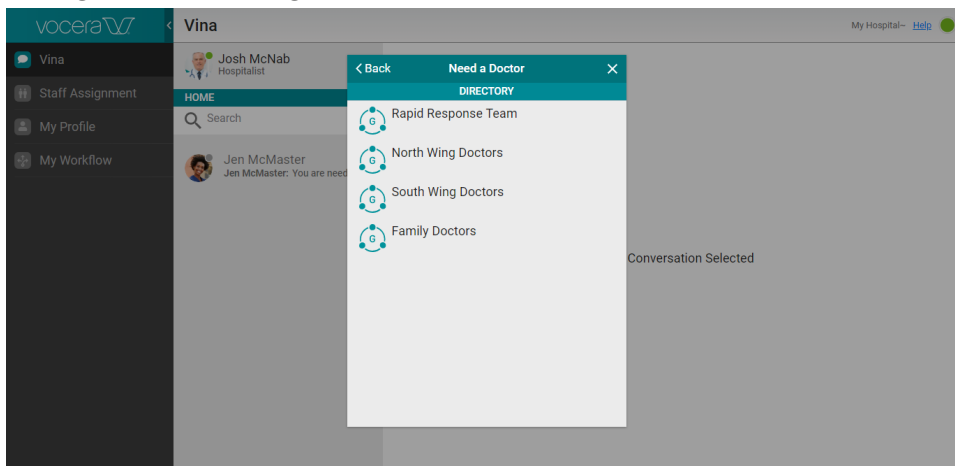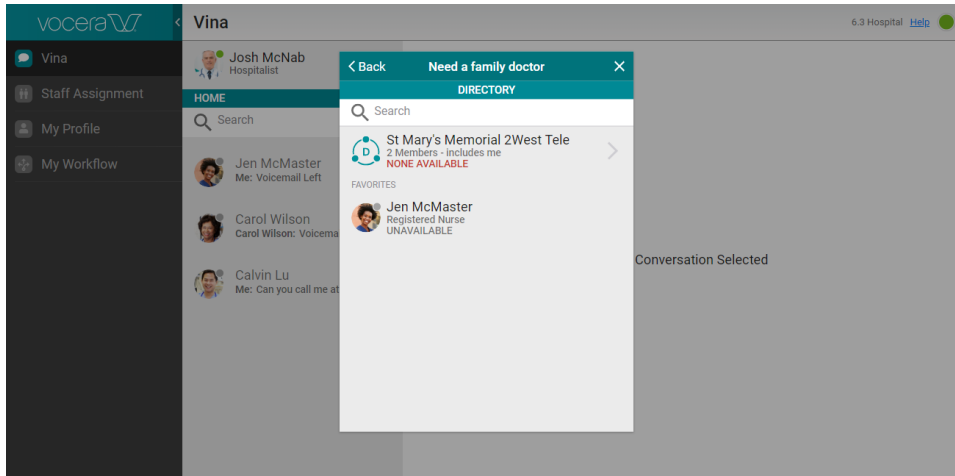

The Start A Template panel appears.

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 user-generated alert generated from this template.

3. In the list of templates available to you, click the template that you want to use.

4. Some templates require you to specify the recipients of the user-generated alert generated from the template:
   - If **Select A Group** is listed in the **TO:** field for the template, select the group that is to receive the user-generated alert generated from this template.

   - If the template requires you to select the recipient of the user-generated alert generated from the template, a screen appears that displays your favorites and your department if it has been configured to appear.

From this screen, you can:
- Click a person's name to specify this person as the recipient.
- Type text in the Search field to display all people and groups whose name contains the text.
- Click a group name to display the members of the group, and then click a member to specify this person as a recipient.
- When the members of a group are displayed, tap the group header to specify that the entire group is the recipient.

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.
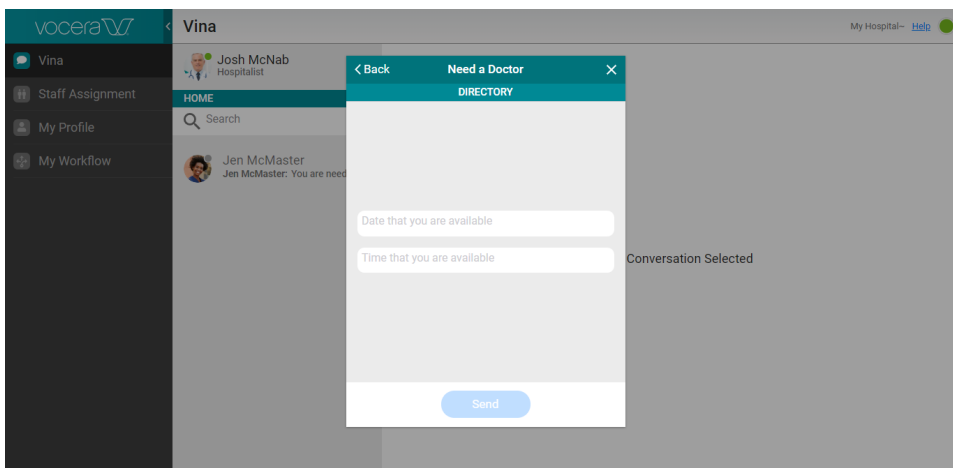
The text displayed in the fields indicates what you need to type in.

6. If the template contains text that can be edited, click in the text field. Edit the text as needed, or type the new text that you want to include.
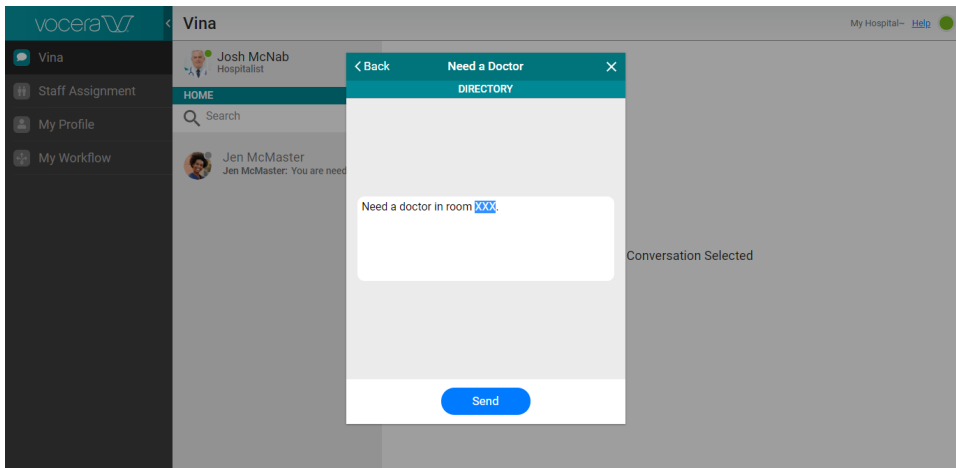
7. Click **Send** to send the user-generated alert that you have built from the template.

Using a Patient Template

You can use a template to quickly send a user-generated alert that is related to a patient.

1. 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.
   - If you are creating a new conversation:
     1. In the panel that displays the list of conversations, click the **New** icon.
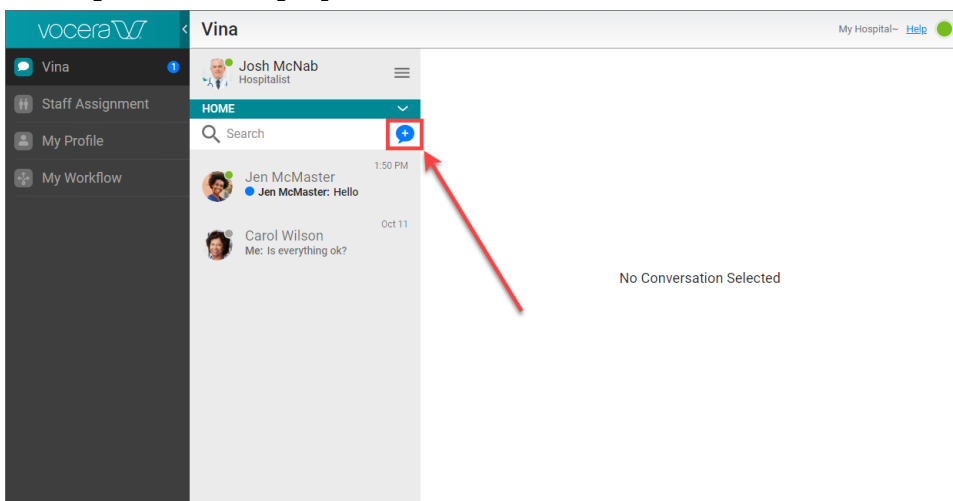
   2. From the pop-up menu that appears, select **New Patient Template**.
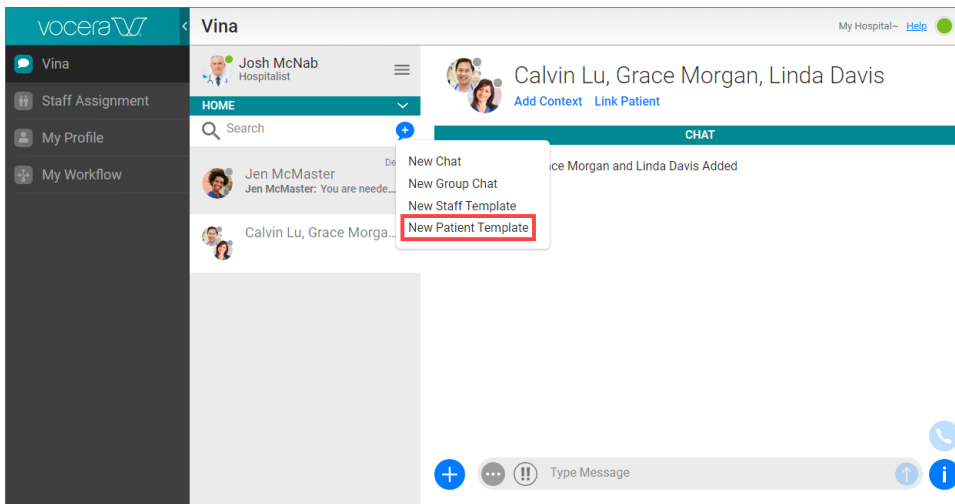
The Start A Patient Template panel appears.
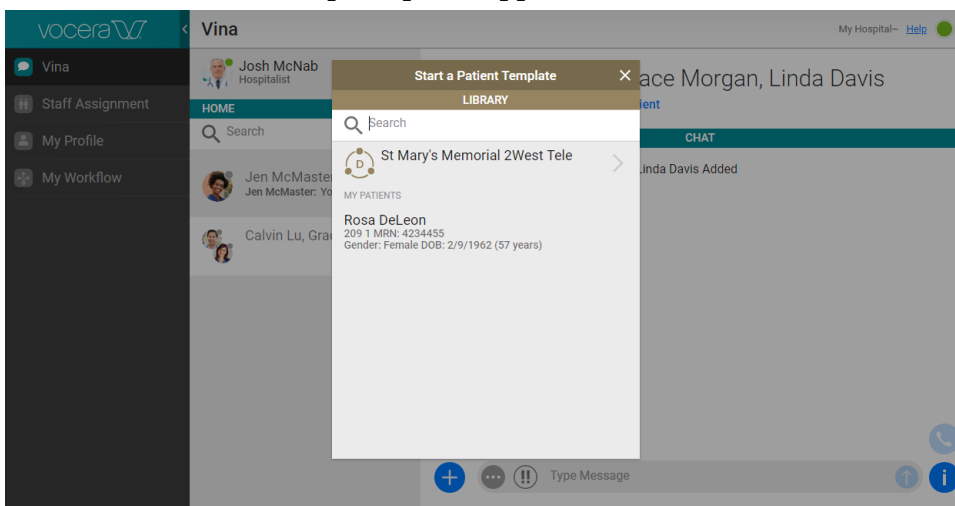
> **Note:** If your administrator has not granted you permission to view patient data, you see the **New Location Template** option instead. In this case, the behavior is the same, but you select a location instead of a patient.

3. Select a patient or location from the list, or select a group and then select a patient or location.

- If you are using a template with an existing conversation, click the Add link at the bottom left and select **New Template**.
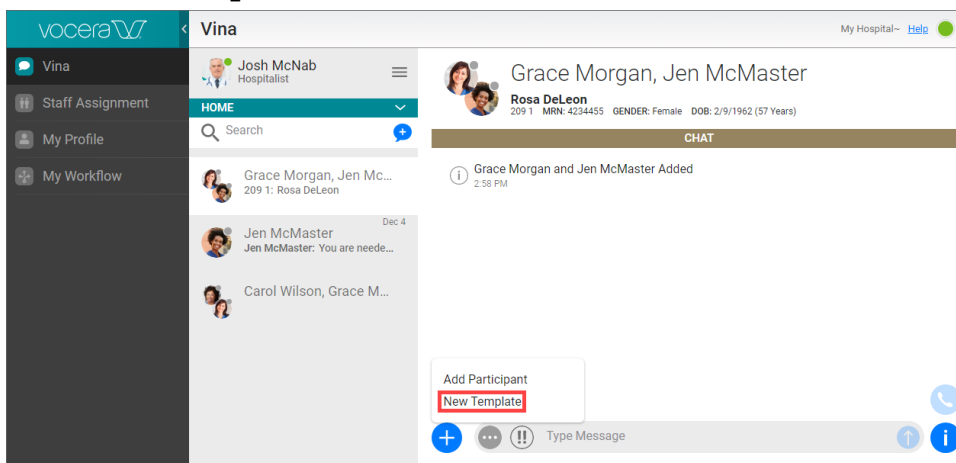
2. In the list of templates available to you, click the template that you want to use.
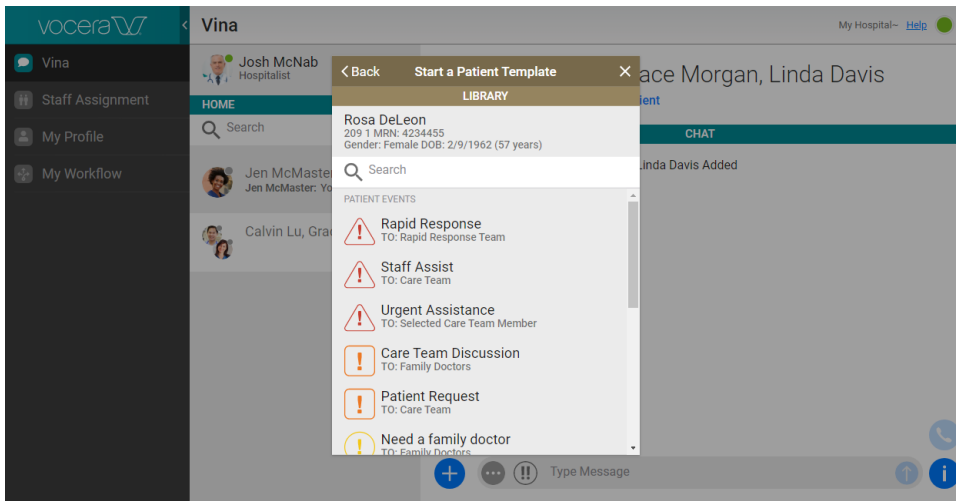
In this list, Patient Events templates and Location Events templates appear if your administrator has made them available to you.

Each template that is available to you displays a **TO:** field that lists the group that will receive the user-generated alert generated from this template.

3. Some templates require you to specify the recipients of the user-generated alert generated from the template:

- If **Select A Group** is listed in the **TO:** field for the template, select the group that is to receive the user-generated alert generated from this template.

- If the template requires you to select the recipient of the user-generated alert generated from the template, a screen appears that displays your favorites and your department if it has been configured to appear.

From this screen, you can:

- Click a person's name to specify this person as the recipient.
- Type text in the Search field to display all people and groups whose name contains the text.
- Click a group name to display the members of the group, and then click a member to specify this person as a recipient.

4. If the template includes fields to be filled in (for example, the type of patient assistance needed), in the screen that appears, fill in the fields to complete the template.
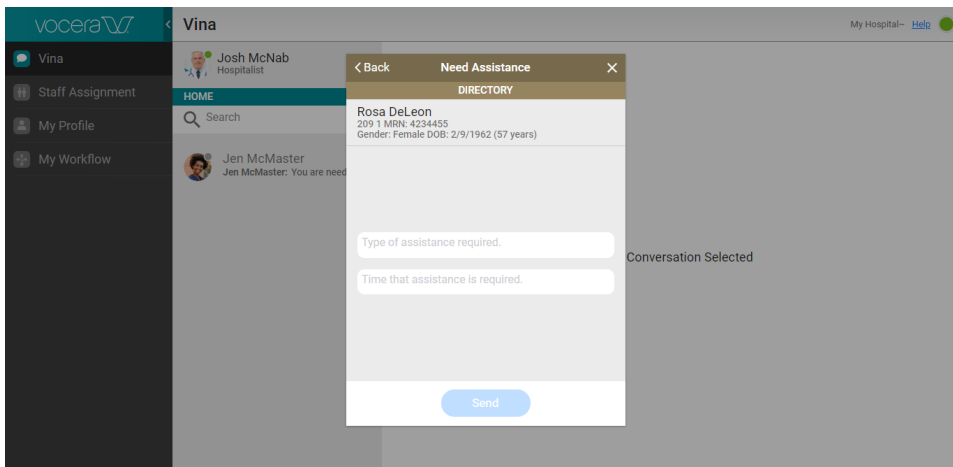
The text displayed in the fields indicates what you need to type in.

5. If the template contains text that can be edited, click in the text field. Edit the text as needed, or type the new text that you want to include.
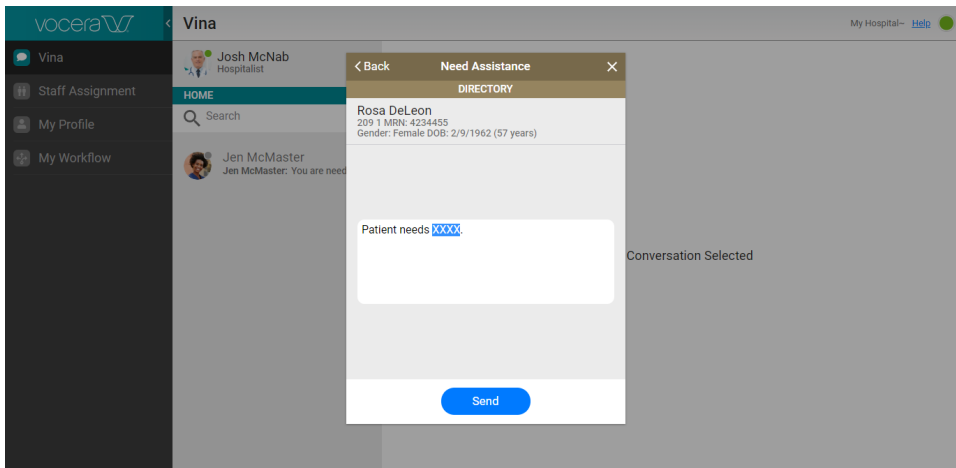
6. Click **Send** to send the user-generated alert that you have built from the template.

Completing a Template Alert

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

1. Click the Info link at the bottom right.
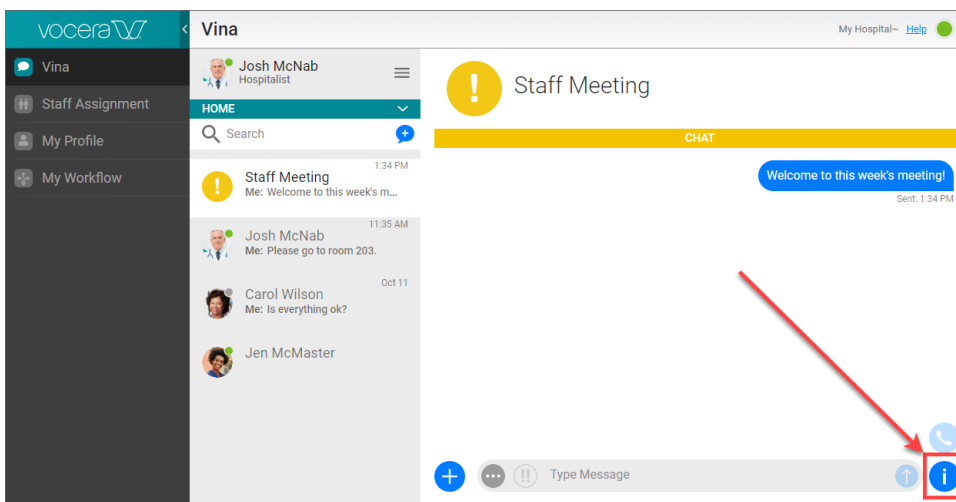
2. In the panel that appears, click **Complete**.
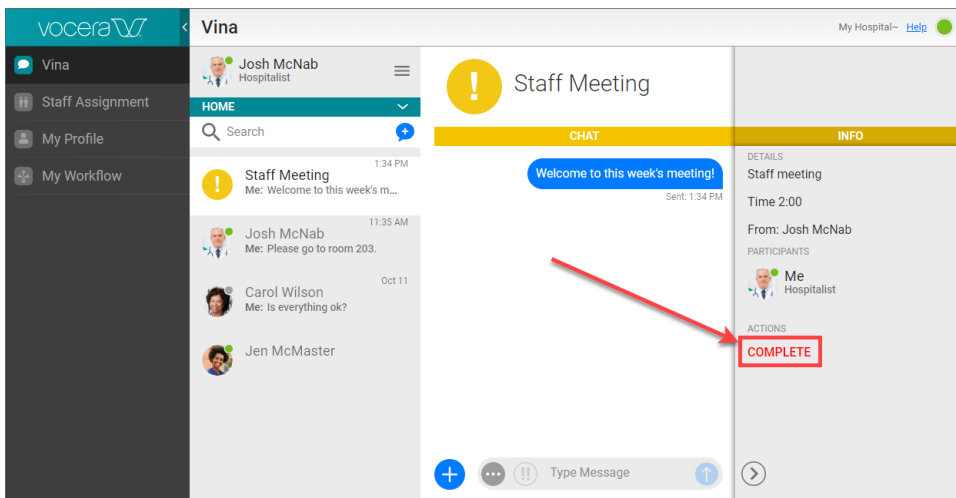
3. Click **OK** to confirm that you want to complete the user-generated alert.
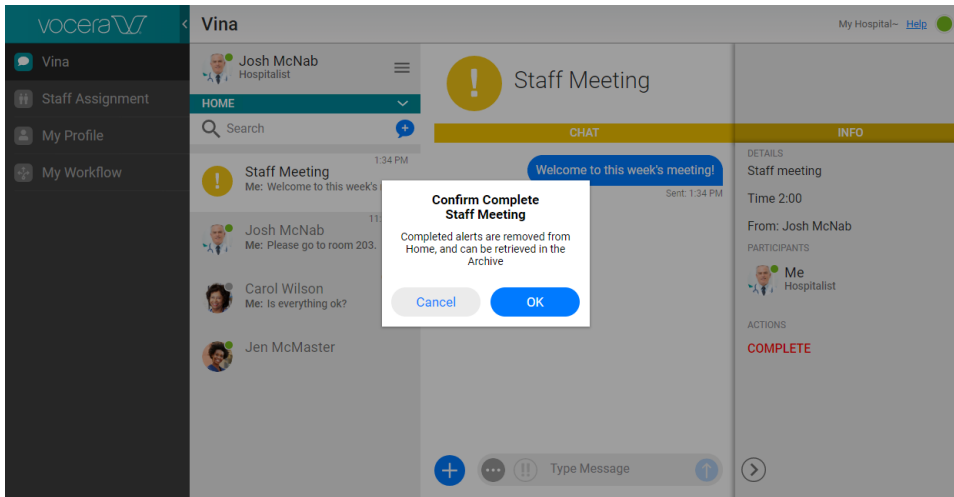
The user-generated alert is removed from your list of conversations. This conversation is still available in the conversation archive.

About Alerts

Vina Web supports the ability to send and receive alerts, which enables you to respond to urgent or important situations immediately. Alerts can be related to patients assigned to you, or can be unrelated to a specific patient.

Here is some of the functionality that alerts provide:

Functionality	Description
Alerts are indicated using both menu and desktop notifications	This ensures that you are made aware that you have received an alert even if you are not actively using the Vina Web at the time that the alert arrives.
Alerts are displayed uniquely based on priority	Alerts can be of normal, high, or urgent priority, and are color-coded to indicate this priority. See Conversation Priority on page 17 for details on the order in which alerts and conversations are displayed on your screen.
Receive automatic invitations to join alerts	When you receive an alert, you can choose to accept the alert and join a conversation with others who have also accepted the alert and anyone who has been invited to join. You can also choose to decline the alert, or you can view the details of the alert before deciding to accept or decline it.
Common alerts can be created using a template	If your facility has standard alert types that it generates regularly, you can define templates that enable you to generate these alerts quickly. Templates can be configured to specify the patient or location that is related to the alert.

Important: Your Vina Web may have been configured to receive alerts only if you are also logged into Vocera Vina, the Vocera badge, or the Vocera Smartbadge. The alerts that you may receive may also depend on what alert generators have been installed at your facility. Contact your administrator for details on the alerts that you may receive.

Alerts that expect a response within a specified time will expire after this time is reached.

Note: You can miss a message if it is sent in an alert that expires before you read it.

Receiving an Alert

When you receive an alert, you receive a notification if the alert has not already been accepted and if it has not yet expired, or if the alert can be accepted by multiple people and you have not accepted it. The alert is added to the list of conversations in the Home screen.

If the context of the alert is a specific patient, information on this patient is displayed in the alert if your administrator has granted you permission to view patient data. Otherwise, the location of the patient is displayed.

Icon	Priority
	Urgent
	High
	Normal

1. When the notification appears:
   - If the notification does not provide responses:
     - Click **Accept** to accept the alert.
     - Click **Decline** to decline the alert.
     - Click **View** to view the alert before deciding whether to accept or decline it. See About Alert Details on page 57 for more information.
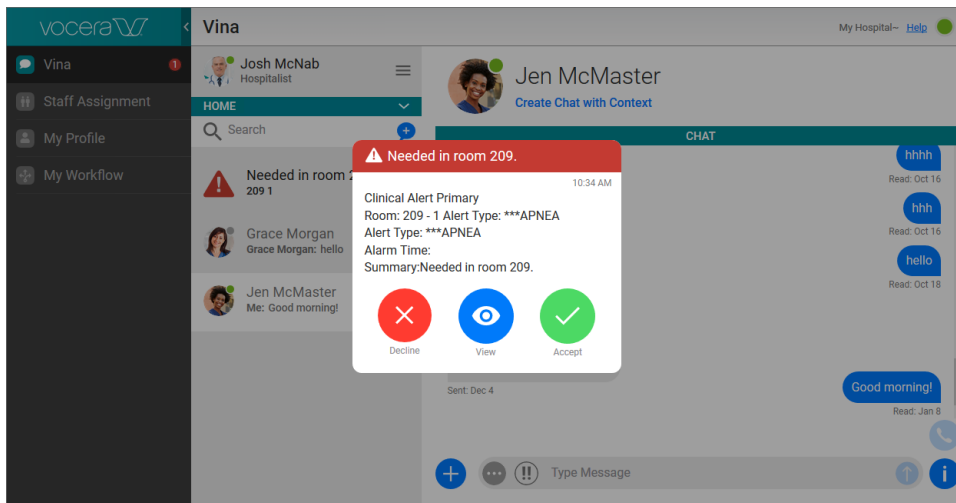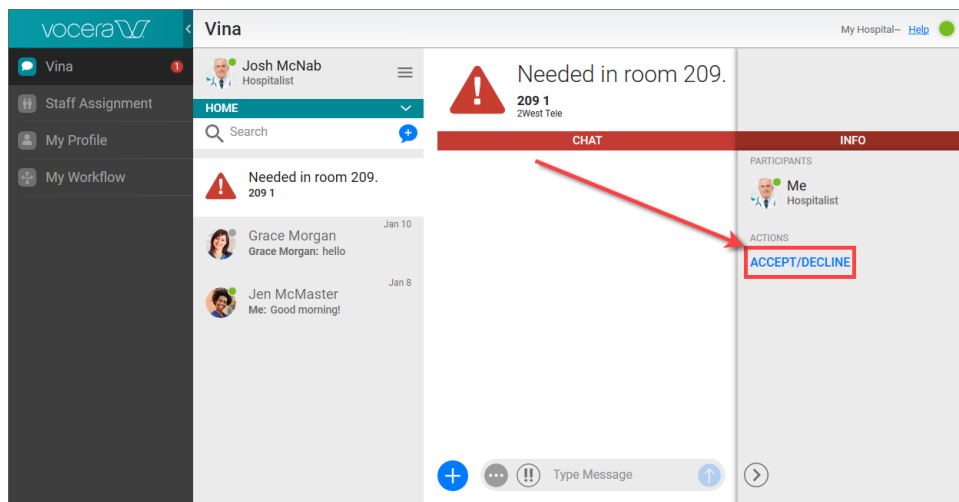

   - If the notification includes a selection of multiple choice responses, click the response that you want to send.
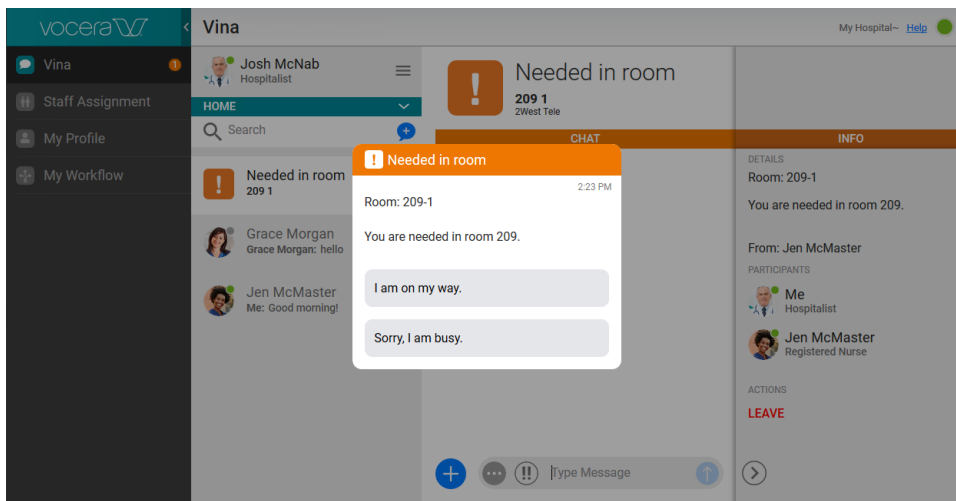
2. If you are viewing an alert that you have not accepted or declined, click **Accept/Decline** to display the **Accept**, **Decline**, and **View** options again.

About Alert Details

When you are viewing an alert, you view the Alert Details screen, which displays detailed information for the alert.
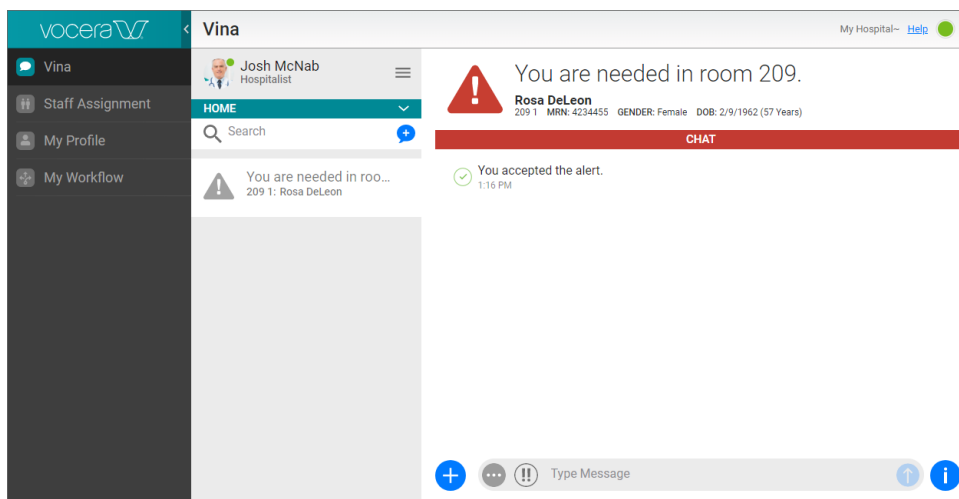
The Alert header contains the context of the alert, which can be a patient or a location.

To display information about the alert, click the Info icon at the bottom right.
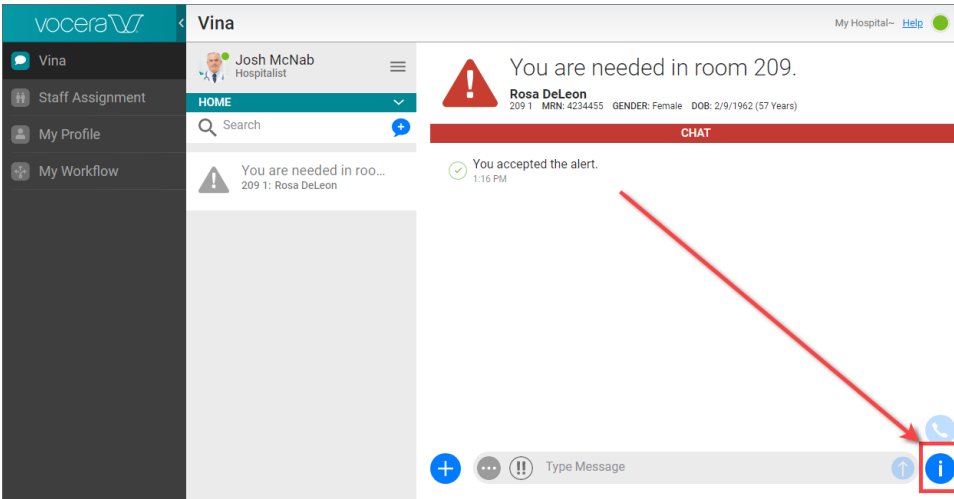
This displays the Info tab, which lists the alert description and participants.
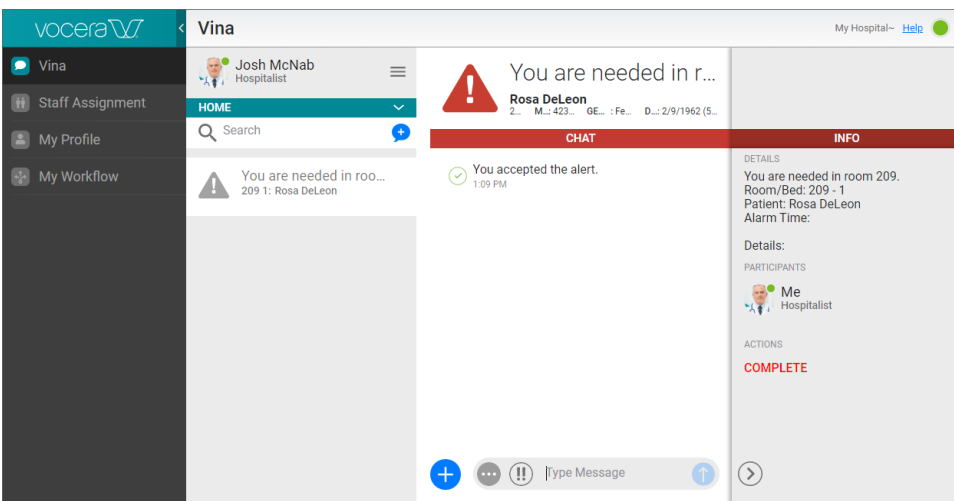
To close the Info tab, click the Back icon.
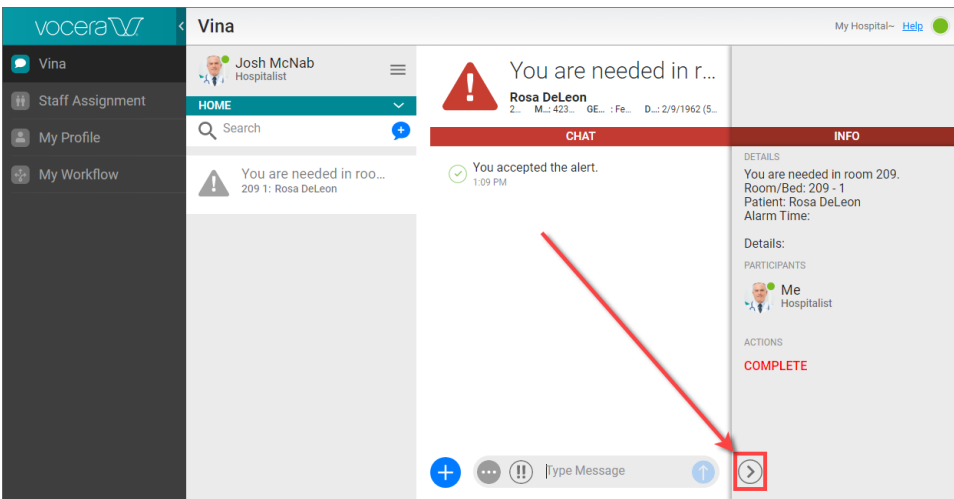
The background color for the ribbon in the Alert Details screen depends on the priority of the alert:

Color	Priority
	Urgent

Color	Priority
   	High
   	Normal

An alert conversation is like any other conversation for which a patient has been specified. See About Conversations on page 17 for more information on conversations.

Leaving or Completing an Alert

If an Alert has been accepted by any recipient, you can leave the Alert. You can complete an Alert if you have accepted the Alert, if you originated the Alert, or if you have the necessary administrative permissions.

To leave an Alert, click **Leave**.

To complete an Alert, click **Complete**. This completes the Alert for everyone who has received it.
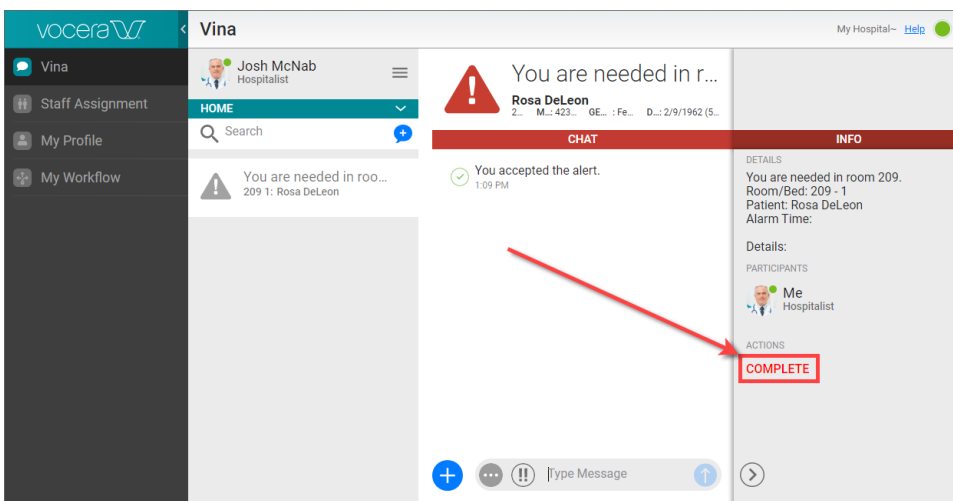
The **Complete** option appears if you have the right to complete the Alert. Otherwise, the **Leave** option appears.

If the **Accept/Decline** option appears instead of **Leave** or **Complete**, no one has accepted the alert and you have not declined it.
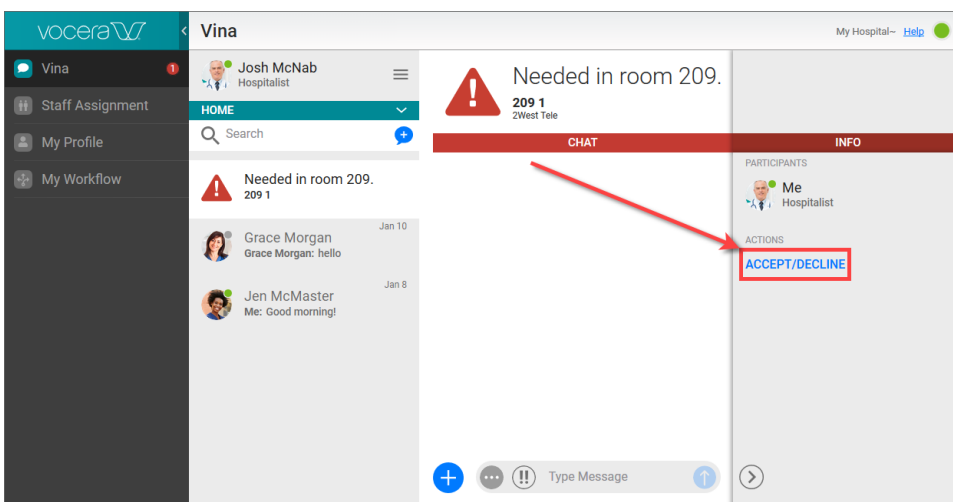
See Receiving an Alert on page 55 for details on how to accept or decline an alert.

About Calls

You can start a call from Vina Web if you are also logged into Vocera Vina, the Vocera Smartbadge or the Vocera badge, or if you have enabled a console phone to direct calls to.

When you start a call from Vina Web, the call is displayed on the device on which you are logged in, or on the console phone that you have enabled.

Note: Your administrator must grant you permission to initiate calls from Vina Web.

Making a Call

You can initiate a call from Vina Web. The call is placed on your device.

1. In the panel that displays the list of conversations, click the **New** icon.
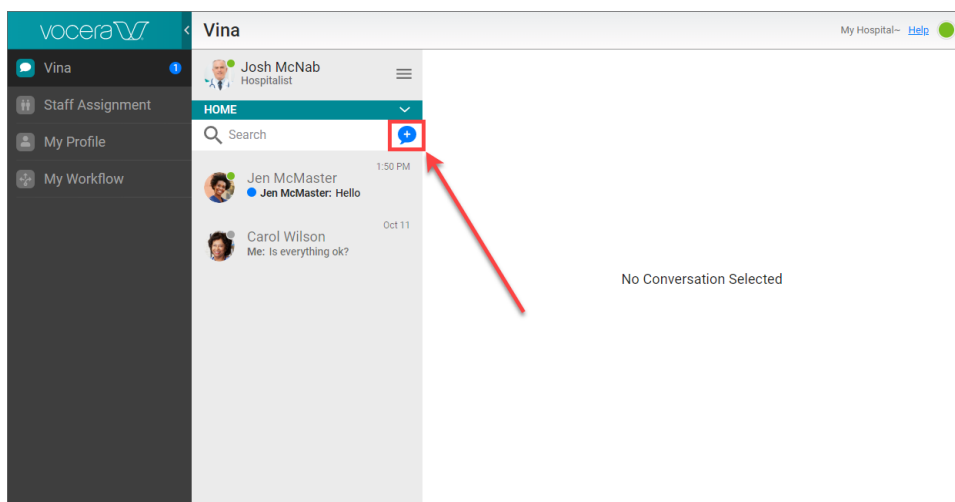
2. From the pop-up menu that appears, select **New Call**.
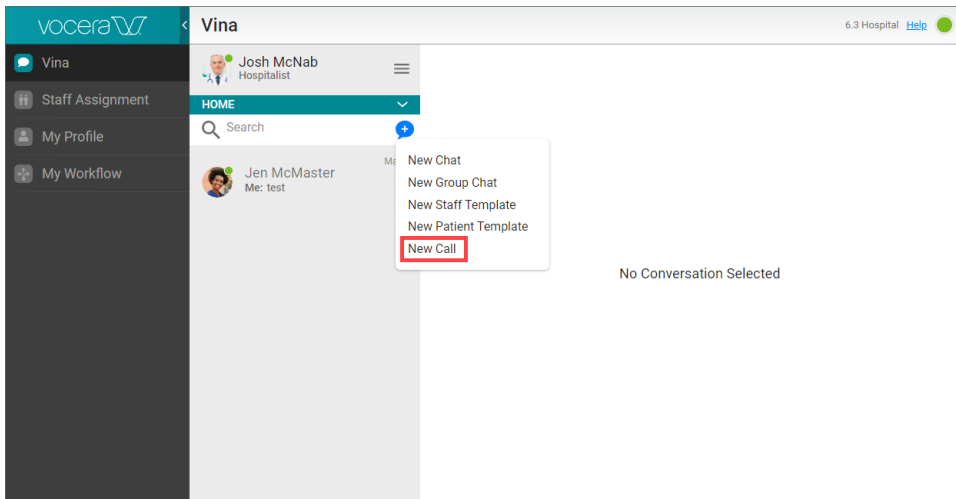
The Start a New Call screen appears.
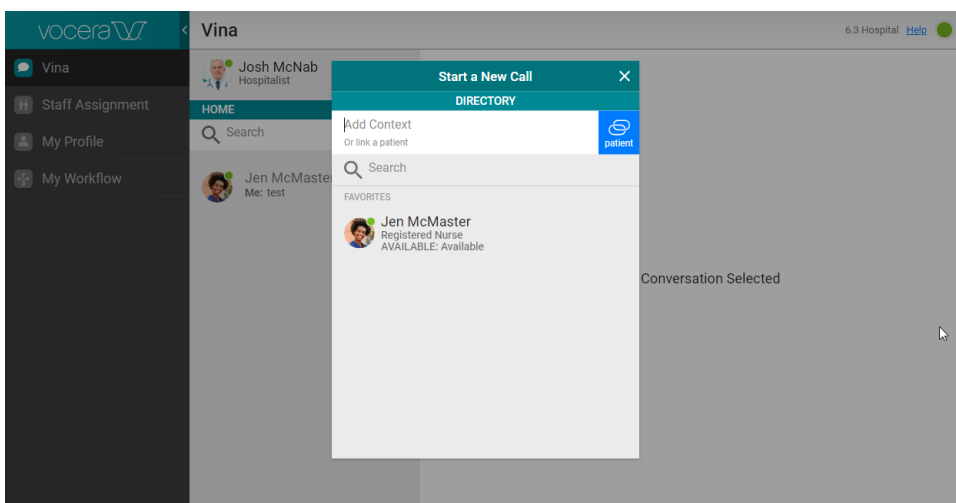
If your department is not visible, your administrator has configured your system to not display your department on this screen.

Note: If you are not logged into a Vocera device that can make calls, and do not have a console phone enabled, this option is not available to you.

3. To specify a patient context for this call:

   a. Click **Patient**.
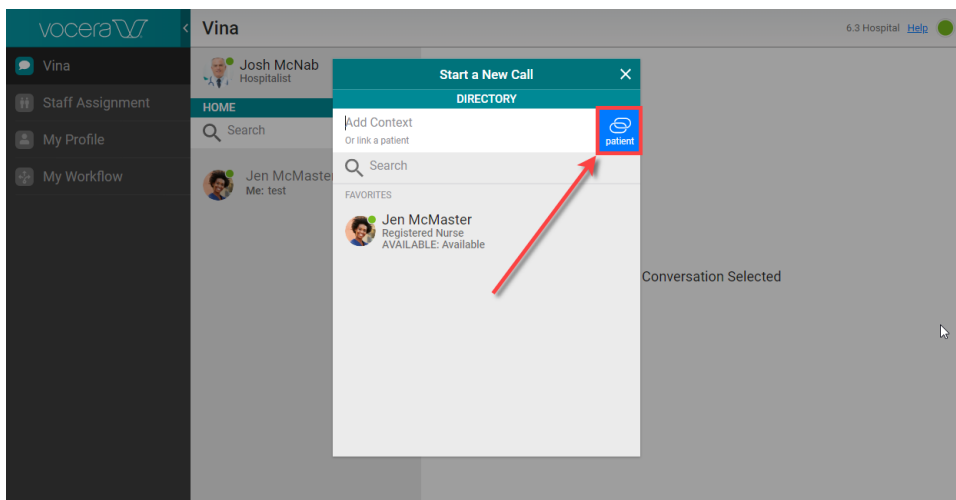
The Start a New Call panel changes color to indicate that the conversation now has a patient context. Patients that are assigned to you are displayed.

b. Do one of the following to select the patient for this conversation.
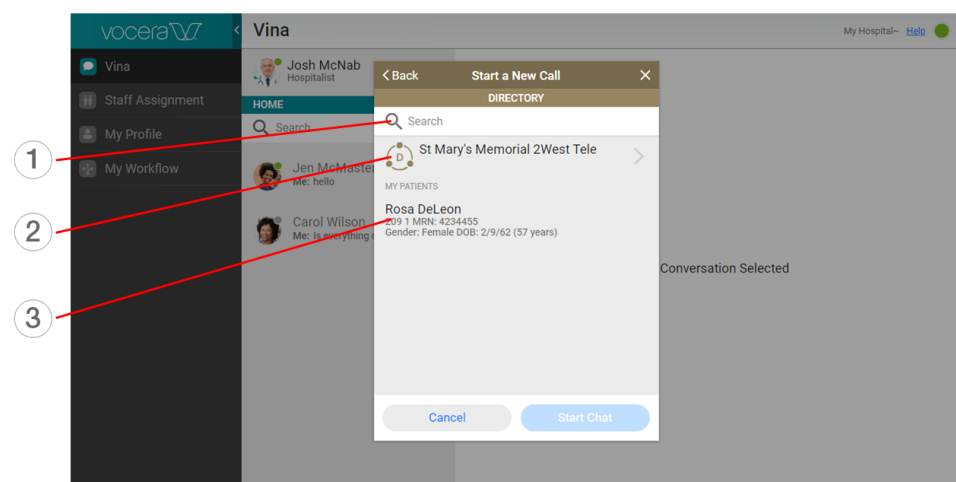
1	In the Search field, type two or more letters or numbers to display a list of all patients whose name or location matches the text that you have typed. In this list, click a patient name to specify this patient as the context.
2	Click the name of your department to list all patients belonging to members of the department. In this list, click a patient name to specify this patient as the context.
3	Click a patient name to specify this patient as the context.

c. After you have selected your patient, click **Staff** in the ribbon at the top of the Start a New Call panel to select the recipient for your call.
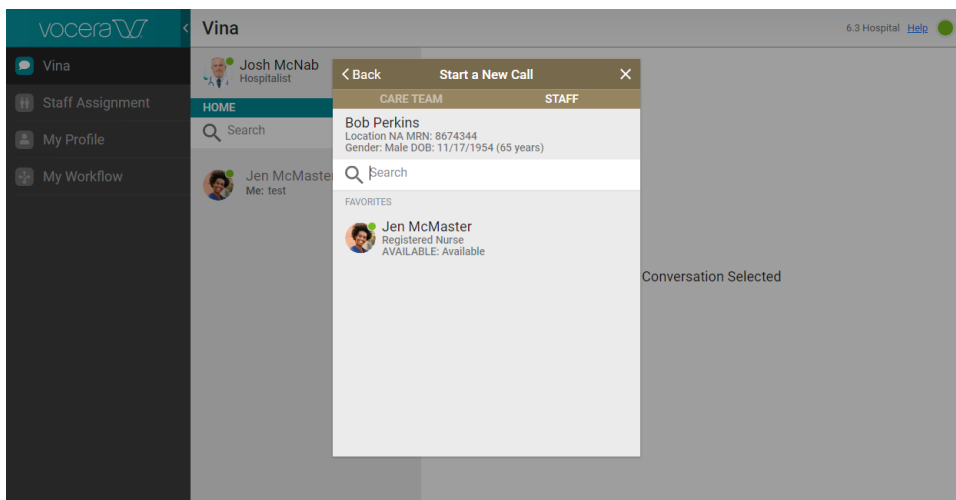
4. Select the person or group that you want to call:

a. If the person or group is defined as a favorite, tap the link for that person or group to start the call. (See About Favorites on page 77 for more information on Favorites.)

b. You can tap a group name to display the people and groups that are members of the group. If the group contains subgroups, tap a subgroup name to display its members. Tap on a group member to start the call.

c. Tap the search icon and type search text consisting of some or all of the person or group's name. All matches of this search text are displayed. Tap the entry for the person or group with which you want to start a call.

The presence icon at the top right of the profile picture or initials indicates availability:
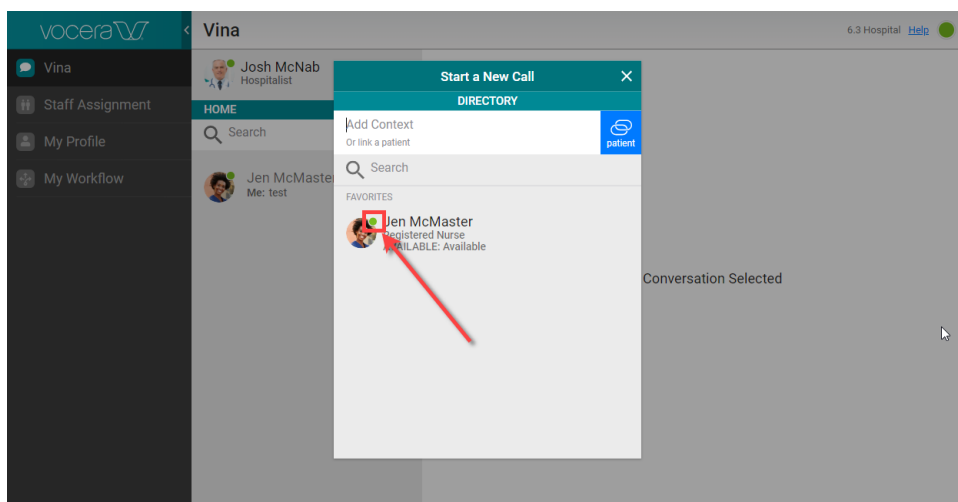
See The Presence Indicator on page 8 for more information on presence and availability.

5. When you have selected the person or group that you want to call, the screen indicates that a call is starting on your device.
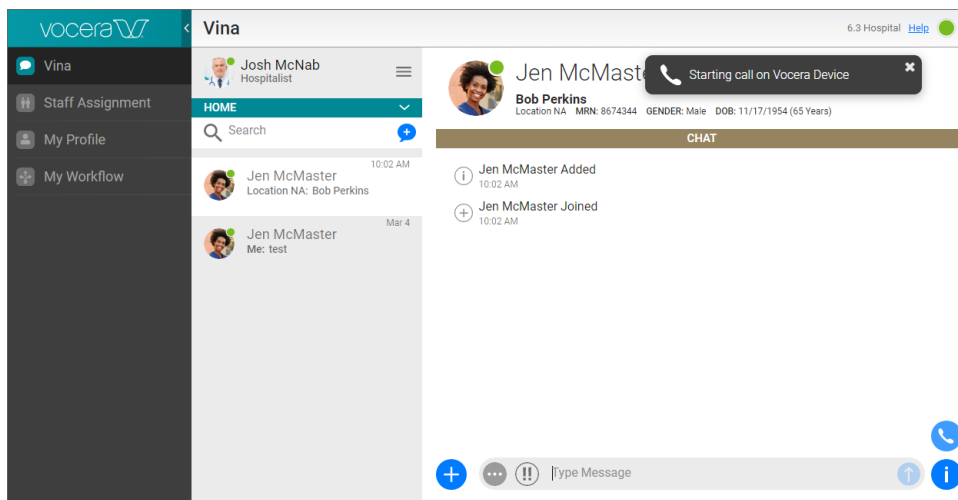
If a conversation already exists between you and the person you are calling, an entry appears in the log for this conversation. If no conversation exists, a new conversation is created.

If the call was completed successfully, the log entry is a blue log icon and the word "Call":
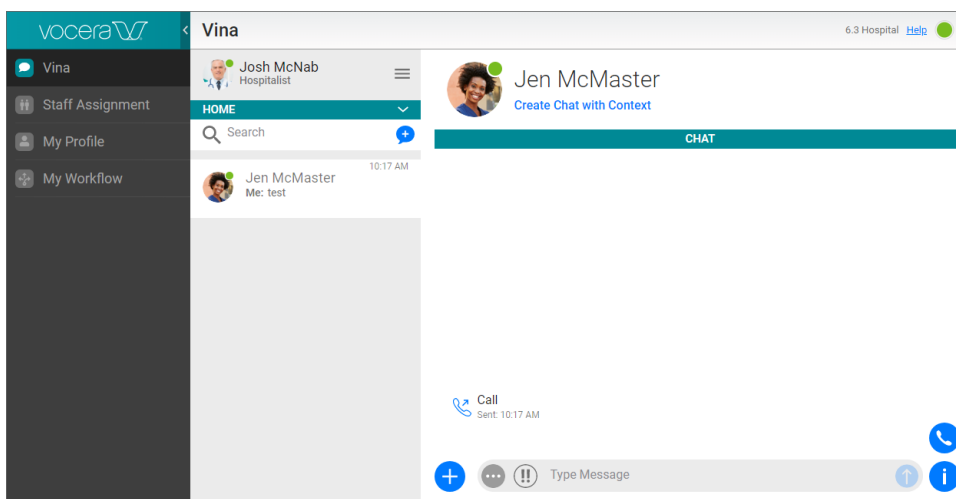
If the call was not answered, the log entry is a red icon and "No Answer".
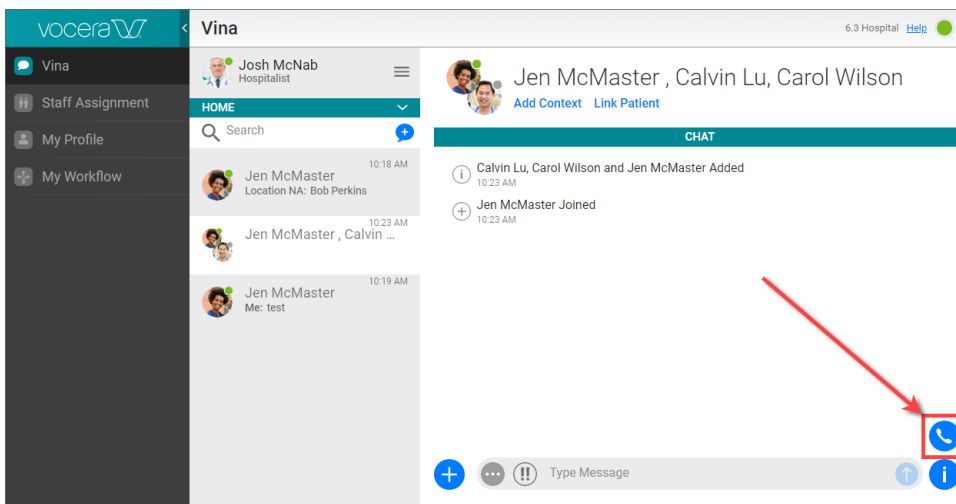
You can click this icon to call again.

Calling a Conversation Participant

You can initiate a call to a participant in any conversation or group chat.

1. In your conversation or group chat, click the Info link at the bottom right.
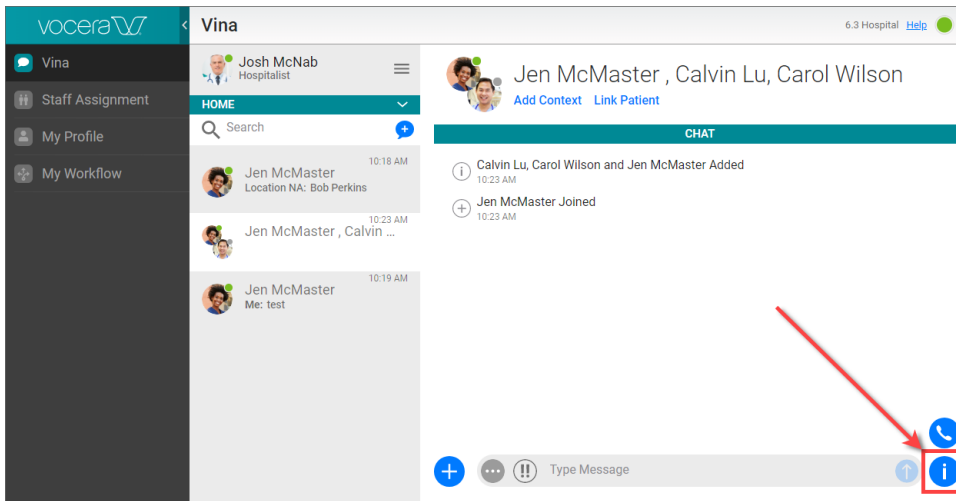
If you are in a group chat, clicking the Call icon produces the same result:

A list of the participants appears.

2. Click the Call icon next to a participant to call that participant.
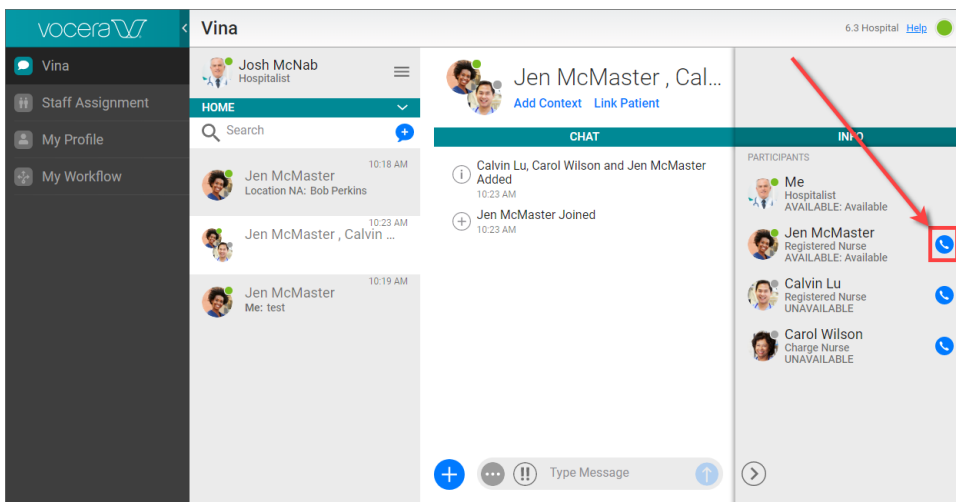
This icon is available only if you are logged into a Vocera device.

Enabling a Console Phone

If you are logged into Vocera Platform Web Console and are also using a nearby console phone for communication, you can specify that calls are to be initiated using this phone.
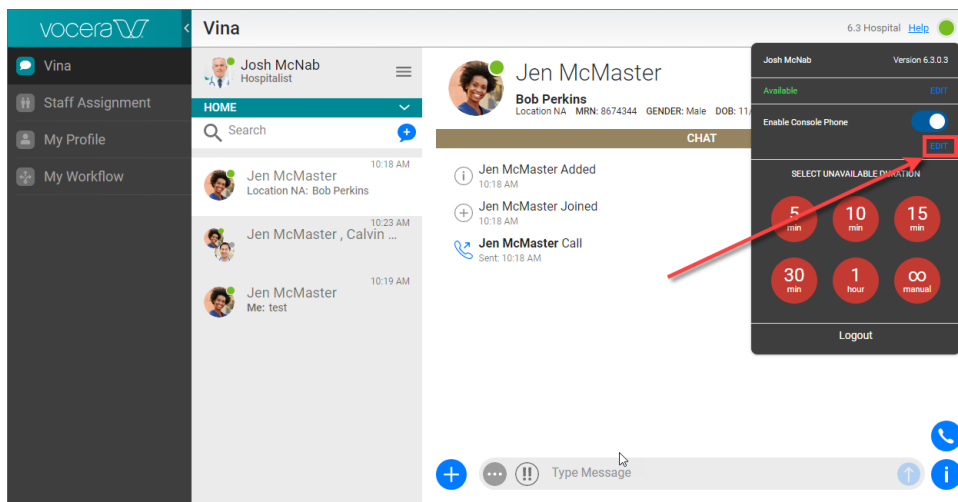
1. Click the presence icon at the top right corner of the Home screen.
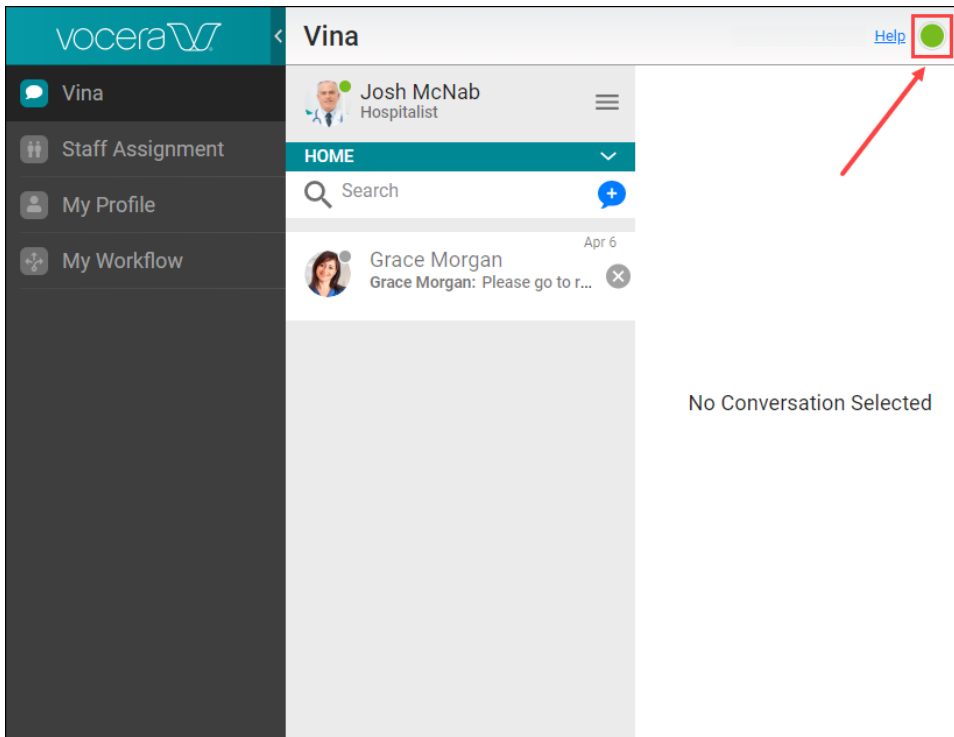
2. Toggle **Enable Console Phone**.
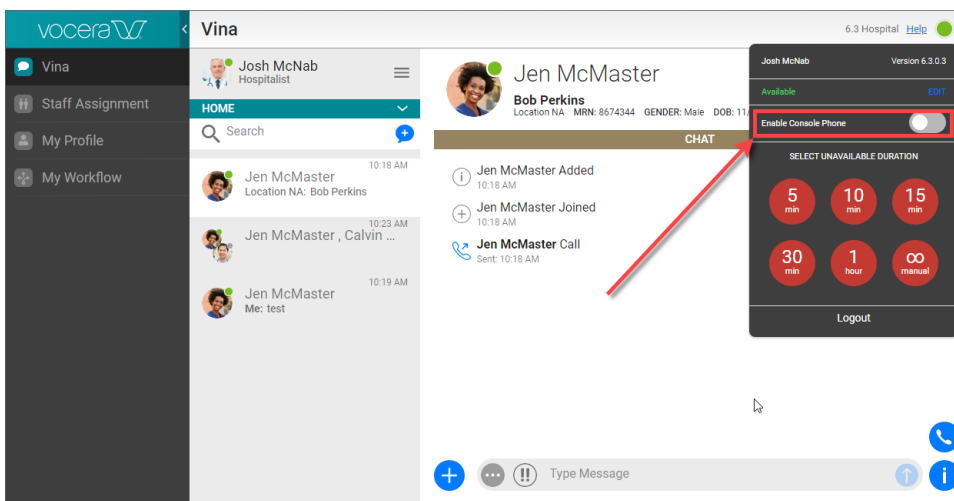
3. Click **Edit** and type the extension number or phone number of your console phone.
   If you have previously specified a console phone number, it reappears.

When you initiate a call from Vocera Platform Web Console, it now originates from your console phone.

Calling a Group

You can call all members of a group that are currently available.

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

2. From the pop-up menu that appears, select **New Call**.
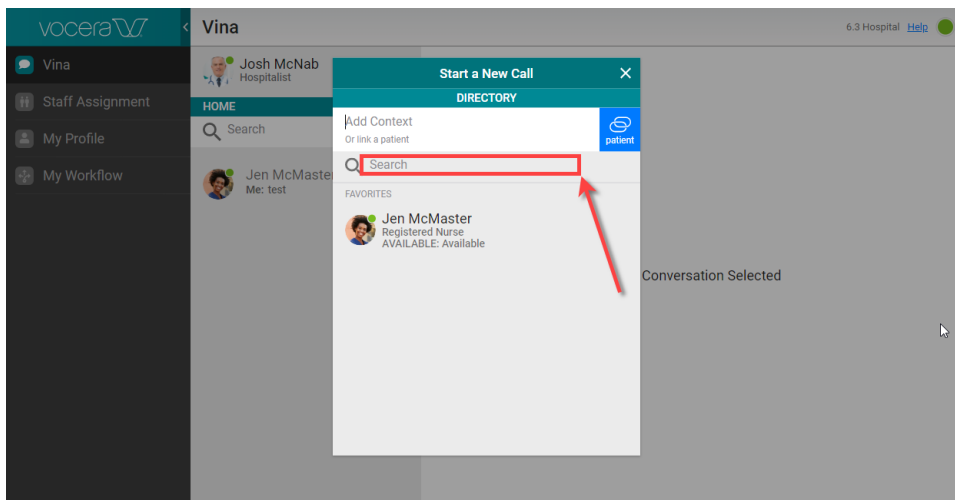
The Start a New Call screen appears.

Note: You can also select **New Chat**.

If your department is not visible, your administrator has configured your system to not display your department on this screen.

Note: If you are not logged into a Vocera device that can make calls, and do not have a console phone enabled, this option is not available to you.

3. Do one of the following:
   - If the group that you want to call is a favorite, it appears in the Start a New Call screen. Select it.
   - In the Search field, type the first few characters of the name of the group that you want to call.

4. Right-click the group name. From the popup menu that appears, select **Call Group**.
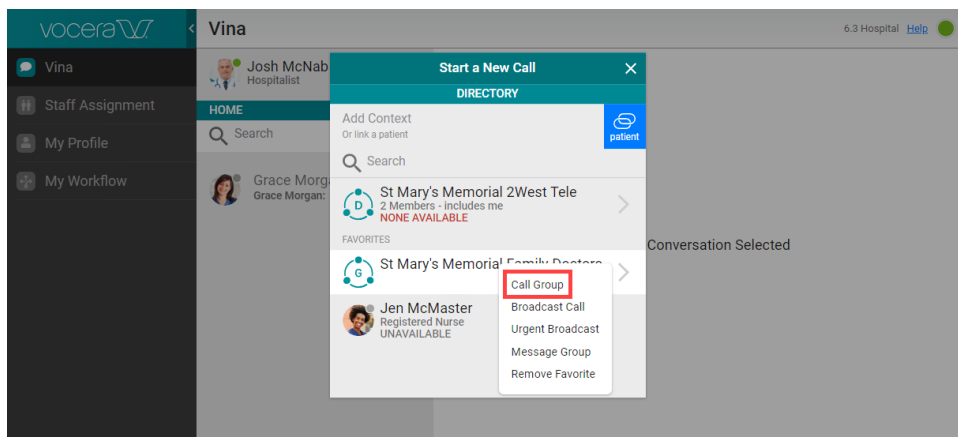
The screen indicates that a group call is starting on your device.

About Broadcasts

If you are a member of a broadcast group, you can receive broadcasts to the group, and you can initiate broadcasts if you have been granted the necessary permission. A broadcast simultaneously contacts everyone in the group who is online and available, including badge users.

Your administrator may also have granted you permission to make an urgent broadcast to the group. An urgent broadcast automatically breaks through to all recipients, regardless of what they are doing at the time.

Creating a Broadcast

If your administrator has added you to a broadcast group, you can create a broadcast to the group if you have the necessary permission. Every member of the group who is logged in can hear and participate in the broadcast.
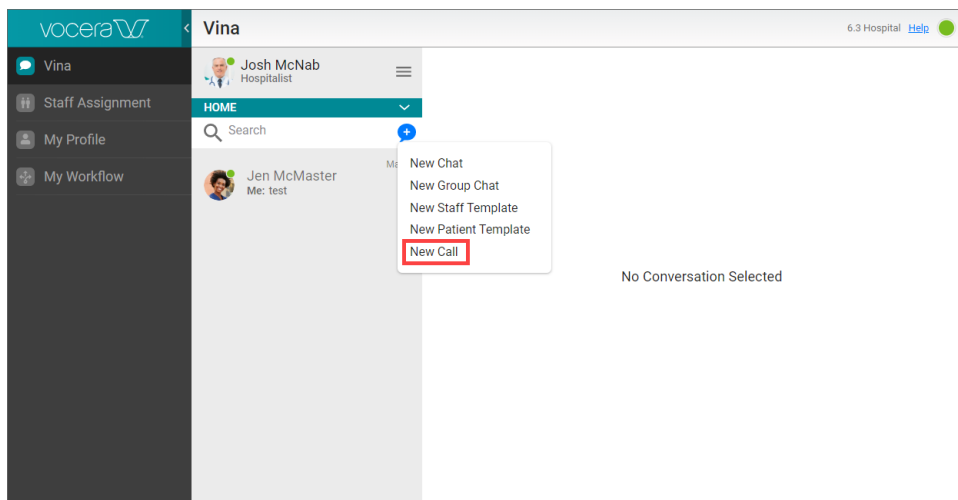
If there is something urgent that you need to discuss with your broadcast group, you can create an urgent broadcast. See Creating an Urgent Broadcast on page 72.
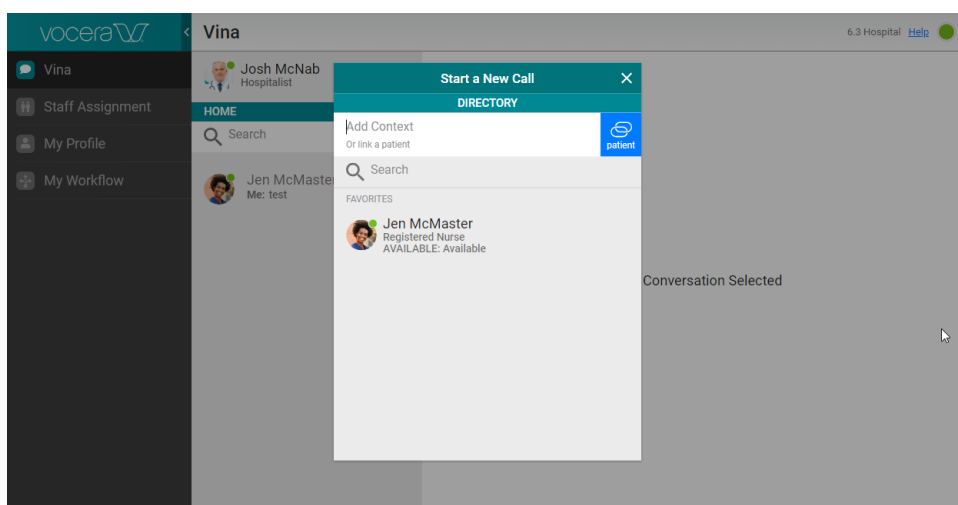
To create a broadcast:

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

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

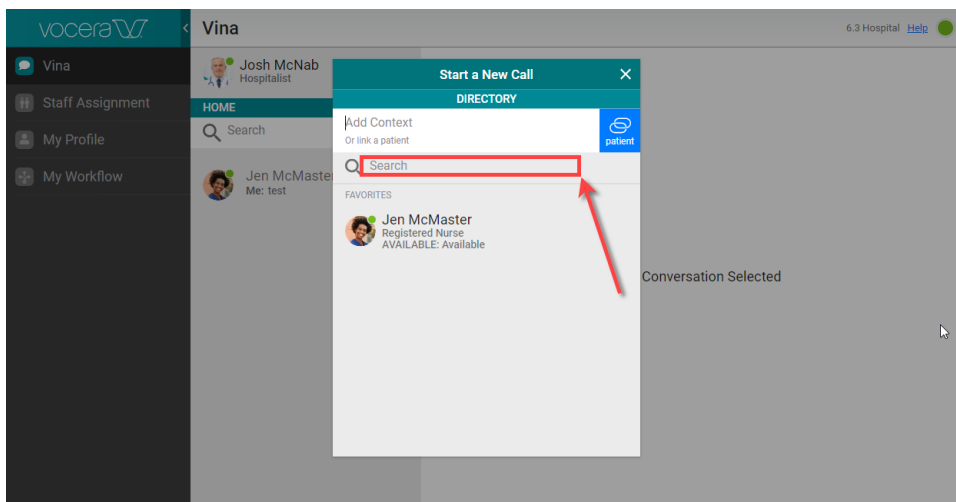The Start a New Call screen appears.

Note: You can also select **New Chat**.

If your department is not visible, your administrator has configured your system to not display your department on this screen.
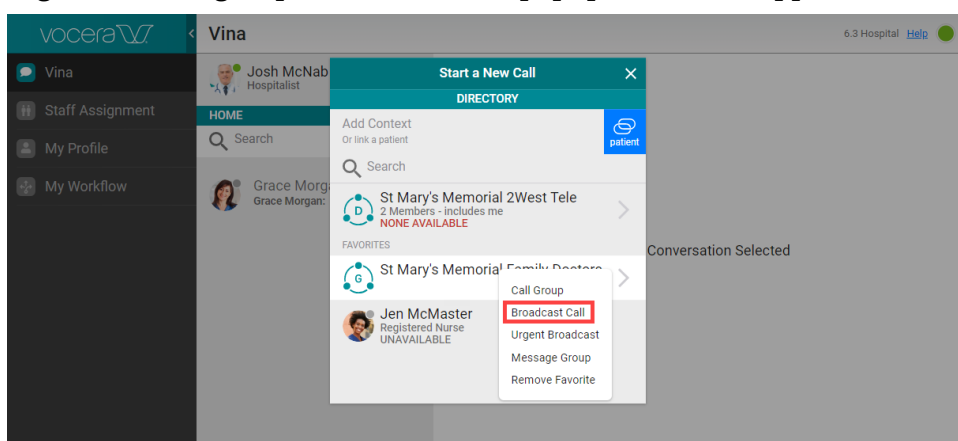
Note: If you are not logged into a Vocera device that can make calls, and do not have a console phone enabled, this option is not available to you.

3. Do one of the following:
   - If the group that you want to call is a favorite, it appears in the Start a New Call screen. Select it.
   - In the Search field, type the first few characters of the name of the group that you want to call.

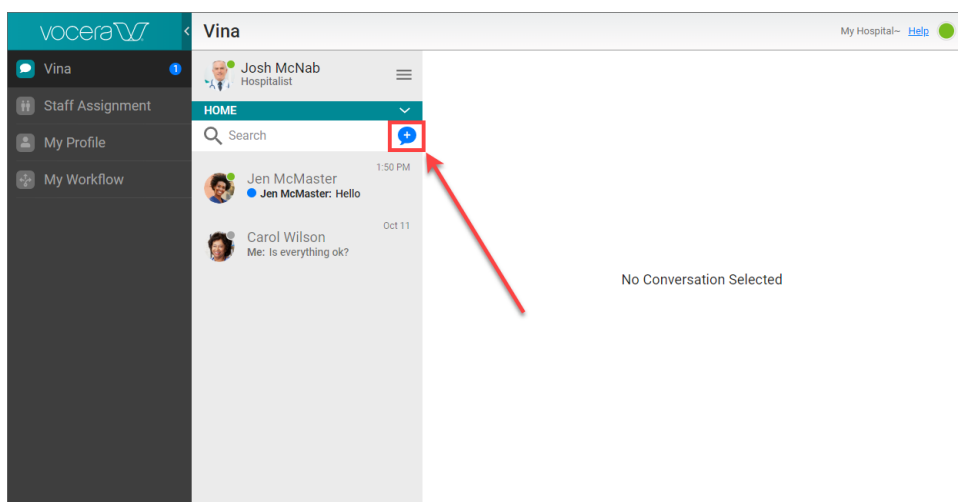4. Right-click the group name. From the popup menu that appears, select **Broadcast Call**.

The screen indicates that a broadcast is starting on your device.

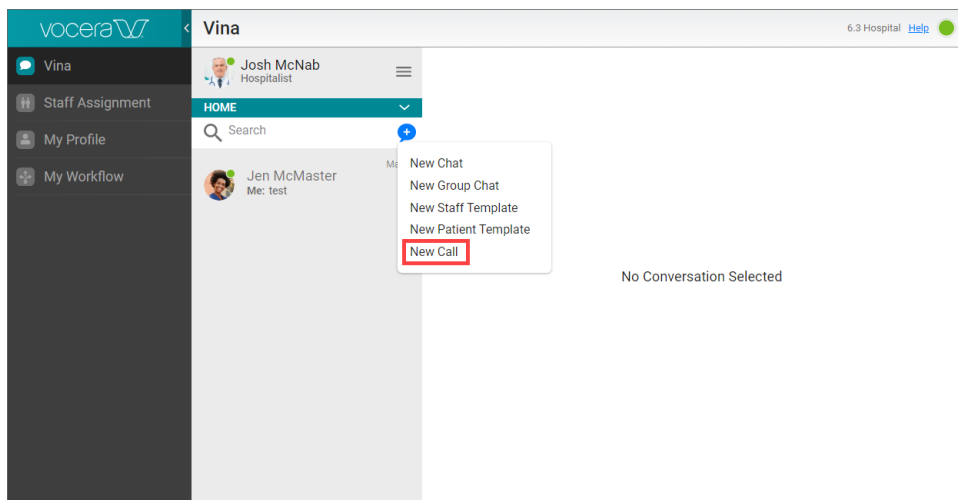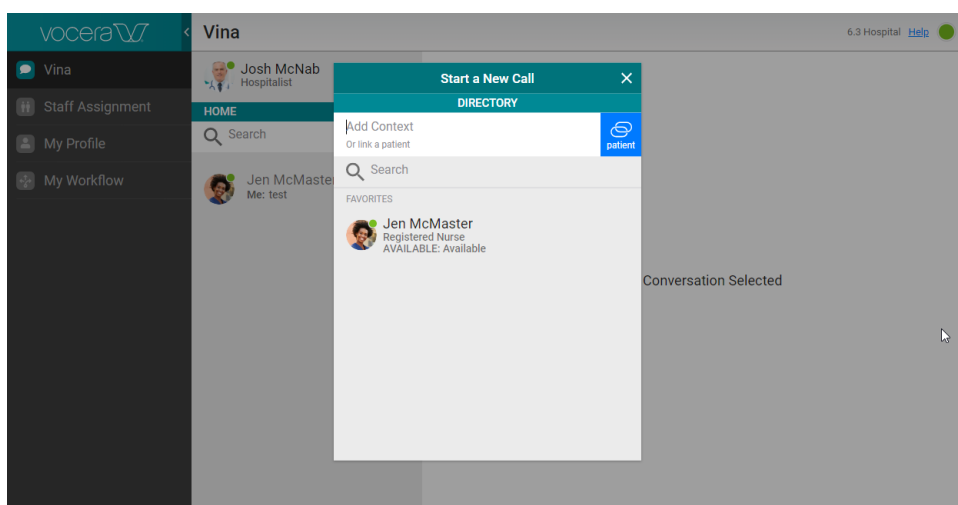## Creating an Urgent Broadcast

If you are a member of a broadcast group and have an urgent matter that you want to discuss with the group, you can create an urgent broadcast if you have the necessary permission.

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

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

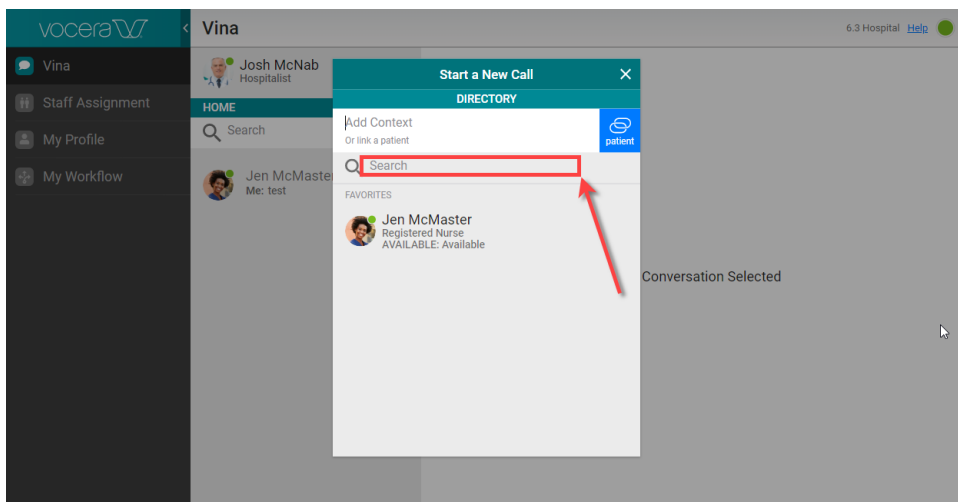The Start a New Call screen appears.

Note: You can also select **New Chat**.

If your department is not visible, your administrator has configured your system to not display your department on this screen.
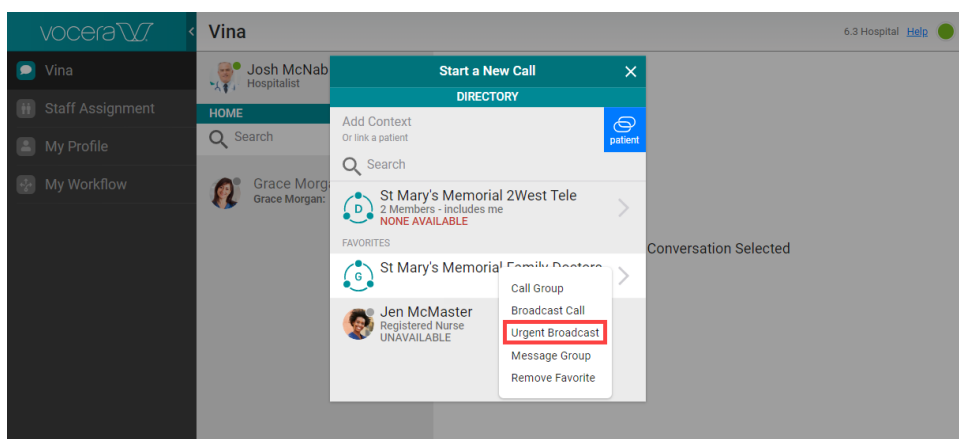
Note: If you are not logged into a Vocera device that can make calls, and do not have a console phone enabled, this option is not available to you.

3. Do one of the following:
   - If the group that you want to call is a favorite, it appears in the Start a New Call screen. Select it.
   - In the Search field, type the first few characters of the name of the group that you want to call.

4. Right-click the group name. From the popup menu that appears, select **Broadcast Call**.
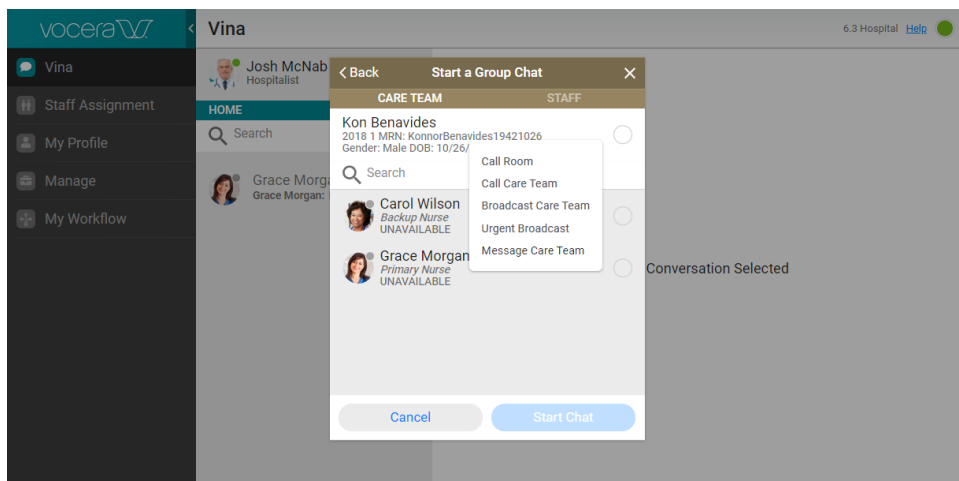

The screen indicates that an urgent broadcast is starting on your device.

Calls and Broadcasts from a Patient Context

If you have selected a patient as the context of a group chat or the context of a message sent using a patient template, you can right-click on the patient name to view a number of call and broadcast options related to this patient.
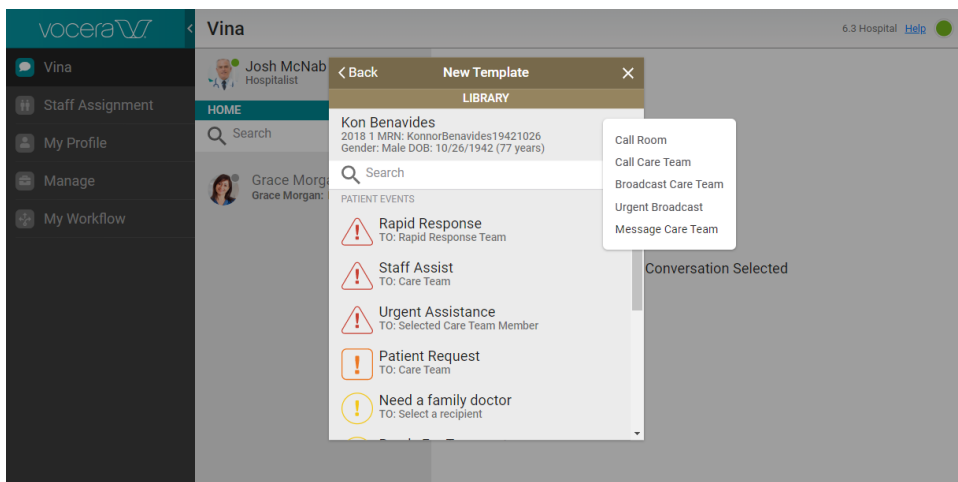
Note: These options are available only if you are also logged into Vocera Vina, the Vocera Smartbadge or the Vocera badge, or if you have enabled a console phone to direct calls to.

You can:

- Call the room in which the patient is located, if this is available
- Call the care team assigned to the patient
- Start a broadcast with the care team if you have the necessary permission
- Start an urgent broadcast with the care team if you have the necessary permission

You can also message the care team for this patient. See Starting a Care Team Chat on page 28 for more details on starting a conversation with a patient care team.
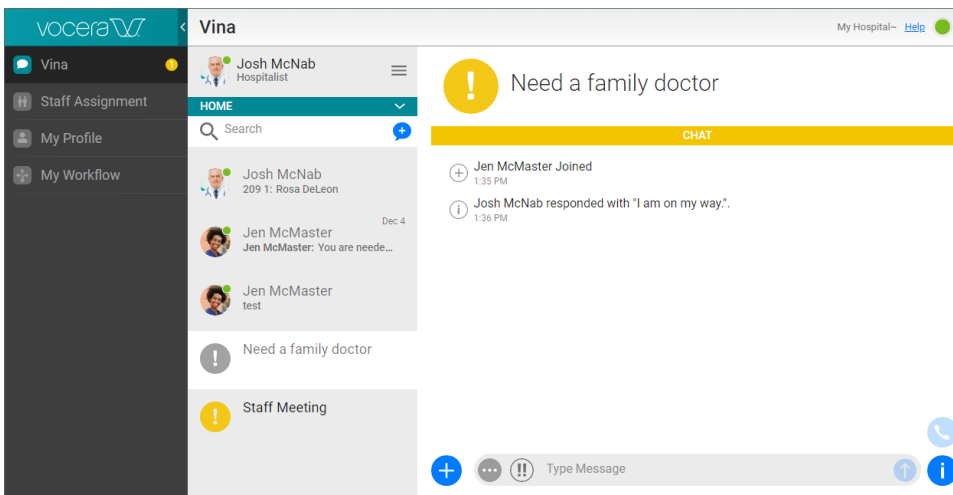
About Personal Messages

Your system may be configured to allow you to receive personal messages.

If no response options have been provided, click **View** to view the message, or click **Dismiss** to dismiss it.

If response options have been provided, click the response option that you want to send:
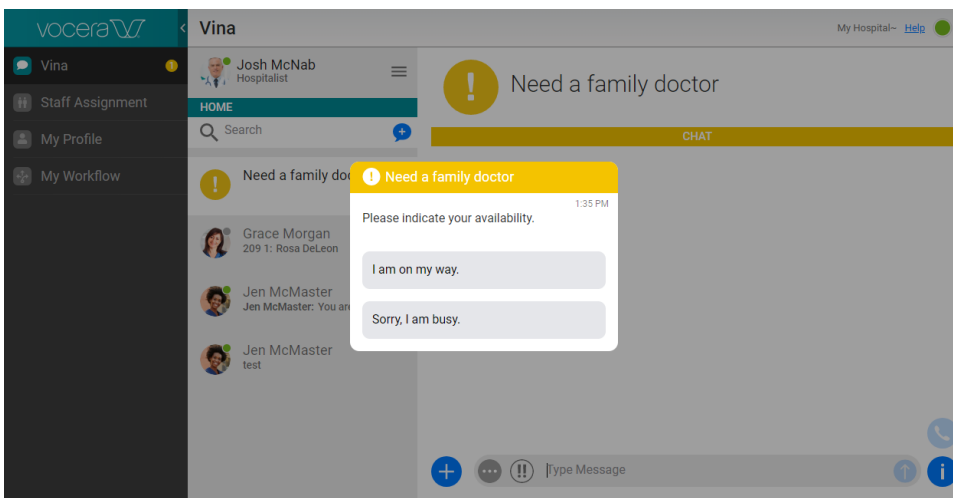
When you select a response, it appears in the conversation for this message.

About Favorites

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

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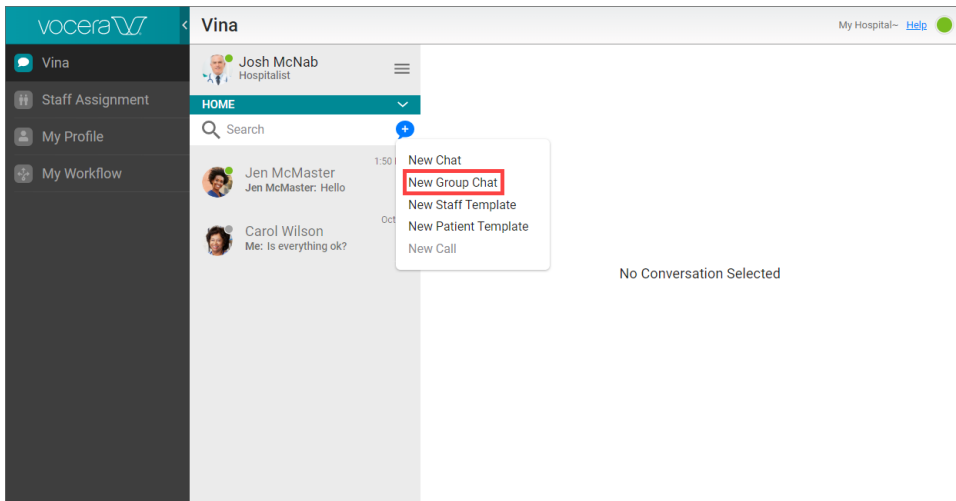
Adding a Favorite

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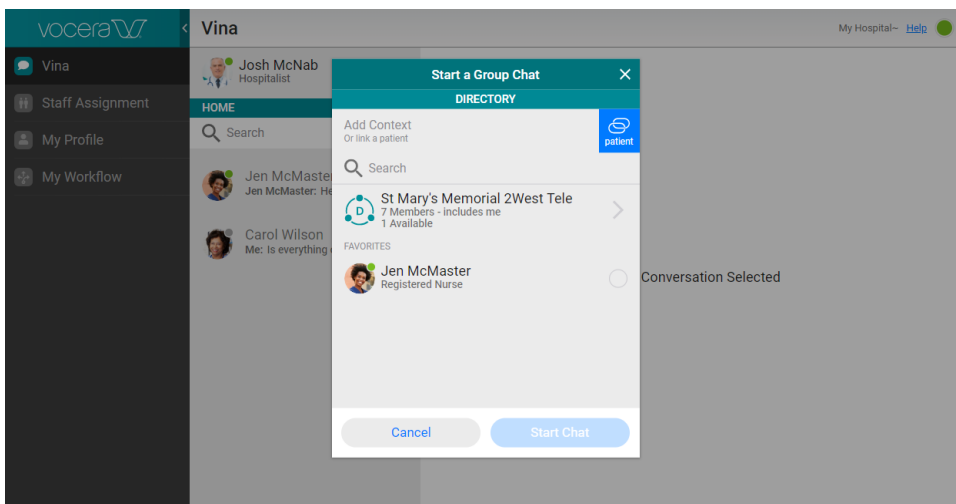
1. In the panel that displays the list of conversations, click the **New** icon.
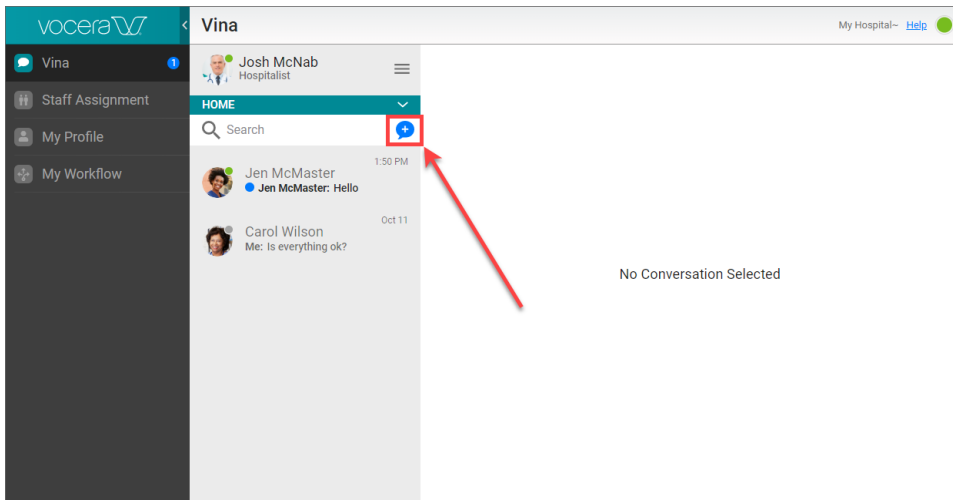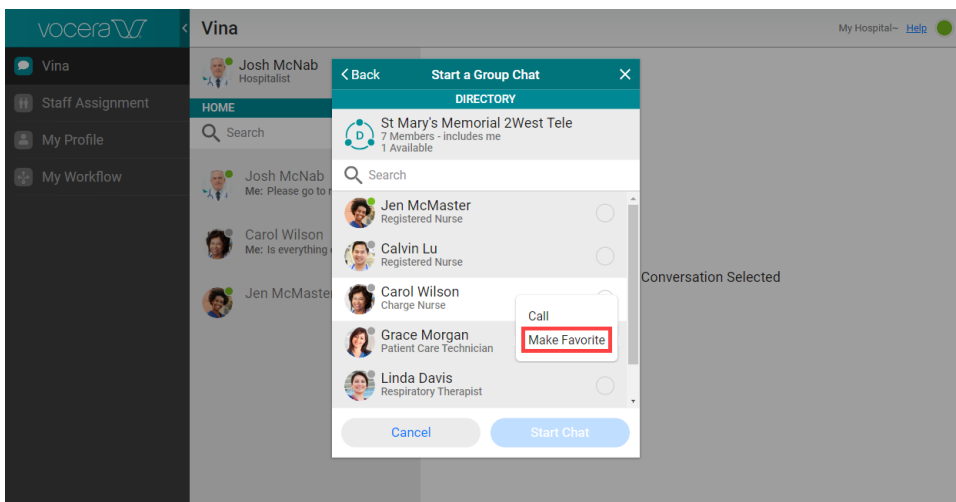

2. From the pop-up menu that appears, select **New Group Chat**.

The Start A Group Chat panel appears.

3. Locate the person or group that you want to add as a favorite or remove from your favorites list.

4. Right-click on the person or group, and select **Make Favorite** to add the favorite, or select **Remove Favorite** to remove the favorite.

Note: If you are logged into a Vocera device, you can select **Call** to place a call to this person. See About Calls on page 61 for more details on calls.

5. Click the X at the top right to exit, or follow the instructions in Starting a Group Chat on page 21 to start a new group chat.
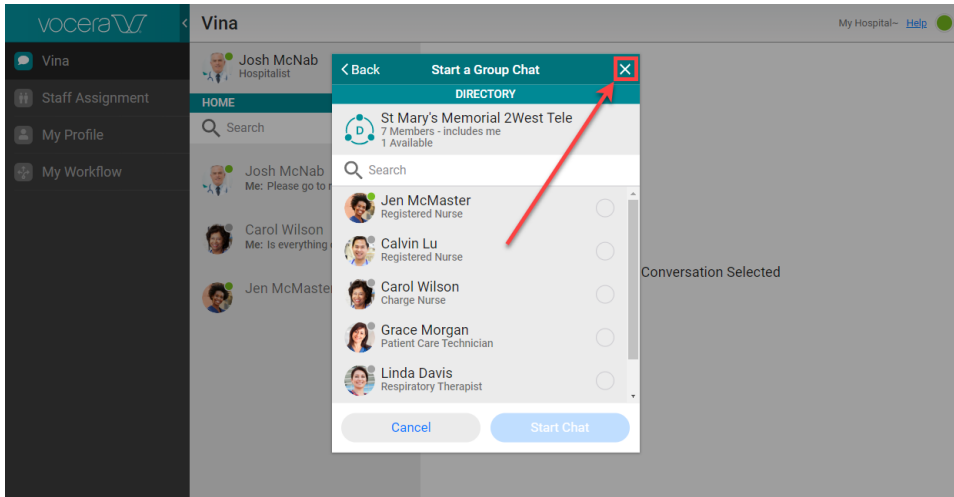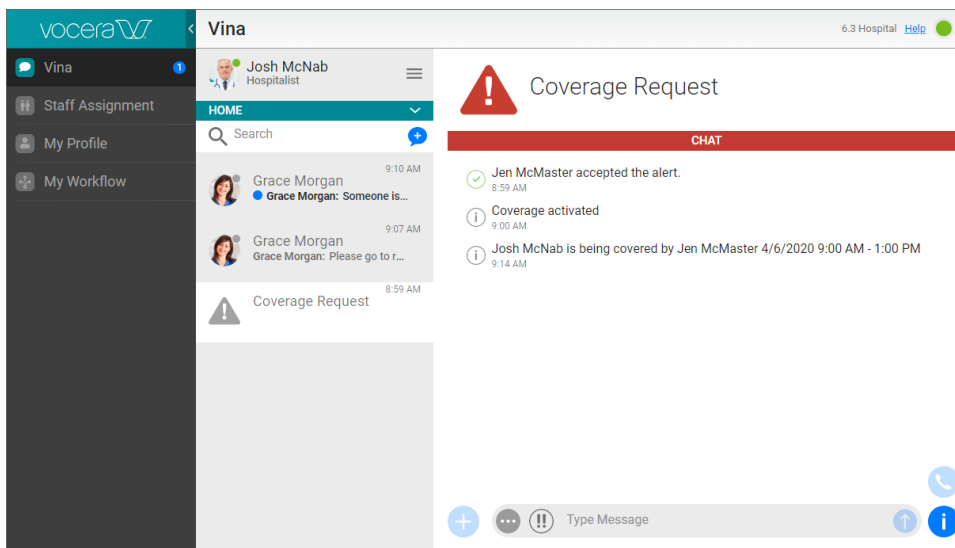
Viewing Coverage

If you have used your Vocera Vina app to request coverage from another person, or if you are covering for someone, you can view this coverage.

When you are covering for someone, or someone is covering for you, all calls and group chats are redirected to the person who is providing the coverage. 1-on-1 conversations may also be redirected, depending on how your system is configured. Contact your administrator for details.

Note: You cannot request coverage from Vina Web. Coverage requests are only available in the Vocera Vina app.

To view your current coverage status, in your list of conversations and alerts, click the alert labeled **Coverage Request**. If you are currently having someone else cover for you, the log entries in this alert indicate that your coverage request has been accepted, the person who is covering for you, and the date and time for which you are covered.


If you are covering for someone else, the log entries in this alert indicate that you have accepted a coverage request and the date, time, and person for which you are providing coverage.
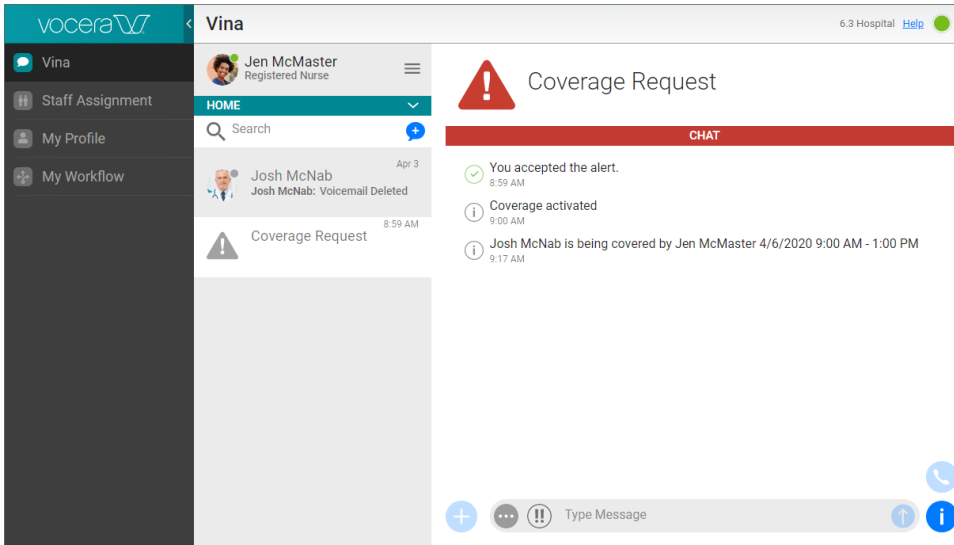
If your coverage period is about to expire, you see a log message warning you of this. Coverage continues until the person being covered uses the Resume Coverage feature to indicate that he or she is available again.
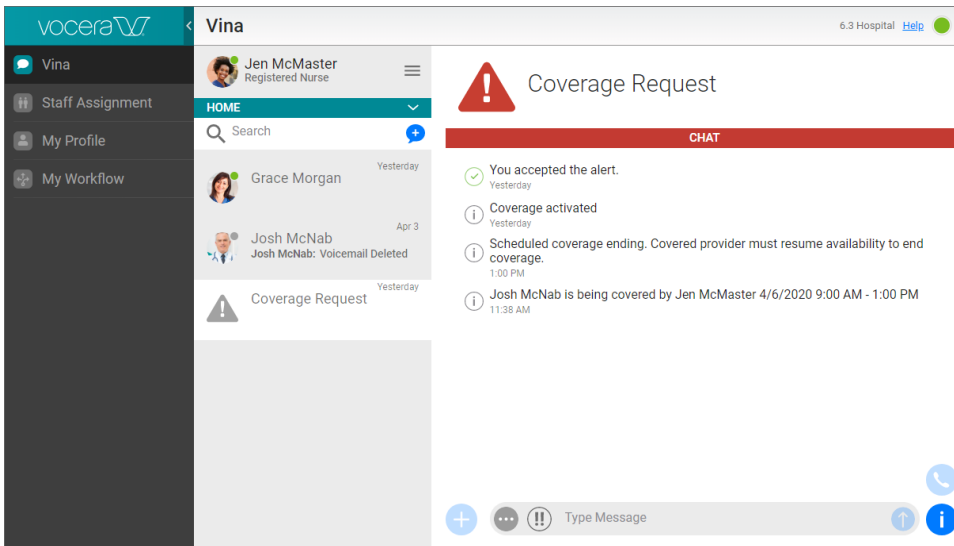
For details on how to request coverage in the Vocera Vina app, see the Vocera Vina User Guide.

About Contacts

Your administrator may have defined one or more contacts for your facility. A contact is like an address book entry: it is the phone number of a person or place that you are likely to call frequently.
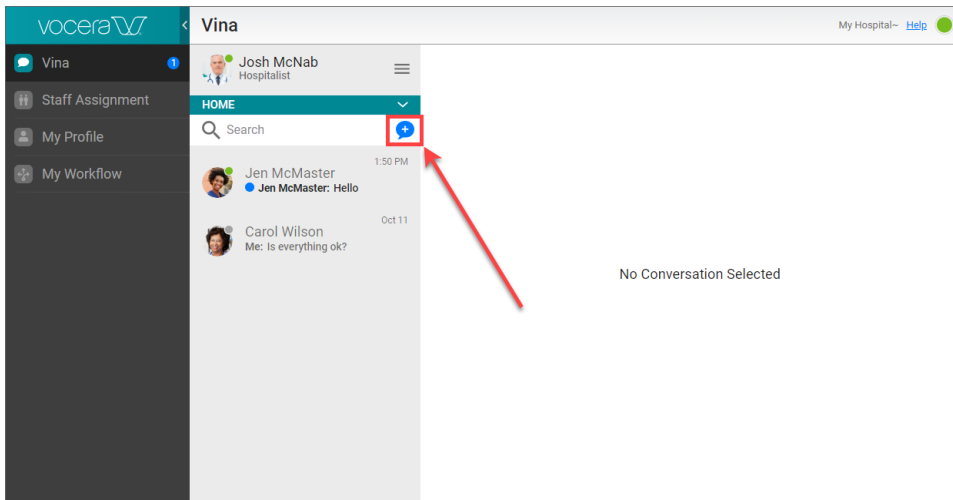
Contacts can only be called. You cannot start a conversation with a contact.
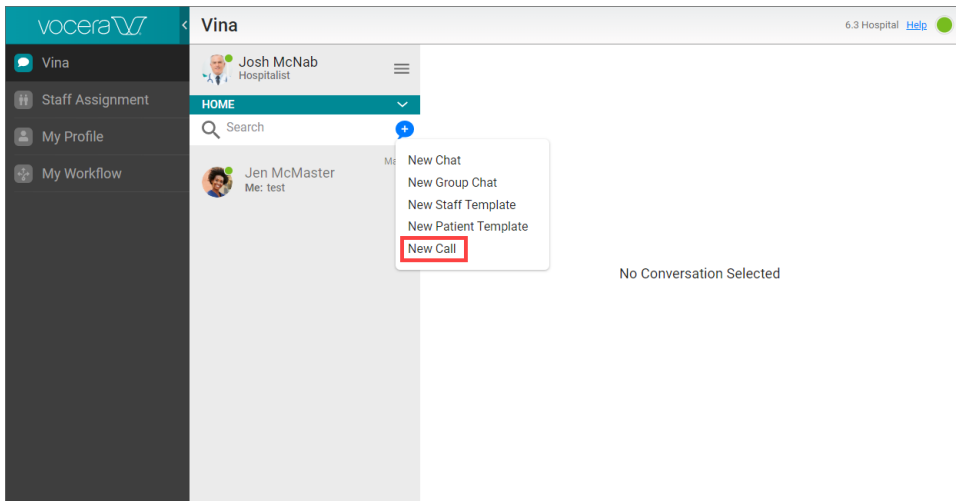
Calling a Contact

You can call any contact that has been set up for your facility.

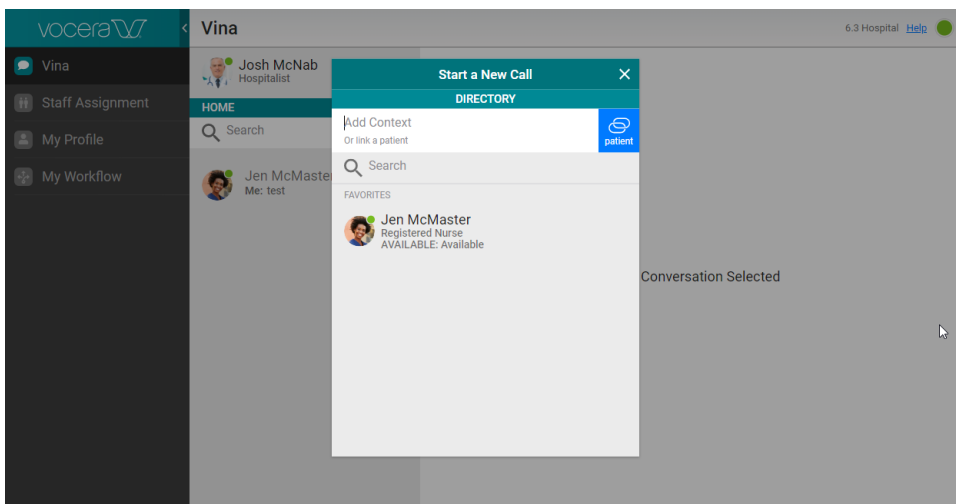See About Contacts on page 82 for more information on contacts.

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

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

The Start a New Call screen appears.

Note: If you are not logged into a Vocera device that can make calls, and do not have a console phone enabled, this option is not available to you.

3. Click the search icon and type search text consisting of some or all of the contact's name. All names matching this search text are displayed. Contacts have "Call Only" appearing below the name.
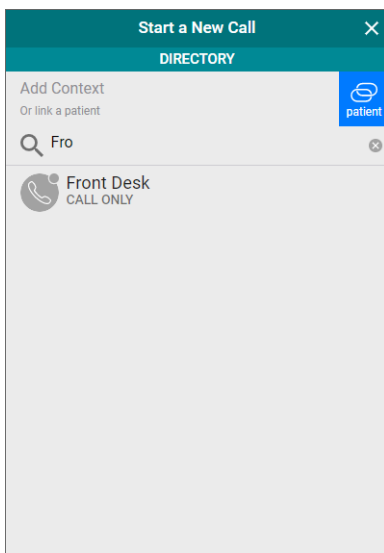
4. Click the contact name to call the contact using your device.