



# **Vocera Messaging Platform Web Console User Guide**

Version 5.3.2

# Notice

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VMP-532-Docs build 327

# Contents

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- The VMP Web Console..... 4
- VMP Web Console Overview..... 4
  - Browser Requirements.....4
  - Logging into the VMP Web Console.....4
- The Monitor View..... 5
  - Monitor View Features..... 5
  - Filtering the Monitor View.....6
- Web Console Secure Messages..... 8
  - Sending a Message from the VMP Web Console.....8
  - About Mass Notifications..... 22
  - Continuing a Message Conversation..... 22
  - Viewing Participants..... 26
  - Adding a User to a Message Conversation..... 28
  - Adding a Quick Message to a Conversation..... 29
  - Filtering Message Conversations.....31
  - Hiding a Message..... 32
  - Patient Information and Alarms..... 33
  - System Notifications for New Messages..... 38
- The Patients View..... 39
- On-Call Status and Schedules..... 41
  - Modifying Your On-Call Status..... 41
  - Modifying Any On-Call Status.....43
  - Creating On-Call Schedules..... 44
  - Viewing On-Call Schedules.....49
  - Viewing the Schedule Dashboard.....50
  - Printing a Schedule..... 52
  - Editing a Shift..... 53
  - Contacting a Shift Member.....54
- Web Console Contacts.....55
  - Using Web Console Contacts..... 55
  - Using Web Console Favorites..... 58
  - Displaying Contacts in Sites..... 59
  - Calling a Contact..... 60
  - Changing Your Profile Picture..... 61

# The VMP Web Console

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

## VMP Web Console Overview

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

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

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

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

## Browser Requirements

The VMP Web Console is supported on Microsoft Internet Explorer version 11, Google Chrome, Mozilla Firefox, and Microsoft Edge. Safari is supported on MacOS.

## Logging into the VMP Web Console

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

The screenshot shows the Vocera Web Console login interface. At the top, there is a teal header with the Vocera logo on the left and the text "Web Console" in white. Below the header, the main area is light gray. In the center, the text "Log in to Vocera" is displayed in a large, teal font. Underneath this text are two input fields: "Username" with a person icon and "Password" with a key icon. Both fields have placeholder text. Below these fields is an orange "Log in" button. At the bottom of the page, there is a teal footer containing the text "Vocera Messaging 5.3.2.2104 © 2019 Vocera" on the left and a "HELP" link on the right.

1. In the **Username** field, type the username provided by the VMP Server administrator.
2. In the **Password** field, type the password for your username.

3. Click **Log in** to log in to the VMP Web Console.

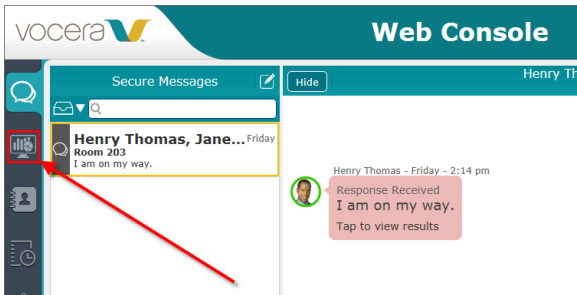


**Note:** If you are a Vocera Secure Texting user, you cannot log into the VMP Web Console.

## The Monitor View

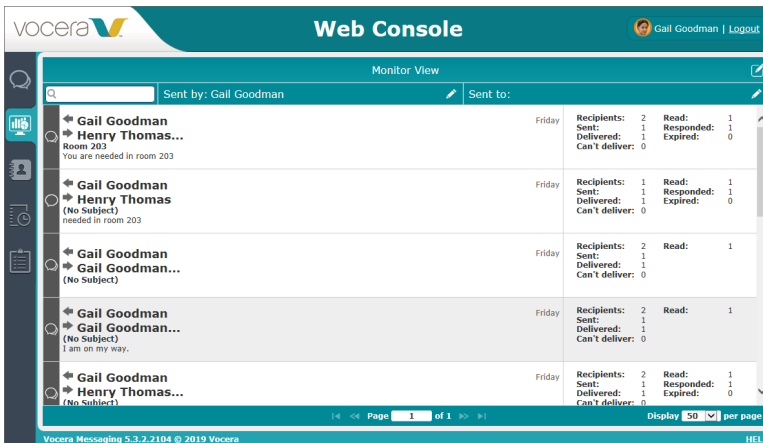
The VMP Web Console Monitor View lists messages sent or received by the users that the administrator has granted you permission to view.

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



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

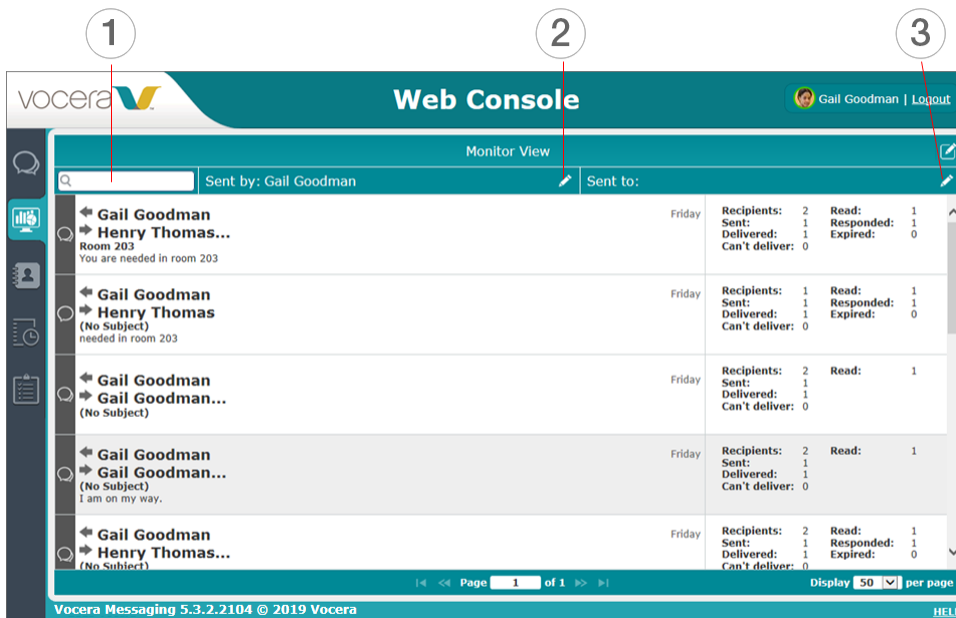
The Monitor View lists each message.



Click a message to display its details.

## Monitor View Features

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



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

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



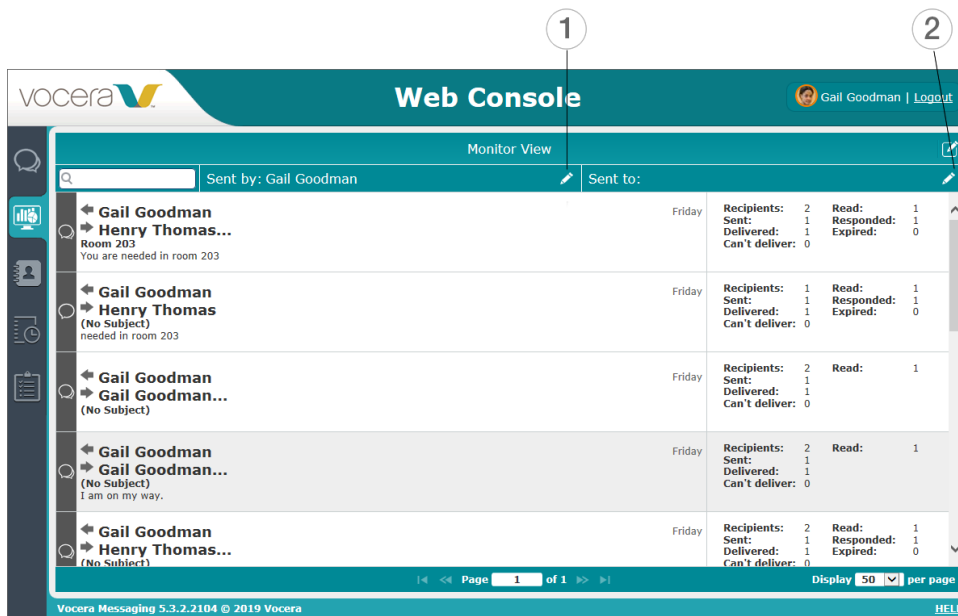
**Note:** You cannot view messages sent or received by users other than yourself unless the Vocera administrator has granted you permission to do so.

### Filtering the Monitor View

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

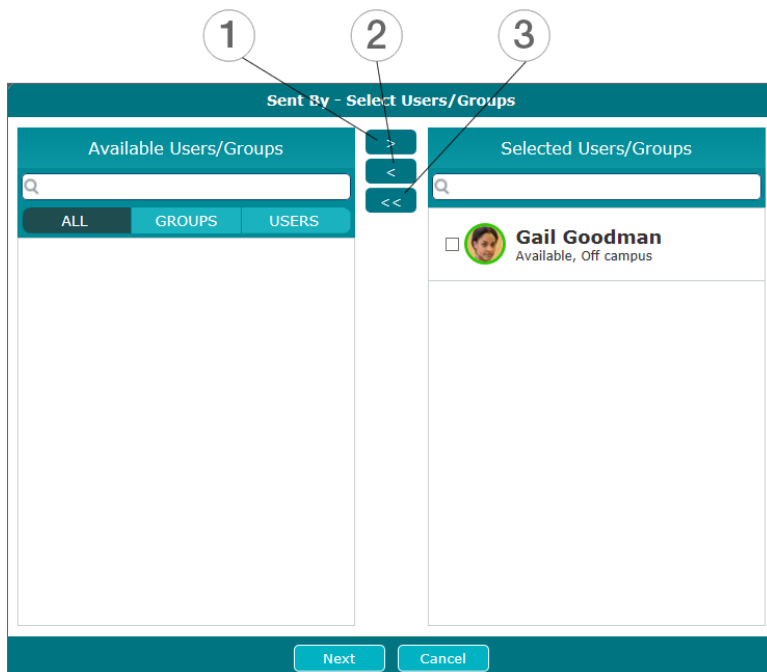
1. Do one of the following:

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



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

1. Click > to add a user or group.
2. Click < to remove a user or group.
3. Click << to remove all users and groups.



4. Click **Next**.

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

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

## Web Console Secure Messages

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



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

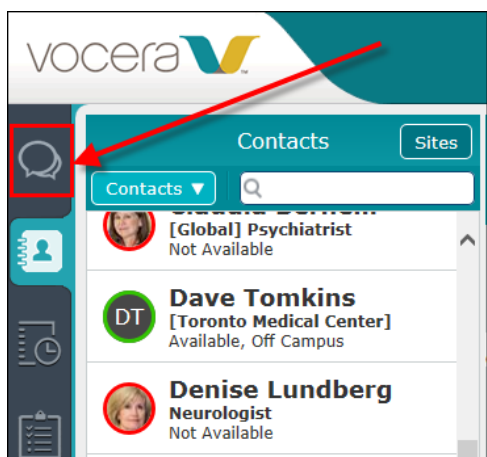
## Sending a Message from the VMP Web Console

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

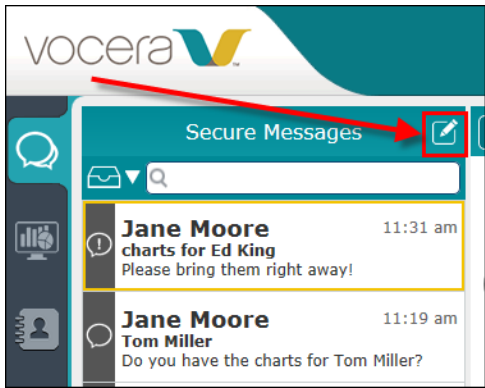


**Note:** If the message has more than 50 recipients, it is defined to be a Mass Notification. See [About Mass Notifications](#) on page 22 for details.

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



- Click the **Compose** icon.



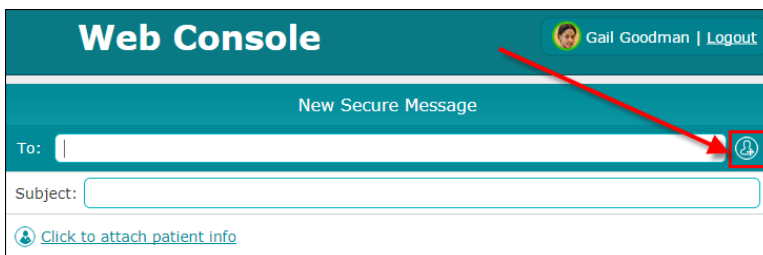
The New Secure Message screen appears.

- Select **New Text** to create a new message.

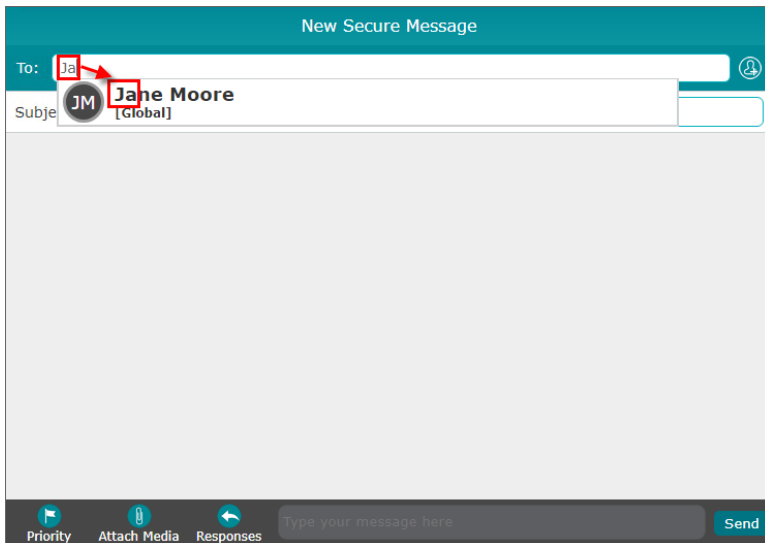


You can also create a message using a message template. This enables you to send an emergency message quickly. For information on how to send a message using a template, see [Sending a Message Using a Template](#) on page 12.

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



As you type in the **To:** field, a list of all users and groups in your current site that match the text that you type are displayed in a popup window:



This list includes all favorites that match your typed text, even if they are on a different site.



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

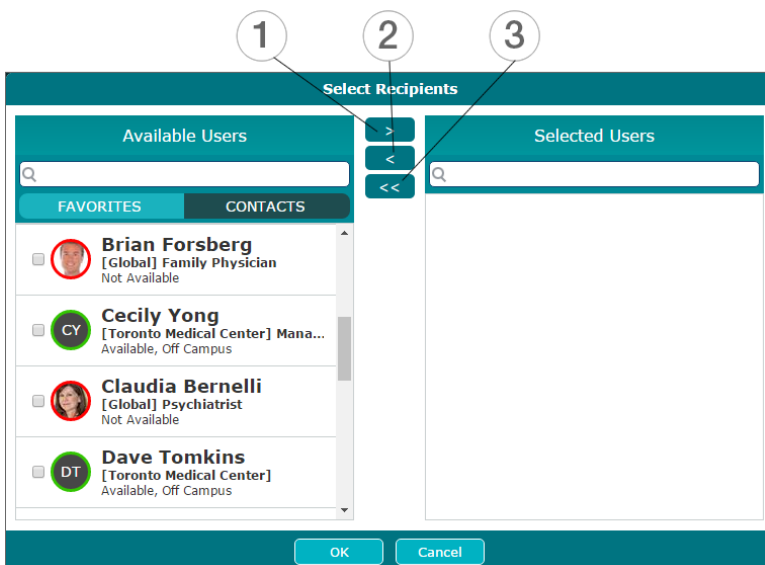
6. If you have clicked the **Add Recipient** icon, the Select Recipients dialog box appears. Select the **Favorites** tab to display favorites only, or select the **Contacts** tab to display all contacts.



**Note:** See [Using Web Console Favorites](#) on page 58 for more information on creating favorites.

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

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



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

The 'Select Patient' dialog box displays a list of patients from 'Engage Server #2 (Site2)'. The first patient, Camryn, Nicolas, is highlighted. Other patients listed include Douglas, Donald Mc; Goldner, Michel; Leffler, Carley; and Patient, PatientVMP2 Patient. Each entry shows the patient's name, room, unit, MRN, and date of birth (DoB).

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

- b. Click **My Patients** to view your patient list only, or click **All Patients** to view a list of all available patients.
- c. Type text in the search field to limit the patient list to patients whose name matches your search text.
- d. Select the patient whose information you want to attach to this message.
- e. Click **OK** to close the Select Patient dialog box. The message now contains a link to the patient information that you have selected.

The 'Vocera Web Console' interface shows a 'New Secure Message' form. The 'To' field is set to 'Doctors'. The 'Subject' field is empty. A patient link is attached to the message: 'BARBARA S ADAMS - Room: CC593 - DoB: Dec/27/1945 (71)'. The bottom of the form includes buttons for 'Priority', 'Attach Media', 'Responses', and 'Send'.



**Note:** If you have linked to patient information, and you have not specified a subject for your message, the VMP Web Console uses the patient name as the message subject.

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

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



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

11. Do one of the following:

- To send a text message, type the message text in the field at the bottom of the screen and click **Send**.
- To send a photo, click **Attach Media** and select the image that you want to send.

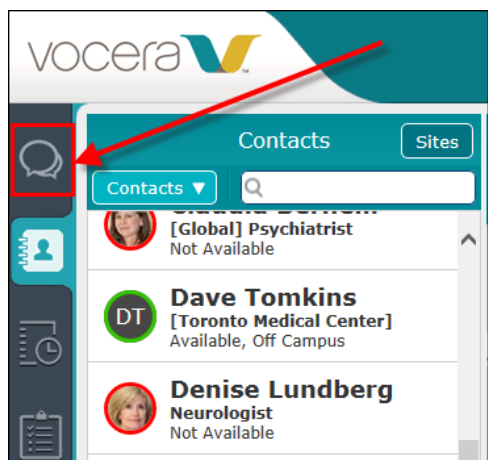
**Attach Media** is not available if your administrator does not allow pictures to be added to messages.

- To create a message that requires a response, click **Responses**. This displays the interface for sending a message that requires a response. See [Sending a Message That Requires a Response](#) on page 18 for more details.

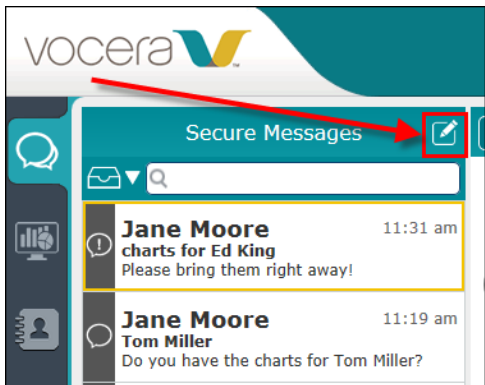
### Sending a Message Using a Template

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

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

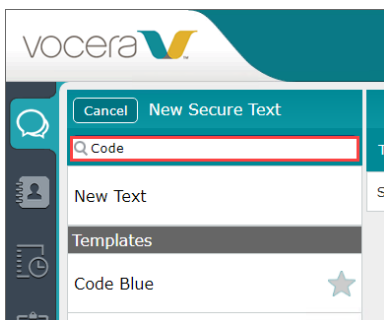


- Click the **Compose** icon.



The New Secure Message screen appears.

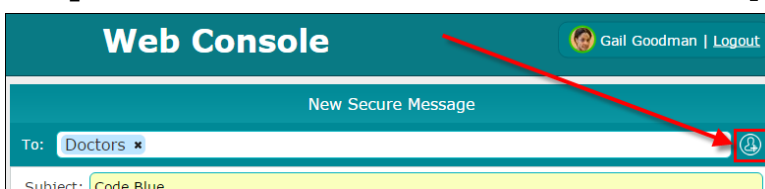
4. Select the message template from the list of templates. If you have defined a large number of templates, type text in the template search field to display only the templates that match your search text. If you are looking for a template with a long name, expand the New Secure Text pane to view it.



The message template appears.



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





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

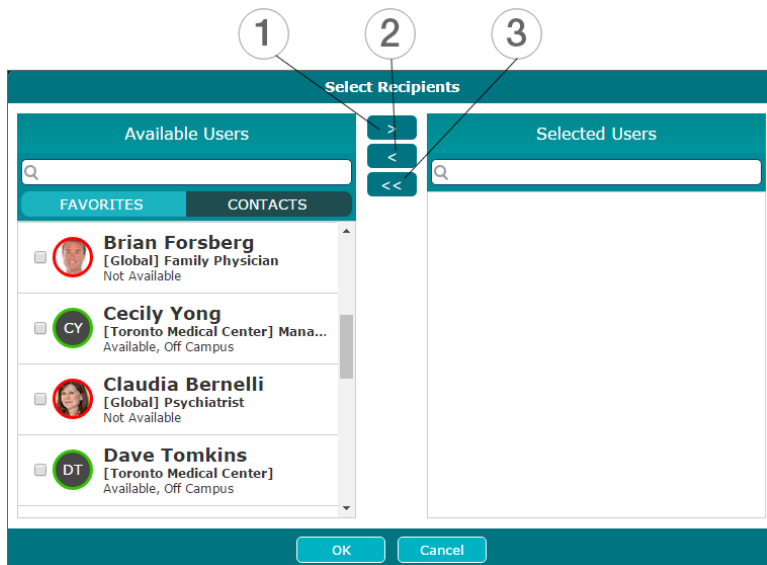
6. If you have clicked the **Add Recipient** icon, the Select Recipients dialog box appears. Select the **Favorites** tab to display favorites only, or select the **Contacts** tab to display all contacts.



**Note:** See [Using Web Console Favorites](#) on page 58 for more information on creating favorites.

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

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



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

Select Patient Sites

All Patients ▼ Q

PATIENTS FROM Engage Server #2 (Site2)

**Camryn, Nicolas**  
Room: 2 DoB: May/26/2018 (74d)  
Unit: Unit1  
MRN: VMP2-2

**Douglas, Donald Mc**  
Room: Room1 DoB: May/05/1960 (58y)  
Unit: Unit1  
MRN: VMP2-mm1

**Goldner, Michel**  
Room: Room1 DoB: Jul/26/2014 (4y)  
Unit: Unit1  
MRN: VMP2-3

**Leffler, Carley**  
Room: Room1 DoB: Jul/26/2018 (13d)  
Unit: Unit1  
MRN: VMP2-1

**Patient, PatientVMP2 Patient**  
Room: DoB: May/07/1970 (48y)  
Unit:

OK Cancel

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

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



**Note:** If you have linked to patient information, and you have not specified a subject for your message, the VMP Web Console uses the patient name as the message subject.

10. In the **Message** field, type or edit the message text. The message template may have provided this text for you.
11. Below the **Message** field, your system administrator may have created additional fields in which you can provide information. One or more of these fields may be required. Contact your system administrator for more details.
12. To specify an expiration time in minutes for your message, click one of the buttons in the **Conversation Expiration** row:
  - **Never**, which indicates that the message never expires (this is the default setting)
  - **2 min**
  - **5 min**
  - **10 min**
  - **Custom**



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

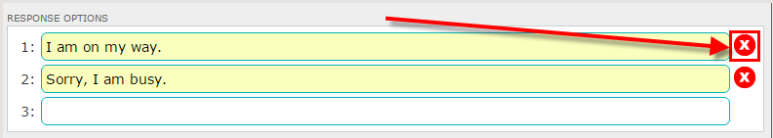


**Note:** Once a message conversation has expired, the message will no longer be delivered to VCS and VMP Web Console users that have not yet received it and will not be retrieved the next time they log in.

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

14. Configure the following options.

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

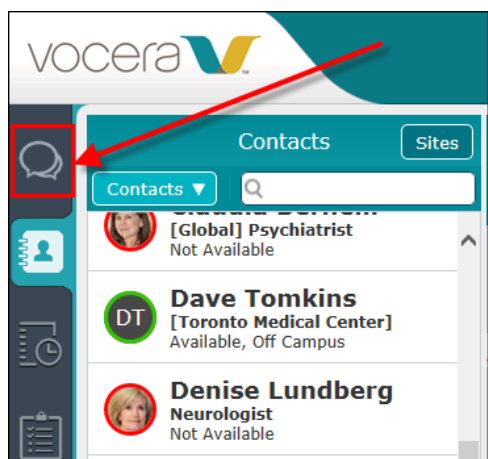
Option	Description
<b>Response Options</b>	<p>If the communication requires a response, set multiple choice options to help the recipient respond quickly. When you type an option, a new field appears to enable you to type an additional option if necessary. To delete an option that you have created, click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

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

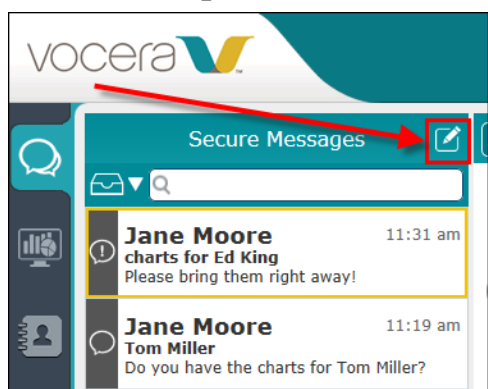
## Specifying a Favorite Template

If you use a template frequently, you can set it to be a favorite. Favorite templates appear at the top of the list of templates.

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



3. Click the **Compose** icon.



The New Secure Message screen appears.

4. In the list of templates, locate the template that you want to specify as a favorite. If necessary, scroll down in the list until you find it.

**Vocera Web Console** | Gail Goodman | Logout

**New Secure Message**

To: [On-Call] On-Call Doctors

Subject: Code Blue

Message: Emergency! Code Blue in room 203.

Conversation Expiration: Never 2 min 5 min 10 min Custom

☐ Deliver to on campus users only

MESSAGE SETTINGS

Priority: Normal High Urgent

☐ Notify if no one has responded within minutes

Response Expiration: Never 2 min 5 min 10 min Custom

Send

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- Click the star next to the template name. The star turns yellow, which indicates that this template is a favorite.

**Vocera Web Console** | Gail Goodman | Logout

**New Secure Message**

To: [On-Call] On-Call Doctors

Subject: Code Blue

Message: Emergency! Code Blue in room 203.

Conversation Expiration: Never 2 min 5 min 10 min Custom

☐ Deliver to on campus users only

MESSAGE SETTINGS

Priority: Normal High Urgent

☐ Notify if no one has responded within minutes

Response Expiration: Never 2 min 5 min 10 min Custom

Send

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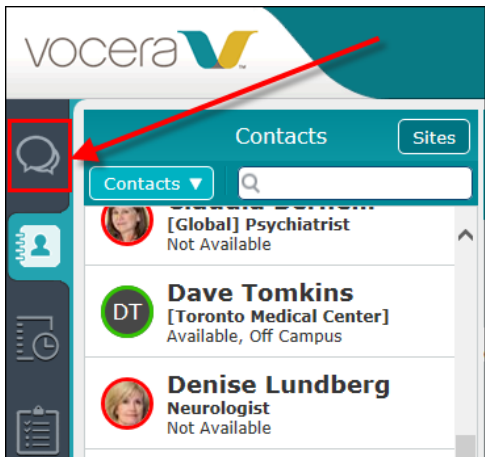
The selected template is moved to the top of the list of templates, along with any other favorite templates that you have previously selected.

To remove a template from the list of favorites, click the star next to the template name again.

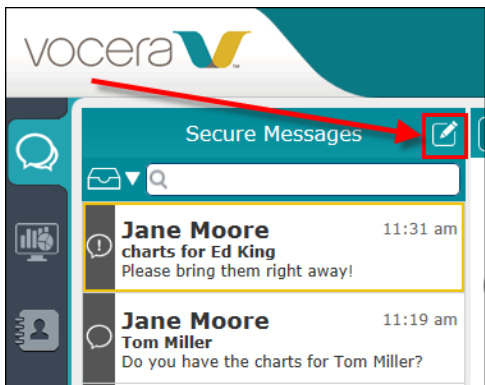
### Sending a Message That Requires a Response

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

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



3. Click the **Compose** icon.



The New Secure Message screen appears.

4. Select **New Text** to create a new message.



You can also create a message using a message template. This enables you to send an emergency message quickly. For information on how to send a message using a template, see [Sending a Message Using a Template](#) on page 12.

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

**Web Console** Gail Goodman | Logout

New Secure Message

To:

Subject:

[Click to attach patient info](#)



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

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



**Note:** See [Using Web Console Favorites](#) on page 58 for more information on creating favorites.

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

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

**Select Recipients**

Available Users

Selected Users

1 2 3

Available Users:

- ☐ **Brian Forsberg**  
[Global] Family Physician  
Not Available
- ☐ **Cecily Yong**  
[Toronto Medical Center] Mana...  
Available, Off Campus
- ☐ **Claudia Bernelli**  
[Global] Psychiatrist  
Not Available
- ☐ **Dave Tomkins**  
[Toronto Medical Center]  
Available, Off Campus

Selected Users:

OK Cancel

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

**Web Console** Gail Goodman | Logout

**New Secure Message**

To: [Field]

Subject: **needed in room 203**

[Click to attach patient info](#)

Message: You are needed in room 203.

**MESSAGE SETTINGS**

Priority: **Normal** High Urgent

☐ Notify if no one has responded within [Field] minutes

Response Expiration: **Never** 2 min 5 min 10 min Custom

**RESPONSE OPTIONS**

1: I am on my way. [X]

2: Sorry, I am busy. [X]

3: [Field]

**Send** **Cancel**

Vocera Messaging 5.3.2.2104 © 2019 Vocera **HELP**

9. In the **Subject** field, type an subject for the message if it is needed.

10. To attach patient information to this message:

- a. Click the **Click to attach patient info** link. The Select Patient dialog box appears:

**Select Patient** Sites

All Patients [Field]

PATIENTS FROM Engage Server #2 (Site2)

**Camryn, Nicolas**  
Room: 2 DoB: May/26/2018 (74d)  
Unit: Unit1  
MRN: VMP2-2

**Douglas, Donald Mc**  
Room: Room1 DoB: May/05/1960 (58y)  
Unit: Unit1  
MRN: VMP2-mm1

**Goldner, Michel**  
Room: Room1 DoB: Jul/26/2014 (4y)  
Unit: Unit1  
MRN: VMP2-3

**Leffler, Carley**  
Room: Room1 DoB: Jul/26/2018 (13d)  
Unit: Unit1  
MRN: VMP2-1

**Patient, PatientVMP2 Patient**  
Room: DoB: May/07/1970 (48y)  
Unit:

**OK** **Cancel**



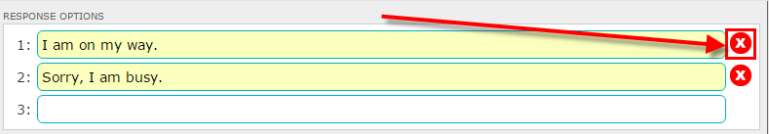
- b. Click **My Patients** to view your patient list only, or click **All Patients** to view a list of all available patients.
- c. Type text in the search field to limit the patient list to patients whose name matches your search text.
- d. Select the patient whose information you want to attach to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



**Note:** If you have linked to patient information, and you have not specified a subject for your message, the VMP Web Console uses the patient name as the message subject.

11. In the **Message** field, type the text of the message.

12. Configure the following options.

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

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

## About Mass Notifications

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

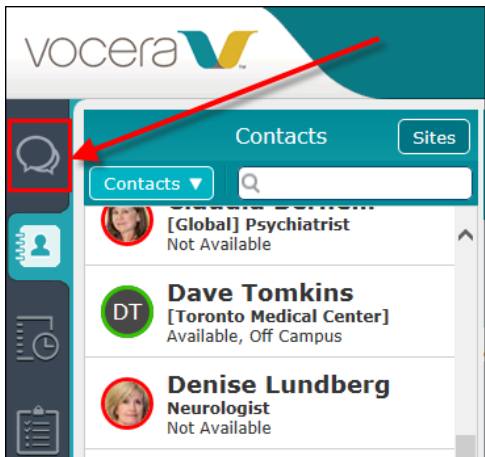
When you receive a Mass Notification, the text **N Participants** is shown as the recipient, where **N** is the number of recipients.

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

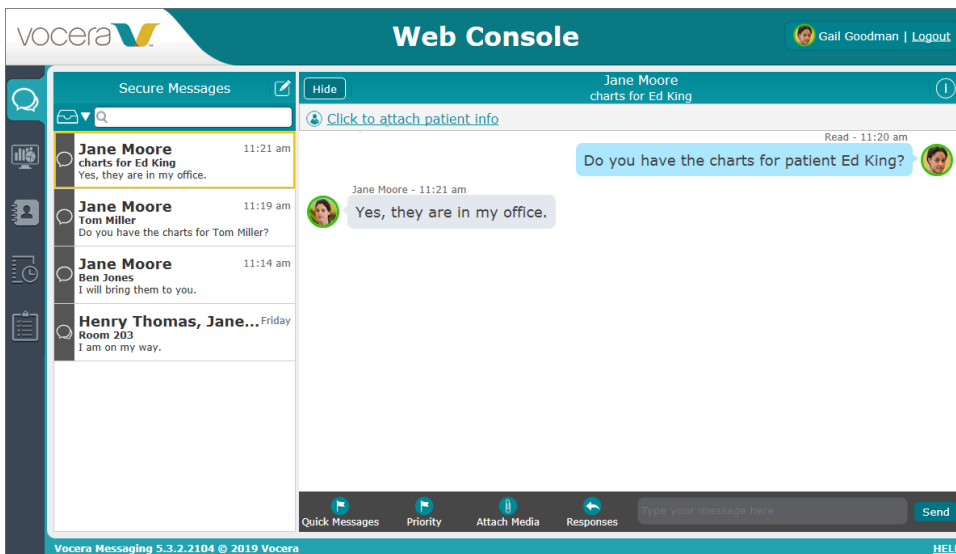
## Continuing a Message Conversation

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

1. Select the **Message** tab.

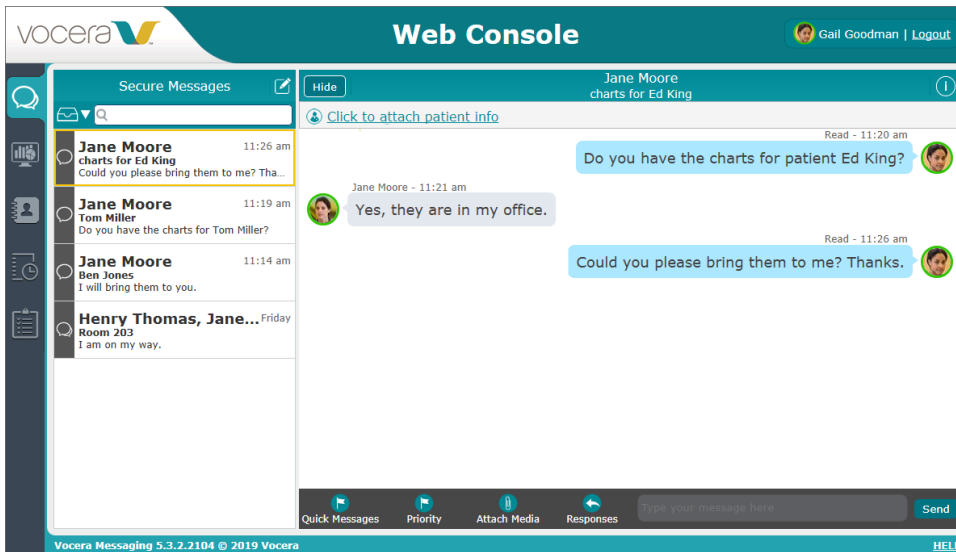


- From the list of messages in the Secure Messages pane, select the message. The message is displayed in the pane at the right.

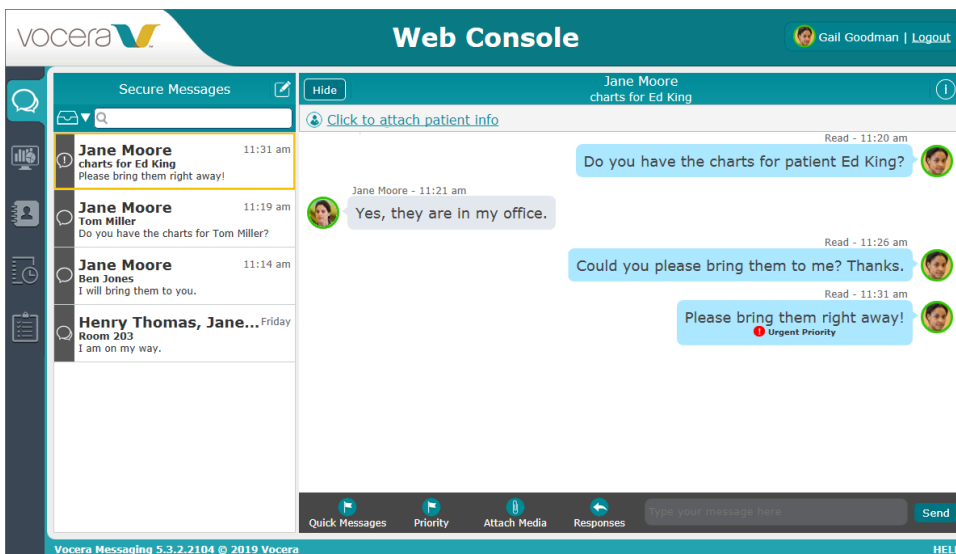


The colored ring around each message participant's photo or initials indicates the participant's availability:

- Green indicates that the participant is available.
  - Red indicates that the participant is not available.
  - Orange indicates that the participant has set Do Not Disturb.
- In the text field at the bottom of the pane, type your text message and click **Send**. Your messages and the responses sent to you are displayed.



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



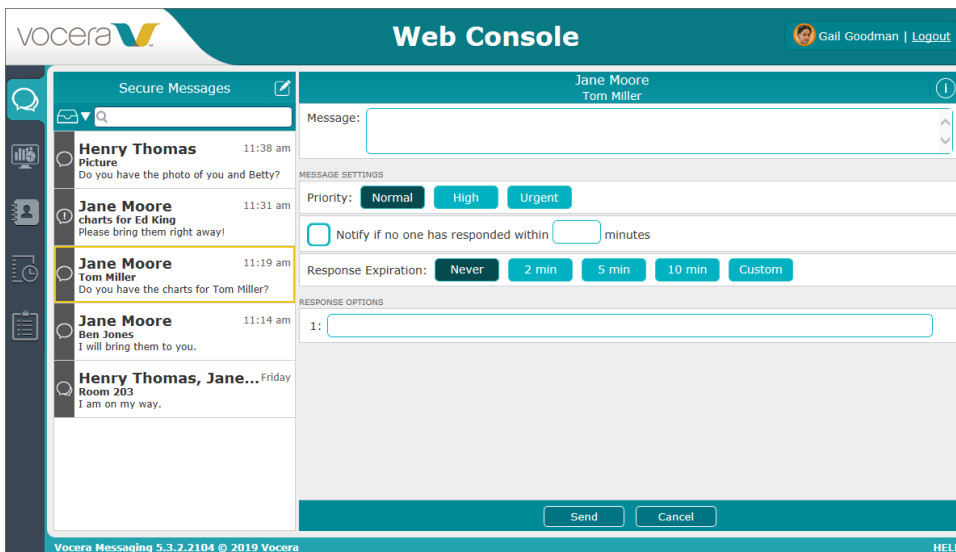
5. To attach media to a conversation, click **Attach Media** and select the attachment to include. A thumbnail of the attachment appears in the conversation.



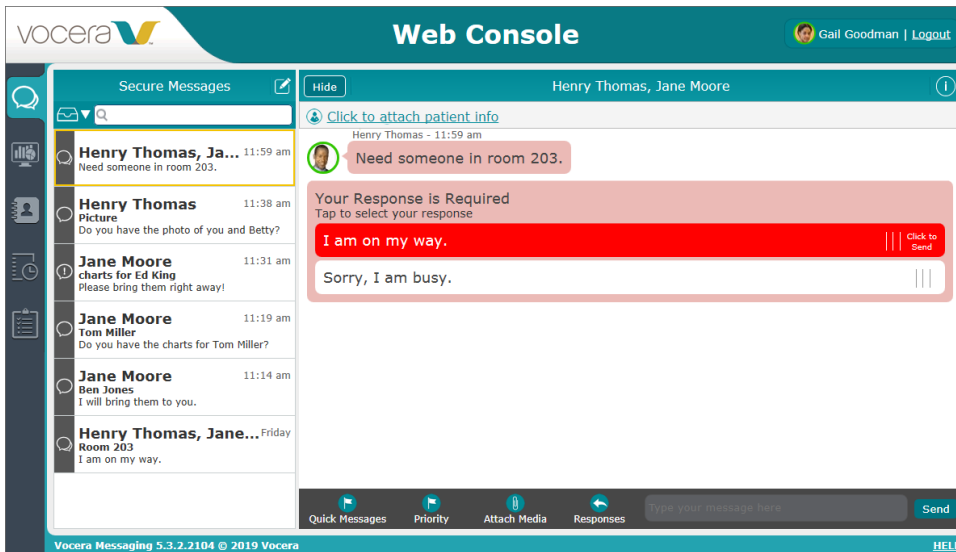
Click the thumbnail to view the attachment in more detail.

**Attach Media** is not available if your administrator does not allow pictures to be added to messages.

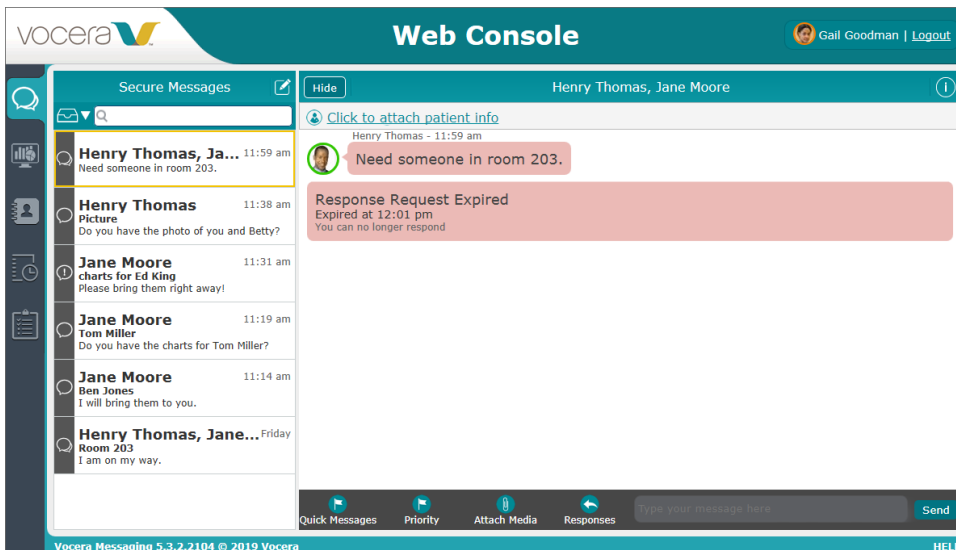
6. To request a response to a message, click **Responses**. In the Response Request screen, specify the response information, and click **Send**.



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



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



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

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

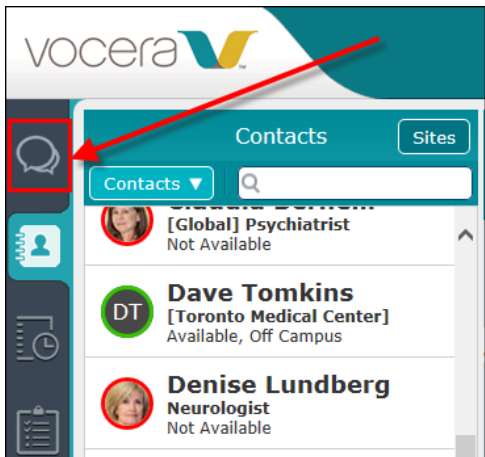
Click on a profile picture to display the contact status information for that person.

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

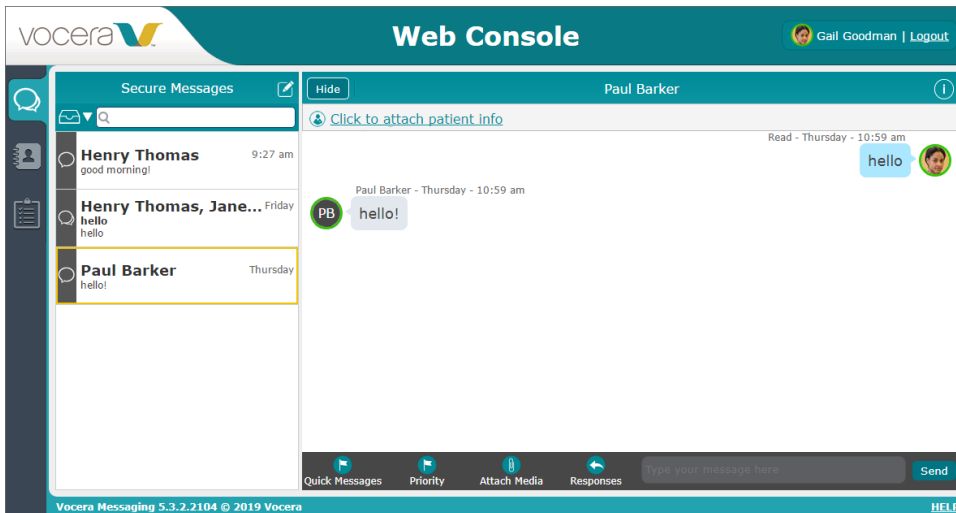
## Viewing Participants

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

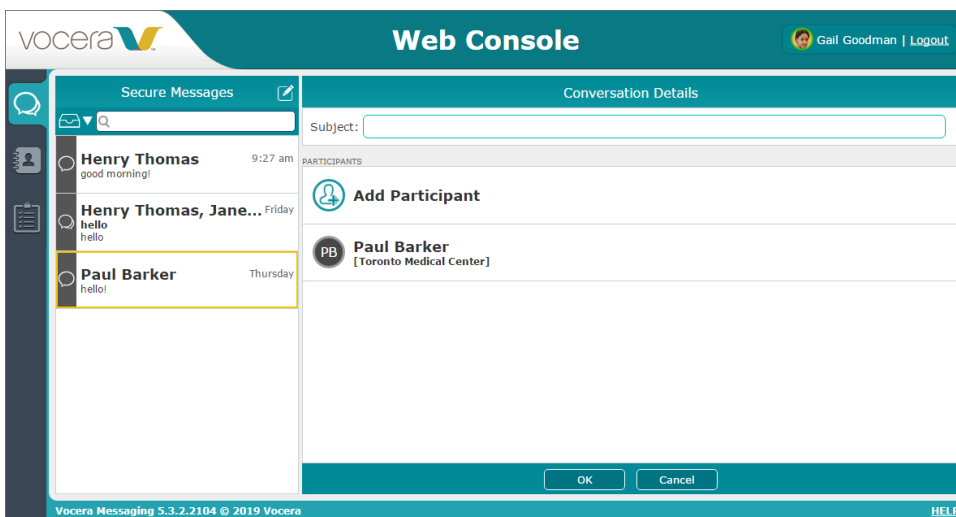
1. Select the **Message** tab.



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



The list of participants appears:

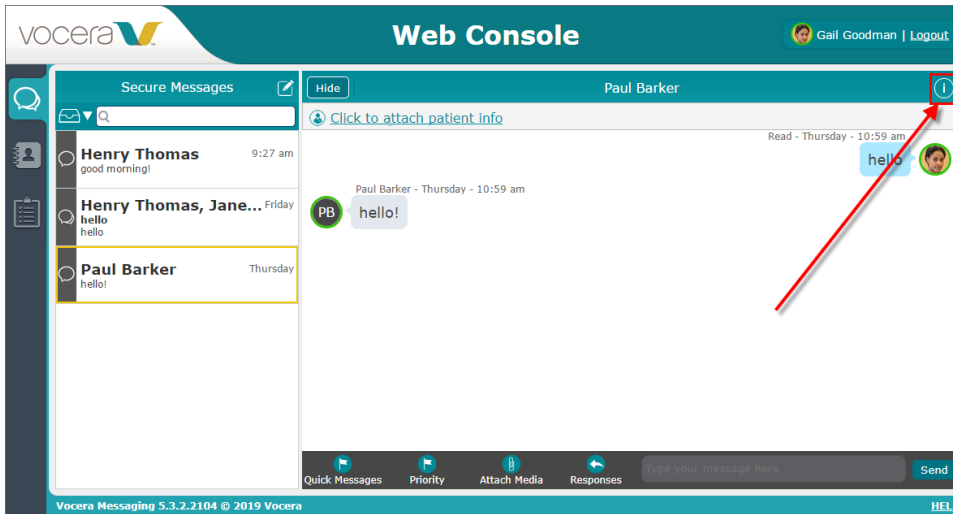


4. Click **OK** to return to the conversation.

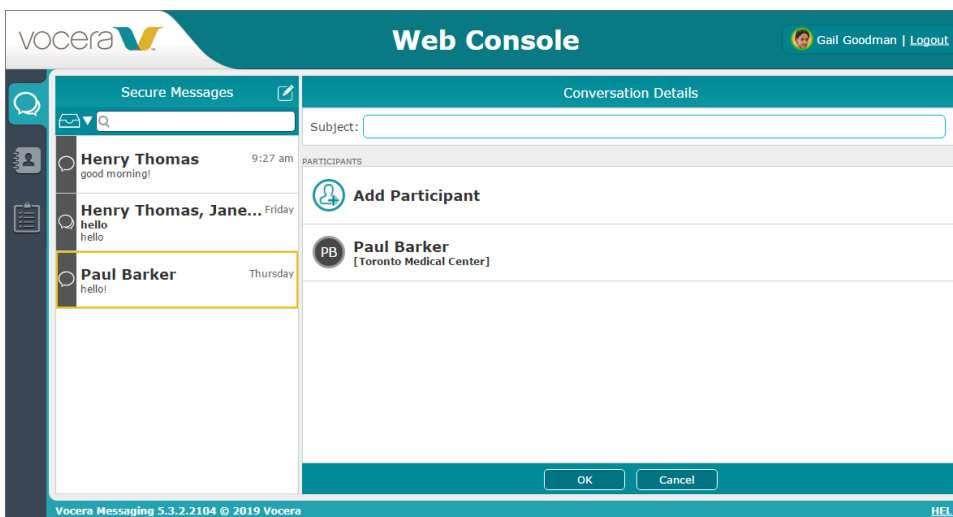
## Adding a User to a Message Conversation

You can add additional users to an existing message conversation.

1. Click the Info icon.



The list of participants appears:



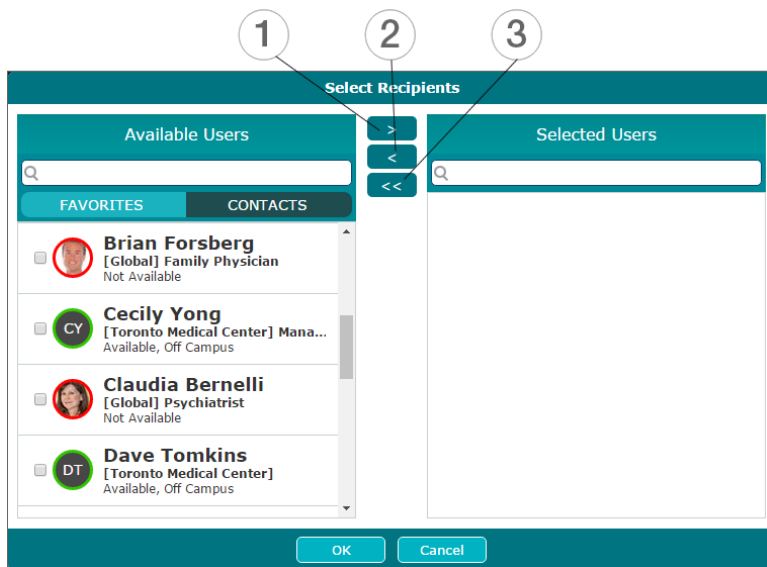
2. Click **Add Participant**. The Select Recipients dialog box appears.
3. Select the **Favorites** tab to display favorites only, or select the **Contacts** tab to display all contacts.



**Note:** See [Using Web Console Favorites](#) on page 58 for more information on creating favorites.

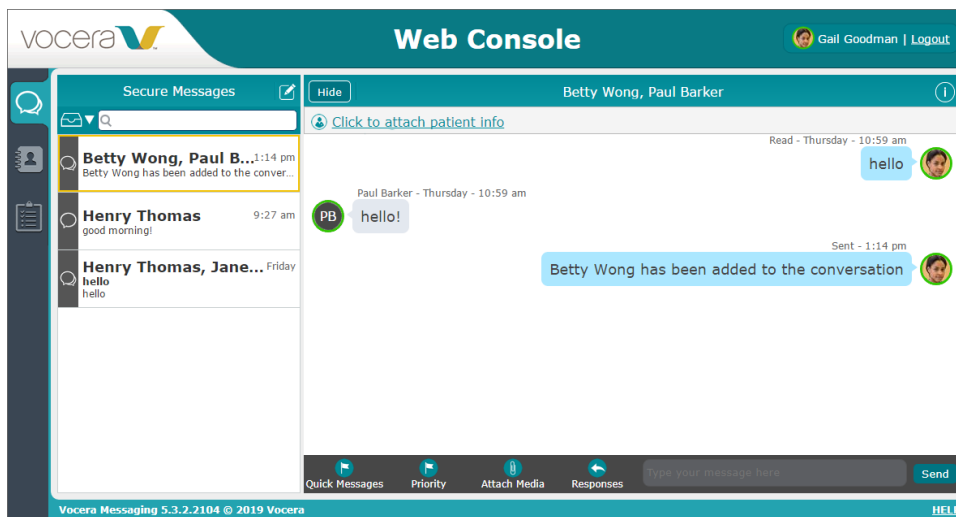
4. Select the checkboxes of the users that you want to add to the conversation:

- 1 Click > to add a user to the conversation.
- 2 Click < to remove a user that you have added to the conversation.
- 3 Click << to remove all users that you have added. You cannot remove users that you have not just added.



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

The conversation now indicates that new people have joined.



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

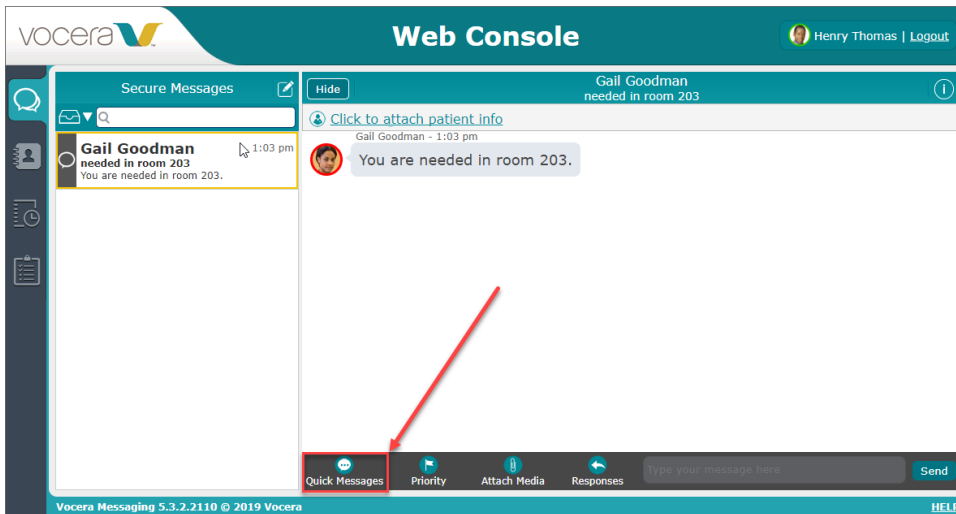
### Adding a Quick Message to a Conversation

A quick message is a pre-defined message text that you can select and add to your conversation without having to type any text. This enables you to quickly add frequently used or urgent messages to the conversation.

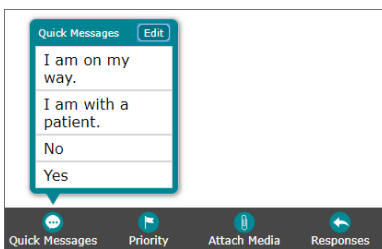
Your administrator may have specified quick messages that are available to you. You can also create your own.

For more information on creating quick messages, see [Creating a Quick Message](#) on page 30.

1. In a message conversation, click **Quick Messages**.



2. In the list of quick messages that appears, click the quick message that you want to use.



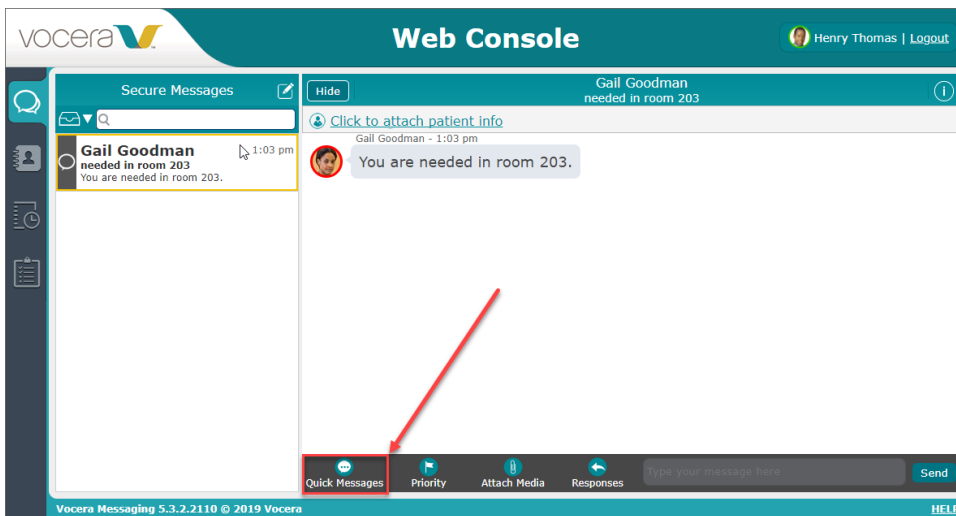
The text of the quick message is copied into the message field.

3. Click **Send** to send the quick message text to your conversation.

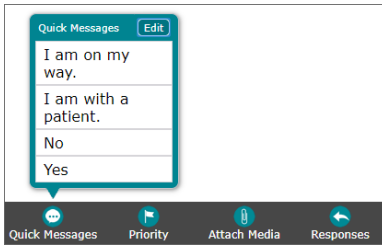
## Creating a Quick Message

You can create a quick message for use in message conversations. You can also edit a quick message that you have created.

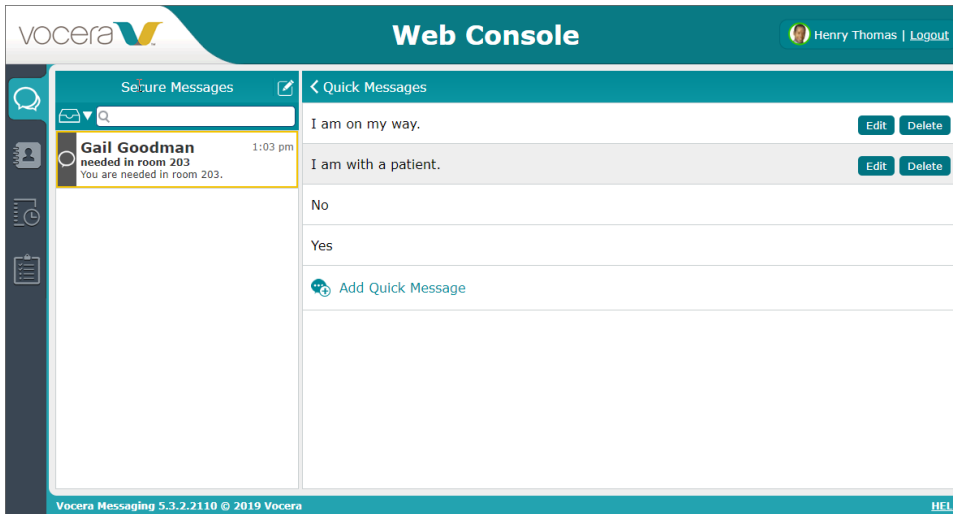
1. In a message conversation, click **Quick Messages**.



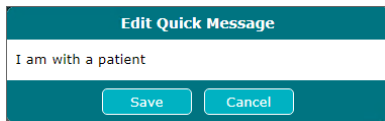
2. In the list of quick messages that appears, click **Edit**.



A list of available quick messages appears.



3. To edit a quick message:
  - a. Click the **Edit** button next to the message. The Edit Quick Message dialog box appears.

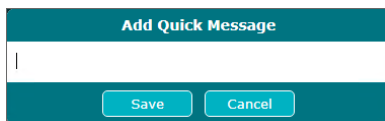


- b. Edit the quick message text as needed.
  - c. Click **Save** to save the changed text.



**Note:** To delete a quick message that you have created, click **Delete** next to the message that you want to delete.

4. To add a quick message:
  - a. Click **Add Quick Message**.  
The Add Quick Message dialog box appears.

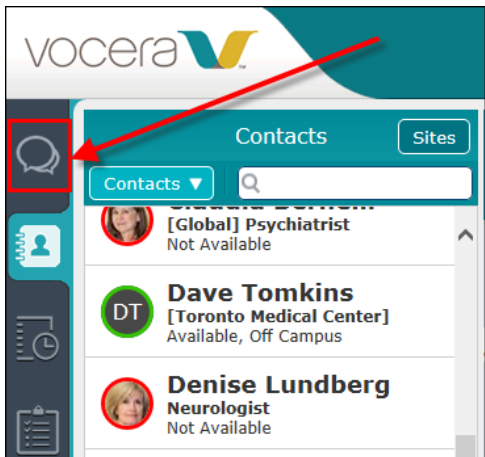


- b. Add the new quick message text.
  - c. Click **Save** to save the new quick message.

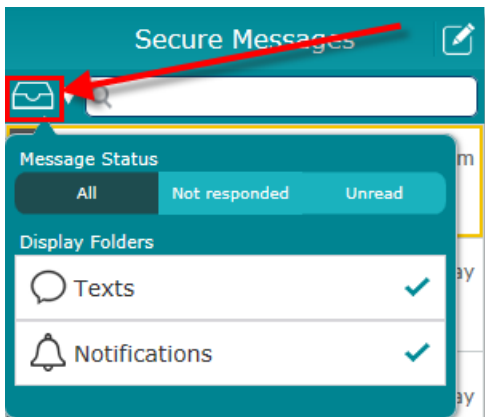
## Filtering Message Conversations

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

1. Select the **Message** tab.



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

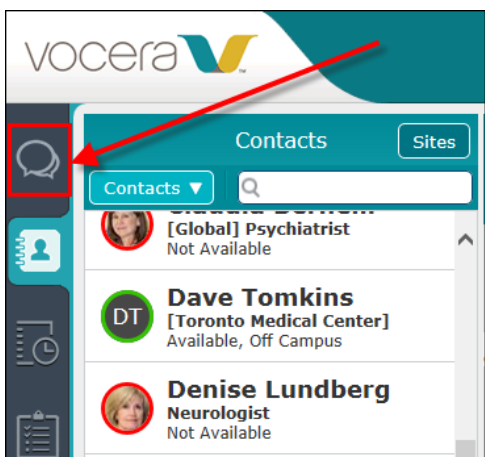


3. In the Message Status section, select whether to display all messages, messages to which you have not responded, or messages that are unread.
4. In the Display Folders section, select **Texts** to display text conversations, and select **Notifications** to display notifications. You can select either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

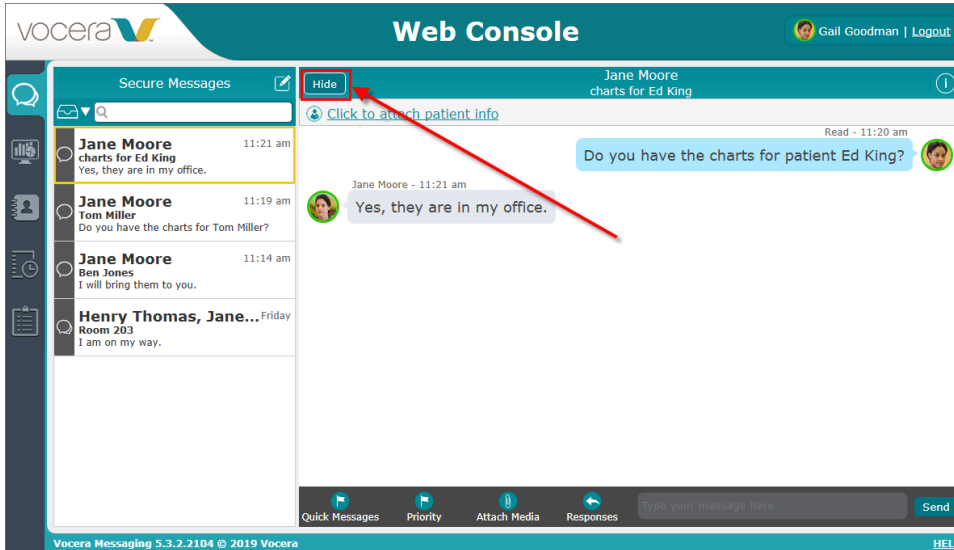
### Hiding a Message

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

1. Select the **Message** tab.



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



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



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

## Patient Information and Alarms

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

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

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

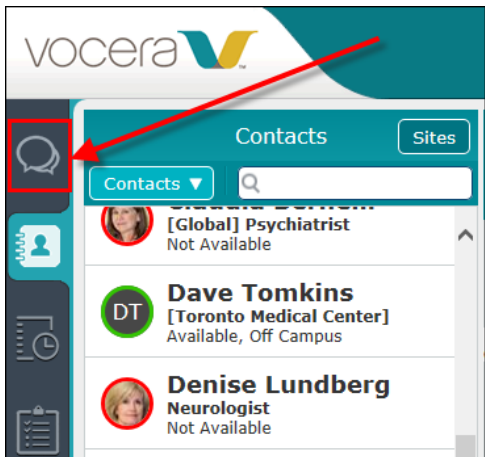


**Note:** See the Engage product documentation for more details on these adapters.

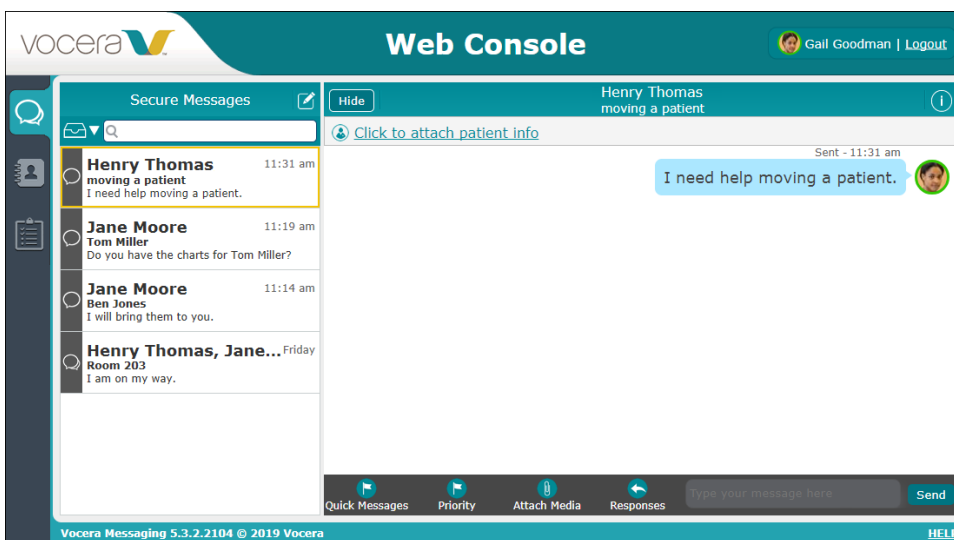
## Adding a Patient to a Message Conversation

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

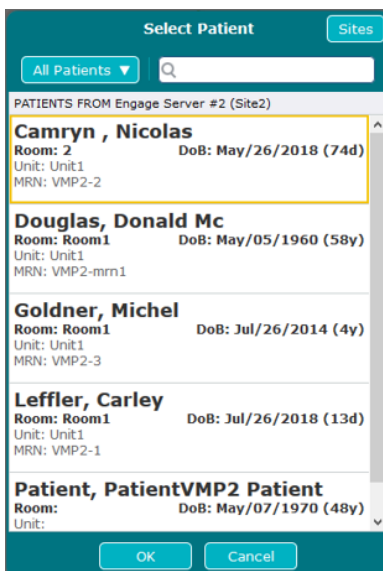
- Select the **Message** tab.



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



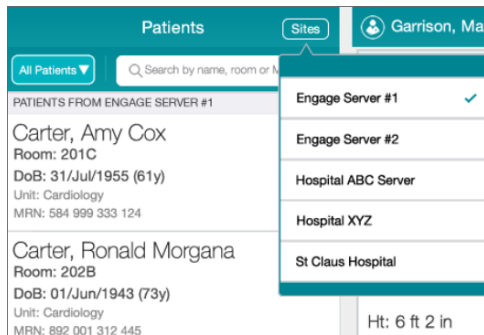
- Click the **Click to attach patient info** link. The Select Patient dialog box appears.



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

- If your facility has more than one patient site:

- a. From the toggle switch at the top left of the screen, select **All Patients**. This displays the **Sites** button, which enables you to select a current patient site.
- b. Click **Sites**. From the popup menu that appears, select the site that you want to display.



5. Select the patient list that you want to display. If your facility supports more than one patient site, select from the following:
  - **My Patients - Current Site:** Display the list of patients assigned to you at the site that you have selected in the previous step.
  - **My Patients - All Sites:** Display the list of patients assigned to you at all sites.
  - **All Patients:** Display the list of all patients at all sites.



If your facility has one patient site only, select from the following:

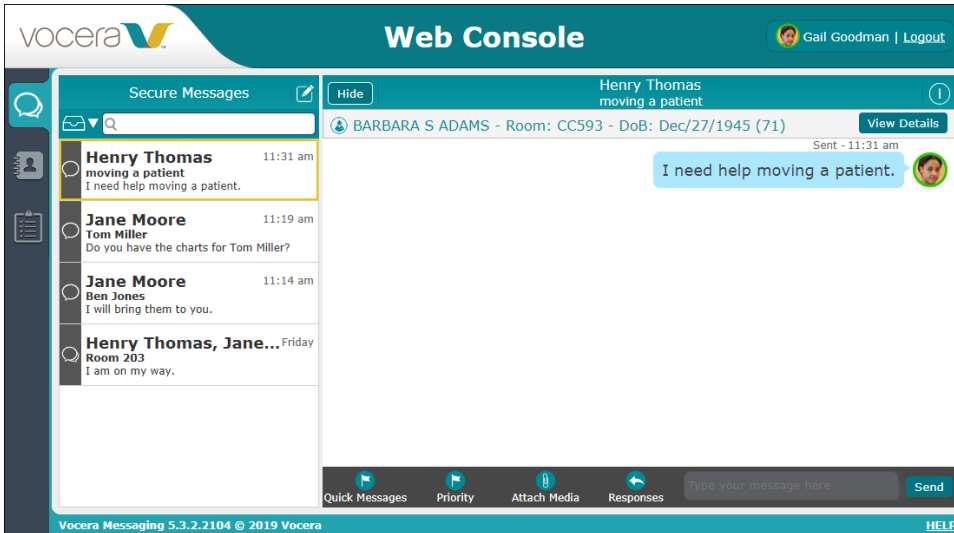
- **My Patients:** Display the list of patients assigned to you.
- **All Patients:** Display the list of all patients at all sites.



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

6. Type text in the search field to limit the patient list to patients whose name matches your search text.
7. Select the patient whose information you want to attach to this message.
8. Click **OK** to close the Select Patient dialog box.

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

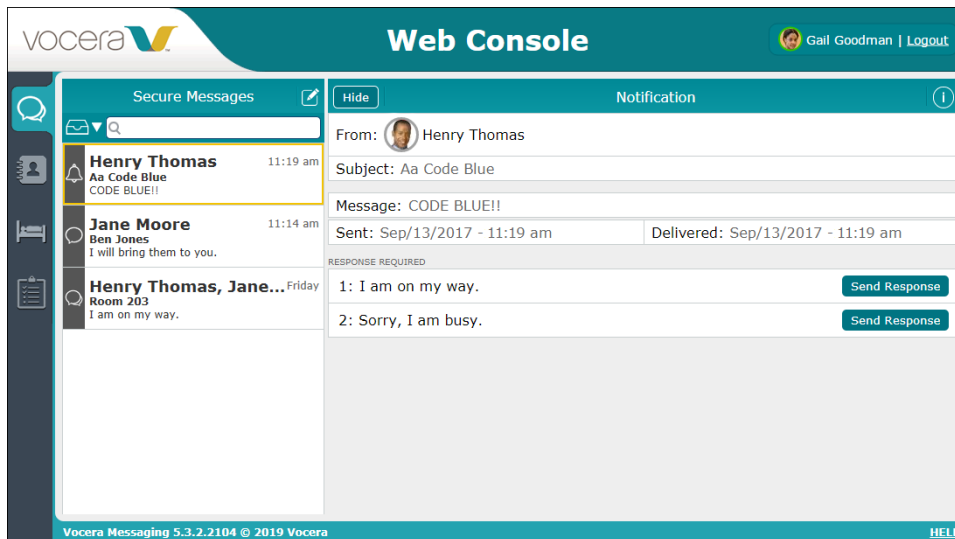


**Note:** If you have added patient information to a message conversation and the conversation has no subject, the patient's name is displayed in the Subject field in the Secure Message panel of the **Message** tab. The patient name does not become the subject of the message conversation.

## Handling an Alarm

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

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



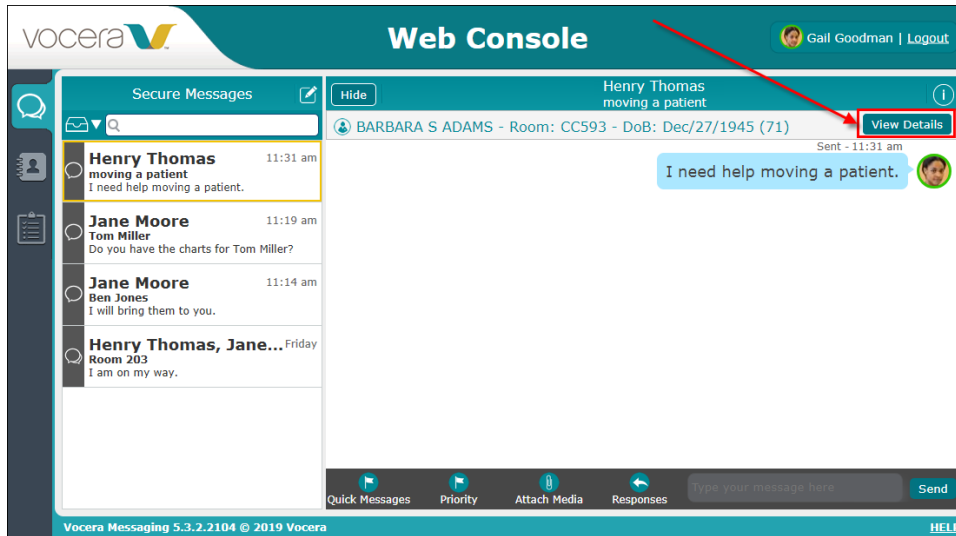
If the alarm has a priority of High or Urgent, an icon appears next to the Subject line.

2. In the **Response Required** section of the notification, select one of the responses that have been made available to you.
3. Tap the link for the patient to display patient information and contact the care team. See [Viewing Patient Information](#) on page 37 and [Contacting the Care Team](#) on page 37 for more details.

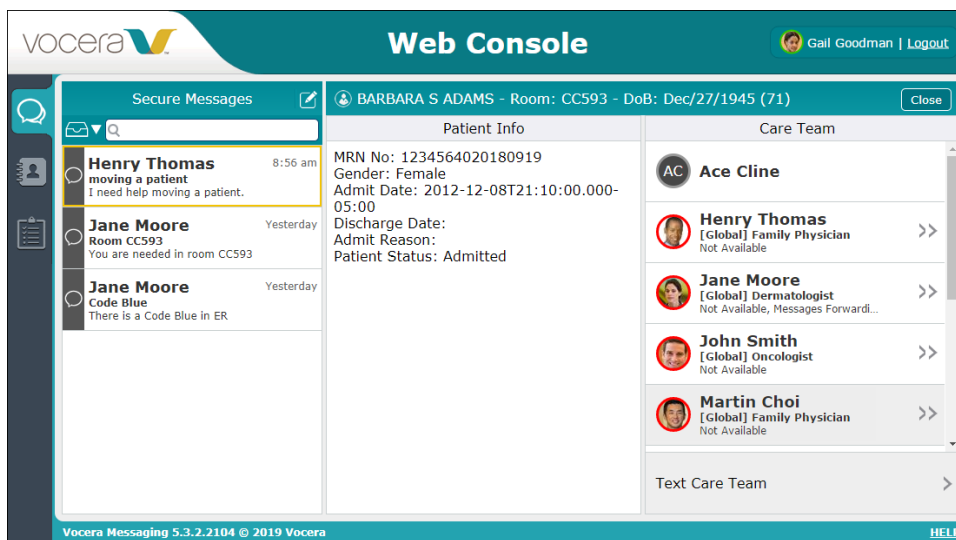
## Viewing Patient Information

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

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



The patient information screen appears.



This screen contains two panes:

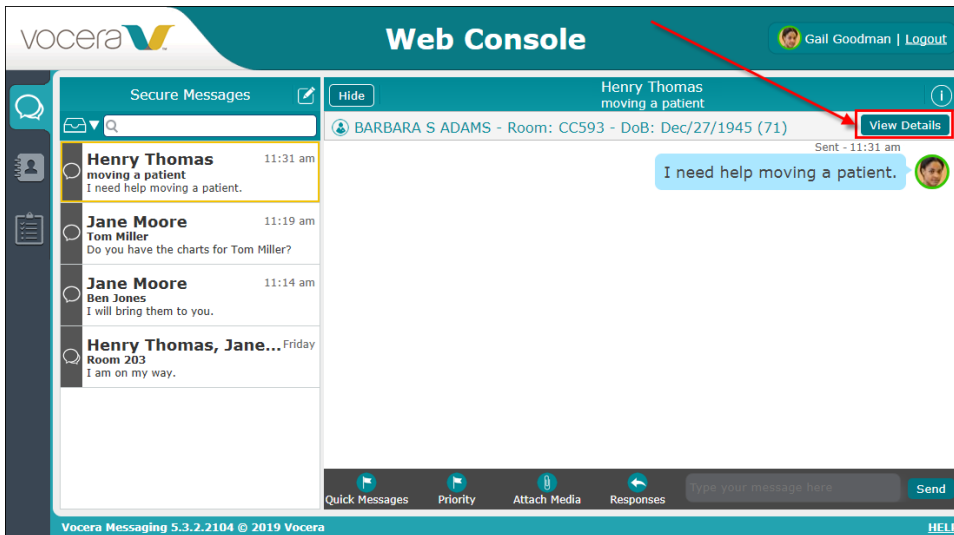
- The Patient Info pane, which contains details on the linked patient.
- The Care Team pane, which contains links to contact information for care team members.

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

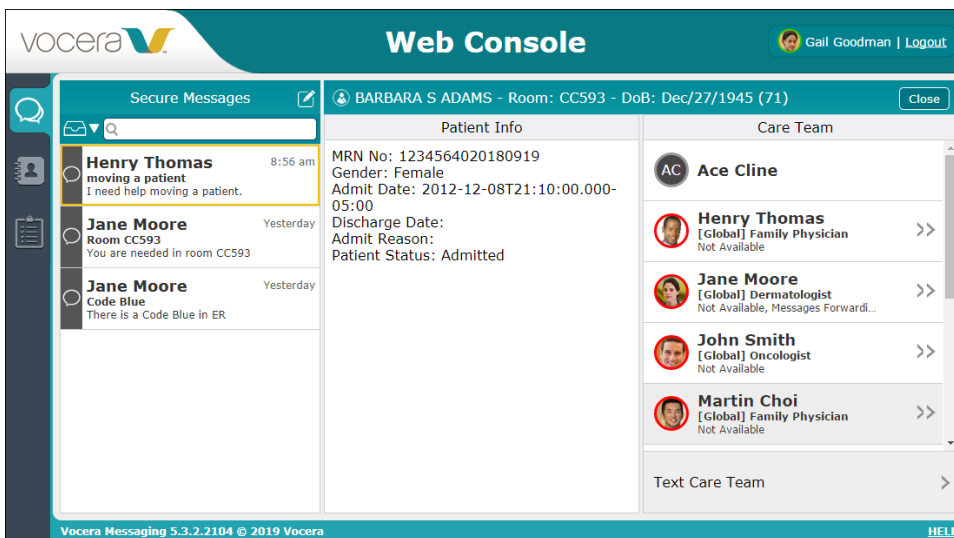
## Contacting the Care Team

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

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



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



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

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

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

3. In the list of care team members, click on any VMP Web Console or VCS user to display contact information for that user. See [Using Web Console Contacts](#) on page 55 for more details on this contact information.

4. To send a message to all care team members who are VMP Web Console or VCS users, click the **Text Care Team** link at the bottom of the screen.

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

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

### System Notifications for New Messages

When you are logged into the VMP Web Console, you will see a system notification whenever you receive a new message if you are using a browser that supports this.

This ensures that you receive notice of new messages when your browser is in the background on your screen or if you are viewing another browser tab.



When you click on the notification, the new message is displayed in the VMP Web Console.

This capability is supported on the following browsers:

- Microsoft Edge
- Mozilla Firefox
- Safari
- Google Chrome (for URLs that start with `https:` or `localhost:` only)

On Google Chrome, you will hear a tone whenever you receive a system notification for a new message.

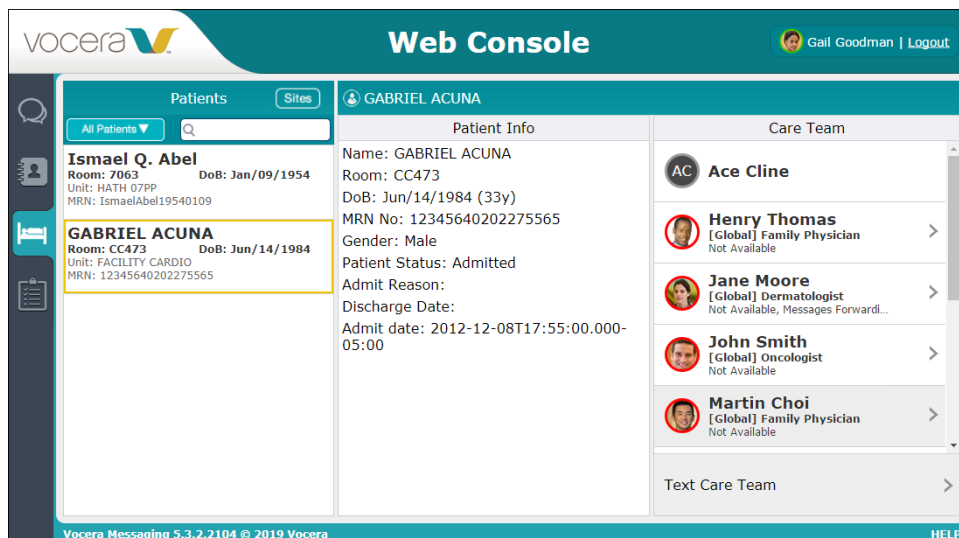
## The Patients View

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

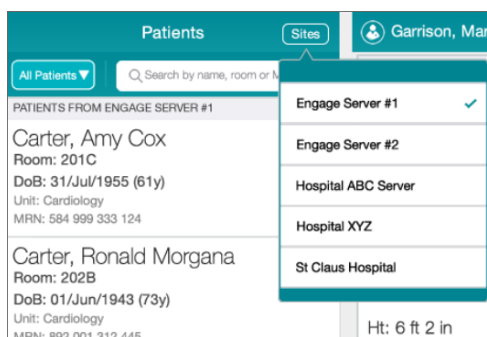
1. To access a list of current patients, select the Patients view.



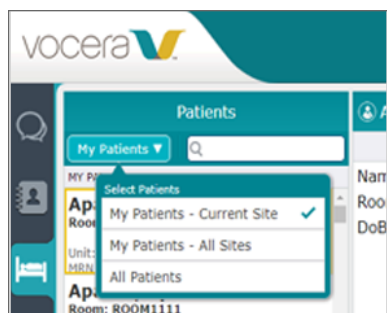
The list of patients appears.



2. If your facility has more than one patient site:
  - a. From the toggle switch at the top left of the screen, select **All Patients**. This displays the **Sites** button, which enables you to select a current patient site.
  - b. Click **Sites**. From the popup menu that appears, select the site that you want to display.



3. Select the patient list that you want to display. If your facility supports more than one patient site, select from the following:
  - **My Patients - Current Site**: Display the list of patients assigned to you at the site that you have selected in the previous step.
  - **My Patients - All Sites**: Display the list of patients assigned to you at all sites.
  - **All Patients**: Display the list of all patients at all sites.



If your facility has one patient site only, select from the following:

- **My Patients**: Display the list of patients assigned to you.
- **All Patients**: Display the list of all patients at all sites.



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

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

The patient information consists of two panes:

- The Patient Info pane, which contains details on the linked patient.
  - The Care Team pane, which contains links to contact information for care team members.
5. In the list of care team members, click on any VMP or VCS user to display contact information for that user. See [Using Web Console Contacts](#) on page 55 for more details on this contact information.
  6. To send a message to all care team members who are VMP or VCS users, click the **Text Care Team** link at the bottom of the screen.

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

---

## On-Call Status and Schedules

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

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

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

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

You can view schedules by:

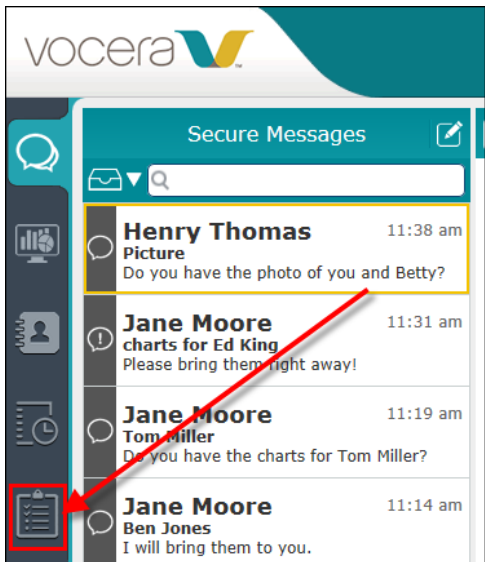
- Day
- Week
- Month
- Shifts

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

## Modifying Your On-Call Status

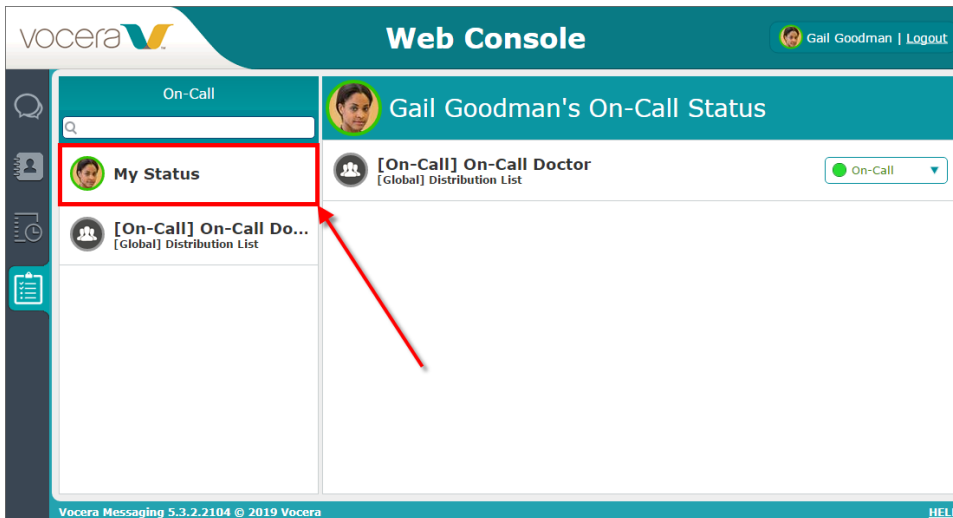
You can change your on-call status in any schedule that includes you if the Vocera administrator has granted you this permission.

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

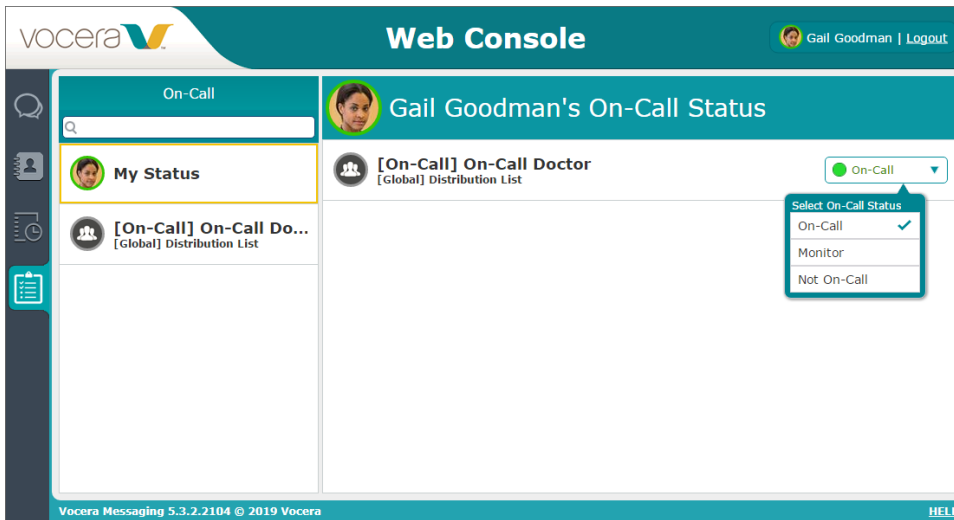


This icon appears only if you have access to On-Call Distribution Lists.

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



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



5. Change your status to one of the following:

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

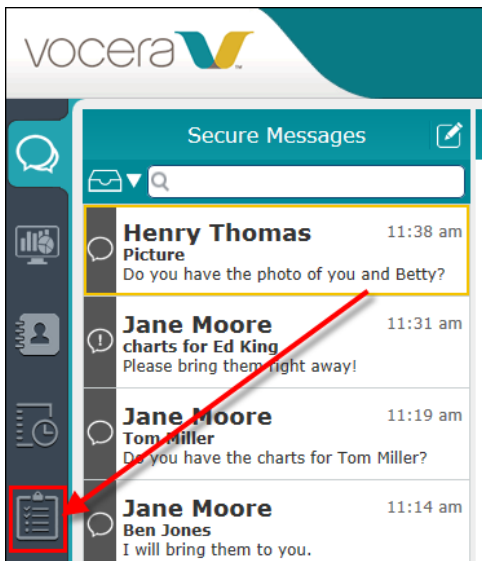


**Tip:** Select **Monitor** to receive messages sent to the list without the expectation of a response or action for the message. A shift manager might find it useful to monitor the shift and ensure that messages are handled appropriately.

### Modifying Any On-Call Status

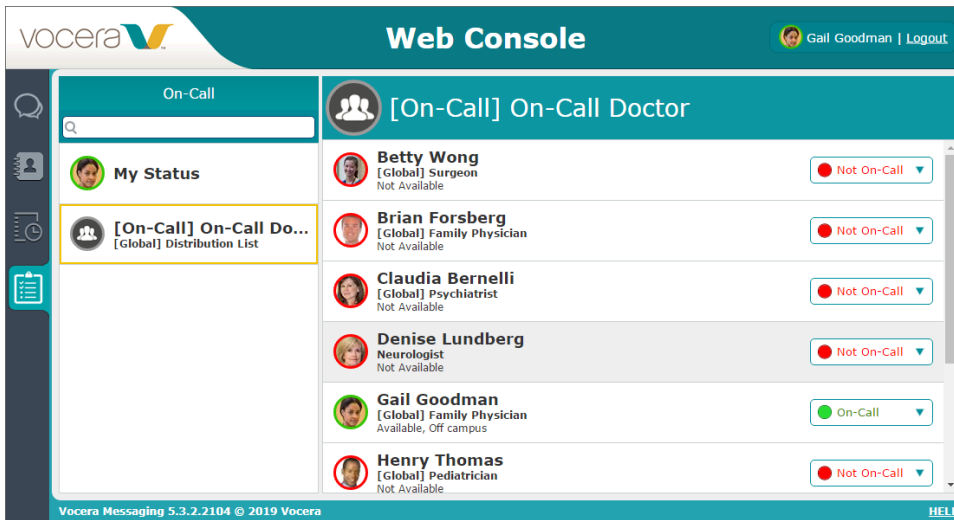
You can modify the on-call status of any user in a Distribution List if the Vocera administrator has granted you this permission.

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

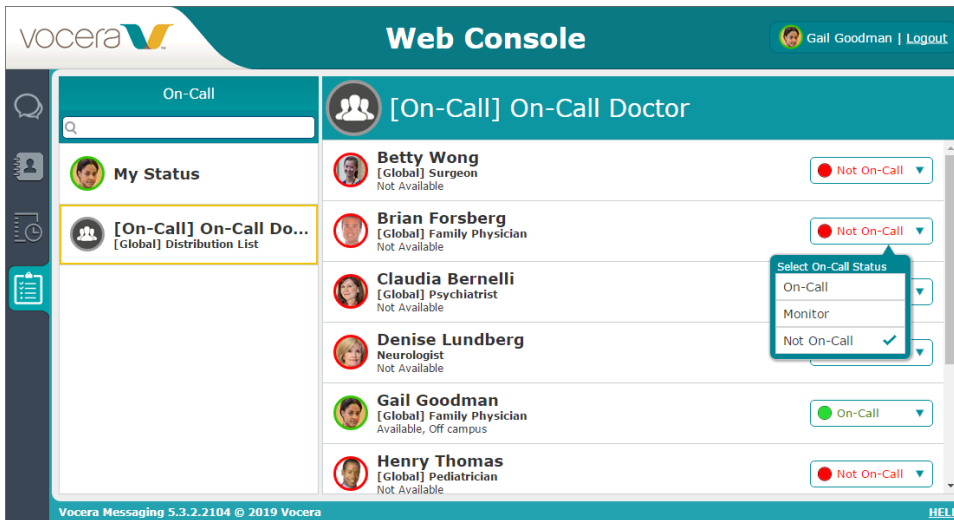


This icon appears only if you have access to On-Call Distribution Lists.

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



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



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



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

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

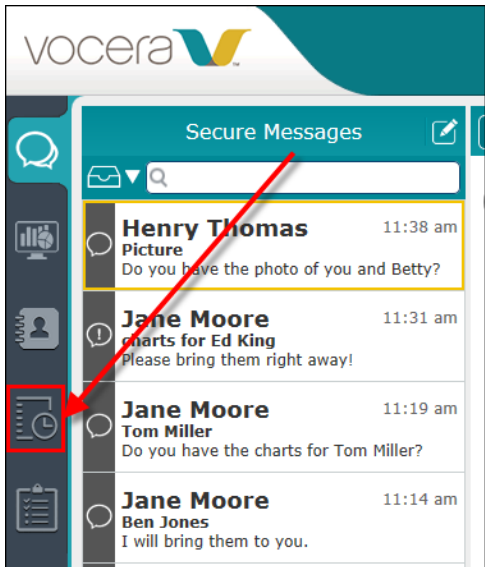
6. Repeat the above step until all users have had their on-call status changed as needed.

## Creating On-Call Schedules

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

1. Open the VMP Web Console in your Web browser.

2. Click **Schedule**.



The list of schedules appears.



3. Click **New Schedule**.



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

4. Enter a meaningful **Schedule Name**.

**New Schedule**

Schedule Name:

Schedule Distribution List:

Schedule Start Date:

Time Zone:  ☒ Daylight saving

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

5. Use the **Schedule Distribution List** dropdown list to select the On-Call Distribution List (DL) for the schedule.

6. Click in the **Schedule Start Date** field to open the calendar picker and select the start date.



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

☒ Copy shifts from an existing Schedule

Copy shifts from: On-Call Doctors

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

Available Users/Groups		Selected Users/Groups	
<input type="checkbox"/> BW Betty Wong <input type="checkbox"/> BF Brian Forsberg <input type="checkbox"/> CB Claudia Bernelli	>> > < <<	<input checked="" type="checkbox"/> D Default administrator	View Manage

12. Click **OK** to continue.
13. Click the name of the schedule to continue editing it.
14. Select a time period for which to schedule shifts:
  - Select **Day** to schedule shifts for a specific day.
  - Select **Week** to schedule shifts for a specific week.
  - Select **Month** to schedule shifts for a specific month.
15. Use the arrow buttons or the calendar picker to select a date or date range for which to schedule shifts. In the **Day** view, select a date:

**Vocera Web Console**

Henry Thomas | Logout

< December 2018

12 December 2018 10:40 am - Pacific Standard Time

Day Week Month Shifts Repeat Validate Print

**Resources**

- Denise Lundberg [Global] Not Available Not On-Call
- Gail Goodman [Global] Not Available On-Call
- Henry Thomas [Global] Available, Off campus On-Call

**Shifts**

Time	Shift
1:00	1:00 pm - 5:00 pm Gail Goodman
2:00	
3:00	
4:00	
5:00	5:00 pm - 10:00 pm Jane Moore
6:00	
7:00	
8:00	

Vocera Messaging 5.3.2.2104 © 2019 Vocera

In the **Week** view, select a week:

**Vocera Web Console**

Gail Goodman | Logout

< January 2019

30 - 5 January 2019 5:44 am - Pacific Standard Time

Day Week Month Shifts Copy Paste Repeat Validate Print

**Resources**

- Brian Forsberg [Global] Not Available Not On-Call
- Claudia Bernelli [Global] Not Available Not On-Call
- Denise Lundberg [Global]

**Shifts**

Time	Sun, 30	Mon, 31	Tue, 1	Wed, 2	Thu, 3	Fri, 4	Sat, 5
12am			12:00 am X Betty ...	12:00 am X Denise ...			
1:00							
2:00							
3:00							
4:00							
5:00							
6:00							

Vocera Messaging 5.3.2.2104 © 2019 Vocera

In the **Month** view, select a month:

**Vocera Web Console**

Gail Goodman | Logout

< January 2019

January 2019 6:48 am - Pacific Standard Time

Day Week Month Shifts Copy Paste Repeat Validate Print

**Resources**

- Brian Forsberg [Global] Not Available Not On-Call
- Claudia Bernelli [Global] Not Available Not On-Call
- Denise Lundberg [Global]

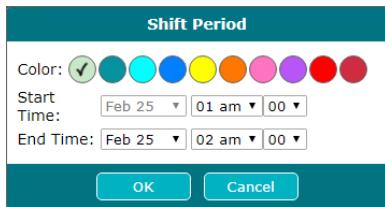
**Shifts**

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dec - 30							
Jan 1			12:00 am X Betty ...	12:00 am X Denise ...			
Jan 2			7:00 am X Brian F...				
Jan 3							
Jan 4							
Jan 5	4:00 pm X Claudia...	4:00 pm X Claudia...	4:00 pm X Claudia...				
Jan 6							
Jan 7							
Jan 8							
Jan 9							
Jan 10							
Jan 11							
Jan 12							

Vocera Messaging 5.3.2.2104 © 2019 Vocera

16.To assign a shift to a user:

- Drag the user's name to the time slot that is to be the start of the shift. The Shift Period dialog box appears.



**Shift Period**

Color: ✓

Start Time: Feb 25 01 am 00

End Time: Feb 25 02 am 00

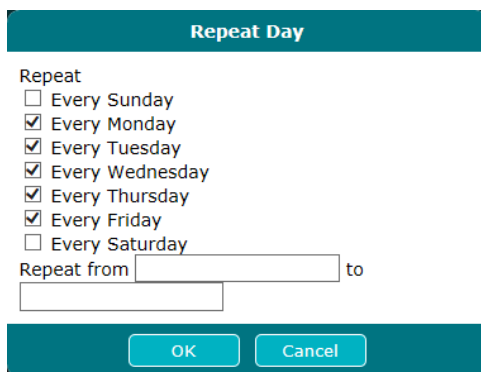
OK Cancel

- b. If you want to use color coding to distinguish between different types of shifts, use the Color option to select the color in which this shift is to be displayed in the schedule. This is useful if you have a number of roles that need to be filled for each shift, as you can use a different color to represent each role.
- c. In the **Start Time** dropdown lists, select the date and time of the start of the user's shift.
- d. In the **End Time** dropdown lists, select the date and time of the end of the user's shift.
- e. Click **OK** to add the shift, or click **Cancel** to cancel.



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

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



**Repeat Day**

Repeat

☐ Every Sunday

☒ Every Monday

☒ Every Tuesday

☒ Every Wednesday

☒ Every Thursday

☒ Every Friday

☐ Every Saturday

Repeat from  to

OK Cancel

- a. Use the checkboxes to specify the days of the week on which these shifts are to be assigned.
  - b. Click in the **Repeat from** field to specify the start of the date range in which these shifts are to be assigned.
  - c. Click in the **to** field to specify the end of the date range.
  - d. Click **OK**.
19. Click **Day**, **Week**, or **Month** to view the shift assignments for a specific day, week, or month. To view the shift assignments for a specific user, click **Shifts** and then click the user's name.

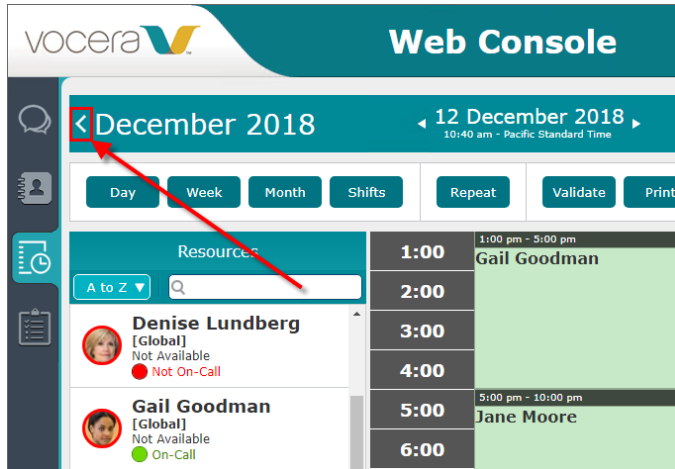
In the **Week** or **Month** view, you can copy shift assignments from one day to another:

- a. Locate the day of the month whose shift assignments you want to copy. Click on the heading for that day of the month to highlight it.

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

- b. Click **Copy**.

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

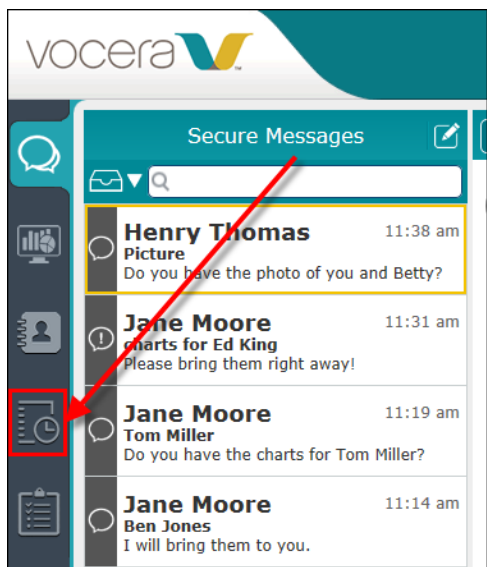


- 22.Select the **Published** checkbox to publish the schedule.

### Viewing On-Call Schedules

If you are a member of an on-call distribution list, you can view the on-call schedules that have been created for the list. You can also view on-call schedules for an on-call distribution list to which you do not belong if the Vocera administrator has granted you this permission.

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



The list of schedules appears.



If no edit icons appear in the Actions column, the schedule is read-only: you can view it, but not edit it.

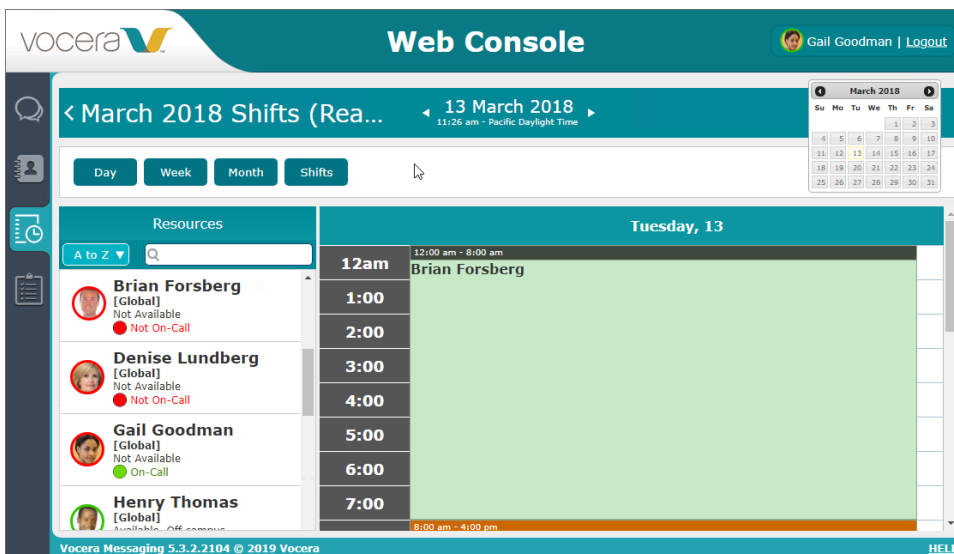
3. To sort the schedule names, click the triangle icon next to **Schedule Name**.



4. To search for a schedule, type the search text in the field provided.



5. To view a schedule, click its name. The schedule appears.



If the schedule is read-only, this information is displayed next to the name of the schedule.

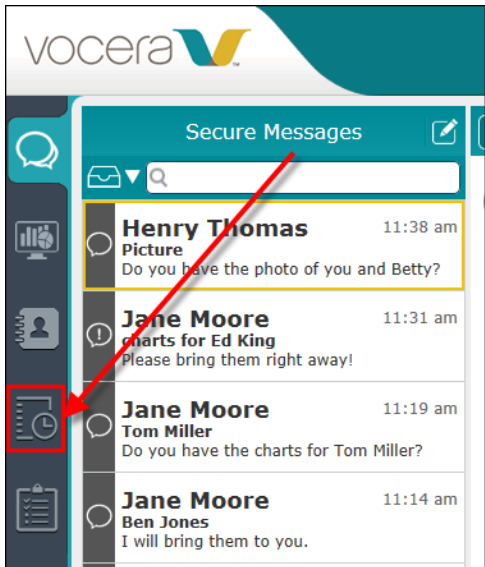
6. Click **Day**, **Week**, or **Month** to view the shift assignments for a specific day, week, or month. To view the shift assignments for a specific user, click **Shifts** and then click the user's name.

## Viewing the Schedule Dashboard

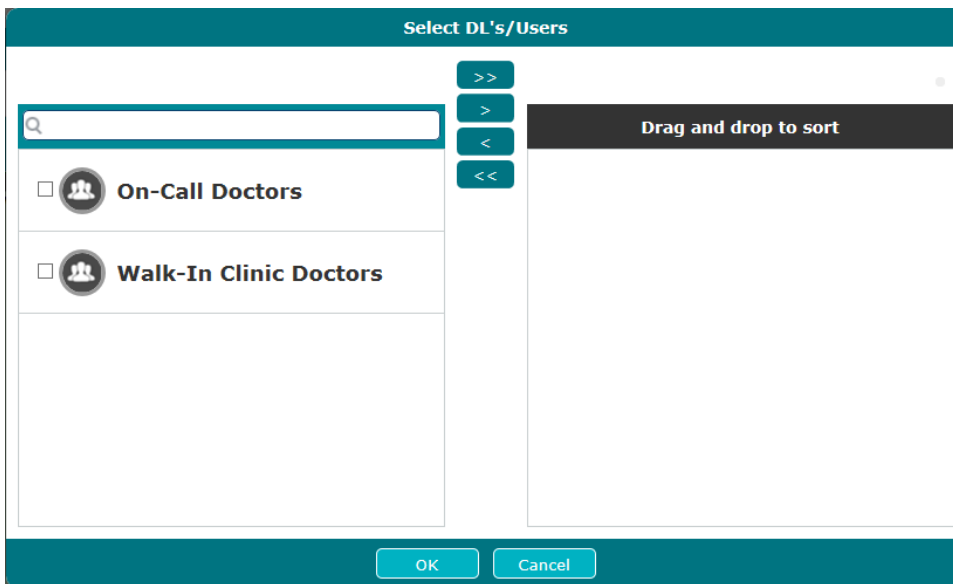
From the VMP Web Console, you can view the Schedule Dashboard, which lists any or all the schedules that you have created and who has been assigned shifts in these schedules for any specific day.

1. Open the VMP Web Console in your Web browser.

2. Click **Schedule**.

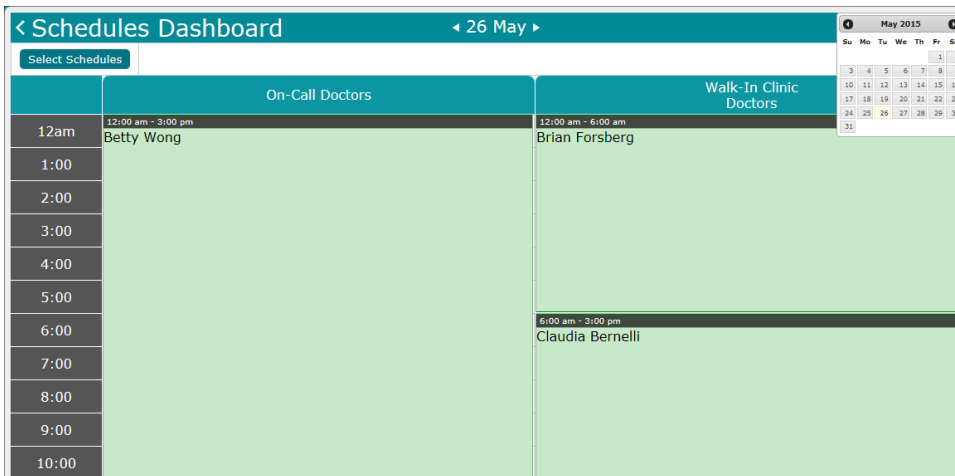


3. Click **Dashboard**.
4. Click **Select Schedules**.
5. To select a schedule, go to the **Available Schedules** pane, select the checkbox next to the schedule, and click **>**. To unselect a schedule, go to the **Selected Schedules** pane, clear the checkbox next to the schedule, and click **<**.

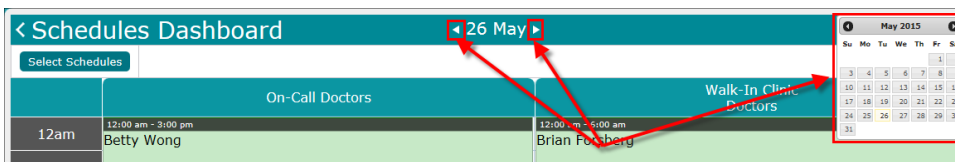


You can select a maximum of 20 schedules.

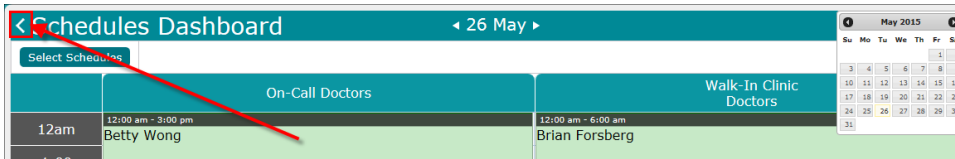
6. To change the order in which the schedules are to be displayed, drag and drop the schedules in the **Selected Schedules** pane as needed.
7. Click **OK**. The Schedule Dashboard now displays the schedules that you have selected. For each schedule, the shifts assigned for the current date are displayed.



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



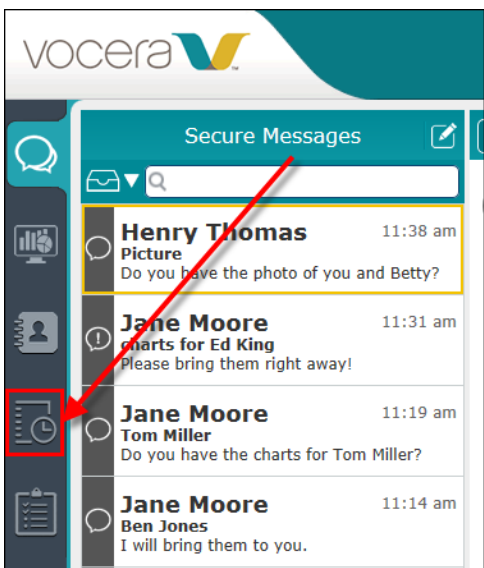
9. Click the Back icon to return to the list of schedules.



## Printing a Schedule

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

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

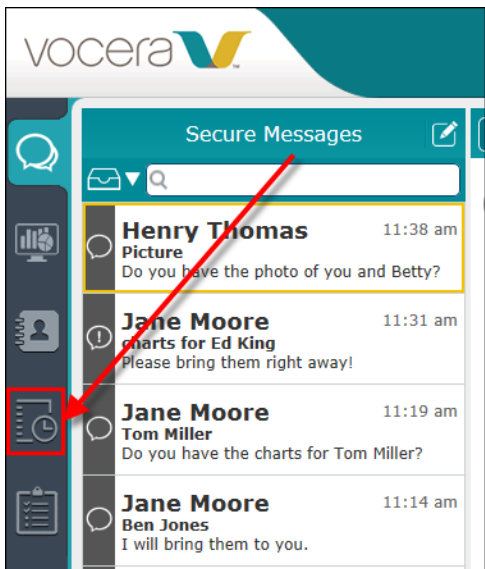


3. Click the name of the schedule to display.
4. Click one of **Day**, **Week**, or **Month** to display the schedule for that time period.
5. Click **Print**. A print window appears that displays the schedule to be printed.
6. In the print window, click **Print**. This displays the Windows print command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

### Editing a Shift

After you have created a schedule, you can edit any shift to add or delete people to it. You can also change the color in which the shift is displayed.

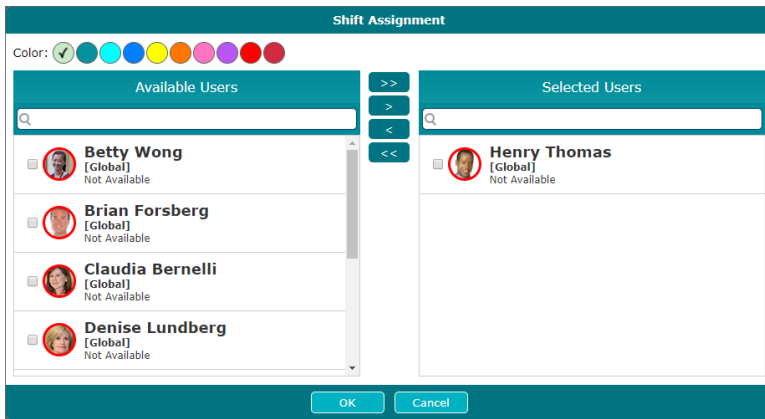
1. Open the VMP Web Console in your Web browser.
2. Click **Schedule**.



The list of schedules appears.



3. Click on a schedule to display it.
4. Double-click the shift that you want to edit. The Shift Assignment dialog box appears.

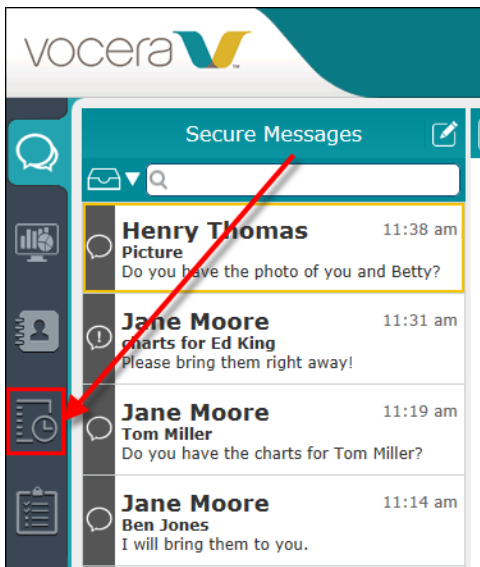


5. To add a person to a shift, in the **Available Users** column, select the checkbox next to the user that you want to add and click **>**.
6. To remove a person from a shift, in the **Selected Users** column, select the checkbox next to the user that you want to delete and click **<**.
7. To change the color in which the shift is displayed in the schedule, select a color from the options available.
8. Click **OK** to save your changes to the shift.

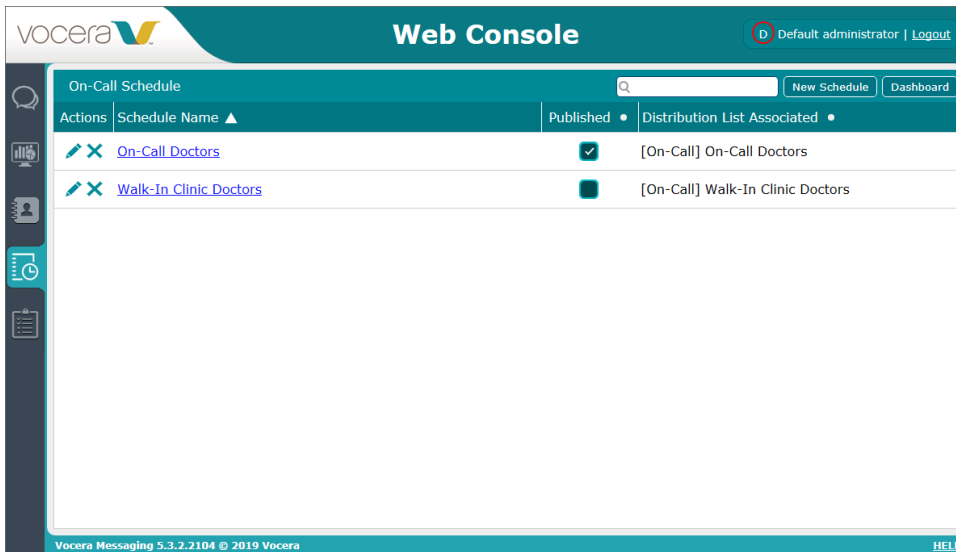
### Contacting a Shift Member

After you have created a schedule, you can contact a person who has been assigned to a shift in that schedule.

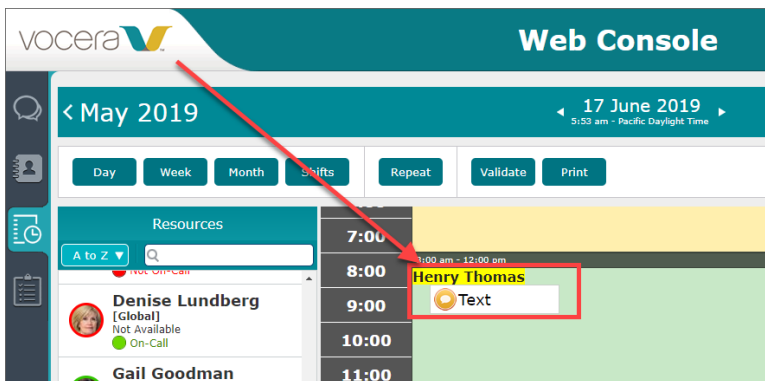
1. Open the VMP Web Console in your Web browser.
2. Click **Schedule**.



The list of schedules appears.



3. Click on a schedule to display it.
4. Click on the name of a person who has a shift in the schedule. A list of contact options appears for that person.



5. Select the contact option that you want to use, and follow the instructions for that option to contact the person.

## Web Console Contacts

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



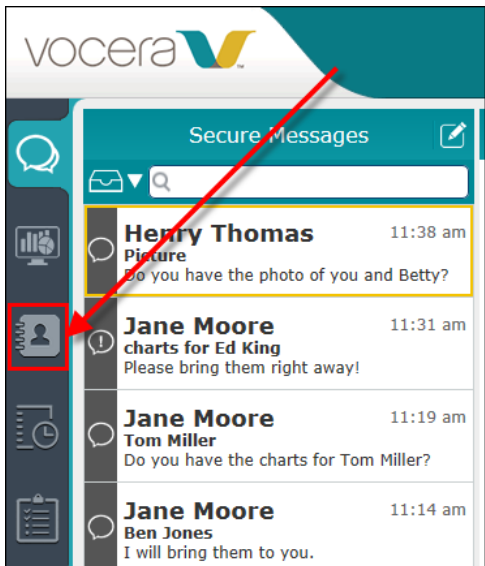
**Note:** Contact access is defined in the VMP Administrator.

## Using Web Console Contacts

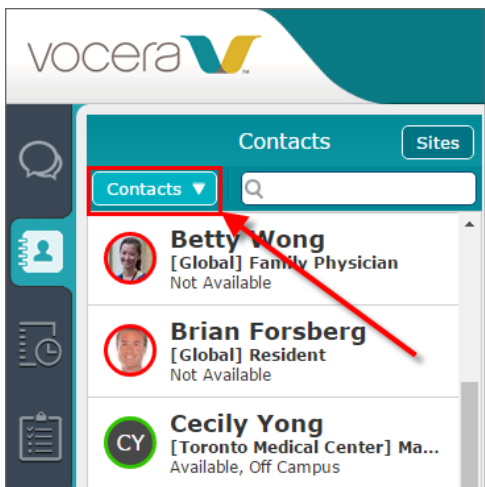
Use the Contacts view to initiate a communication with a contact.

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

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

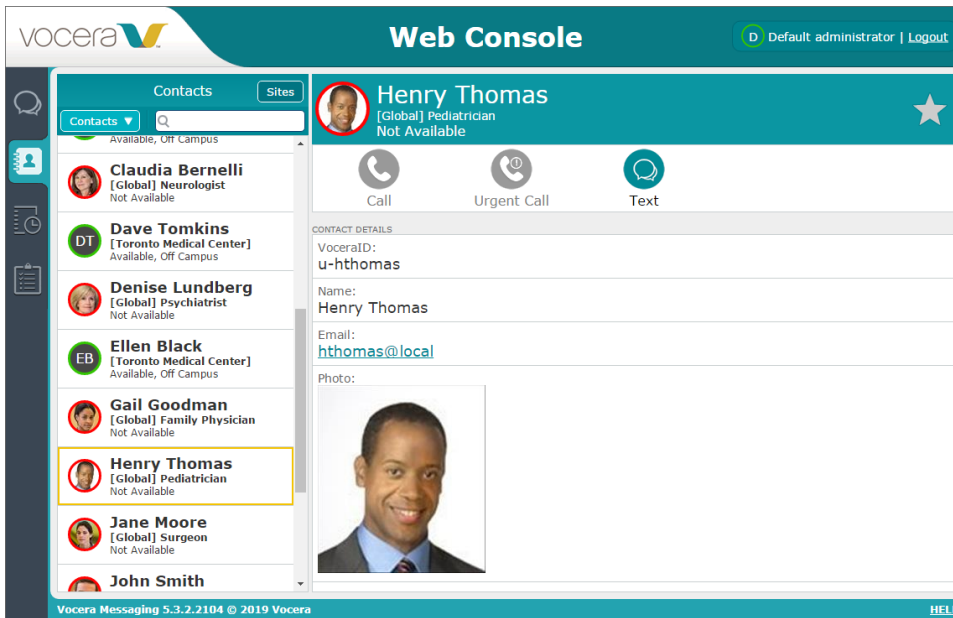


3. Toggle between **Favorites** or **Contacts** at the top of the Contacts pane.

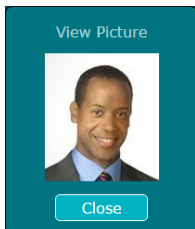


**Tip:** Start typing the contact name in the search box to quickly find a user, group, or Distribution List. For details on using Favorites, see [Using Web Console Favorites](#) on page 58.

Select a contact to display it:



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



Click **Close** to close this window.

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



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

## Contact Types and Status

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

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

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

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

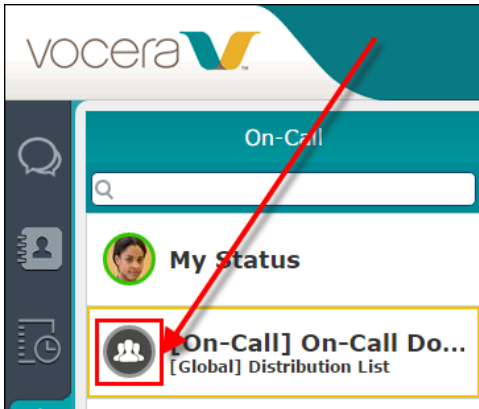
- If Vocera Secure Texting users are included in the list of contacts, the site for each Vocera Secure Texting user is the organization to which that user belongs.
- If you have not created any sites, all contacts other than Vocera Secure Texting users have the site name **[Global]**.

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

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

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

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

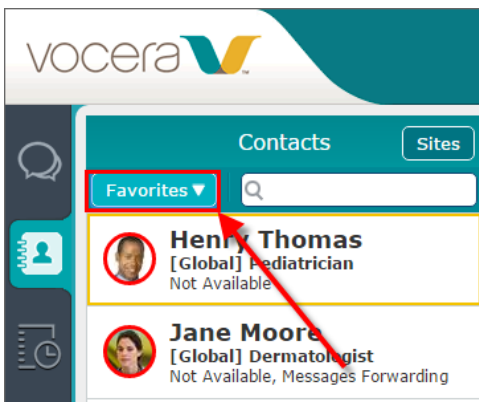


For each user in a Voice Group or a Distribution List, a photo of the user and the availability status are displayed. If the user has no photo, the user's initials are displayed.

### Using Web Console Favorites

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

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



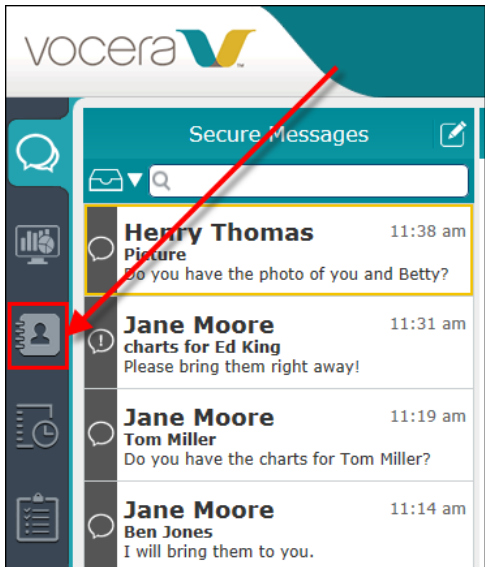
### Adding a Favorite

You can add a contact to the list of Favorites.



**Note:** If a Favorite is a Vocera user, the contact status for the user is displayed in the Favorites list. This lets you quickly determine if the Favorite is logged in to the Vocera system. See [Contact Types and Status](#) on page 57 for more information on contact status.

1. Click **Contacts** to display the Contacts view.

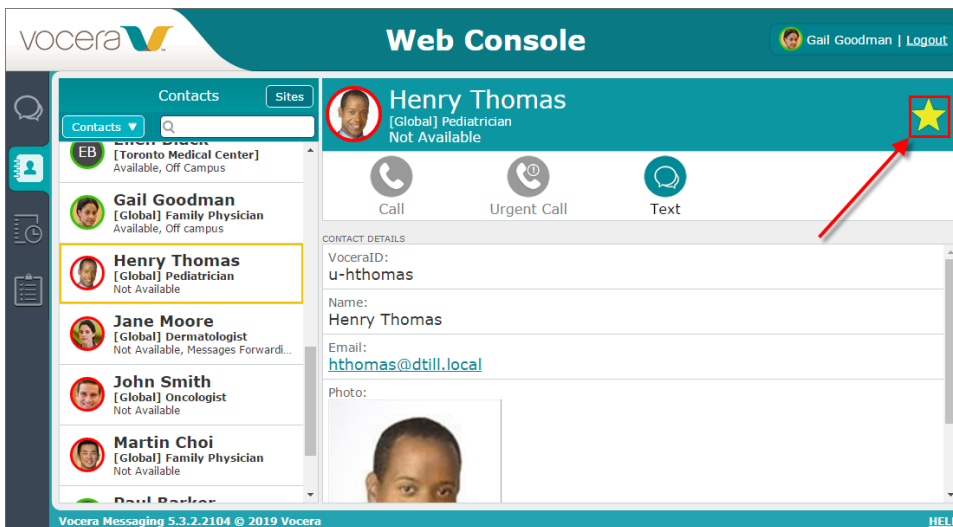


2. Select **Contacts** at the top of the Contacts pane to display all contacts.
3. Select a contact from the displayed list.



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

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

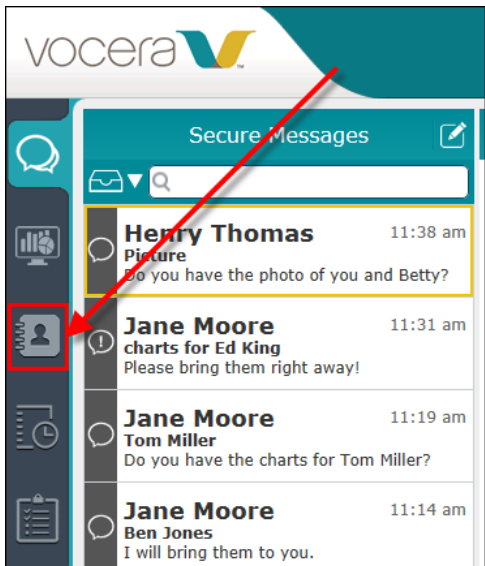


## Displaying Contacts in Sites

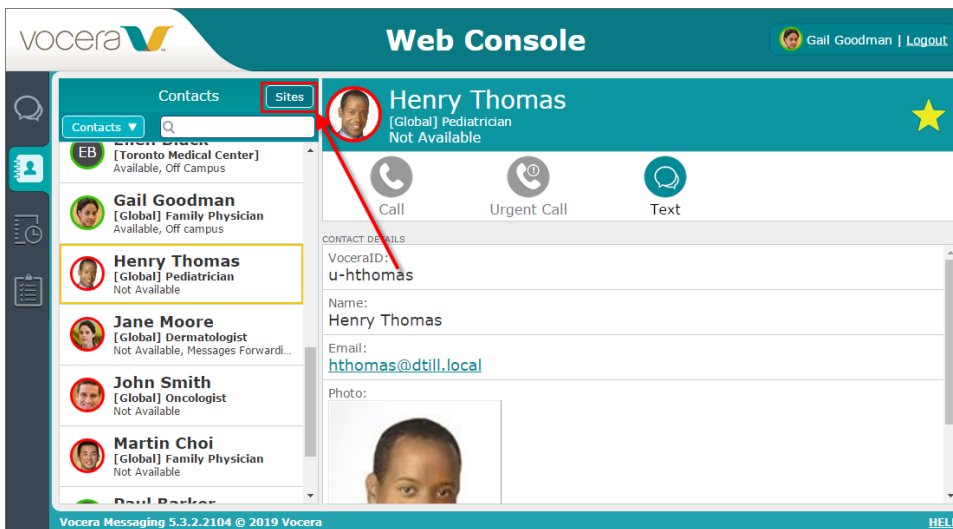
If contacts have been organized into sites, you can specify which sites are to be displayed in the Contacts list.

The sites that you choose to display remain selected if you log out of the VMP Web Console and log back in.

1. Click **Contacts** to display the Contacts view.



2. Click **Sites**.



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

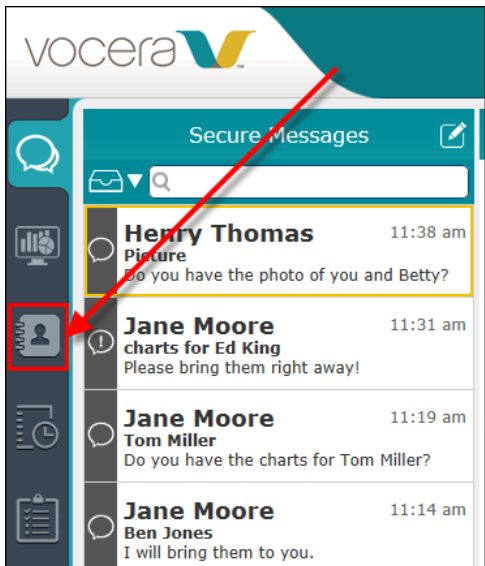
When you have specified the sites that you want to display, and you are typing a text string into the contacts search field, the following matches appear:

- Any contacts (users or groups) whose name matches the text string, and who belong to one of the sites specified here.
- Any favorites whose name matches the text string, whether they belong to one of the sites specified here or not. Favorites are always available to receive messages.

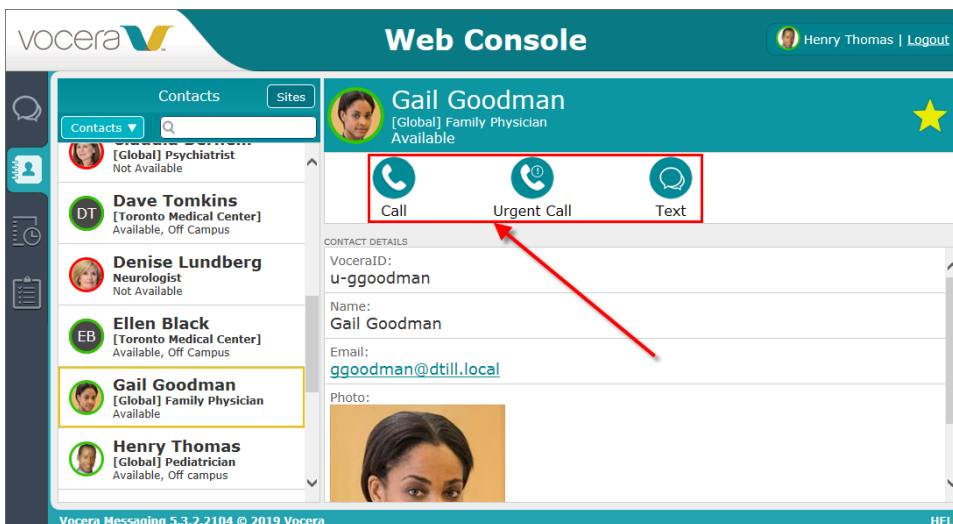
### Calling a Contact

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

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



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

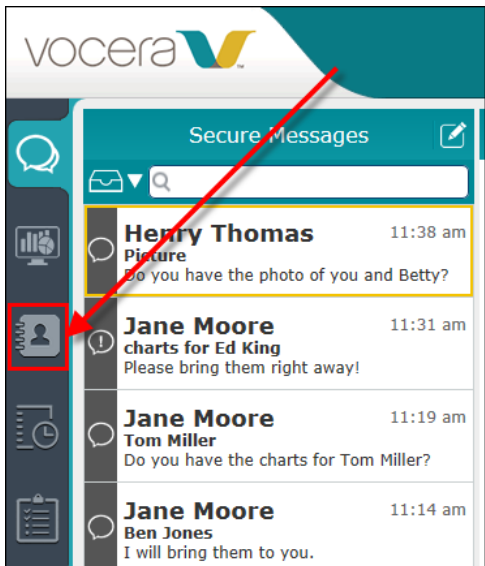


4. Click **Call** to place a call to the contact, or click **Urgent Call** to place an urgent call to the contact. This call behaves exactly as if you had originated it from the device.

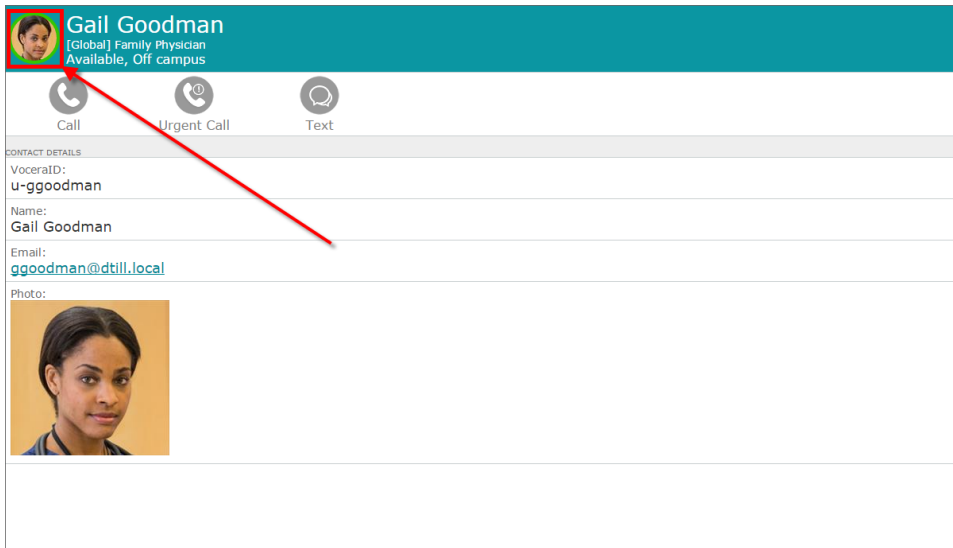
### Changing Your Profile Picture

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

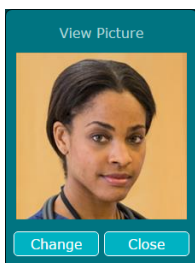
1. Log on to the VMP Web Console from your Web browser.
2. Click **Contacts** to display the Contacts view.



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



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



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

