VST Web Client User Guide

Version 2.3.0

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Vocera Communications, Inc.
www.vocera.com
tel :: +1 408 882 5100
fax :: +1 408 882 5101

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Getting Started

The Vocera Secure Texting solution (VST) extends the power of the Vocera Communications System to physicians and care teams that are located outside the hospital. VST balances security and convenience by providing a secure, easy to use, HIPAA-compliance enabling alternative to SMS as well as basic voice capabilities to enhance communication and collaboration. The solution integrates seamlessly with the Vocera platform, providing texting and voice capabilities across all Vocera end points including iOS, Android, and all popular browsers.

The Vocera Secure Texting solution provides the following features:

- HIPAA-compliant text messaging
- Fully auditable communication trail
- Directory of hospital-provided contacts
- Ability to call or text Vocera associates inside the hospital without revealing your phone number

About the VST Solution

VST connects the clinical staff within a hospital with the clinical staff of affiliated providers, creating a single contact list that is authorized and managed by those hospitals and providers.

VST allows designated care team members within a hospital to communicate with each other, as well as with the care team of affiliated providers who may not be employed by that hospital. The hospital determines which of its clinical staff members these providers can communicate with.

If you are a clinical staff member in an affiliated provider, one or more of the hospitals you work with has invited your organization to communicate through VST. Your own organization determines which of its clinical staff members hospital employees and other affiliates can communicate with.

About Security and Privacy

VST provides an easy to use HIPAA-compliant alternative to SMS messaging, so you are able to discuss personal health information without worrying about its security. In addition, your phone number is used internally by VST, but it is never disclosed to any user.

When you use the VST app to call another user, Vocera requires your mobile phone number to request a call that a third-party service dials on your behalf. The user receiving the call *does not* see your mobile number; instead, the recipient sees only the system-generated Voice number of your VST organization.

Other users may view your own user profile, but it does not display your mobile number. Your visible user profile includes only your office and fax numbers.

Important: The Handheld Client supports the speech-to-text dictation capabilities provided by your device's keyboard to permit greater accessibility for people who have a disability. Because Apple and Android send the audio to cloud services outside our secure

texting applications, make sure you use this feature as prescribed by your organization's HIPAA guidelines.

Vocera Solution Comparison

Vocera smartphone and badge solutions offer secure messaging capability to any health care professional. Regardless of role or location, you can use Vocera to send secure, HIPAA-compliant messages to any member of your care team.

The following table lists the attributes and capabilities of the Vocera badge, Vocera Secure Texting and Vocera Collaboration Suite. Use this table to determine what solution is the best choice for you.

Attribute	Vocera Badge	Vocera Secure Texting		Vocera Collaboration Suite	
Network Supported	**Wi-Fi**	**Cellular**	**Wi-Fi**	**Cellular**	**Wi-Fi**
Supports Shared Devices	✓			✓	✓
Hands Free	✓				
Voice Automated	✓			✓	✓
Contact by Name, Role, Group	✓	✓	✓	✓	✓
Receive Group Call and Broadcast	✓				✓
Initiate Group Call and Broadcast	✓			✓	✓
Push-to-Talk	✓				✓
Contacts Directory Search		✓	✓	✓	✓
Favorites List		✓	✓	✓	✓
Presence/Availability Information		✓	✓	✓	✓
Select-to-Connect Commands		✓	✓	✓	✓
Keypad for extension dialing				✓	✓
Simple Paging	✓			✓	✓
Alarms/Alerts through integration	✓			✓	✓
Secure transmission and delivery of messages		✓	✓	✓	✓
Text Users and Groups		✓	✓	✓	✓
Web Console Messaging		✓	✓	✓	✓

The Vocera messaging solutions enable you to:

- Reach the **right person, instantly**.
- At the **right time**.
- On the **right device**.
- With the **right information**.
- In the **right place, anywhere**.

About the Vocera Secure Texting Web Client

The Vocera Secure Texting Web Client provides convenient access to the texting features of the VST solution from any web browser.

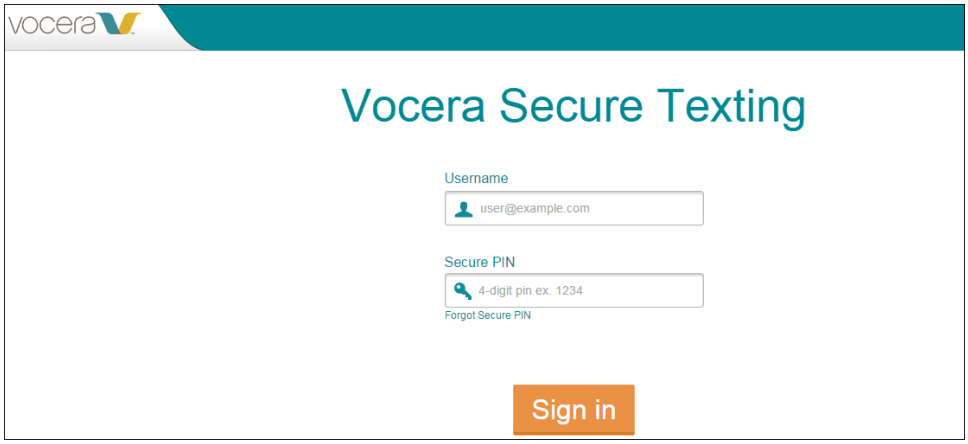
How to Log Into the VST Web Client

You need to enter your email address and a four-digit PIN each time you log into the Vocera Secure Texting Web Client.

To log into the VST Web Client:

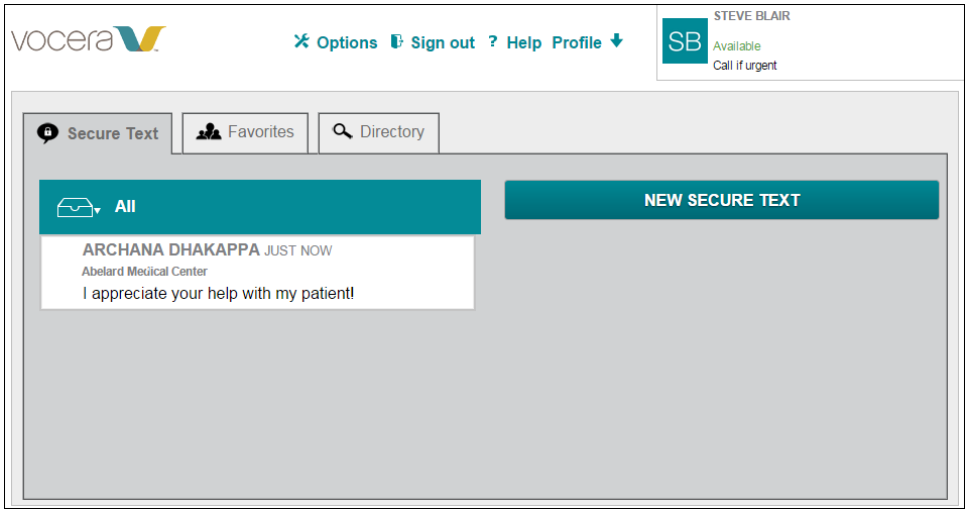
1. Open a web browser and navigate to **https://texting.vocera.com/**.

   The VST Web Client Login page appears. Bookmark this page in your browser so you can find it quickly in the future.



2. Enter your email address in the Username field.
3. Enter your 4-digit PIN in the Secure PIN field.
4. Click Sign in to log in.

   The Vocera Secure Texting Web Client opens and displays the Secure Text page.



Invalid Logins

If you fail to log into the client after 5 successive attempts, VST locks your account. When your user account is locked, you cannot access it until an administrator unlocks it.

A First Look

The first time you login to the VST Web Client, you see the Secure Text page—the starting point for reading, responding to, and creating new text messages.

The Secure Text, Favorites, and Directory tabs provide access to the main features of the application. A menu bar along the top of the page provides access to the following features:

- **Options**
  Allows you to set preferences, manage multiple devices, and reset your PIN
- **Sign Out**
  Logs you out of the application
- **Help**
  Provides access to the *VST Web Client User Guide*
- **Profile**
  Allows you to set your availability, helping to limit your interruptions

How to Log Out of the VST Web Client

To protect access to personal health information and to ensure security, make sure you log out of the VST Web Client whenever you are not using it. As an additional security mechanism, the application will log you out automatically after 20 minutes of inactivity.

To log out of the VST Web Client:

1. From any page in the VST Web Client, click Sign Out from the menu at the top.
   The VST Web Client logs you out and displays the Login page.

Supported Web Browsers

You can use most major web browsers to work with the VST Administration Console and the VST Web Client.

Vocera has tested VST Administration Console and the VST Web Client with the following web browsers:

- Microsoft Internet Explorer 10 and 11
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

Other browsers may also work, but have not been tested.

Setting Up your Profile

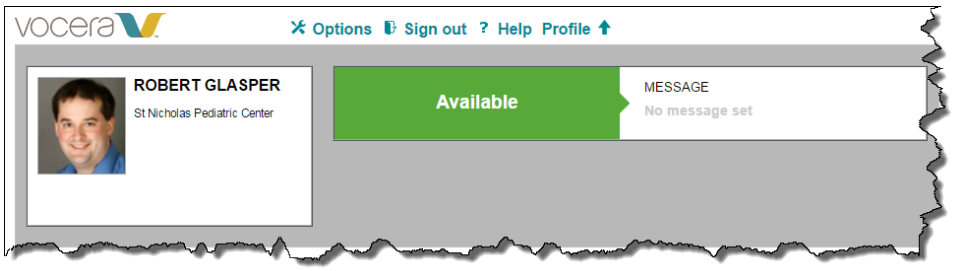
Your Profile is a small set of professional information that helps to identify you to colleagues. You may have provided some of this information when you registered as a first-time user, or your administrator may have entered it for you. You can update your profile to make it more complete or to change it as your background evolves. Your profile is visible to your colleagues, and it also provides them with information about your availability.

How to Update your Professional Information

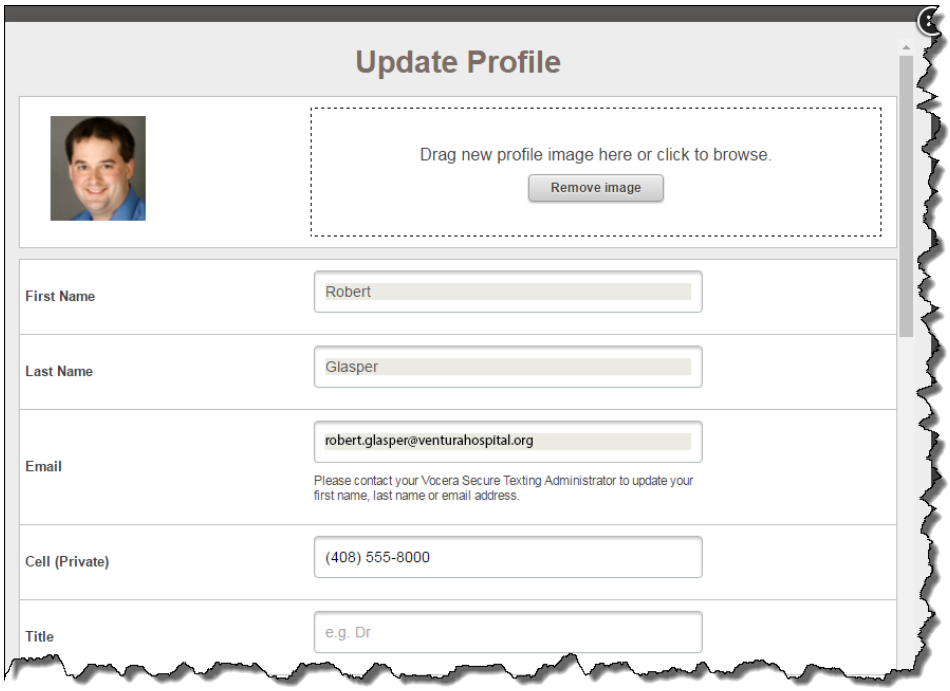
You may want to update your profile as your practice, qualifications, and other professional information changes over time. You may also want to update your profile if you did not enter complete information when you registered as a first-time user.

To update your professional information:

1. From any page in the Vocera Secure Texting Web Client, click the Profile link at the top of the page.
   The full set of options for the Profile appear.



2. Click the box with your name in the top left corner.
   The Update Profile page appears.



3. If necessary, update your profile picture by navigating to a photo with Windows Explorer and then dragging the file to the section of the Update Profile page that says Drop new profile image here to upload (in older browsers, you may need to browse to the file and upload it).
4. Review the remaining information on this page, and update it if necessary. See **Update Profile** on page 9 for more information (if you are not a physician, your profile contains a subset of the fields described here).

Update Profile

Table 1: Basic Information

Field	Description
Profile Image	Choose an existing photo for your profile. If you are using the handheld client, you may also use your phone's camera to take a new photo.
First Name	The first name (given name) of the user. This field is required, and can be edited by an administrator only.
Last Name	The last name (family name) of the user. This field is required, and can be edited by an administrator only.
Email	The office email address of the user. This field is required, and can be edited by an administrator only.

Field	Description
Cell (Private)	The mobile phone number. This field is required for you to use the call feature in the mobile clients and to be able to receive phone calls. When you send or receive a call, Vocera hides your personal phone number and instead displays your organization's Voice Number to the person you called. If you do not put in your cell phone number, you are not able to send and receive calls.
Title	The title or honorific that is to be added before the user's name (such as "Dr.").
Credentials	The degree or other credentials that are to be added after the user's name (such as "M.D.").
Job Title	Identifies your area of specialization.
Office	The street address, city, state, and zip code (postal code) of the user's office location.
Office Phone	The user's office phone number.
Office Fax	The user's office fax number.

Table 2: Practice

Field	Description
Practice Description	A summary of the user's medical practice.
Specialty	Identifies your areas of specialization and sub-specialties.

Table 3: Training

Field	Description
Medical School	The user's medical school.
Residency	The user's residency.
Fellowship	Any fellowship the user has received.

Table 4: Other

Field	Description
Home Page URL	Optionally specifies the Internet URL of your home page.

About Status

Setting your status allows you to display your availability to colleagues.

Using the VST Web Client, you can set your status to any of three states: Available, Busy, or Unavailable. Each state has built-in status messages such as "Call if urgent" that are displayed to colleagues who want to contact you. You can also create and save custom status messages for use and reuse later.

You can change your status at any time.

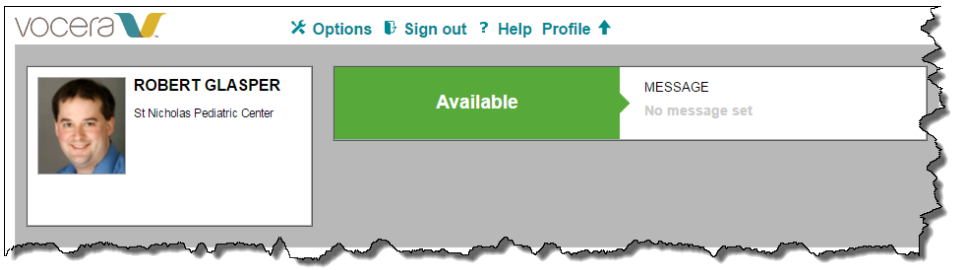
How to Update Status

Specify your status to indicate whether you are Available to take calls, Busy, or Unavailable, and also to display a message such as "Prefer secure text". The status and message that you specify appear on your profile when colleagues try to contact you.

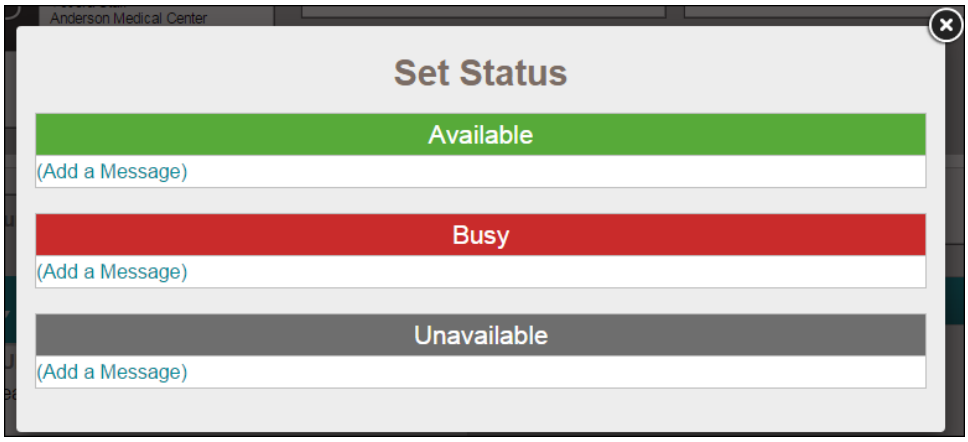
To specify your status and a status message:

1. From any page in the Vocera Secure Texting Web Client, click the Profile link at the top of the page.

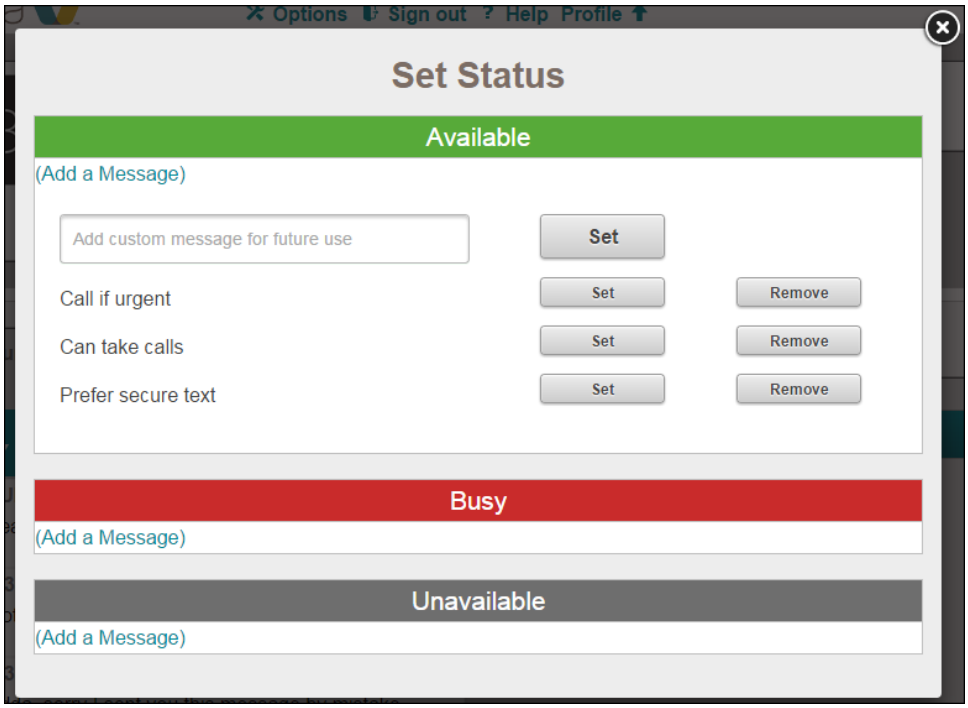
The full set of options for the Profile appear.



2. Click the box in the top center of the page. It may say Available, Busy, or Unavailable.
   The Set Status options appear.



3. If you want to specify your status and accept its current status message, click one of Available, Busy, or Unavailable.
   The Set Status dialog box closes, and your new status and message appear.
4. If you want to specify your status and choose a new status message, click Add a Message under the appropriate status category.
   The Add a Message options appear.



5. Click Set next to a pre-existing status message, or create a custom status message and click Set.
   The Set Status dialog box closes, and your new status and status message appear.

Specifying Application Options

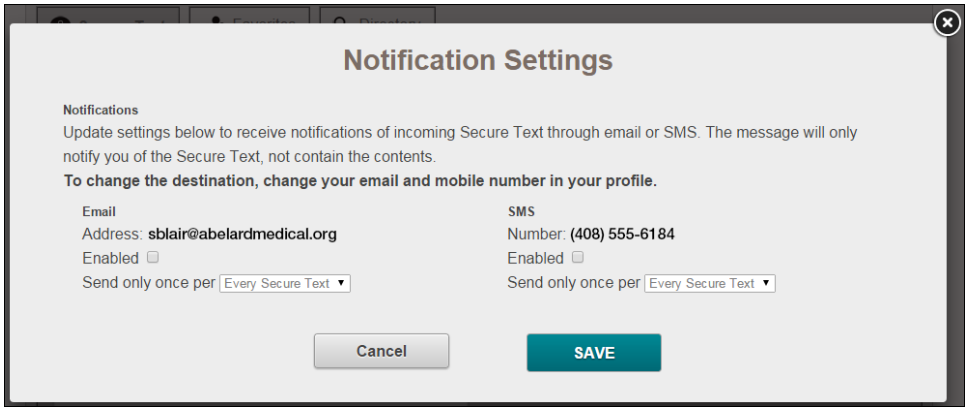
Application Options let you specify whether to receive notifications of new text messages through either SMS or email, help you manage multiple devices, and let you reset your PIN if necessary.

Specifying Notification Options

Update your notification settings to specify whether you want to receive notifications of incoming messages through email or through SMS.

To update your notification settings:

1. From any page in the Vocera Secure Texting Web Client, select Options > Notification Settings from the menu at the top of the page.
   The Notification Settings dialog box appears.



2. To receive notifications through email:
   a. Make sure the Address in the Email section is correct.
      If the address is incorrect, see **How to Update your Professional Information** on page 8.
   b. Check Enabled in the Email section.
   c. Use the Send only once per list to specify how often you want to receive notifications of new secure text messages from the same user.
      For example, suppose you set the option to once per 5 minutes. If the same user sends you multiple messages in a 5-minute time frame, you will receive only one notification; if a second user sends you a message in that same 5-minute time frame, you will receive a new notification. However, you will receive no more than one notification about new messages from any individual user every 5 minutes.
3. To receive notifications through SMS:
   a. Make sure the Number in the SMS section is the number of your mobile phone.
      If the number is incorrect, see **How to Update your Professional Information** on page 8.
   b. Check Enabled in the SMS section.
   c. Use the Send only once per list to specify how often you want to receive notifications of new secure text messages from the same user.
      For example, suppose you set the option to once per 5 minutes. If the same user sends you multiple messages in a 5-minute time frame, you will receive only one notification; if a second user sends you a message in that same 5-minute time frame, you will receive

a new notification. However, you will receive no more than one notification about new messages from any individual user every 5 minutes.

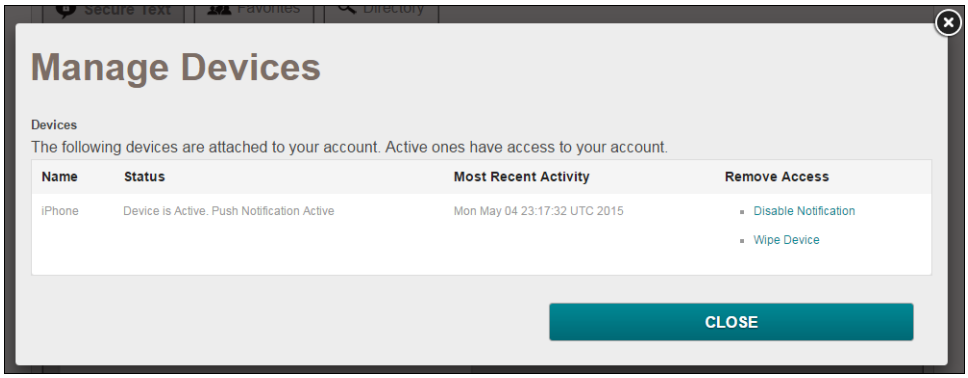
4. Click Save to save your changes.

Managing Multiple Devices

To manage multiple handheld devices, display the list of devices that are attached to your account. You can disable notifications or wipe VST data from any attached device.

To manage devices:

1. From any page in the Vocera Secure Texting Web Client, select Options > Devices from the menu at the top of the page.
   The Update Devices dialog box appears.



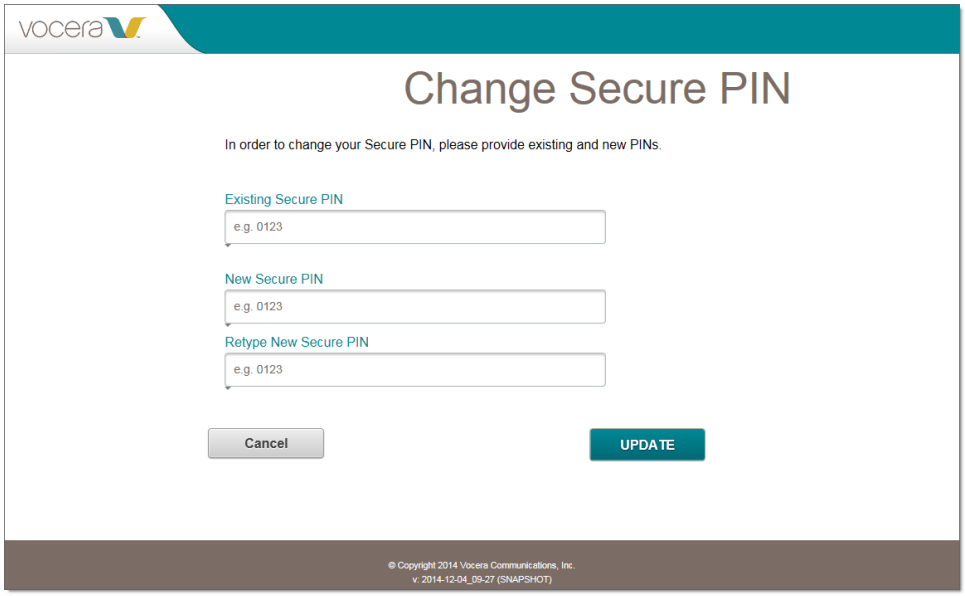
2. To disable notifications for a device, locate the device in the list, and click Disable Notification.
3. To wipe Vocera Secure Texting data from the device, locate the device in the list, and click Wipe Device.
4. Click Close to close the Update Devices dialog box.

Changing Your PIN

From the Main screen, you can change the four-digit PIN that you use to log into the Vocera Secure Texting web client.

To change your PIN:

1. From any page in the Vocera Secure Texting Web Client, select Options > Change PIN from the menu at the top of the page.
   The Change Secure PIN dialog box appears.



2. In the Existing Secure PIN field, type your current four-digit PIN.
3. In the New Secure PIN field, type your new four-digit PIN.
4. In the Retype New Secure PIN field, retype your new four-digit PIN.
5. Click Update.

Working with Secure Texts

The left side of the Secure Text page displays a scrolling list of all your text messages, with the most recent ones displayed first. By default, the page displays messages from all organizations you are a member of; however, you can filter the list to display messages from one organization only.

The top of the Secure Text page (as well as the top of each other page) provides a menu that allows you to specify your availability. You can also set application options with this menu. See **Setting Up your Profile** on page 8 and **Specifying Application Options** on page 12 for more information.

The Favorites and Directory tabs next to Secure Text provide access to the remaining main functional areas of the app. You click each tab to access the features in that area.

About Secure Texts

The VST Web Client provides access to text messages from several contexts. The Secure Text page provides the fullest and most flexible messaging capabilities. The Favorites and Directory pages allow you to navigate to a specific contact and then send a message.

- The Secure Text Page displays a scrolling history of messages you've received and sent; it also allows you to create new messages. This page provides full access to the messaging capabilities of the VST Web Client.
- The Favorites and Directory pages let you create a message by navigating and selecting a contact.

Message Notifications and Priorities

The Vocera Secure Texting Web Client provides two levels of priority for text messages.

- **Normal** priority is the default. Any message that you send is normal priority unless you specify otherwise. See **How to Specify a Priority** on page 27 for additional information.
- **High** priority is available to let a recipient know that a message requires more immediate attention. High priority messages are indicated by an exclamation mark ( ) icon on the recipient's screen and optionally by a special tone and vibration on a handheld app.

The Vocera Collaboration Suite app also provides an **Urgent** priority, in addition to normal and high. if you receive an urgent message from a Vocera Collaboration Suite user, the Vocera Secure Texting Web Client displays it as high priority.

About Message Expiration and Retention

The organization administrator may specify both a message expiration time and a message retention value. These values are specified independently, but they interact with each other if the message retention period is shorter than the message expiration time.

Message Expiration

The Message Expiration Time setting controls the duration of time that messages are visible on the VST clients.

Individual messages have a default expiration time (typically 7 days, but it can range between 30 minutes and 30 days) that is specified by the hospital administrator. Messages that expire are removed from the VST client, but they are retained in the database of the VST server for the duration of the message retention period.

Messages in a conversation expire one-by-one. If the initial message in a conversation reaches its expiration date but the most recent message is current, the initial message is removed from all clients but the unexpired messages remain. Because organization administrators may customize their message expiration setting, each organization may specify a different message duration. If the recipients of a message span multiple organizations, VST honors the message duration setting of the sending organization.

The *message retention* period is set for an entire organization, and it determines the amount of time messages persist in the VST database. By default, messages are never purged from the VST database, but organizations may customize this behavior.

If the message retention period is shorter than the message expiration time, the message is both expired (on the client) and purged (in the database). In this situation, messages are removed from the handheld client when the app is placed in the background and then opened in the foreground; message are removed from the VST Web Client when the screen refreshes.

Message Retention

The Message retention period setting specifies the duration of time that message content is preserved on the VST server before being purged. The purge mechanism preserves the message metadata (such as subject and recipient list) but removes message content permanently; message content cannot be recovered once the purge has occurred.

The message retention period determines how long message content persists in the VST database. Message retention is a security feature that allows an organization to remove potentially sensitive message content on a regular schedule. In many cases this is not necessary, because the message expiration setting will remove messages from the clients. By default, the message retention period is null and messages are preserved indefinitely.

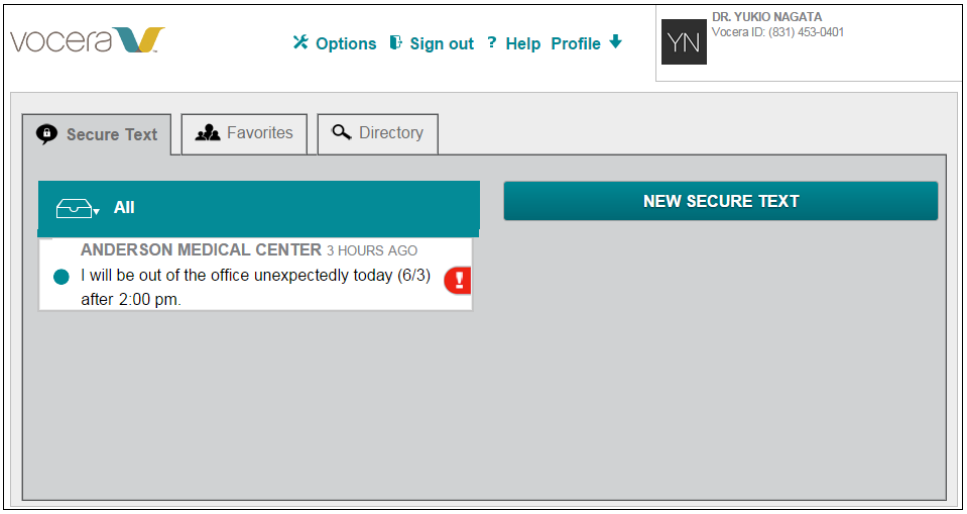
When a message reaches the end of its retention period, it is purged from the VST database at the time the next scheduled purge mechanism runs (currently once per day at 2:00 AM Eastern Time). By default, the message retention period is null, and messages are never purged.

The message retention period for a practice or hospital is determined by the organization's administrator. When users of two or more organizations are engaged in a conversation, the retention period for all messages in the conversation is determined by the message retention period of the organization that initiated the conversation.

The Secure Text Page

The Secure Text page provides complete access to all the texting capabilities in the VST Web Client. Access the Secure Text page by clicking the Secure Text tab anywhere in the VST Web Client.

The secure texts screen shows a scrolling list of all the messages you have sent or received, ordered by date. A teal-colored dot appears to the left of messages you have not yet read. An exclamation mark to the right of a message indicates high priority.



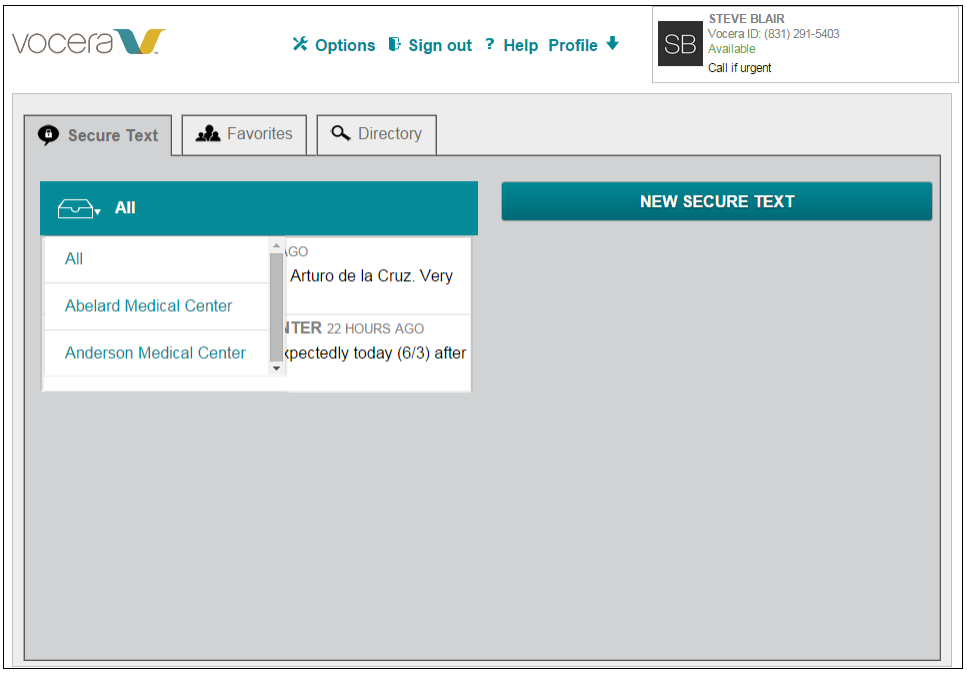
The client uses a message subject to sort messages to and from the same recipient into different conversations. For example, suppose you need to exchange messages with the same person while coordinating the discharge of two different patients. A subject keeps the messages sorted into different conversations, so you do not mix up the discharge discussions.

If you do not specify a subject, all messages to and from the same recipient appear in a single conversation.

Filtering Secure Texts

You can filter messages by the organization of the sender or recipient to help you view only the content you are interested in.

Tap the "Inbox" icon at the top left of the Secure Text page to filter messages.



Filtering by organization displays all messages to or from contacts in that organization.

Sending a Message

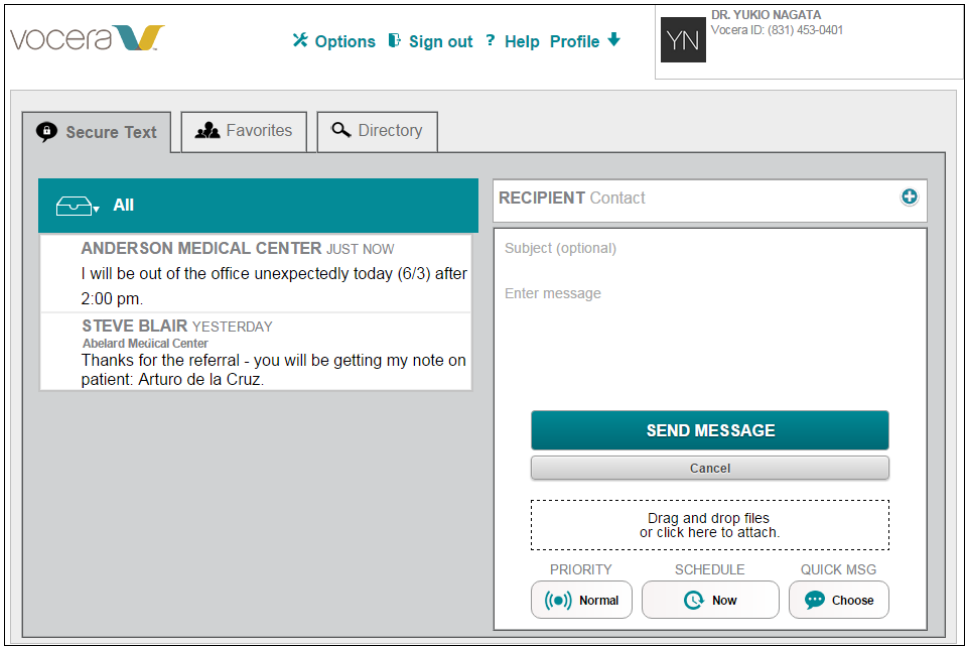
You can create a new message or respond to an existing thread from the Secure Text page, either by typing your own message text or starting from templates of typical message content (Quick Messages). In addition, you can specify message options by adding an attachment, setting a priority, or scheduling a delivery.

How to Send a New Message

Use either the Secure Text page or select a contact in the Favorites or Directory pages to send a new message to any individual or group.

To send a new secure text message:

1. From the Secure Text page, click the New Secure Text button.
   An area for editing a text message appears on the right side of the page.



2. In the Recipient field, enter the first recipient of the message in either of the following ways:
   - Begin typing any part of the name and choose the recipient from the filtered list that appears.
   - Click the Plus icon and choose the recipient from the scrolling list of Favorites that appears.

   You may add up to 20 recipients (VST contacts, groups, or organizations) in this manner.

   Note: If the total number of individual users (the number of members in any groups plus the number of individual recipients) exceeds 50 individuals, the message is *terminated*; that is, recipients will receive the message, but they will be unable to respond.

3. In the Subject field, optionally provide a brief subject. You can enter up to 500 characters.
   The client uses a message subject to sort messages to and from the same recipient into different conversations. For example, suppose you need to exchange messages with the same person while coordinating the discharge of two different patients. A subject keeps the messages sorted into different conversations, so you do not mix up the discharge discussions.
   If you do not specify a subject, all messages to and from the same recipient appear in a single conversation.

4. In the field that says Enter message, type the message you want to send. You can enter up to 3000 characters.

   Common emoticons are supported. If the recipient's device does not recognize an emoticon, it is displayed as a question mark (?).
5. Optionally use the buttons at the bottom of the page to specify options (Add an attachment, set a priority, schedule a delivery, or choose a Quick Message).
6. Click Send Message to send the message.

Note: You can also send a message to a contact or staff member from within that person's contact information. See **How to Text a Contact** on page 41 for details.

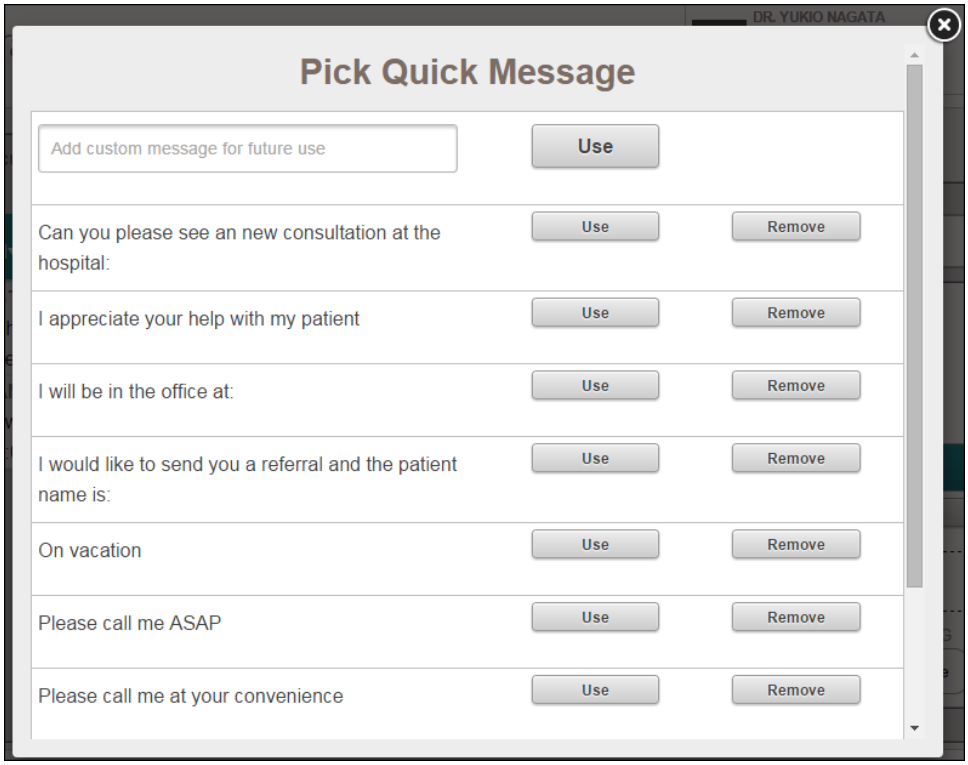
How to Use a Quick Message

You can use a Quick Message (a "canned" message based on a typical interaction) to save time either when you send a new message or reply to an existing message. You can also create new Quick Messages for your own common interactions.

To use a Quick Message:

1. Before you type the text in a new message or a reply, click the Choose button.

   The Pick a Quick Message dialog box appears.



2. Scroll to find the appropriate Quick Message and click Use to select it. You can also create a new Quick Message and use it now by entering the text in the Add custom message for future use field and clicking Use.

   The message appears in the type-in box at the bottom of the page.
3. Optionally edit the message.
4. Click Send Message to send the message.

How to Send a Message to a Non-User

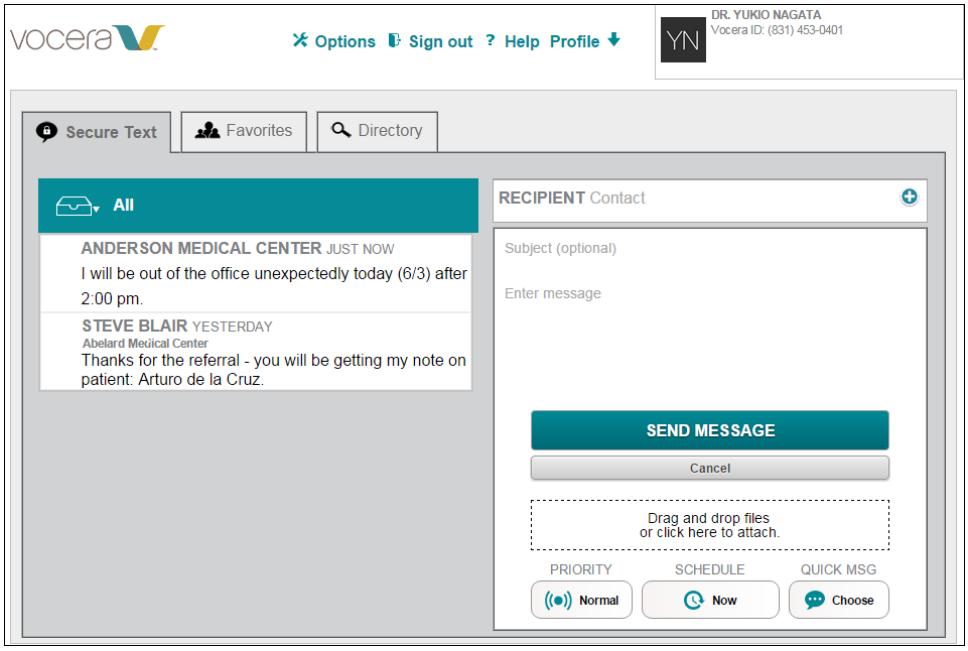
In some organizations, the VST administrator may grant you the permission to send messages from your VST client to colleagues who are not VST users. Such messages use a non-secure

email or SMS transport; in addition, they cannot be removed from a recipient's device. Please treat these messages as a convenience and use them with discretion. The VST client displays these messages in a threaded conversation as it does with secure messages.

To send a message to a recipient who is not a VST user:

1. From the Secure Text page, click the New Secure Text button.

   An area for editing a text message appears on the right side of the page.



2. In the Recipient field, enter either the mobile phone number or the email address of the recipient.

   You may also add VST users to the conversation by clicking the Plus icon and choosing the recipient from the scrolling list of Favorites that appears. You may add up to 20 recipients (VST users, non-users, and VST groups) in this manner.

3. In the Subject field, optionally provide a brief subject. You can enter up to 500 characters.

   The client uses a message subject to sort messages to and from the same recipient into different conversations. For example, suppose you need to exchange messages with the same person while coordinating the discharge of two different patients. A subject keeps the messages sorted into different conversations, so you do not mix up the discharge discussions.

   If you do not specify a subject, all messages to and from the same recipient appear in a single conversation.

4. In the field that says Enter message, type the message you want to send. You can enter up to 3000 characters.
5. Optionally use the buttons at the bottom of the page to specify options (Add an attachment, set a priority, schedule a delivery, or choose a Quick Message).
6. Click Send Message to send the message.

New Messages Compared with Replies

You can send new messages only to users in organizations that are closely connected to your own organization. Your system administrator determines this set of organizations—typically hospitals or affiliated practices that you work closely with. Users in these organizations appear in your Contacts or Directory.

You can, however, send a *reply* to any users who already appear in a conversation, even if you cannot directly initiate a new message to them. For example, suppose Dr. Maturin's hospital is affiliated both with your practice and also with a second practice that is not one of your affiliates. Dr. Maturin may send a text message to you and also users in the second practice; you may reply to all users, even though you are not permitted to send new messages directly to users in the second practice.

Replying to a Message

You can respond to an existing message or thread from the Secure Text page. When you reply to a message, you may take advantage of any option that is available when you create a new message, including using a Quick Message, adding an attachment, setting a priority, or scheduling a delivery. In addition, you may change the subject or add recipients when you reply to a message.

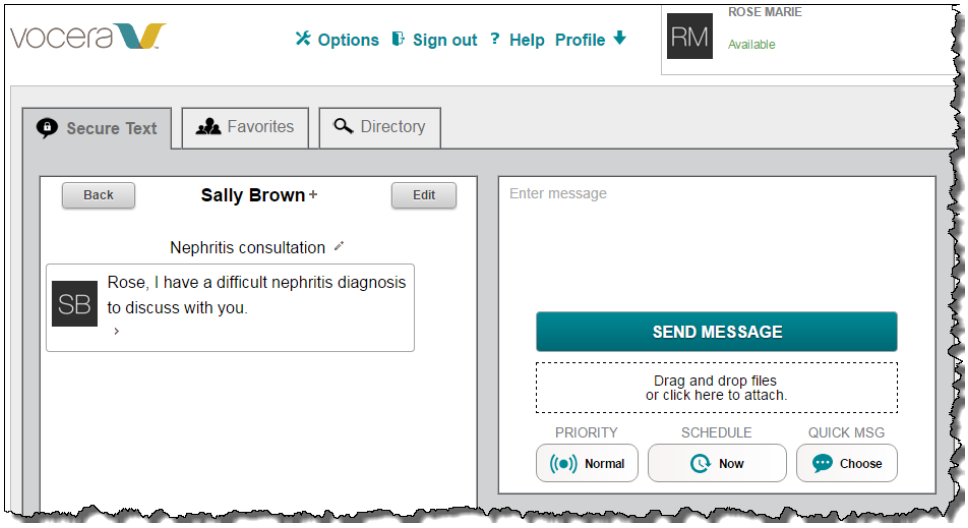
VST clients may *respond* to messages that have as many as 50 recipients—although messages *initiated* by VST clients may have no more than 20 recipients, messages initiated by VCS may have a larger number of recipients. If you receive a message with more than 50 recipients from a VCS client, both VST and VCS treat it as a one-way *notification* that no-one may respond to.

How to Reply to a Message

Use the Secure Text page to reply to an existing message. Your new message is automatically appended to the end of that conversation.

To reply to an existing text message:

1. On the Secure Text page, click a message in your list of recent messages.
   The VST Web Client displays the most recent messages in the conversation—a scrolling list of messages with the same subject, to and from the same recipient.



2. In the field that says Enter message in the right pane, type the message you want to send. You can enter up to 3000 characters.

   Note: If the message does not contain an Enter message field, it is a *terminated* message; that is, all the recipients received the message, but they are unable to respond. When a message is terminated, the Vocera Secure Texting Web Client displays a message stating, "This is a one-way conversation. Replies are disabled." VST terminates a message when the recipient list is too large. See **How to Send a New Message** on page 18 for additional information.

3. Optionally use the Edit icon (✎) in the left pane to change the subject or the Add icon (+) to add recipients to the message.

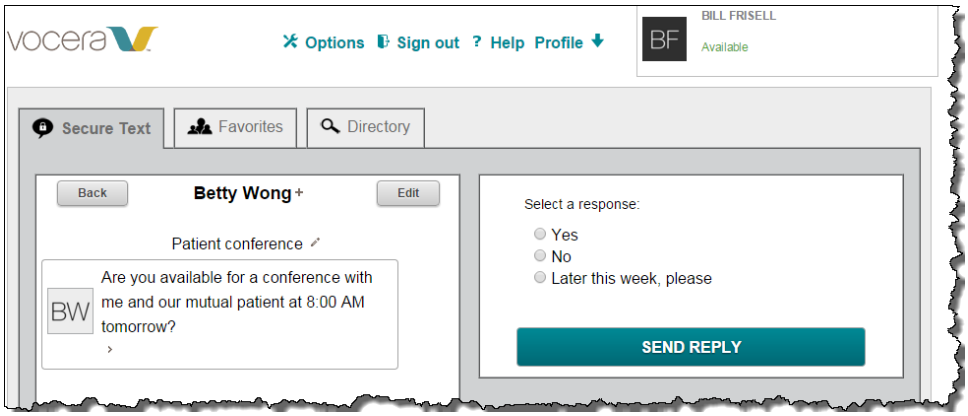
4. Optionally use the buttons at the bottom of the page to specify options (Add an attachment, set a priority, schedule a delivery, or choose a Quick Message).
5. Click Send Message to send the message.

How to Reply to a Multiple Choice Message

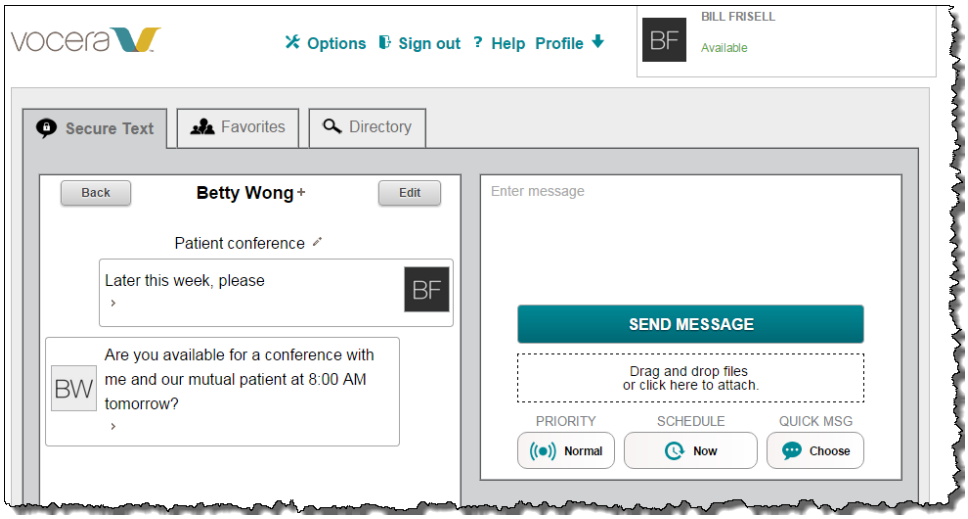
You may receive messages with multiple response options from colleagues who are using the VCS client. These messages appear in the Secure Text page as other text messages do; however, when you open them, you reply by selecting one of several pre-configured responses.

To reply to a multiple choice message:

1. On the Secure Text page, click the message in your list of recent messages.
   The VST Web Client displays the pre-configured responses available for this specific message in the right pane.



2. Check the appropriate response and then click Send Reply to send the message.
   The response you specified appears in the pane on the left.



Note: If another participant sends a message to the multiple choice conversation before you respond, the choices are no longer visible in the right pane. Click the arrow icon ( ) in the most recent message to display the choices again.

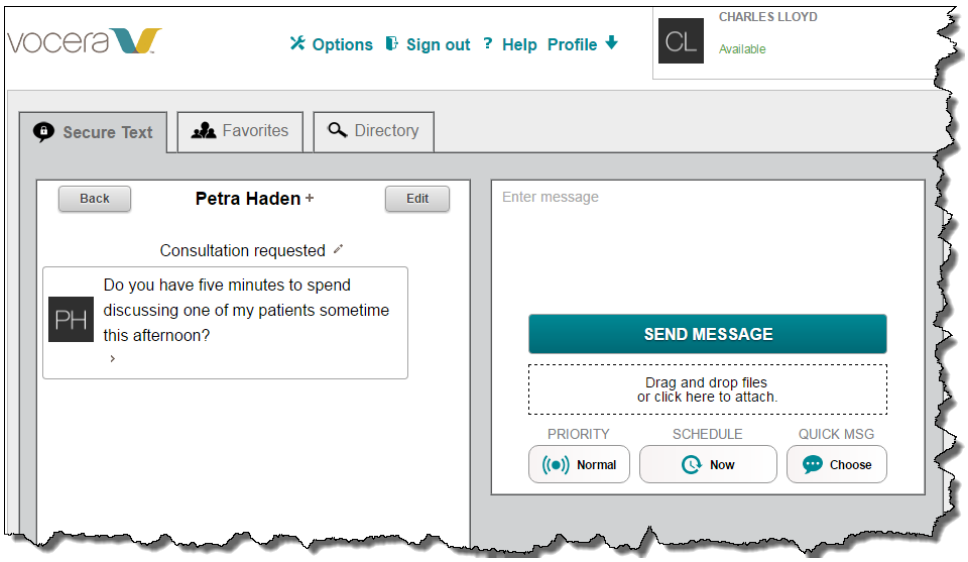
How to Change the Message Subject

When you reply to a message, you may use the left pane of the Secure Text page to change the subject of a message. When your reply is sent, your response appears at the end of the existing conversation as usual, and the updated subject is displayed for all recipients.

To change the subject while replying to a text message:

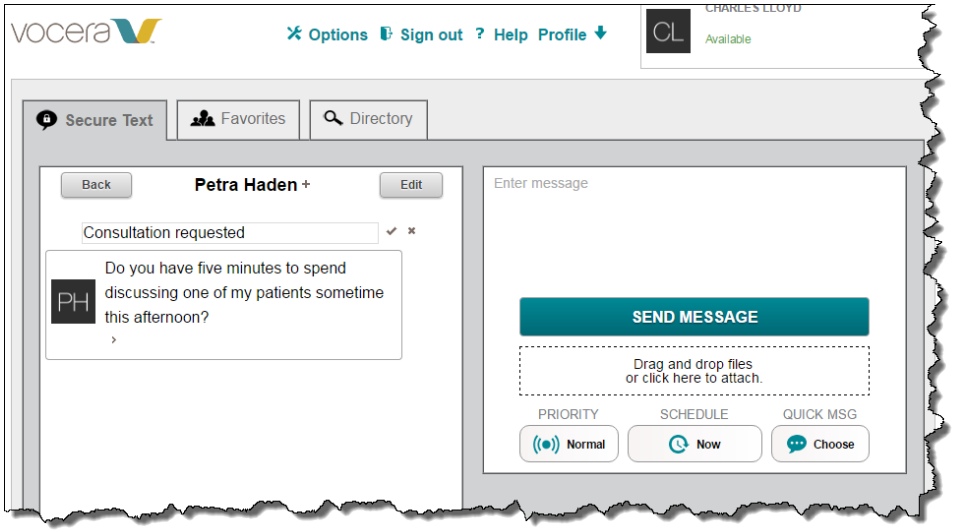
1. On the Secure Text page, click a message in your list of recent messages.

   The VST Web Client displays the most recent messages in the conversation—a scrolling list of messages with the same subject, to and from the same recipient.



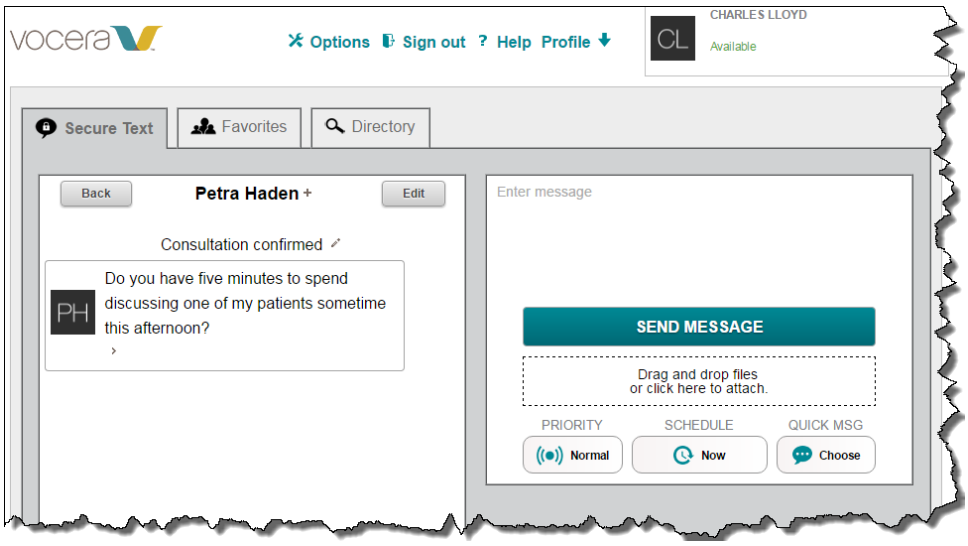
2. In the left pane, click the Edit icon ( ) next to the subject.

   The subject of the message appears in a text box, allowing you to edit it.



3. Enter your changes to the message subject; you can enter up to 500 characters. When you are finished, click the Check icon ( ) next to the subject.

   The updated subject appears in the VST Web Client.



Note: You cannot remove an existing subject completely when you edit it.

4. Continue replying to the message as described in **How to Reply to a Message** on page 21.

   When your reply is sent, your response appears at the end of the existing conversation as usual, and the subject is displayed for all recipients.

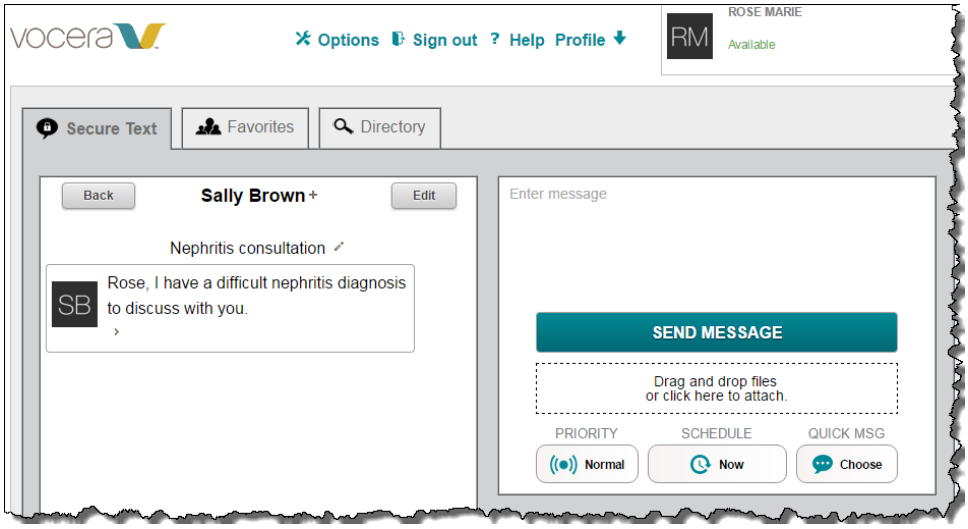
How to Add a Recipient

When you reply to a message, you may use the left pane of the Secure Text page to add recipients. When your reply is sent, existing recipients are notified that additional recipients are now included in the conversation.

To add recipients when replying to a text message:

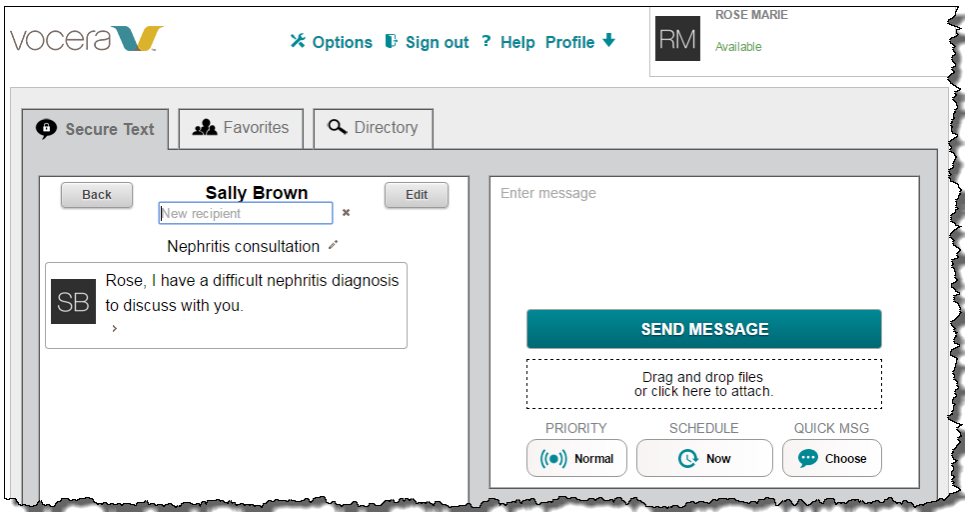
1. On the Secure Text page, click a message in your list of recent messages.

   The VST Web Client displays the most recent messages in the conversation—a scrolling list of messages with the same subject, to and from the same recipient.

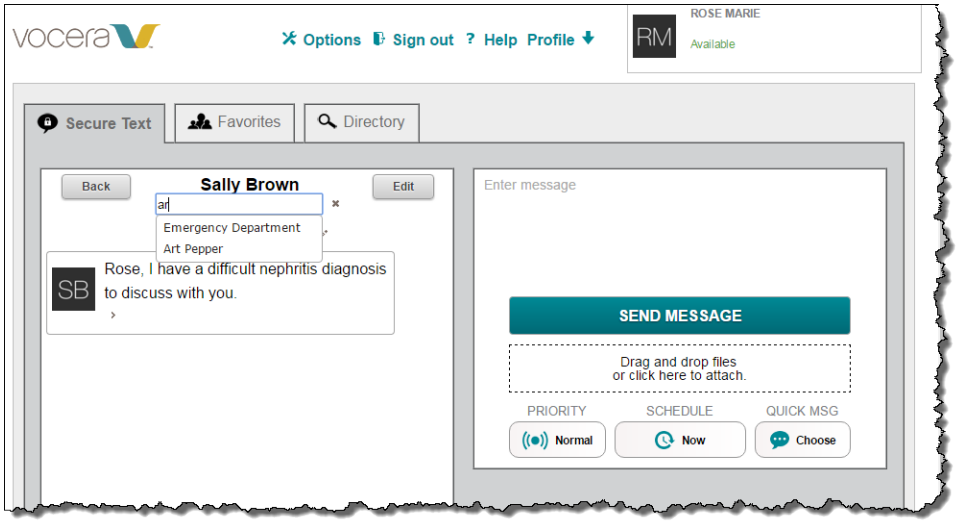


2. In the left pane, click the Add icon (+) next to the sender's name.

   The New recipient box appears, allowing you to add recipients.

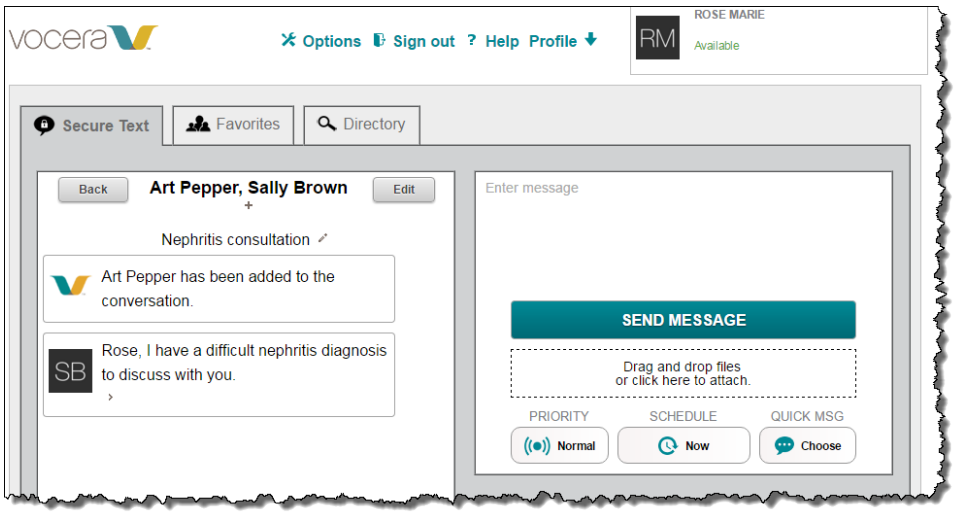


3. Begin typing any part of the user's or group's name in the New recipient box.
   The list of contacts begins to filter based on the characters you enter.



Note: Although you can send a new message to a recipient who is not a VST user, you may add only VST users to existing conversations.

4. Choose the new recipient from the filtered list that appears.
   The additional recipient appears in the list of recipients, and the Vocera Secure Texting Web Client displays a message indicating that a new recipient has been added. This message is displayed for every recipient of the conversation.

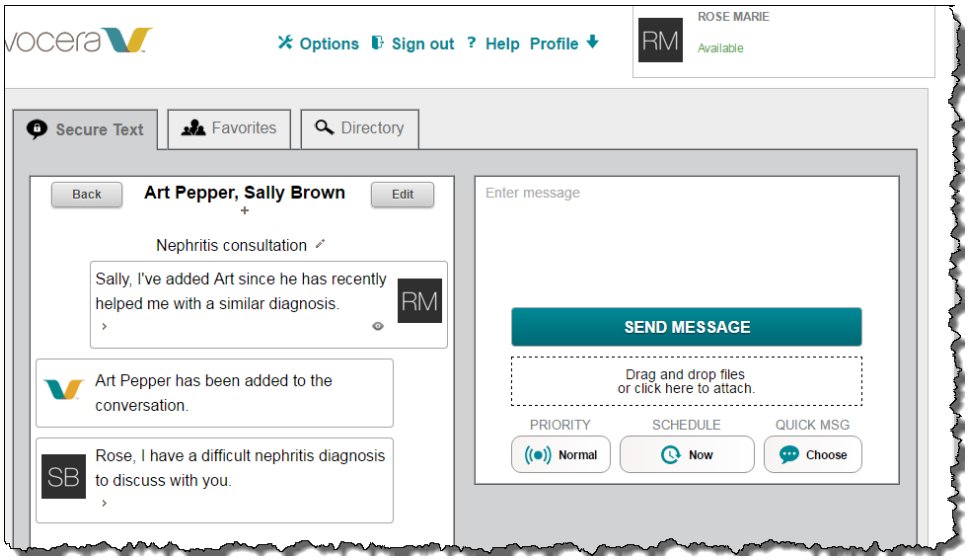


You can add multiple recipients in this manner, up to a total of 20.

Note: Added users will not see any messages in the conversation until a new response is sent.

5. Continue replying to the message as described in How to Reply to a Message on page 21.

   When your reply is sent, the message about additional recipients is displayed for every recipient of the conversation.



Setting Message Options

When you send a text message, optional enhancements provide the capability to create an attachment, specify high priority, or schedule a delivery.

You can also use the message options to select a Quick Message (a "canned" message based on a typical interaction) to save time typing. See How to Use a Quick Message on page 19.

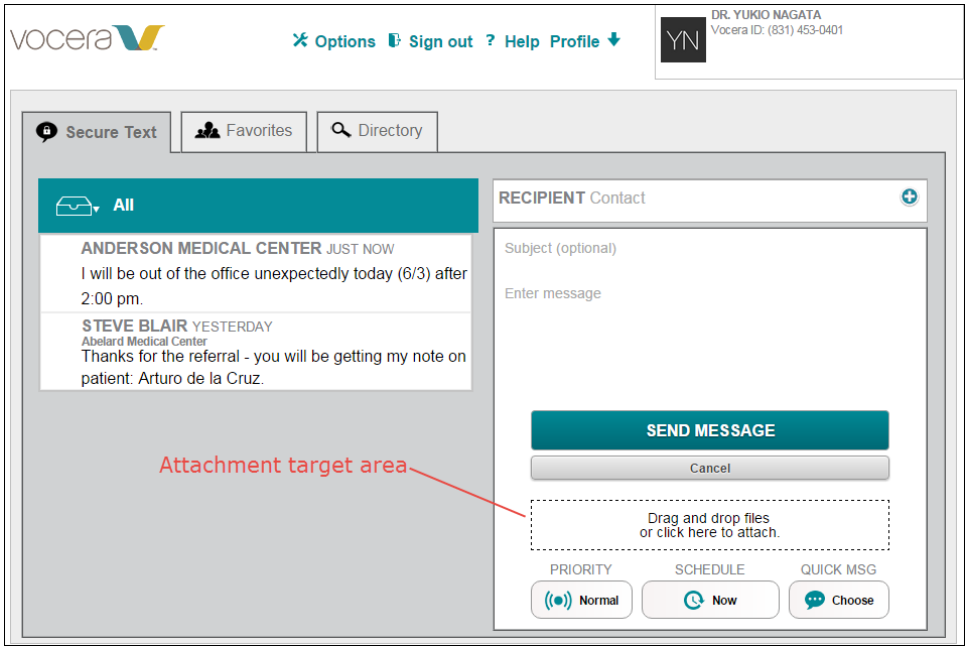
How to Add an Attachment

Optionally add image files as attachments to a message before you send it. For example, you may want to provide a photograph to a colleague to assist with a consultation.

To add an attachment to a message:

1. While you are replying to a message or creating a new one, drag a file to the target area below the Send Message button, or click the target area and navigate to the file in the dialog box that appears.

   A thumbnail of the file appears in the target area.



   VST supports the .jpg, .png, and .gif file formats, and the maximum file size is 10 MB. You can supply only one attachment per message.

2. When you are finished adding attachments, return to editing your message or specifying other options, and then click Send Message when complete.

How to Specify a Priority

Optionally change the priority of a message from Normal to High before you send it (new messages that you create have a Normal priority until you change it). In a recipient's inbox, high priority messages display an exclamation mark ( ) icon to indicate their priority.

To change message priority:

1. While you are replying to a message or creating a new one, click the Priority button to change the message priority.

   The icon toggles between Normal and High to indicate the priority.

2. When you are finished setting a priority, return to editing your message or specifying other options, and then click Send Message when complete.

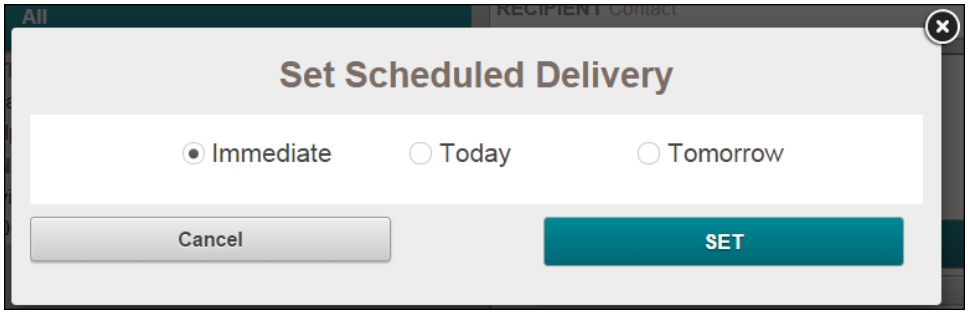
How to Schedule a Delivery

Optionally schedule a delivery for a message you are sending to specify a date and time for delayed delivery.

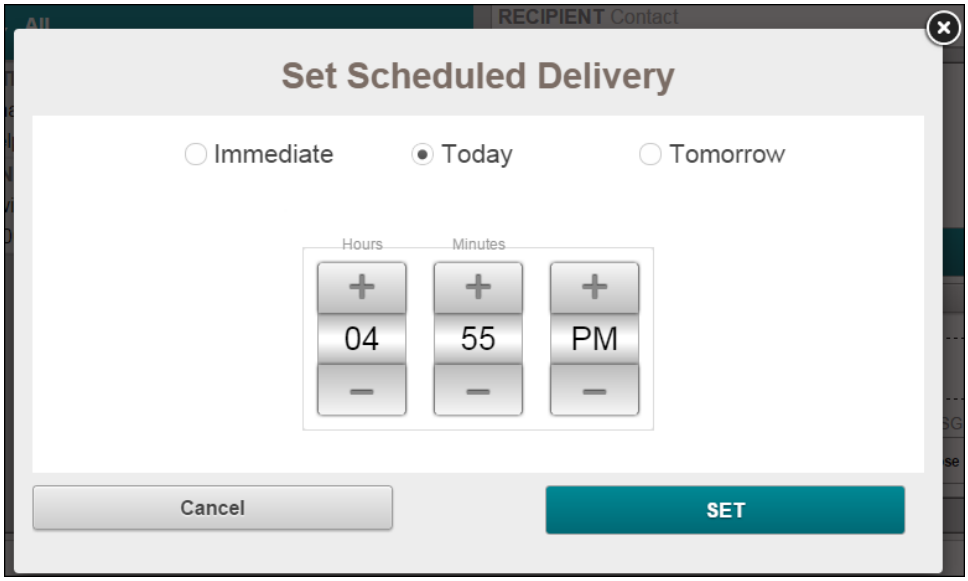
To schedule message delivery:

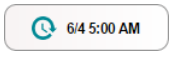
1. While you are replying to a message or creating a new one, click the Schedule button.

   The Set Scheduled Delivery dialog box appears.



2. Select Immediate, Today, or Tomorrow to specify the time of delivery.
   If you select Today or Tomorrow, additional time controls appear to let you specify the time of delivery.



3. Use the time controls to specify when you want VST to send the message.
4. Click Set.
   The Schedule button 

   displays the date and time of delivery.
5. When you are finished scheduling the delivery, return to editing your message or specifying other options, and then click Send Message when complete.

Viewing Messages

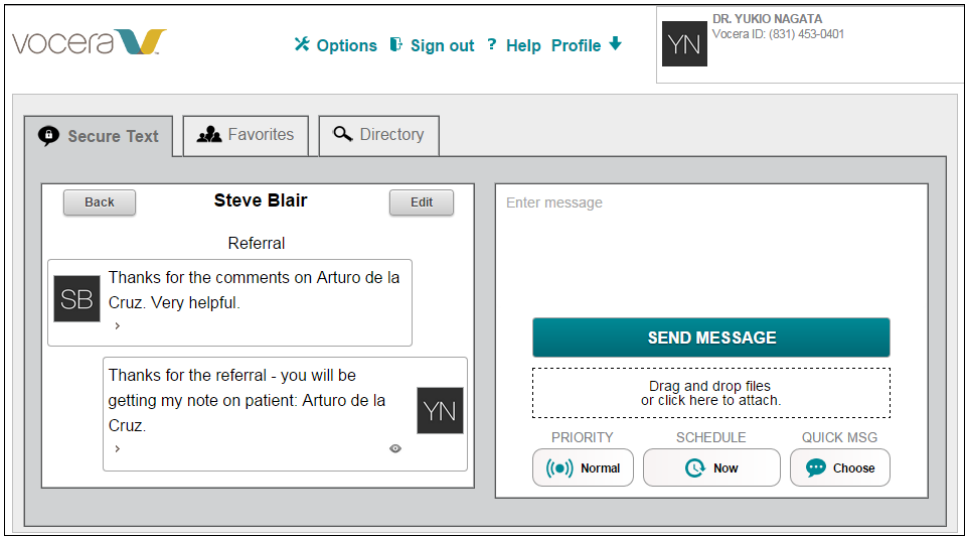
All your text messages appear on the Secure Text page in order by date. Any message that you have not yet read appears with a teal-colored dot next to it.

How to View a Message or Conversation

You can view the subject of a message (or the first few words of a message with no subject) on the Secure Text page. To view a long message or the entire thread, you need to open the message conversation.

To view an entire message or a conversation with the same person:

1. On the Secure Text page, navigate to the most recent message in the conversation.
2. Click the message to display the full conversation with that user.



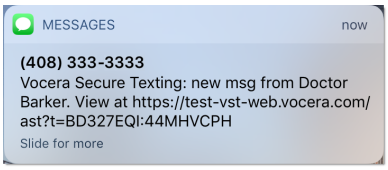
Note: Common emoticons are supported. If your device does not recognize an emoticon, it is displayed as a question mark (?).

3. When you have finished reading, click Back to return to the Secure Text page.

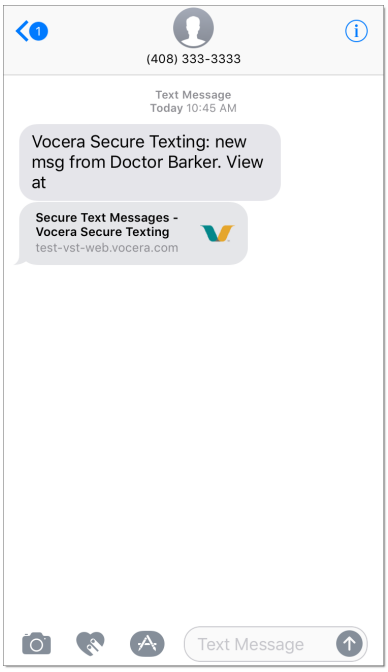
Viewing SMS Messages as a Non-User

If you are not a VST user, you may receive SMS messages from VST users.

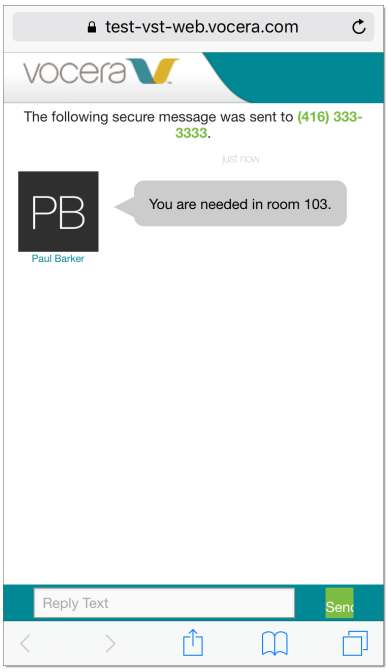
When you receive an SMS message from a VST user, the notification that appears on your lock screen looks like this:



When you click on the notification, it appears in a message conversation:



Click on the Secure Text Messages link to display the message in your device's web browser:

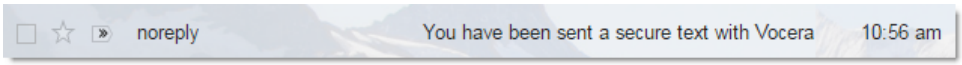


To respond to this message, type in the Reply Text window and click Send. Your text appears on the screen and is sent to the VST user.

Viewing Email Messages as a Non-User

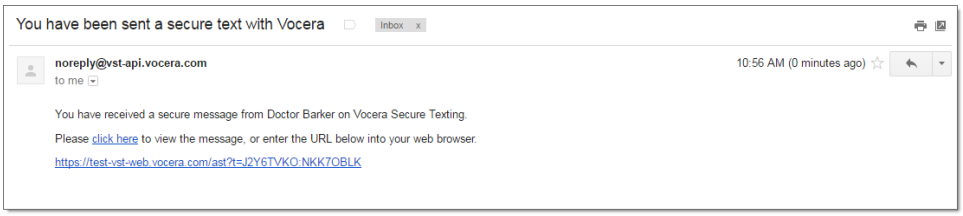
If you are not a VST user, you may receive email messages from VST users.

When you receive an email message from a VST user, the notification that appears in your email message list looks like this:

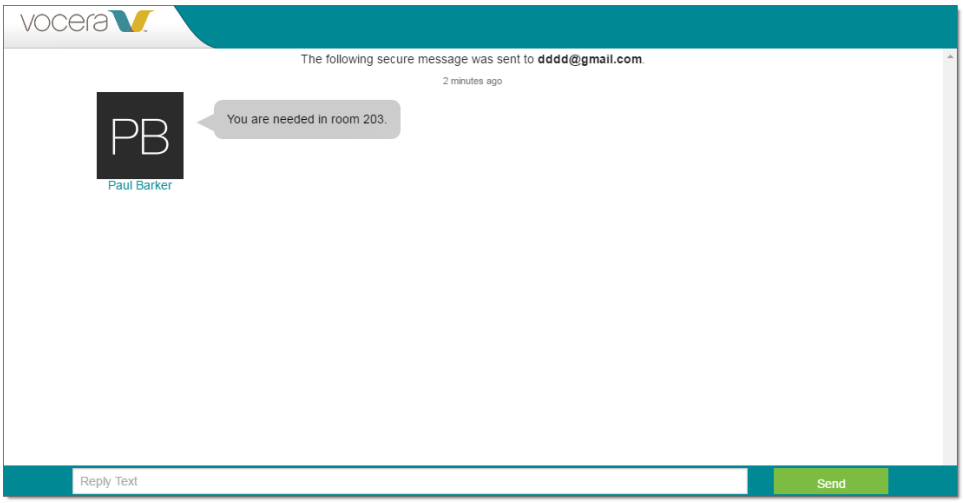


Note: If you are expecting an email message from a VST user and have not received it, check your spam folder.

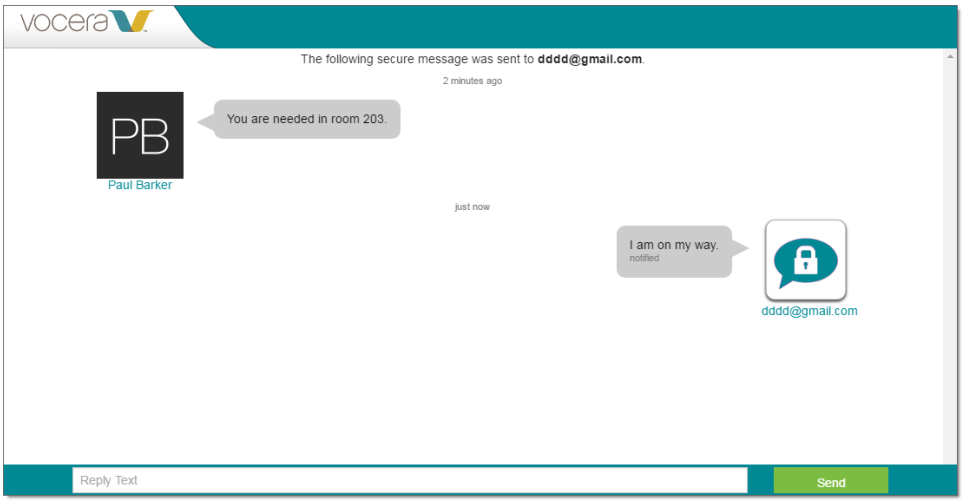
The body of the message looks like this:



Click on the link to view the message in your web browser:



To respond to this message, type in the Reply Text window and click Send. Your text appears on the screen and is sent to the VST user.



Deleting Messages

Individual messages have a default expiration time (typically 7 days, but it can range between 30 minutes and 30 days) that is specified by your system administrator. Although messages are automatically deleted by the system when they expire, you can delete an entire conversation manually at any time.

How to Delete a Conversation

You can optionally delete an entire conversation with another person before each individual message reaches its expiration date and time.

To delete a conversation:

1. On the Secure Text page, click the Delete icon ( ) in the top-right corner of the message. VST deletes the conversation.

Performing Other Message Tasks

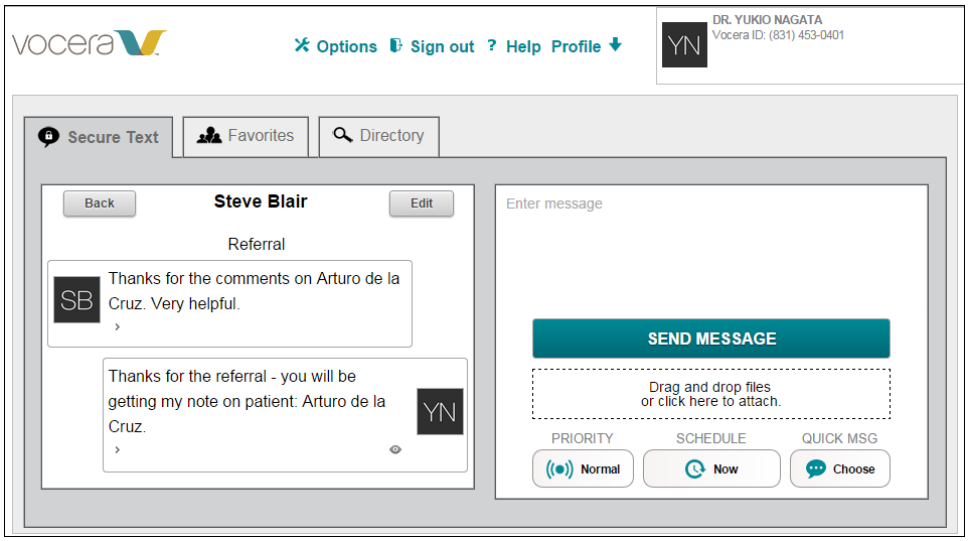
You can display a set of options to perform less-common message tasks, such as forwarding a message to another recipient or displaying message delivery details.

How to Forward a Message

To save time creating similar messages, forward an existing message to a new recipient. You can optionally edit the content of the forwarded message before you send it.

To forward a message:

1. On the Secure Text page, navigate to the most recent message in the conversation.
2. Click the message to display the full conversation.



3. Do either of the following:
   - Click Edit.

     Icons representing the editing options appear within each message in the thread.

- Click the arrow icon ( ) at the end of one of the messages.
  Icons representing the editing options appear within only that message.

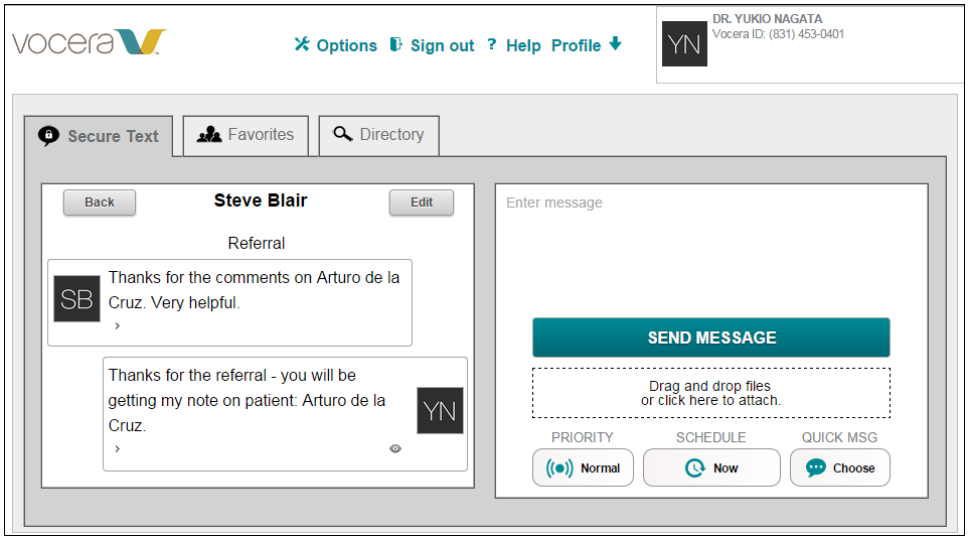
4. Click the Forward icon ( ).
   VST copies the message content into a new message to the right.
5. Optionally edit the content of the message to make it appropriate for the new recipient.
6. In the Recipient field, enter the first recipient of the message in either of the following ways:
   - Begin typing any part of the name and choose the recipient from the filtered list that appears.
   - Click the Plus icon and choose the recipient from the scrolling list of Favorites that appears.
7. Optionally use the buttons at the bottom of the page to specify options (Add an attachment, set a priority, schedule a delivery, or choose a Quick Message).
8. Click Send Message to send the message.

How to View Message Details

You can view details about the date and time each stage in a message's life cycle occurred, such as when it was sent, delivered, and read. These details provide a concise audit trail for each message.

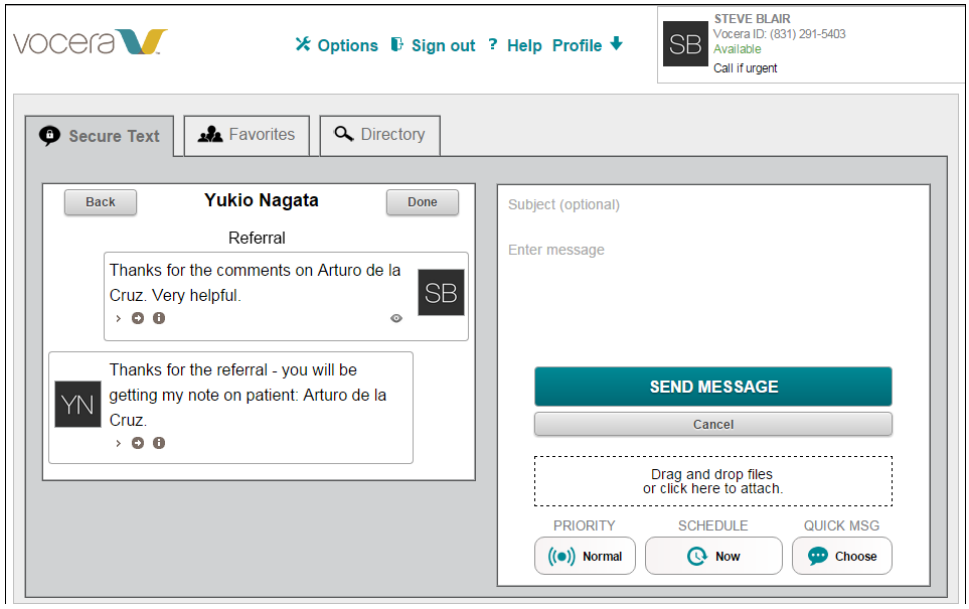
To view message details:

1. On the Secure Text page, navigate to the most recent message in the conversation.
2. Click the message to display the full conversation.



3. Do either of the following:
   - Click Edit.

     Icons representing the editing options appear within each message in the thread.



   - Click the arrow icon ( ) at the end of one of the messages.

     Icons representing the editing options appear within only that message.

4. Move the mouse cursor over the Details icon ( ).

   A pop-up window displays details about the message, including the date and time of significant events in the message's life cycle.

   Following are the specific definitions of each event in the details view:
   - Created is the date and time the VST server accepted the message from your client.
   - Scheduled for Delivery is the date and time the VST server was scheduled to send the message.
   - Notified is the date and time the VST server sent the message to the recipient via APNS, GCM, SMS, or email. A "Triangle" icon ( ) in the conversation visually indicates this status.
   - Delivered is the date and time the recipient's device downloads the message and acknowledges receipt. A "Check mark" icon ( ) in the conversation visually indicates this status.

- Read is the date and time the recipient's device opens the message. An "Eye" icon ( ) in the conversation visually indicates this status.
- Expires is the date and time the message expires and is removed from the Vocera Secure Texting Web Client.

Working with Contacts

Your contacts appear in the Directory and Favorites tabs of the Vocera Secure Texting Web Client. Your Directory is a managed list of professional colleagues that is automatically maintained by VST. Your Favorites list displays a subset of contacts from the Directory that you select and manage yourself.

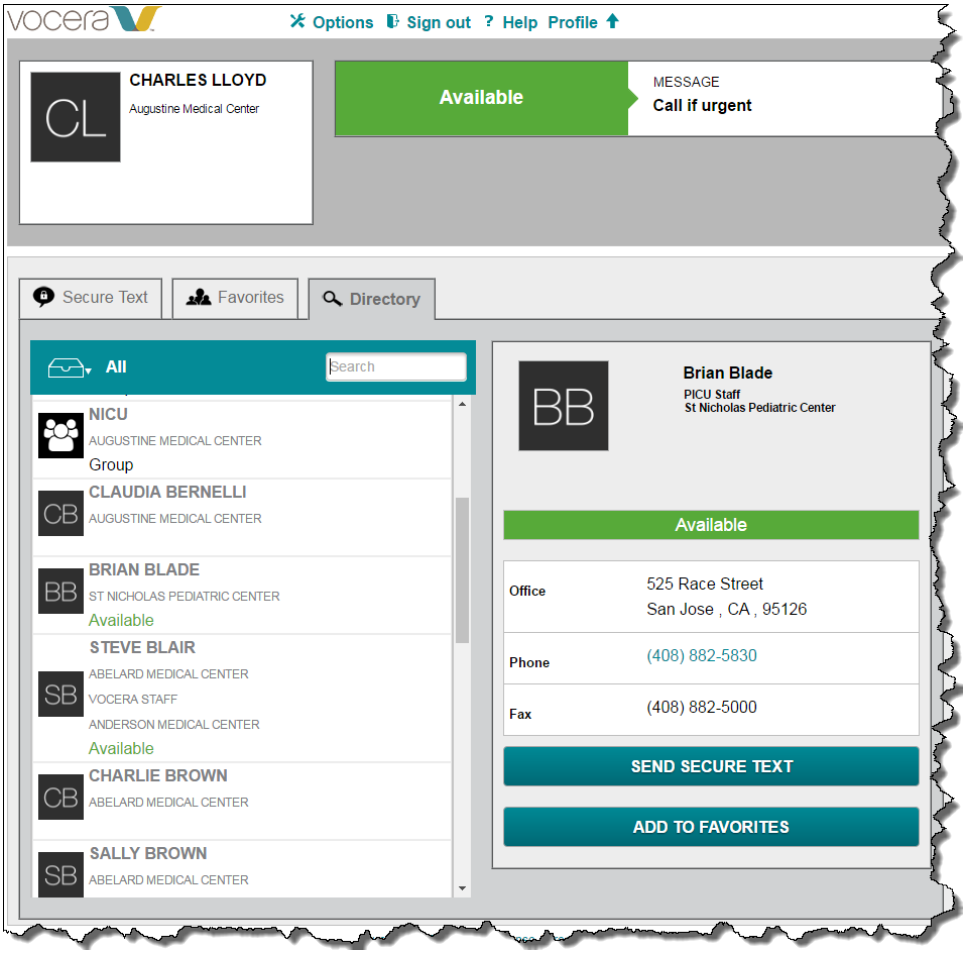
Every person in your organization who uses Vocera Secure Texting automatically appears in your Directory list. In addition, people in organizations or practices affiliated with yours appear in the Directory list, if they are also using VST. You cannot add or remove VST contacts from your Directory; it is maintained by VST.

Your Favorites list provides the same functionality as the Directory list; as a convenience, however, it displays only the contacts you consider most important. You add and remove contacts from your Favorites list yourself.

Viewing Contacts

Both the Directory and the Favorites pages provide a summary of information about the people you need to communicate with, including their names, organization, and availability for calls or messages.

The Directory and the Favorites pages display a scrolling alphanumeric list of contacts, including both individuals and groups.

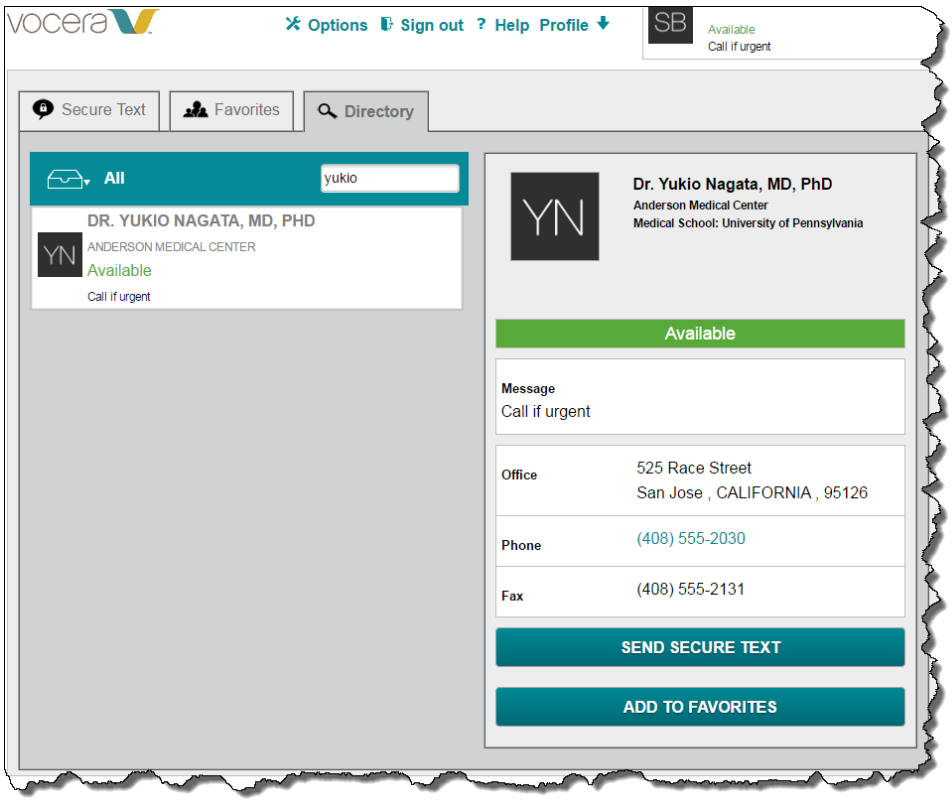


How to View Contact Details

The VST Web Client allows you to view relevant details about your contacts, such as their availability and office details.

To view your contact details:

1. On either the Directory or Favorites pages, navigate to the appropriate contact and select it. The contact details appear to the right of the contact list.

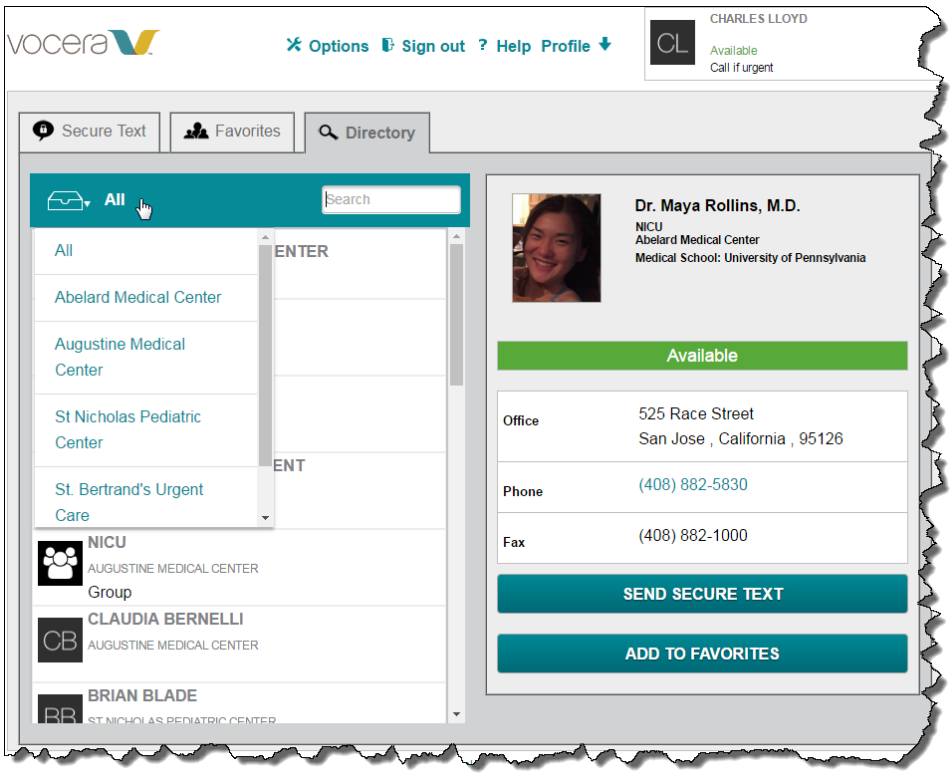


How to Filter Contacts

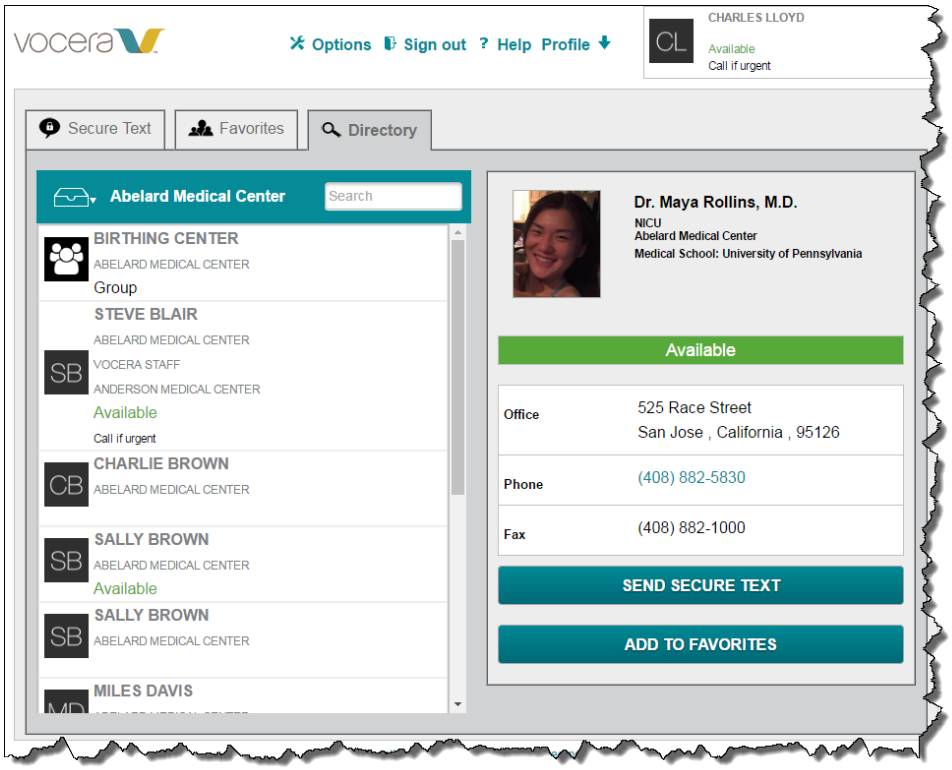
You can filter the display of contacts to a single organization to limit the number of people in your contacts list at a single time.

To filter contacts:

1. Click the "Inbox" icon on either the Directory or Favorites pages.
   A list showing your organizations appears.



2. Click the organization whose contacts you want to display, or choose All.
   The Directory or Favorites list displays contacts from only the organization you have selected.

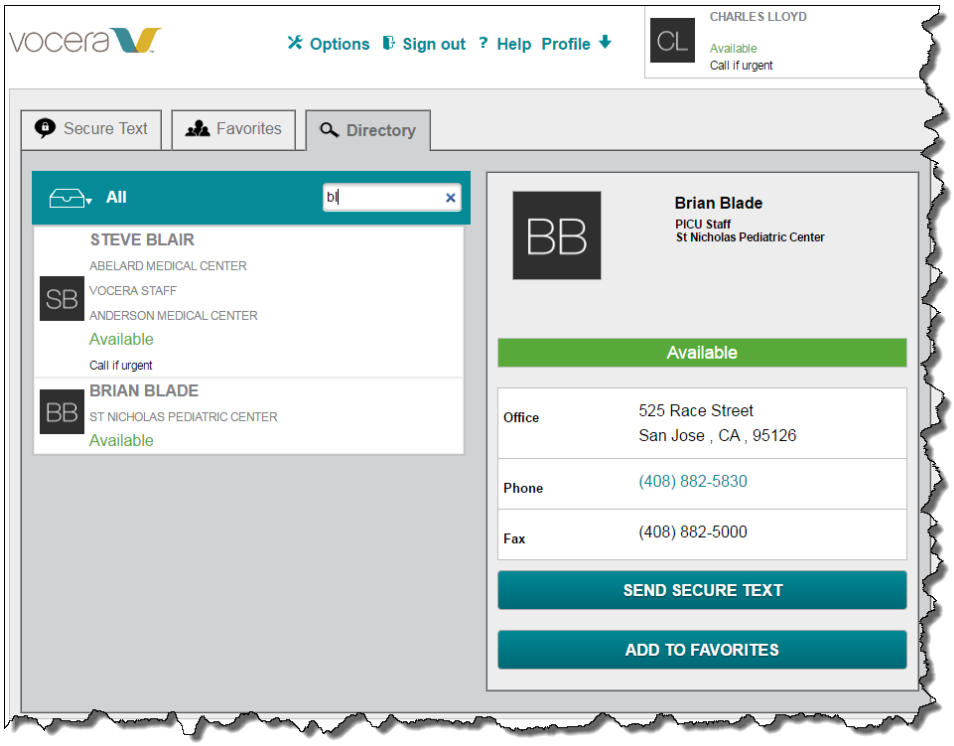


How to Search Contacts

From either the Directory or Favorites pages, you can search all the displayed contacts to find a specific individual. This search ignores all organizations except those displayed by the organization filter.

To search your contacts:

1. From either the Directory or Favorites pages, begin typing any part of the name in the Search box.
   The list of contacts begins to filter based on the characters you enter in the Search box.



2. Choose the contact from the filtered list that appears.

How to Make a Favorite Contact

Favorite contacts appear on the Favorites page so you can find them quickly. You can make either an individual or a group a favorite contact. You can add or remove a contact from the favorites list at any time.

To add or remove a favorite contact:

1. On the Directory page, navigate to the appropriate contact and select it.
   The contact details appear to the right of the contact list.
2. Click Add To Favorites.
   An animation indicates that the request is in process; when it is complete, the contact details area displays Remove From Favorites.
3. Click the Favorites tab.
   The user you selected previously appears in the Favorites list.

To remove a user from the favorites list, select the user in the list on either the Directory or Favorites pages and choose Remove From Favorites.

Communicating with Contacts

You can use either the Directory or Favorites pages to send a text message to a contact. Text messages appear in both the contact's Handheld Client and in the Vocera Secure Texting Web Client.

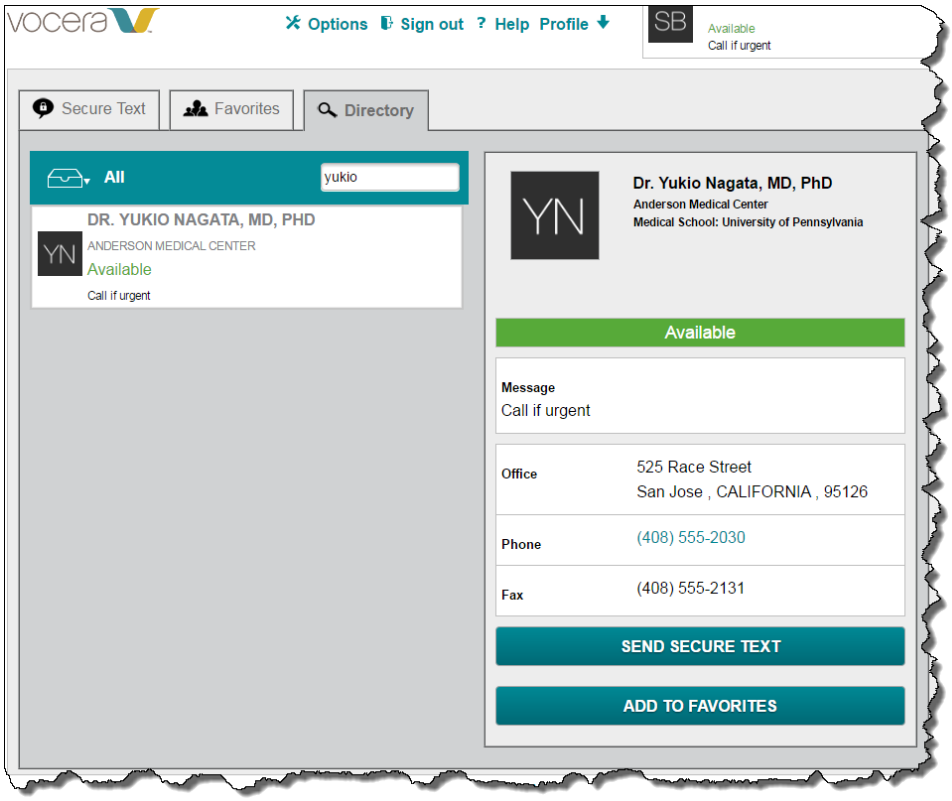
How to Text a Contact

You can create a new message by selecting a contact in either the Directory or Favorites pages. You can either type your own message text or start from templates of typical message content (Quick Messages). You can also specify message options by adding an attachment, setting a priority, or scheduling a delivery.

To send a text message to a contact:

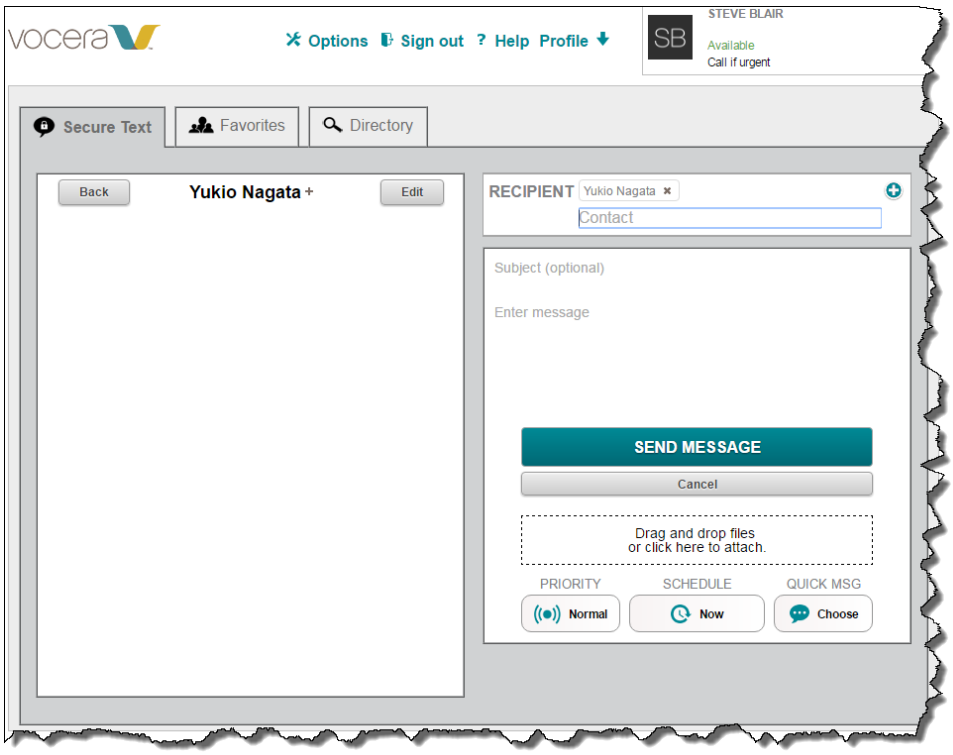
1. On either the Directory or the Favorites page, navigate to the appropriate contact and select it.

   The contact details appear to the right of the contact list.



2. Click Send Secure Text in the contact details section.

   An area for editing a text message appears on the right side of the page.



3. Compose and send the message as described in **How to Send a New Message** on page 18.