

# Vocera Voice Server Staff Assignment Guide

Version 5.2.3



# Notice

---

Copyright © 2002-2019 Vocera Communications, Inc. All rights reserved.

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

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

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

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

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

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

Vocera Communications, Inc.

[www.vocera.com](http://www.vocera.com)

tel :: +1 408 882 5100

fax :: +1 408 882 5101

**Last modified:** 2019-06-19 11:25

Docs\_VS\_523Rel build 177



# Contents

---

<b>Introduction.....</b>	<b>5</b>
About This Guide.....	5
Browser Requirements.....	5
Browser Recommendations and Requirements.....	5
<b>Using Staff Assignment.....</b>	<b>7</b>
Logging In and Out.....	7
Logging In.....	7
Logging Out.....	8
Logging In Using Active Directory Authentication.....	8
Connecting to a Vocera Cluster.....	9
Assigning Staff Members or Groups to Units.....	9
To Find a Staff Member in All Sites.....	10
Assigning Staff Members to Beds.....	10
To Assign Staff Members to a Bed.....	10
Tips for Using the Assignments Tab.....	11
Printing Staff Assignments.....	11
Refreshing the Application with Data from the Vocera Voice Server.....	12
Using Staff Assignment Premier Features.....	12
User Status Indicators.....	12
Calling or Broadcasting from Staff Assignment.....	12
Sending a Text Message.....	13
Locking the Screen.....	14
<b>Setting Up and Administering the Application.....</b>	<b>15</b>
Staff Assignment Setup Checklist.....	15
Adding or Editing a Unit.....	16
Editing a Unit's Description.....	16
Deleting a Unit.....	17
Assigning Beds or Roles to Units.....	17
Assigning Beds or Roles to a Unit.....	17
Handling Departments and Subdepartments.....	18
Setting Up Vocera Staff Assignment Authentication.....	18
Resetting the Administrator or Application Passwords.....	19
Modifying the Vocera Staff Assignment Configuration File.....	19
Editing the Vocera Staff Assignment Configuration File.....	21
Enabling or Disabling Staff Assignment Logging.....	22
Backing Up and Restoring Staff Assignment Data.....	22
Sending Email Alerts.....	22
Assigning Staff Assignment Premier Licenses to Users and Groups.....	23

Removing a Staff Assignment Premier License from a User or Group.....	23
About Vocera Staff Assignment User Sessions.....	23
Setting Up Vocera Staff Assignment User Sessions.....	23
Creating Predefined Text Messages.....	24
Emptying the Application Database.....	24
<b>Best Practices for Staff Assignment.....</b>	<b>26</b>
System Preferences and Defaults.....	26
Bed/Room Groups and Role-Based Groups.....	26
<b>Frequently Asked Questions.....</b>	<b>28</b>
Questions About Using Staff Assignment.....	28
Questions About Setting Up Staff Assignment.....	29
<b>Vocera Staff Assignment Quick Reference.....</b>	<b>32</b>

## Introduction

Staff Assignment is a Web application hosted on the Vocera Voice Server. It allows you to quickly assign staff members to Vocera groups, which can be role-based or they can represent a coverage area, such as a hospital room or bed. For example, you can use Staff Assignment to assign nurses to beds for different hospital units during a shift.

Hospital staff assignments are typically made by a charge nurse, unit secretary, or ward clerk. These assignments can be made based on location or expertise, or for continuity purposes.

Using the Staff Assignment application to assign nurses is more efficient than using Vocera commands to add nurses to bed groups. It allows you to

- Ensure that every bed has proper coverage
- Ensure that Vocera call flows work properly based on assignments
- Print a report of bed assignments

## About This Guide

This guide is intended for anyone using Staff Assignment to assign hospital staff members to patient beds. It is also intended for Vocera system administrators who need to set up the application.

## Browser Requirements

Learn the Internet Explorer requirements needed to access Vocera Web applications.

To access Vocera Voice Web applications (Administration Console, User Console, Report Console, and Staff Assignment), your computer must have the following required software:

Table 1: Web application software requirements

Applications	Client-side component	Requirement
All applications	Browser	Internet Explorer versions 10 or later (Be sure that Compatibility Mode is turned off).



**Important:** Do not install another JRE on the Vocera Voice Server or Vocera Report Server machines. The required version of Java is installed with those servers.

## Browser Recommendations and Requirements

Learn other important recommendations and tasks to internet and browser security.

The list below includes the configuration recommendations for Internet Explorer security settings. Required items are flagged.

- **Do not access a Vocera Voice Web application from the server on which it is running** – By default, Windows Server 2008 and Windows Server 2012 ship with Internet Explorer Enhanced Security Configuration enabled, which may display frequent security prompts when you access a Web application from the server on which it is running. Rather than disable Internet Explorer Enhanced Security Configuration on the server, we recommend that you access Vocera Voice Server Web applications from your desktop or laptop computer.
- **Configure the Internet Explorer security level to Medium-low or lower** – Otherwise, Internet Explorer prevents the scripts used by the consoles from executing completely. You can configure security settings through Tools > Internet Options > Security in Internet Explorer. See your Internet Explorer documentation for complete information.
- **Required: Disable the pop-up blocker** – Vocera consoles display information in pop-up windows, so disable pop-up blocking in Internet Explorer (that is, configure the browser to allow pop-up windows). Choose Tools > Internet Options > Privacy, and then uncheck the Turn On Pop-Up Blocker box.

If you are using a third-party tool to block pop-ups, refer to the tool's documentation.

- **Remove scroll bars from pop-up windows** – Pop-up windows may display scroll bars. To remove the scroll bars, choose Tools > Internet Options > Security, and select the Local Intranet zone. Click Custom Level to display the Security Settings dialog box. Enable Allow script-initiated windows without size or position constraints.
- **Required: If necessary, add the Vocera Voice Server and Vocera Report Server IP addresses to the list of Trusted Sites** – The security policy in certain situations may prevent you from setting the Internet Explorer security level for the local intranet below Medium. If Internet Explorer continues to display pop-up windows with scroll bars, follow these steps to configure a trusted site for the Vocera Voice Server:

To add the Vocera Voice Server and Vocera Report Server to the list of trusted sites:

1. In Internet Explorer, choose Tools > Internet Options. The Internet Options dialog box appears.
2. Click the Security tab.
3. Click Trusted Sites.
4. In the Security Level for this Zone box, set the security level to Medium-low, and click Apply.
5. Click the Sites button. The Trusted Sites dialog box appears.
6. Type the IP address of the Vocera Voice Server, and click Add.
7. Type the IP address of the Vocera Report Server, and click Add.
8. Click Close to close the Trusted Sites dialog box.
9. Click OK to close the Internet Options dialog box.

A system administrator can manage the Internet Explorer Trusted Sites for an entire organization using Group Policy Objects (GPOs).

- **If your Vocera Voice Server or Vocera Report Server has enabled SSL, configure Internet Explorer to NOT save encrypted pages to disk** – If you enable SSL on the Vocera Voice Server or Vocera Report Server, you may need to update the browser security settings for Internet Explorer to make sure the browser does delete cached-from-HTTPS resources when the browser is closed. Otherwise, certain pages of the Administration Console, such as the Permission Browser, will not work properly.

**To update Internet Explorer security settings for SSL access:**

1. In Internet Explorer, choose Tools > Internet Options > Advanced.
2. Make sure the Do not save encrypted pages to disk option is checked.
3. Click OK.

## Using Staff Assignment

This section describes how to use Staff Assignment.

### Logging In and Out

You can run Staff Assignment within the Internet Explorer browser on any Windows based computer on the network.

By default, only Vocera users with System Administration permission can log into Staff Assignment. A Vocera system administrator is responsible for setting up the application to allow other users to access Staff Assignment. If you do not have System Administration permission, ask the Vocera system administrator for your Staff Assignment user name and password.

To use Staff Assignment Premier features, you must log into Staff Assignment with your Vocera user ID and password or your Active Directory credentials.



**Note:** Before using Staff Assignment, make sure the Internet Explorer security level is set to Medium-low or lower. See [Browser Recommendations and Requirements](#) on page 5.

### Logging In

#### ***To log into Staff Assignment using Vocera credentials:***

1. Open an Internet Explorer browser window.
2. Enter one of the following URLs:

Table 2: Staff Assignment URLs

Type of Access	URL
Unencrypted	<code>http://vocera_ip_address/staffassignment</code>
SSL	<code>https://vocera_ip_address/staffassignment</code>

The `vocera_ip_address` is the numeric IP address of the Vocera server.

The Staff Assignment login page appears.

3. Enter your Staff Assignment user name and password.

If you don't know your Staff Assignment user name and password, check with your Vocera system administrator.

If you have a Vocera ID and have System Administrator permission to Vocera, enter your Vocera ID and password to log in.



**Note:** You can also use Active Directory credentials to login. For more details see, [Logging In Using Active Directory Authentication](#) on page 8.

4. Click Login.  
After you are connected, the Staff Assignment page opens.

## Logging Out

### To log out:

1. Click the Log Me Out link at the upper right part of the page.

## Logging In Using Active Directory Authentication

If Active Directory authentication is enabled, Staff Assignment users must sign on using Active Directory credentials and select the Active Directory domain. In addition, you cannot log in using other system credentials if Active Directory authentication is enabled. If you are unable to log in, contact your Vocera system administrator.



**Note:** Do not manage authentication type using the security options when Active Directory authentication is configured. For details about configuring Active Directory, see the *Vocera Administration Guide*.

### To log into Staff Assignment using Active Directory credentials:

1. Open an Internet Explorer browser window.
2. Enter the following URL:

Table 3: Staff Assignment URLs

Type of Access	URL
Unencrypted	http://vocera_ip_address/staffassignment
SSL	https://vocera_ip_address/staffassignment

The vocera\_ip\_address is the numeric IP address of the Vocera server.

The Staff Assignment login page appears.

3. Specify the following values:

Table 4: Vocera Staff Assignment URLs

Field	Description
User Name	Enter your Active Directory user ID (up to 249 characters).
Password	Enter your Active Directory password (up to 127 characters).
Active Directory	Select the name of your Active Directory from the list. If there are multiple Active Directories listed and you're unsure which one to select, ask your system administrator.

4. If your deployment hosts more than one domain, select your domain from the list.

5. Click Login.  
After you are connected, the Staff Assignment page opens.



## Connecting to a Vocera Cluster

If you have a Vocera Cluster, the `vocera_ip_address` that you use to log into Staff Assignment can be the IP address of any one of the servers in the Vocera Cluster. The Staff Assignment application automatically connects to the active node.

If you try to connect to a Vocera Voice Server node that is currently in standby mode, the application automatically redirects the browser to the active Vocera Voice Server. You can then log into the application.



**Tip:** If your Vocera Voice Server is clustered, bookmark the Staff Assignment URL for each cluster node so that you can connect to Staff Assignment in the event that one of the servers is currently down or is in the process of being restarted.

## Assigning Staff Members or Groups to Units

The Staff tab allows you to assign staff members and groups to each hospital unit. Before you assign staff members to patient beds, you should make sure that the correct list of available staff members has been assigned to the hospital units. The charge nurse or ward clerk may assign staff members to units.



**Note:** By default, the Staff tab is visible only to Administrators.

Nurses and other staff members can float from site to site. Accordingly, you may need to assign a staff member to a unit from a different site. If so, use the Find Staff field to find a staff member at another site.





**Note:** Up to 200 staff members or groups can be assigned to each unit. When you assign a group to a unit, only direct members of the group are assigned; members of nested groups are NOT assigned, primarily for performance reasons.

### To assign staff members or groups to units:

1. On the Staff tab, select a site from the Site list.



**Note:** By default, your home site is automatically selected unless you logged in as an administrator.

2. Select a unit from the Unit list.
3. To add staff members or groups to the unit:
  - a. Select one or more staff members or groups in the Staff and Groups in Site list. Group names display in all capital letters to distinguish them from individual staff members.
    - To select contiguous staff members or groups in the list, press Shift+click.
    - To select noncontiguous staff members or groups in the list, press Ctrl+click.
    - To find a user or group in the site, start typing a user's last name or a group name in the find text box. A drop-down list appears with up to 10 matching users or groups. Select one from the list.
    - If it is a long list, use navigation controls below the list to see the next or previous 200 members.
4. Click the  button to move staff members or groups selected in the Staff and Groups in Site list to the Assigned To Unit list.
5. To remove staff members or groups from the unit:
  - a. Select one or more staff members or groups in the Assigned To Unit list.
  - b. Click the  button to move staff members or groups selected in the Assigned To Unit list to the Staff and Groups In Site list.

## To Find a Staff Member in All Sites

1. On the **Staff** tab, select a site from the **Site** list.
2. Select a unit from the **Unit** list.
3. In the **Find Staff** field, start typing the last name of a staff member. A drop-down list of up to 10 matching names appears.
4. Select a staff member from the list.
5. If the **Add To Unit** dialog box appears, click **Yes** to add the staff member to the unit. Otherwise, click **No**.  
If the **Found In Unit** dialog box appears, click **Yes** to remove the staff member from the unit but not from any beds contained in the unit. Otherwise, click **No**.

## Assigning Staff Members to Beds

The **Assignments** tab allows you to assign up to eight staff members to each bed or role in a hospital unit, although your system may be configured to allow fewer than eight assignments. The list of staff members you can assign is defined by the unit. If you cannot find a person in the list, you can also use the **Find Staff** field to find any staff member. If a staff member that you find is currently not assigned to the unit, you can choose to add him or her.

Nurses are typically assigned to multiple beds. However, you cannot assign one staff member multiple times to the same bed.



**Note:** In the Administration Console, the system administrator or group manager can assign more than eight staff members (users) to a bed (group).

## To Assign Staff Members to a Bed

1. On the **Assignments** tab, select a site from the **Site** list.
2. Select a unit from the **Unit** list.
3. Select one of the staff member cells for a bed.
4. Select a staff member using one of the following methods:
  - Start typing the last name of a staff member. A drop-down list appears with up to 10 matching names. If the staff member you are looking for does not appear in the list of 10 matches, refine your search by typing additional characters of the last name. Select a staff member from the list.
  - Double-click the cell. The **Available In Unit** dialog box appears. Select a name from the list and click **OK**.
  - Copy and paste the assignment from one cell to another.
5. Optionally, enter notes (up to 500 characters) about the patient in the **Notes** cell.
6. To copy and paste assignments:
  - a. Select a cell where a staff assignment has already been made for a bed or role.
  - b. Right-click the cell and choose **Copy**, or select the cell and press **Ctrl+C**.
  - c. Right-click another cell and choose **Paste Name**, or select another cell and press **Ctrl+V**.
7. To find a staff member in all sites:
  - a. On the **Assignments** tab, select a site from the **Site** list.
  - b. Select a unit from the **Unit** list.
  - c. Make sure the **Lock** checkbox is unchecked. Otherwise, the **Find Staff** box is not visible.
  - d. In the **Find Staff** box, start typing the last name of a staff member. A drop-down list appears with up to 10 matching names.
  - e. Select a staff member from the list.
  - f. If the **Add To Unit** dialog box appears, click **Yes** to add the staff member to the unit and the current cell. Otherwise, click **No**.

If the Found In Unit dialog box appears, click **Yes** to remove the staff member from the unit, or click **No** to keep the staff member. If you click **Yes**, the Add to Unit dialog appears asking whether you want to add the member to the cell or not.

## Tips for Using the Assignments Tab

Follow these guidelines when working on the Assignments tab:

- Navigate using the arrow keys, Tab key, or Enter key, or click a cell to select it.
- Enter a staff member in one of the staff member columns by starting to enter their last name.
- You must assign staff members to a bed or role from left to right, from 1st Member to 8th Member. The previous staff member columns for a bed or role must all have assignments before you can make an assignment in the current column. For example, you cannot assign a staff member to the 8th Member column until staff members have been assigned to the 1st Member through 7th Member columns.
- If you delete a staff member for a bed, the staff member in the next column automatically moves one cell to the left to replace the staff member you deleted.
- You cannot select duplicate staff members for a bed.
- To search for a staff member, begin typing a name in one of the staff member cells. A drop-down list of up to 10 matching names appears. For example, to display all available staff members whose last name begins with "Be", type **be** in the cell.  
To select a staff member from the drop-down list, move the mouse over the name and then press Enter or click the name.
- Only valid Vocera user names can be entered or selected in the staff member cells. If you enter anything else in those cells, the value will not be saved.
- To select a staff member from a list of all of the available staff for the unit, double-click the cell. The Available In Unit dialog box appears.
- Use the Find Staff field to find staff members at all sites.
  - If you select a staff member who is already assigned to the unit, the Found In Unit dialog box appears. Click **Yes** to remove the staff member from the unit. Otherwise, click **No**.
  - If you select a staff member who is not yet assigned to the unit, the Add To Unit dialog box appears. Click **Yes** to add the staff member to the unit. Otherwise, click **No**.
- To delete an assignment, select the cell and press the Delete key.
- The Notes cell provides a place to write a brief note about the patient, for example:
  - DNR
  - Clear Liquid Diet
  - No visitors
  - Maintain Reverse Isolation
  - NPO
  - Patient had a sitter
  - Bilateral soft wrist restraints
- To save changes to a cell, press Enter or click another cell. The staff assignment is saved to the Vocera Voice Server.
- The status bar at the bottom of the Assignments tab indicates when changes are saved.

## Printing Staff Assignments

To print the complete staff assignments table, use the **Print** link in the Staff Assignment application. DO NOT use the **Print** toolbar button in Internet Explorer, or the **File > Print** command, because those print options print the visible tab instead of the entire scrollable table.

### **To print staff assignments from Staff Assignment:**

1. Click the **Print** link at the upper right part of the page.

A separate browser window opens with the complete assignments table, and the Print command is invoked, which opens the Print dialog box.

2. Select print options, and then click Print.

## Refreshing the Application with Data from the Vocera Voice Server

By default, Vocera Staff Assignment refreshes the application with data from the Vocera Voice Server every 10 minutes. You can change the refresh interval if you would like to refresh less or more frequently. When you refresh the data, the application fetches new users that have been added to groups, any assignments of staff to groups (including those made using voice commands) or assignments that have been removed because users have logged out.

### To change the refresh interval:

1. On the Assignments tab, enter a value in the Refresh (minutes) field.
2. Click the Refresh button or click another tab to save the refresh interval.
3. Click the Refresh button at the upper right of the Assignments, Bed/Role, or Staff tabs.




## Using Staff Assignment Premier Features

This section describes end user features available with Staff Assignment Premier.

### User Status Indicators

On the Assignments tab, you can quickly identify the current status of staff members by looking at the color indicators to the left of their names. The status colors (green, yellow, and red) are the same used by Vocera smartphone clients.

Table 5: User status indicators

Status Indicator	Description
 Green	The user is online and available for a call.
 Yellow	The user is online but unavailable for a call. The user may be on a call or in Do Not Disturb mode.
 Red	The user is offline, either because he or she is logged off or is currently off network. <i>Note:</i> In the User Sessions dialog box, users that have a dotted red status indicator are Staff Assignment application users but not Vocera device users (for example, the user may have logged into Staff Assignment using the Administrator account).

## Calling or Broadcasting from Staff Assignment

While using Staff Assignment, you can initiate a call or broadcast to a bed group or to staff members on the Assignments tab. The call can be made from a Vocera badge (or any Vocera device) or a desk phone. By calling directly from Staff Assignment, you can connect quickly to other users without interacting with the Vocera Genie, which is useful in high noise environments. In addition, this feature allows a unit secretary, who may not have a Vocera device, to interact with mobile staff members.

To call or broadcast from Staff Assignment, you must be logged in as a Vocera user. You cannot call or broadcast from Staff Assignment if you logged in as "Administrator".

### To Use a Desk Phone Instead of a Vocera Device for Console Calls:

1. On the Assignments tab, check the Use phone for console calls box.
2. In the Ext. field, type a desk extension. You do not need to type the full 10-digit number.

By default, the Ext. field is populated with the Desk Phone or Extension field value from your Vocera user profile. However, you can change it to another desk extension or even an outside number.

### **To Call or Broadcast to a Bed or Role from the Assignments Tab**

1. Right-click a bed or role in the Bed Or Role column on the Assignments tab, and choose one of the following calling commands:

- Call - initiates a call to the selected bed or role.
- Urgent Call - initiates an urgent call to the selected bed or role.
- Broadcast - initiates a broadcast to staff members assigned to the selected bed or role.
- Urgent Broadcast - initiates an urgent broadcast to staff members assigned to the selected bed or role.

Urgent calls and urgent broadcasts break through to recipients even if they are in Do Not Disturb mode, are blocking calls, are forwarding all their calls, or are in the middle of another call or broadcast. These commands require urgent calling and broadcasting permissions.

2. If you place the call from a desk phone, pick up the receiver when the phone rings, listen for your name, and then press the star key (\*) to start the call or broadcast.



**Note:** When you use a desk extension to make a call from Staff Assignment, the Vocera Genie announces the logged in user's name as a security precaution. This deters Staff Assignment users from making calls from unauthorized phone extensions.

### **To Call a Staff Member from the Assignments Tab**

1. Select a cell where a staff assignment has already been made for a bed or role.
2. Right-click the cell, and choose one of the following calling commands:

- Call - initiates a call to the selected user.
- Urgent Call - initiates an urgent call to the selected user.

An urgent call breaks through to recipients even if they are in Do Not Disturb mode, are blocking calls, are forwarding all their calls, or are in the middle of another call. This command requires urgent calling permission.

3. If you place the call from a desk phone, pick up the receiver when the phone rings, and then press the star key (\*) to start the call.



**Note:** When you use a desk extension to make a call from Staff Assignment, the Vocera Genie announces the logged in user's name as a security precaution. This deters Staff Assignment users from making calls from unauthorized phone extensions.

### **Sending a Text Message**

You can use Staff Assignment to send short text messages (up to 200 characters) to users who have been assigned to beds or roles on the Assignments tab.

To send a text message from Staff Assignment, you must be logged in as a Vocera user. You cannot send a text message from Staff Assignment if you logged in as "Administrator".

#### **To send a text message to a user from the Assignments tab:**

1. Select a cell where a staff assignment has already been made for a bed or role.
2. Right-click the cell, and choose Send Text Message. The Text Message dialog box appears.
3. Type a text message. It can be up to 200 characters.



**Note:** If any predefined text messages have been defined for your unit by the administrator, you can select one, edit it, and then send it. For example, if there is a predefined message "Water requested by Room," you can select it from the list, type the room number at the end of the message, and then click Send.

4. Click Send.

## Locking the Screen

Once you have finished making staff assignments for all units, you may want to lock the screen temporarily to prevent inadvertent changes. You can unlock the screen later to reassign staff or enter notes. Your session will continue to refresh and show other people's updates, and the Refresh button is still active.

When you lock the screen, only your session is affected. While your screen is locked, other Staff Assignment users can still log in and change staff assignments.

### ***To lock the Assignments tab to prevent changes:***

1. On the Assignments tab, make sure the Lock box is checked.

## Setting Up and Administering the Application

The **Setup** tab allows you to set up the Staff Assignment application and manage Staff Assignment user sessions. Only a Vocera user with System Administrator permission can see the **Bed/Role** and **Setup** tabs. Other users can only see the **Assignments** and **Staff** tabs.

The system administrator should set up the units for the application and specify the type of authentication used. By default, only Vocera users with System Administration permission can log into Staff Assignment. If people without Vocera user accounts need to use the application, the system administrator must create an application password. Otherwise, you can specify the Administrator account and password to allow people with Vocera user accounts to log into Staff Assignment using their Vocera user ID and password.

### Staff Assignment Setup Checklist

To set up the Staff Assignment application, a Vocera system administrator must complete the following tasks:

<input type="checkbox"/>	Set up system preferences, default settings for users, and groups managed by Staff Assignment in the Vocera Administration Console. See <a href="#">System Preferences and Defaults</a> on page 26.
<input type="checkbox"/>	Log into Staff Assignment, and set up the hospital units that will use Staff Assignment. See <a href="#">Adding or Editing a Unit</a> on page 16.
<input type="checkbox"/>	Assign beds or roles to hospital units. See <a href="#">Assigning Beds or Roles to Units</a> on page 17.
<input type="checkbox"/>	Optionally, assign staff members and groups to each hospital unit. This task could also be performed by Staff Assignment end users. See <a href="#">Assigning Staff Members or Groups to Units</a> on page 9.
<input type="checkbox"/>	Set up Staff Assignment authentication to permit end users to log into the application. See <a href="#">Setting Up Vocera Staff Assignment Authentication</a> on page 18.
<input type="checkbox"/>	Optionally, modify the Staff Assignment configuration file to change application properties.

See <a href="#">Modifying the Vocera Staff Assignment Configuration File</a> on page 19.	
<input type="checkbox"/>	<p>Optionally, configure email settings in the VoceraAdministration Console to enable email alerts.</p> <p>See <a href="#">Sending Email Alerts</a> on page 22.</p>
<input type="checkbox"/>	<p>Make sure Staff Assignment end users configure the security level for Internet Explorer to Medium-low or lower.</p> <p>See "Getting Started" in the <i>Vocera Server Administration Guide</i>.</p>
<input type="checkbox"/>	<p>If you have a Vocera Voice Server cluster, create a Staff Assignment Login page for end users.</p> <p>The page should provide links to the Staff Assignment URL for each Vocera Server in the cluster. If one of the Vocera Voice Servers is down, users can click a link to log into the other server.</p>
<input type="checkbox"/>	<p>If you have Staff Assignment Premier, you may optionally assign Staff Assignment Premier licenses to specific users or groups.</p> <p>See <a href="#">Assigning Staff Assignment Premier Licenses to Users and Groups</a> on page 23.</p>
<input type="checkbox"/>	<p>If you have Staff Assignment Premier, you may need to close user sessions to free up licenses for other users.</p> <p>See <a href="#">About Vocera Staff Assignment User Sessions</a> on page 23.</p>
<input type="checkbox"/>	<p>If you have Staff Assignment Premier, you may optionally create predefined text messages that can be used for each unit.</p> <p>See <a href="#">Creating Predefined Text Messages</a> on page 24.</p>

## Adding or Editing a Unit

A unit is a hospital unit, such as Dialysis, Cardiac Intensive Care, or Surgical Oncology, which has beds with nurses assigned to them. These units must be defined in the Staff Assignment application, although they may also exist as department groups in the Vocera system.

After you create a unit, you can change its description. You cannot change its name.

### To add a new unit:

1. On the Setup tab, select a site from the Site list.
2. Click Add New Unit. The Add Unit dialog box appears.
3. Enter the name of the unit and a description; both fields can be up to 49 characters long. The name must be unique.
4. Save the unit by clicking either the Save button or the Save and Continue button:
  - a. Save - saves the unit and closes the Add Unit dialog box.
  - b. Save and Continue - saves the unit, and clears the Add Unit dialog box so that you can add another unit.

### Editing a Unit's Description

1. On the Setup tab, select a site from the Site list.



2. Select a unit.
3. Click **Edit Unit**. The Edit Unit dialog box appears.
4. Edit the unit description.
5. Click **Save**.

---

## Deleting a Unit

If you created a unit with the wrong name, you cannot modify the name. However, you can delete the unit and create another one with the correct name.



**Important:** When you delete a unit, you also delete the unit's bed and staff data. However, staff assignments for the beds are not deleted and continue to be maintained on the Vocera Voice Server.

### **To delete a unit:**

1. On the **Setup** tab, select a site from the **Site** list.
2. Select a unit.
3. Click **Delete Unit**.
4. You are prompted whether to delete the selected unit. Click **Yes**.

---

## Assigning Beds or Roles to Units

The **Bed/Role** tab allows the system administrator to select the beds and roles that are available in each unit. A bed is any Vocera group associated with a patient. A role is a Vocera dynamic group that contains staff members who perform a specific role or task. For example, Charge Nurse could be a role. Only a Vocera user with System Administration permission can see the **Bed/Role** tab.


Hospital beds and roles must be created in the Vocera system as groups. The staff members that are assigned to the beds or roles during a shift are members of the group.

You cannot use the Staff Assignment application to create beds or roles. The system administrator creates groups for beds and roles in the VoceraAdministration Console.



**Note:** Up to 200 beds or roles can be assigned to each unit.

## Assigning Beds or Roles to a Unit

1. On the **Bed/Role** tab, select a site from the **Site** list.
2. Select a unit from the **Unit** list.
3. To add beds or roles to the unit:
  - a. Select one or more beds or roles in the **Groups in Site** list.
  - b. To select contiguous beds in the list, press **Shift+click**.
  - c. To select noncontiguous beds in the list, press **Ctrl+click**.
  - d. To find a bed group in the site, start typing the name of a bed group in the find text box. A drop-down list appears with names of matching bed groups. Select one from the list. If it is a long list, use navigation controls below the list to see the next or previous 200 members.
  - e. Click the  button to move beds selected in the **Groups In Site** list to the **Assigned To Unit** list.
4. To remove beds or roles from the unit:
  - a. Select one or more beds or roles in the **Assigned To Unit** list.

- b. Click the << button to move beds selected in the Assigned To Unit list to the Groups In Site list.

## Handling Departments and Subdepartments

On the Bed/Role tab, Staff Assignment displays an asterisk (\*) next to department names and two asterisks (\*\*) next to subdepartment names to help you identify those types of groups. Generally, when you assign beds or roles to a unit, you should NOT assign department groups or subdepartment groups since they do not represent beds or roles and they do not have dynamic membership.

If you inadvertently select one or more department groups or subdepartment groups in the Groups in Site list, and then click >> to assign them to the unit, the Assign Bed/Role dialog box appears.

From the Assign Bed/Role dialog box, you can click the Depts\Subdepts tab to see which of the groups you selected are departments or subdepartments.

Click Yes to assign all groups, including subdepartments. When a subdepartment is assigned, its group type is changed from Subdepartment to Ordinary. If any department groups were selected, they are automatically excluded from the unit.

If you don't want to assign the groups, click No, and then choose other groups to assign from the Groups in Site list.

## Setting Up Vocera Staff Assignment Authentication

Users can log into Vocera Staff Assignment using one of the following authentication options:

- Vocera username and password
- Any name and the Vocera Staff Assignment application password
- Active Directory credentials.

For users without Vocera or Active Directory credentials, create an application password.

If you specify an application password, all users except for Vocera users with System Administration permission must specify the application password when they log in. Otherwise, all users must specify their Vocera password when they log in.

The application password can be changed at any time. If you change the application password, make sure to notify the Vocera Staff Assignment users of the new password.

The application password certificate file is saved to and read from the `\vocera\data\applications\StaffAssignment` directory on the Vocera Voice Server.



**Note:** Do not manage authentication type using the security options when Active Directory authentication is configured. For details about configuring Active Directory, see the *Vocera Administration Guide*.

### To set up Vocera Staff Assignment authentication:

1. On the Setup tab, click Security.  
The Security dialog box appears.
2. Select the type of authentication used for Vocera Staff Assignment:

Vocera User Login

Allows people with Vocera user accounts to be able to log into Vocera Staff Assignment. This is the default authentication type. This type of authentication is required for Vocera Staff Assignment Premier functionality.

**Application Login**

Allows people without System Administration permission to log into Vocera Staff Assignment using the application password.

Users with System Administration permission can log into Vocera Vocera Staff Assignment using their Vocera user ID and password instead of the application password.

3. In the **Admin Name** field, enter the name of the Vocera administrator account. The default administrator account is called Administrator. This field is required and cannot exceed 50 characters.
4. In the **Admin Password**, enter the administrator password. The default administrator password is "admin". This field is required and cannot exceed 25 characters.
5. Enter the **Application Password** and **Re-type Application Password** fields. If **Application Login** is selected, this field is required. It cannot exceed 25 characters.
6. Click **Save**.  
A message prompts that a password certificate has been created.
7. Click **OK**.
8. If you specified an application password, notify all Vocera Staff Assignment users of the new application password.

### Resetting the Administrator or Application Passwords

When you set up Vocera Staff Assignment authentication, the Vocera administrator username and password are encrypted and saved to a certificate that is used for Vocera Staff Assignment authentication. If the Vocera administrator subsequently changes the administrator username or password, Vocera Staff Assignment users without administrator privileges will be unable to log in until a new Vocera Staff Assignment certificate is saved. Users without administrator privileges who try to log into Vocera Staff Assignment will see the following error:

Certificate not found: Invalid certificate

To reset Vocera Staff Assignment authentication, click the **Setup** tab, click **Security**, specify the Vocera administrator username and password, and then click **Save** to save the new certificate.

If you allow non-Vocera users to log into Vocera Staff Assignment, you can also change the Vocera Staff Assignment application password in the **Security** dialog box. Whenever you change the application password, make sure to notify the Vocera Staff Assignment users of the new password.

### Modifying the Vocera Staff Assignment Configuration File

After the Vocera Voice Server is installed and the Tomcat service is started, the Vocera Staff Assignment application automatically generates a configuration file on the server. You can edit the configuration file to configure the application. The file is named **app.config** and it is located in the following folder:

`\vocera\data\applications\staffassignment`

The **app.config** file is NOT synchronized continuously with Vocera cluster nodes, unlike Vocera Voice Server database transactions. However, the file is saved along with the Vocera Voice Server data during a scheduled or manual backup, and it is automatically copied from the active Vocera node to standby nodes during a remote restore.

Configuration of Vocera Staff Assignment is optional. The default configuration may work fine for you. You can edit the file in any text editor, such as Notepad.



**Note:** Property names in the `app.config` file are case-sensitive.

The following table describes the Vocera Staff Assignment application properties in alphabetical order (they may appear in a different order in the `app.config` file):

Table 6: Vocera Staff Assignment application properties

Property	Description
<code>appDescription</code>	Descriptive text for the Vocera Staff Assignment application, which appears at the top of the Vocera Staff Assignment page. The default is Vocera Staff Assignment Premier or Vocera Staff Assignment, depending on your license.
<code>checkBedRoleType</code>	Sets whether to check whether Bed/Role groups that are assigned to a unit are "Subdepartments," and if so to change them automatically to "Ordinary" groups. Enter 1 (Yes) or 0 (No). The default is 1. For more details on how Vocera Staff Assignment handles departments and subdepartments, see <a href="#">Handling Departments and Subdepartments</a> on page 18.
<code>checkDB(hrs)</code>	Hours between Vocera Staff Assignment database validation. Vocera Staff Assignment database Staff and Group names are compared with the Vocera Voice Server database. Invalid Vocera Staff Assignment database entries are removed. The default is 4, meaning the Vocera Staff Assignment database is validated every 4 hours. <i>Note:</i> If you modify this property, you must restart the Tomcat service to load the new value.
<code>columnCount</code>	The number of staff columns for each bed or role. Enter an integer from 2 to 8. The default is 4.
<code>columnNames</code>	A comma-separate list of up to 8 column names for the Assignments tab. The default list is "1st Member, 2nd Member, 3rd Member, 4th Member, 5th Member, 6th Member, 7th Member, 8th Member". <i>Note:</i> For optimal display, try to limit column names to 15 characters or less.
<code>logMsgs</code>	Sets whether to log Vocera Staff Assignment activity (including logins, errors, assignments) to the <code>\vocera\logs\staffassignment</code> folder on the Vocera Voice Server. Enter 0 (no logging) or 1 (logging enabled). The default is 1.
<code>maxLogFiles</code>	Maximum number of log files. The default is 100, and the maximum is 5000. <i>Note:</i> If you modify this property, you must restart the Tomcat service to load the new value.
<code>maxLogLines</code>	Maximum lines of activity per log file. The default is 50000. <i>Note:</i> If you modify this property, you must restart the Tomcat service to load the new value.
<code>maxNotesSize</code>	Maximum number of characters per notes entry. The default is 500.
<code>maxUnitGroups</code>	Maximum Bed/Roles that can be assigned to a Unit. The default is 200.
<code>maxUnitUsers</code>	Maximum Staff Users and Staff Groups that can be assigned to a Unit. The default is 200.
<code>serverIP</code>	Comma-separated list of Vocera Voice Server cluster IP addresses, in dotted-decimal notation. On each standby Vocera Voice Server, this property must be updated manually. On the active Vocera Voice Server, this property is automatically updated when a user logs into Vocera Staff Assignment. If you have a standalone Vocera Voice Server, enter its IP address.

Property	Description
serverIPalias	<p>Comma-separated list of Vocera Voice Server cluster IP address mappings, in dotted-decimal notation. You should only use this property if you have a Vocera Voice Server cluster and your Vocera Voice Server computers have dual NIC cards, one for a "private" IP address and one for a "public" IP address.</p> <p>For each IP address mapping, separate the private IP address from the public address with a "&gt;" character. For example, if 10.98.2.101 and 10.98.2.102 are the private IP addresses and 101.0.0.1 and 101.0.0.2 are the public IP addresses, you would enter the following value for the <code>serverIPalias</code> property:</p> <p><b>serverIPalias = 10.98.2.101&gt;101.0.0.1, 10.98.2.102&gt;101.0.0.2</b></p> <p>If you need to enter values in the <code>serverIPalias</code> property, make sure you enter the private IP addresses for Vocera Voice Server cluster nodes in the <code>serverIP</code> property.</p>
sitePermissions	<p>Sets whether users who log into Vocera Staff Assignment can view and edit units at all sites or only units at their site. Enter "allSites" (the default) or "userSite". Users with system administration permission can always view and edit units from all sites.</p>



**Note:** You may also see `staffPrimary` and `staffSecondary` properties in the `app.config` file, but those properties are obsolete and have been replaced by the `columnNames` and `columnCount` properties.

## Editing the Vocera Staff Assignment Configuration File

1. On the Vocera Staff Assignment computer, open the following file in a text editor:  
`\vocera\data\applications\staffassignment\app.config`
2. Edit any of the properties.
3. Save your changes.
4. If you changed any of the following properties, stop and start the Tomcat service:
  - `checkDB(hrs)`
  - `maxLogLines`
  - `maxLogFiles`

Changes to other Vocera Staff Assignment application properties do not require you to restart Tomcat. They take effect the next time someone logs into the Vocera Staff Assignment application.
5. If you have a Vocera cluster, copy the `app.config` file to every Vocera Voice Server node.

## Resetting the Vocera Staff Assignment Configuration File to Default Settings

1. On the Vocera Staff Assignment computer, open the following folder:  
`\vocera\data\applications\staffassignment`
2. Rename the `app.config` file to `app.config.old`.
3. Open an Internet Explorer browser window, and log into Vocera Staff Assignment. A new `app.config` file is generated on the server with default settings.
4. If necessary, open the new `app.config` file in a text editor, make changes to the file, and then save your changes.
5. If you have a Vocera cluster, copy the new `app.config` file to every Vocera Voice Server node.

## Enabling or Disabling Staff Assignment Logging

You can enable or disable logging of Staff Assignment activity by setting the `logMsgs` property in the `app.config` file on the server. The application logs any logins, errors, and assignments. Logging is enabled by default.

When logging is enabled, log files are saved to the following folder on the Vocera Server:

`\vocera\logs\staffassignment`

### **To enable or disable Staff Assignment logging:**

1. On the Staff Assignment computer, open the following file in a text editor:

`\vocera\data\applications\staffassignment\app.config`

2. Change the value of the `logMsgs` property.
  - To enable logging, set `logMsgs` to 1.
  - To disable logging, set `logMsgs` to 0.
3. Save your changes.



**Note:** You do not need to restart Tomcat.

4. If you have a Vocera cluster, copy the `app.config` file to every Vocera Voice Server node.

## Backing Up and Restoring Staff Assignment Data

The Staff Assignment application data and certificate file are stored in the `\vocera\data\applications\StaffAssignment` directory on each Vocera Server node in a cluster, and the data is synchronized between the cluster nodes. When the Vocera Voice Server creates a scheduled backup file or the Vocera Voice Server administrator creates a backup file manually using the Administration Console, the Staff Assignment application data and certificate file are also saved to the backup file.

The Staff Assignment configuration file (`app.config`) is also saved to the backup file when you back up Vocera Voice Server data. The configuration file is NOT synchronized between cluster nodes, but it is automatically copied to cluster nodes during a remote restore.

If you restore Vocera Voice Server data from a backup file, the Staff Assignment application data, certificate file, and configuration file contained within the backup file are also restored.

For more information about restoring data from a backup file, see the Vocera Voice Server Administration Console Guide.

## Sending Email Alerts

Staff Assignment uses the Vocera Voice Server email alert feature to automatically send an alert message to the Vocera system administrator whenever the application changes a department or subdepartment group to an ordinary group. This can happen in two ways:

- Someone changed a bed/role group to a department group or subdepartment group, either using the Administration Console or by upgrading the Vocera Voice Server. When Staff Assignment performs a refresh of data from the Vocera Voice Server, the bed/role group is automatically reverted to an ordinary group.
- A Staff Assignment user with System Administrator privileges has added a subdepartment group to a unit and thereby converted it to an ordinary group.

These alerts are for information purposes only. Corrective action may not be necessary.



**Note:** Staff Assignment alerts are enabled only if the Vocera system administrator has configured email settings in the Administration Console. For more information, see the Vocera Voice Server Administration Console Guide.

## Assigning Staff Assignment Premier Licenses to Users and Groups

If your organization has purchased a select number of Staff Assignment Premier licenses, the Vocera system administrator can assign those licenses to specific users and groups. This ensures that users who have been assigned a Staff Assignment Premier license will always have access to extended functionality when they log in. Users who have not been assigned a Staff Assignment Premier license will automatically log in with the Staff Assignment Standard license.

You can assign Staff Assignment Premier licenses to a group that has more members than there are available licenses. When all Staff Assignment Premier licenses are in use, users who subsequently log in will automatically get the Staff Assignment Standard license.

### **To assign a Staff Assignment Premier license to a user or group:**

1. On the Setup tab, click Licenses. The Premier Licenses dialog box appears.
2. In the Find User/Group field, start typing the last name of a user or the name of a group. A list of matching users or groups appears.
3. Click a user or group. The Add To Premier Licenses dialog box appears.
4. Click Yes to add the user or group to the list.
5. Click Close to close the Premier Licenses dialog box.

### Removing a Staff Assignment Premier License from a User or Group

1. On the Setup tab, click Licenses. The Premier Licenses dialog box appears.
2. Select a user or group in the list, and then click Delete.



**Note:** Removing the Staff Assignment Premier license from users and groups does not affect sessions in progress. However, you can close sessions to force users to log in again.

3. Click Close to close the Premier Licenses dialog box.

## About Vocera Staff Assignment User Sessions

Vocera Staff Assignment is a Web application, allowing multiple users to log in and make staff assignments for your Vocera system. Administrators can log into Vocera Staff Assignment to manage the sessions of users who have logged in. For example, if any users have incorrectly left their session open after their shift has ended, the administrator can close the sessions to allow other users to log in and use the application license.

When all of your organization's Vocera Staff Assignment Premier client licenses are currently being used, users can still log into Vocera Staff Assignment but they won't have access to Vocera Staff Assignment Premier features (see [Using Staff Assignment Premier Features](#) on page 12). However, users with System Administration permission who log into Vocera Staff Assignment with their Vocera username and password rather than logging in as "Administrator" always have access to Vocera Staff Assignment Premier features - including session management.



**Note:** This feature is available only in Staff Assignment Premier.

### Setting Up Vocera Staff Assignment User Sessions

1. On the Setup tab, click User Sessions. The User Sessions dialog box appears.

The User Sessions dialog box has the following columns:

- Name - the name of the user.
- Badge Status - whether the user is logged in, logged out, in Do Not Disturb mode, or is not a Vocera badge user.

- IP Address - the IP address of the computer running the user session.
  - Since - the date and time on which the session started.
  - Duration - the duration (in days, hours, and minutes) of the session.
  - License - whether the session is licensed to use Vocera Staff Assignment Premier or not.
2. To select a user session, check the box to the left of the session.
  3. After one or more user sessions is selected, click one of the following buttons:
    - Console Message - sends a console text message to users running other Vocera Staff Assignment sessions. Console messages can be used to alert console users before closing their sessions. Recipients of console messages will see the message the next time the application refreshes with data from the server. A console message is limited to 100 characters.



**Note:** There is no auditing trail for console messages currently, and therefore no ability to report on when they were sent or received.

- Details - displays details of a selected session.
  - Close Session - closes selected sessions. Users will be notified that their session has been closed after any action that refreshes the application screen.
  - Refresh - refreshes the User Sessions dialog box with latest session information from the server.
4. When you are finished managing sessions, click Close.

---

## Creating Predefined Text Messages

When you set up units in Staff Assignment, you may optionally create predefined text messages that can be used for each unit. Staff Assignment users can choose to send any text message they want within the 200-character limit, but predefined messages may be convenient for messages that are used commonly in a unit.



**Note:** This feature is available only in Staff Assignment Premier.

### ***To create predefined text messages for a unit:***

1. On the Setup tab, click Set Text Messages. The Edit Predefined Text Messages dialog box appears.
2. In the Site list, select a site.
3. In the Unit list, select a unit.
4. To add a new message, type a message in the text box, and then click Add. The message can be up to 200 characters.
5. To update an existing message, select a message in the list, edit the message in the text box, and then click Update Msg.
6. To delete an existing message, select a message in the list, and then click Delete.
7. When you are finished, click Save All to save the messages and close the Edit Predefined Text Messages dialog box.
8. A confirmation dialog box appears. Click OK.

---

## Emptying the Application Database

When you use the Staff Assignment application, it saves its data on the Vocera Voice Server in its own data file. When you first set up the application, you may want to create several temporary units and add some nurses to them. When you are ready to set up actual units, you can clear the application database.



The application database file is stored in the `\vocera\data\applications\StaffAssignment` directory on the Vocera Server.



**Note:** Clearing the application database does not affect groups and their members in the Vocera database.

To clear the application database:

1. On the **Setup** tab, click **Clear DB**.
2. When you are prompted whether to clear the application database, click **Yes**.



## Best Practices for Staff Assignment

---

This chapter provides best practices you should follow when you set up your Vocera system for Staff Assignment.

- [System Preferences and Defaults](#) on page 26
- [Bed/Room Groups and Role-Based Groups](#) on page 26

---

### System Preferences and Defaults

When you configure your Vocera system for Staff Assignment, follow these best practices:

- Make sure the **Announce Name of Called Group** default setting is checked in the Administration Console (Defaults > Genie Settings).
- Make sure the **Auto Logout When Badge in Charger** default setting is checked in the Administration Console (Defaults > Notification). Override user settings to ensure the feature is enabled for everyone.
- Make sure the **Enable Auto-Logout Period** preference is checked in the Administration Console (System > Preferences), and specify the time interval at which automatic logout should occur when a device is off network (the default is 1 hour).

---

### Bed/Room Groups and Role-Based Groups

When you set up groups that are managed by Staff Assignment, follow these best practices:

- Staff Assignment is designed to manage assignments to bed/room groups and role-based groups, not to department or subdepartment groups. Therefore, the **Group Type** property for all groups managed by Staff Assignment should be **Ordinary**, not **Department** or **Subdepartment**.
- Groups managed by Staff Assignment can safely be nested within department groups or subdepartment groups, as shown in the following figure. Changes to the membership of ordinary groups do not affect server performance.

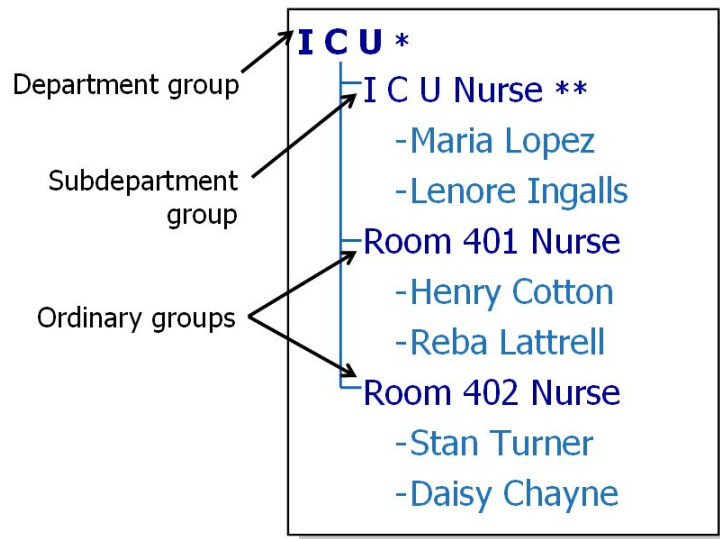


Figure 1: Different types of groups

- If users are used to calling a room by saying, "Call Room number," make sure the group name for the room starts with the word "Room" (for example, "Room 2013").
- Make sure groups managed by Staff Assignment have temporary membership (check the Remove Users on Logout box on the Member tab of the group).
- Make sure groups managed by Staff Assignment use sequential scheduling (select the Sequential scheduling option on the Info tab of the group). This ensures that calls are routed first to the first member and then to the second member.
- If there are multiple beds per room, follow the room number by a letter (for example, "Room 2013 A"). Leave a space between the room number and the letter.
- Assign a virtual extension or a DID number to each bed/room group in the Vocera Extension field on the Info tab of the group.
  - Outside callers who dial the Vocera hunt number can connect to the group by entering the group's Vocera Extension at the Genie prompt.
  - The Vocera Extension can be used as the device ID for Alerts and Alarms in your middleware system.
- Use the following convention for extensions: Extension = Room Number + Bed Number + Role Number
  - Bed Number: 0=private room, 1=Bed A, 2=Bed B
  - Role Number: 1=RN, 2=RN Secondary, 3=CNA, 4=Tech
- You can use the Update page of the VoceraAdministration Console to update groups managed by Staff Assignment, ensuring that they conform to best practices. You typically export existing groups to a CSV file, edit the CSV file, and then use the update feature to copy data from the CSV file back to the Vocera database.

For more information about updating groups, see the Vocera Voice Server Administration Console Guide.



## Frequently Asked Questions

---

This section provides answers to frequently asked questions about using and setting up Vocera Staff Assignment.

---

### Questions About Using Staff Assignment

This section lists common question and answers related to how to use Vocera Staff Assignment.

#### Can I use a browser other than Internet Explorer?

Vocera has certified Vocera Staff Assignment running only on Internet Explorer 6, 7, or 8. Other browsers have not been tested.

#### Can I login to Vocera Staff Assignment using my Active Directory credentials?

Yes. As of release 4.4, you can use Active Directory credentials to login into Vocera Staff Assignment. This option must be enabled by the Vocera System Administrator. For more information, see [Logging In Using Active Directory Authentication](#) on page 8.

#### How many staff members can I assign to each bed?

You can assign up to 8 staff members to each bed or role, although by default only 2 staff member columns are available.

#### Can someone be assigned to multiple beds?

Yes. This is a common scenario. However, a staff member cannot be assigned multiple times to the same bed.

#### Can I assign someone from another site to a bed?

Yes. On the Assignments tab, use the Find Staff field to find a staff member at another site. The Add To Unit dialog box appears, allowing you to add the staff member to the unit and to the selected bed.

#### How can I tell if staff members are logged in and available for a call?

If you have Vocera Staff Assignment Premier, colored status indicators (green for online, yellow for online but unavailable, and red for offline) appear to the left of each cell on the Assignments tab.

#### When is a staff assignment saved to the Vocera Voice Server?

After you select a staff member for a field, press Enter or click another cell to save the assignment. The status bar at the bottom of the Assignments tab indicates when staff are added or removed.

## What should I enter in the Notes field on the Assignments tab?

Add any helpful information about the assignment. Here are some examples:

- DNR
- Clear Liquid Diet
- No visitors
- Maintain Reverse Isolation
- Marie in charge from 7 – 12 Noon and Christine in charge from 12 Noon – 4 PM



**Note:** To preserve patient privacy, avoid using patient names in the Notes field.

## Can users still add themselves to groups using voice commands on the badge?

Yes. Users can still add themselves to groups using voice commands, and these assignments can be further managed using Vocera Staff Assignment. However, if your site is implementing Vocera Staff Assignment, as a best practice Vocera recommends using Vocera Staff Assignment to perform all staff assignments. You may need to retrain Vocera users to not use voice commands to add themselves to groups.

## Does Vocera Staff Assignment have record locking?

Yes. If someone else has posted a change to a bed group assignment after you began editing a field, you won't be allowed to post an update to the field because it is currently "dirty." Vocera Staff Assignment will display an error message telling you that the bed group has been updated. The application will then fetch the latest data from the server.

## I finished assigning staff members to beds and roles for all units. Can I lock the screen to prevent changes?

If you have Vocera Staff Assignment Premier, you can lock the screen by checking the **Lock** checkbox on the **Assignments** tab. When you lock the screen, only your session is affected. While your screen is locked, other Vocera Staff Assignment users can still log in and change staff assignments.

---

## Questions About Setting Up Staff Assignment

These questions deal with setting up Vocera Staff Assignment.

### How can I change the number of staff member columns for each bed or role?

By default, Vocera Staff Assignment displays 4 staff member columns, but the application supports up to 8. To change the number of staff member columns, edit the value of the **columnCount** property in the **app.config** file. To change the column names, edit the value of the **columnNames** property. See [Modifying the Vocera Staff Assignment Configuration File](#) on page 19.

## Does Vocera Staff Assignment support using encrypted access using SSL?

Yes. Like the Administration Console and the User Console, Staff Assignment supports using encrypted access to the server. You can optionally enable SSL access in Vocera web clients during installation of the Vocera Voice Server. At any time after installation of the Vocera Voice Server, you can enable or disable SSL access as described in the Vocera Voice Server Administration Console Guide.

## Can users who have a Vocera ID but do not have a Vocera password log into Vocera Staff Assignment?

Yes, if you create an application password that users can use to log in. See [Setting Up Vocera Staff Assignment Authentication](#) on page 18. Otherwise, your Vocera users must have a password to log into Vocera Staff Assignment. You cannot log into Vocera Staff Assignment using a blank password.

To use Vocera Staff Assignment Premier features, users must log into Vocera Staff Assignment with their Vocera user ID and password.

## How can I allow people without Vocera user accounts to use Vocera Staff Assignment?

In the Setup tab, click Security to create an application password. See [Setting Up Vocera Staff Assignment Authentication](#) on page 18.

## I changed the Vocera administrator password and now Vocera Staff Assignment users cannot log in. Why?

The Vocera Staff Assignment application requires a Vocera administrator login to connect to the Vocera server. When you set up Vocera Staff Assignment authentication, the Vocera administrator username and password are encrypted and saved to a certificate that is used for Vocera Staff Assignment authentication. If the Vocera administrator changes the administrator username or password, Vocera Staff Assignment users without administrator privileges will be unable to log in until a new Vocera Staff Assignment certificate is saved. See [Resetting the Administrator or Application Passwords](#) on page 19.

## How can I remove staff assignments from beds automatically when a shift change occurs?

In the VoceraAdministration Console, configure the group to automatically remove users from membership in the group when they log out. Edit the group to open the Edit Group dialog box, and then click the Member tab. Make sure the Remove Users On Logout box is checked. When users log out at the end of their shifts, they will be logged out from all bed groups with temporary membership (that is, groups that have the Remove Users On Logout box checked).

## You can assign staff members to beds and roles. What is a role?

A role is a Vocera dynamic group that contains staff members who perform a specific role or task during a hospital shift. For example, Charge Nurse could be defined as a role-based group in Vocera. If your Vocera system has role-based groups, users can use Vocera Staff Assignment to assign staff members to roles as well as beds.

## When you define bed/room groups or role-based groups, can you put them inside department groups?

Yes. Bed/room groups and role-based groups do not affect the department grammars, so you can safely put them within departments.

## When you clear the Vocera Staff Assignment database, what information is lost?

All staff assignments are stored on the Vocera Voice Server; clearing the Vocera Staff Assignment database does not affect those assignments. However, units are not stored in the Vocera database, so they are lost if you clear the Vocera Staff Assignment database.

You should not need to clear the Vocera Staff Assignment database unless you have created temporary units to test the application and when testing is finished you want to start over fresh. It takes only a few minutes to create new units, assign available staff to the units, and assign beds to the units.

When you clear the Vocera Staff Assignment database, the following information is lost and must be recreated.

- Units
- Staff members assigned to units (staff-unit associations)
- Beds assigned to units (bed-unit associations)
- Notes for assignments

## How do you back up and restore Vocera Staff Assignment application data?

The Vocera Staff Assignment application data, certificate file, and configuration properties are saved along with the Vocera Voice Server data during a scheduled or manual backup. To restore the Vocera Staff Assignment application data, certificate file, and configuration properties, use the VoceraAdministration Console to restore data from a backup file.

## Under what situations does Vocera Staff Assignment send an email alert to the Vocera system administrator?

Vocera Staff Assignment uses the Vocera Voice Server email alert feature to automatically send alert messages to the Vocera system administrator whenever the application changes a department or subdepartment group to an ordinary group. For details, see [Sending Email Alerts](#) on page 22.

## Where can I see the number of Vocera Staff Assignment Premier licenses currently in use?

On the Setup tab, click User Sessions. See [About Vocera Staff Assignment User Sessions](#) on page 23.

## Vocera Staff Assignment Quick Reference

### Log In

1. Open Internet Explorer and type in the following URL:  
`http://vocera_ip_address/staffassignment`  
where *vocera\_ip\_address* is the numeric IP address of the Vocera Voice Server.
2. Enter your Vocera Staff Assignment user name and password, and then click Login.

Bed or Role	1st Member
C C U Nursing Assistant	<div> <div>a</div> <div>Anderson, Jackie : Global</div> <div>Askew, Joanna : Global</div> </div>

### Assign a Staff Member to a Bed or Role

1. On the Assignments tab, select a site from the Site list.
2. Select a unit from the Unit list.
3. Optionally, enter notes about the assignment in the Notes field.
4. Select one of the staff member cells for a bed or role. Start typing the last name of a staff member. A drop-down list appears with up to 10 matching names. Select a staff member from the list.

### Find a Staff Member

1. On the Assignments tab, click the Find Staff box.
2. Start typing the last name of a staff member. A drop-down list appears with up to 10 matching names.
3. Select a staff member from the list.

Note: If the Lock checkbox is checked, the Find Staff box is not visible.

1st Member
Short, Michael
Chang, Steve

### Remove an Assignment

1. Select the cell and press the Delete key.
2. Press Enter.



**Lock the Screen**

On the Assignments tab, check the Lock box.

Note: This feature is available only in Vocera Staff Assignment Premier.

**Call or Broadcast**

1. If you prefer to call from a desk phone, select the Assignments tab, check the Use phone for console calls box, and then type an extension in the Ext field.
2. On the Assignments tab, right-click either a bed or role or a cell where a staff assignment has been made.
3. Select one of the following commands from the pop-up menu:
  - Bed or Role Commands:
    - Call
    - Urgent Call\*
    - Broadcast
    - Urgent Broadcast
  - Staff Member Commands
    - Call
    - Urgent Call\*
4. If you are using a desk phone, pick up the receiver when the phone rings, press the star key (\*), and begin speaking.



**Note:** This feature is available only in Vocera Staff Assignment Premier.

**Send a Text Message**

1. On the Assignments tab, right-click either a bed or role or a cell where a staff assignment has been made.
2. Select the Send Text Message command from the pop-up menu.
3. The Text Message dialog appears. Type the message (up to 200 characters), and click Send.

Note: This feature is available only in Vocera Staff Assignment Premier.

**Print a Page**

1. Click the Print link at the upper right part of the page.
2. Select print options, and then click Print.

DO NOT use the Print toolbar button or the File > Print command in Internet Explorer. Those print options do not print the entire table.

**Use Voice Commands**

You can call the nurse assigned to a bed or room using your Vocera device.

**To call a nurse for Room 5423 Nurse, say this:**

Call Room 5423 Nurse

To find who is assigned to Room 5423 Nurse, say this:

Who is in Room 5423 Nurse?

Who is a member of Room 5423 Nurse?