VST iPhone User Guide

Version 2.3.5

Notice

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Last modified: 2020-05-10 10:51

VST-Release23x-iPhone build 75

Contents

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 your office and fax numbers, as well as a Vocera number field that displays "Private Number".

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 Handheld Client

The Handheld Client is a smartphone app that provides convenient access to the features of the VST solution.

Installing the Handheld Client

If you have received an invitation to use Vocera Secure Texting, follow these steps to install the Vocera Secure Texting handheld client on your device and register it.

1. Open the email invitation that you received. In this invitation, locate the registration code, which is a six-digit number. Make a note of this number, as you will need it later.
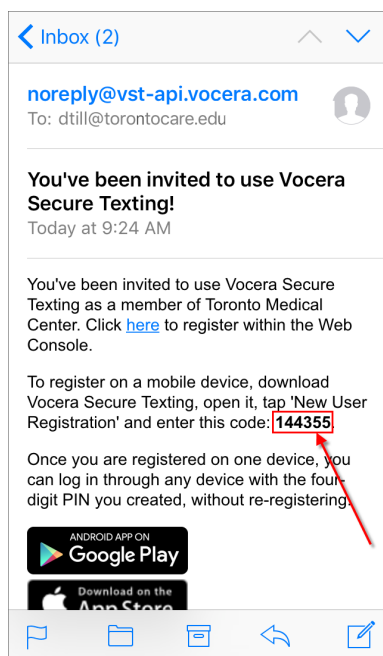
2. Tap the App Store link.
3. The banner page for the VST installation appears.
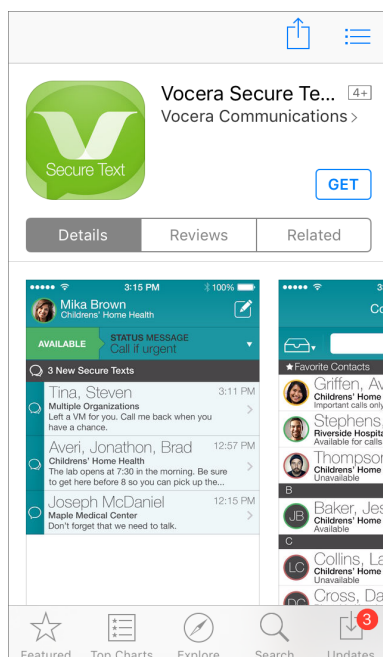
4. Tap Get and then tap Install. Wait for downloading and installation to complete.
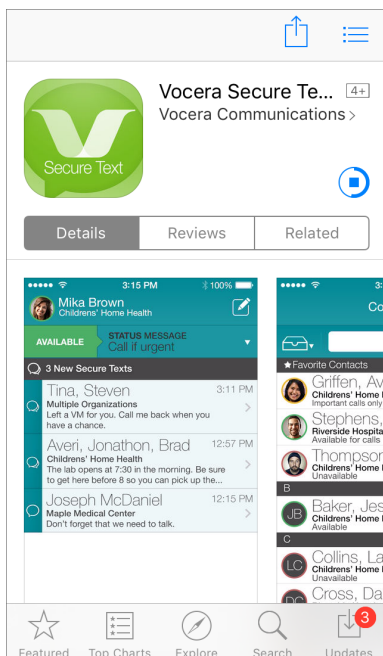
When installation is complete, the Open button appears.
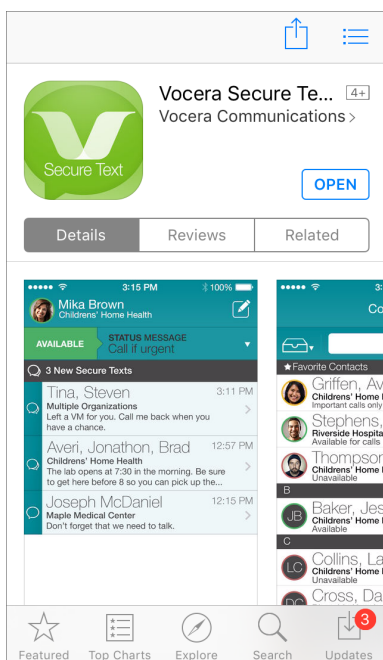
5. Tap Open to start the VST app right away, or exit the installer.

    If you exit the installer, tap the VST icon to start the app.
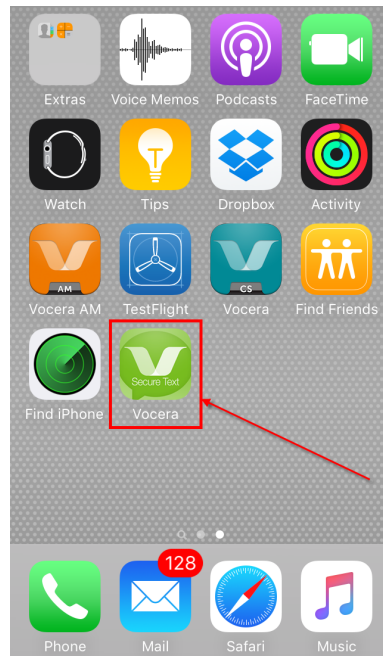
6. In the VST login screen, tap New User Registration.
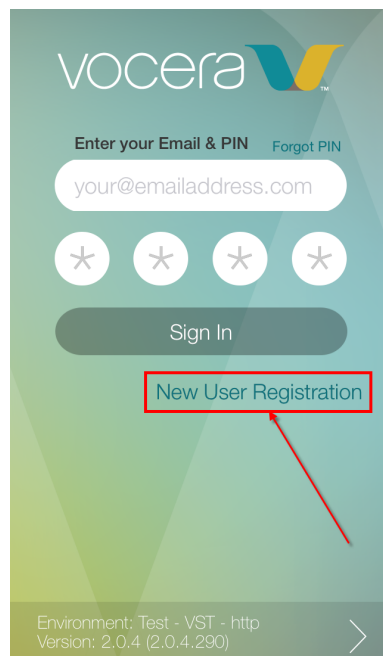
The license agreement appears.

License   Cancel

VOCERA COMMUNICATIONS, INC.
END USER LICENSE AGREEMENT
Territory: United States and Canada

IMPORTANT-READ CAREFULLY: This End User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) ("you" or "End User") and Vocera Communications, Inc. ("Vocera") for the Vocera software products made available through the App Store for the Apple iOS ("Software"). YOU AGREE TO BE BOUND BY THE TERMS OF THIS EULA BY DOWNLOADING, INSTALLING, COPYING OR OTHERWISE USING THE SOFTWARE. IF YOU DO NOT AGREE, DO NOT DOWNLOAD, INSTALL, COPY OR USE THE SOFTWARE. TO AGREE TO THESE TERMS, CLICK "AGREE." IF YOU DO NOT AGREE TO THESE TERMS, DO NOT CLICK "AGREE," AND DO NOT USE THE SOFTWARE.

HOLD TO
ACCEPT

7. Tap and hold the Hold To Accept button until the Registration screen appears.

Cancel Sign Up - Vocera Secure Texti...

Sign up for Vocera
Secure Texting®

If you received a registration code via email or text message, you can enter it here:
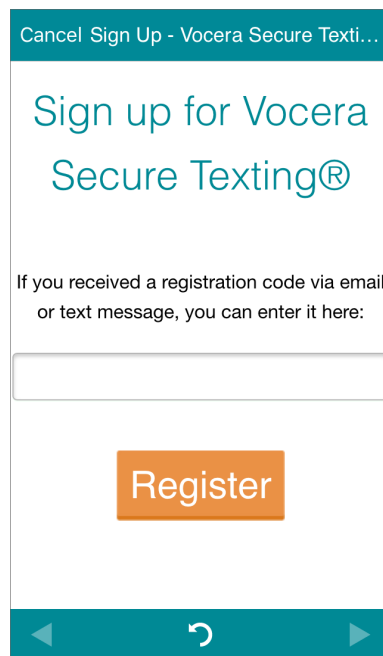
Register

8. In the text field of the Registration screen, enter the six-digit registration code that you received in your email message. Tap Register. The Registration screen now displays a registration form.

GETTING STARTED


```
Cancel  Sign Up - Vocera Texti...

      Sign up for Vocera
      Secure Texting®

Already have a Vocera Secure Texting
account? Click here to log in and accept
your invitation.

Email
dtill@torontocare.edu

Mobile Number *
[                              ]
Note: no one can see your mobile number or email
address.
Title
[                              ]

    ◀          ↺          ▶
```

9. Provide the registration information, scrolling down in the form if necessary:

    a. In the Mobile Number field, type the phone number of your device.

> **Note:** Other VST users cannot see this phone number.

    b. In the Title field, type the title or honorific that is to be added before your name (such as "Dr."). This field is optional.

    c. In the First Name field, type your first name or given name.

    d. In the Last Name field, type your last name or family name.

    e. In the Qualifications field, type the qualifications that are to be added after your name (such as "M.D."). This field is optional.

    f. In the I am a field, specify whether you are a physician or a non-physician.

    g. In the 4-digit PIN field, type the 4-digit number that you will use to verify your identity when you log into the VST app.

    h. In the Verify PIN field, repeat this 4-digit number.

10. Select the I accept the terms of the license agreement checkbox, and then tap Submit. The Registration screen now displays that registration has succeeded.
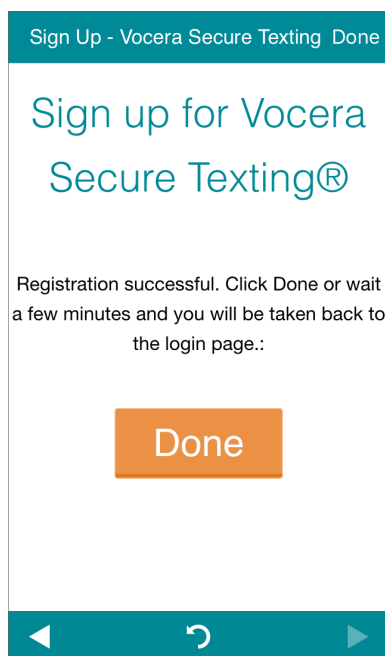
If you are not automatically redirected to the VST login screen, tap Done.

> **Note:** After you have registered on this device, you can log into VST on any device with the four-digit PIN that you created. You do not need to re-register.

How to Log into the Client

Your first login to the Handheld Client requires you to enter your email address and a four-digit PIN. While the app is loaded into memory on your smartphone, successive logins require only the PIN.

To log in to the Vocera Secure Texting Handheld Client:

1. Start the Vocera Secure Texting Handheld Client. The Login screen appears.
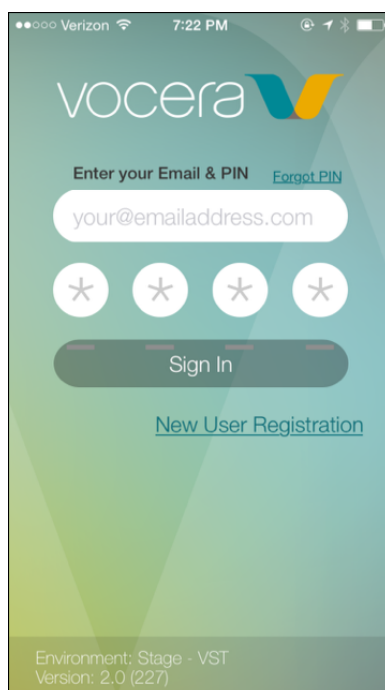
2. Use the numeric keypad to type your four-digit PIN. If you are accessing the system for the first time, enter your email address and the PIN you created when you registered.

3. Tap Sign In to log in.

The VST app Home screen appears.
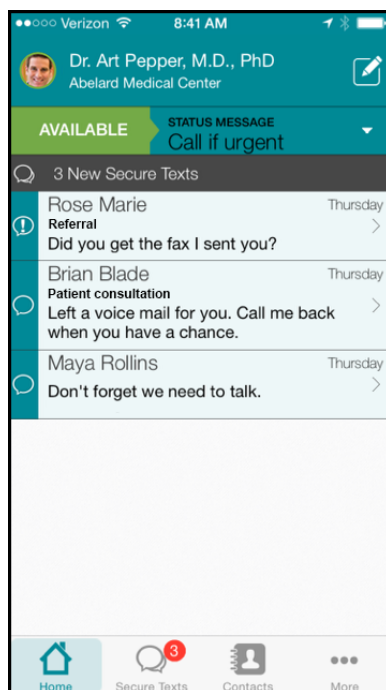
Invalid Logins

If you fail to log into the client after 10 successive attempts, VST locks your account. After the 5th failure, the system also enforces a three-minute wait between each successive login attempt. 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 Handheld Client, a graphical help page illustrates some of the key functionality of the Home page. After you close the help, you see the Home page—a dashboard that allows you to respond to all your new communications.

The Home page allows you to set your availability with a few taps. See **Using the Home Page** on page 21 for more information.
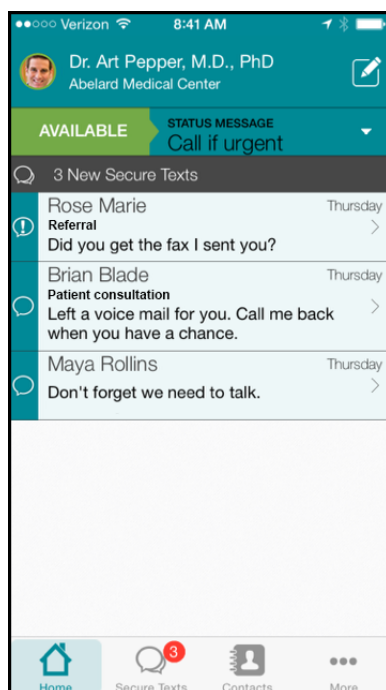
At the bottom of the app, icons illustrate each of the main functional areas of the app. You tap an icon to access the features in that area.

How to Enable Touch ID

A Touch ID allows you to save time by logging into the Handheld Client with your fingerprint, instead of entering the PIN. Touch ID must be enabled in your operating system before you can use it in the handheld client. The Touch ID feature requires iPhone 5s or greater.

To enable Touch ID

1. From any page in the Handheld Client, tap the More icon at the bottom of the app.
   The More Options page appears.
2. Tap Settings.
   The Settings page appears.
3. Tap to enable the Use Touch ID for Login control.

   The control appears green when Touch ID is enabled and white when it is disabled.
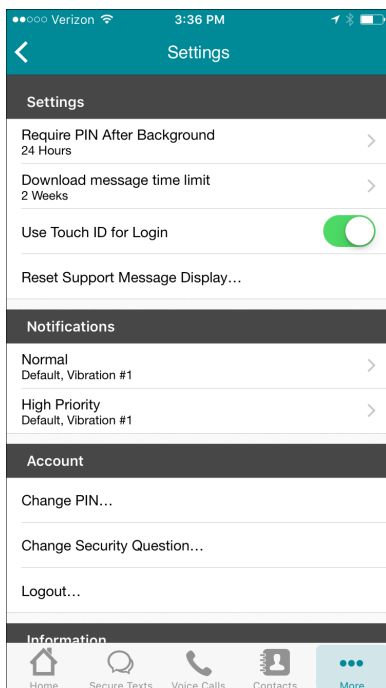
When Touch ID is enabled, you see the following screen when you attempt to access the handheld app:
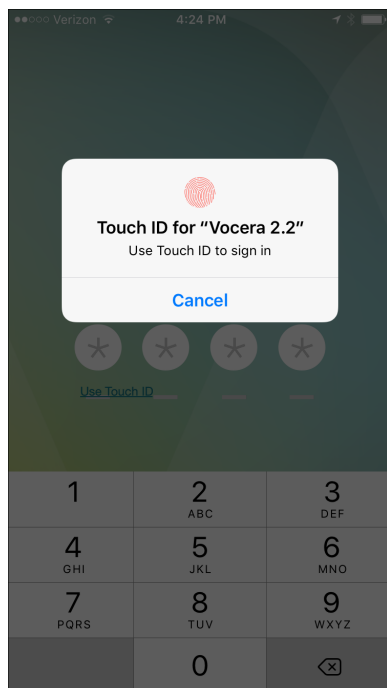
Setting up the VST App

You can start using the VST app immediately without performing any configuration; however, taking a few moments to update your profile and set preferences will optimize your experience.

Updating your Profile

Your Profile is a small set of professional information that helps to identify you to colleagues. You provided profile information when you registered as a first-time user. You can update that profile information at any time.

How to Update your Profile

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 profile:

1. From any page in the Handheld Client, tap the More icon at the bottom of the app.
   The More Options page appears.
2. Tap Edit Profile.
   The Edit Profile page appears.

3. Review the information on this page, and update it if necessary. See **Edit Profile Page** on page 16 for more information.

Edit Profile Page

The Edit Profile page lets you enter detailed information about your professional background. This topic describes the information you need to enter in this page.

Table 1: Personal Information

Option	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.

Option	Description
Title	The title or honorific that is to be added before the user's name (such as "Dr.").
Job Title	Identifies your area of specialization.
Credentials	The degree or other credentials that are to be added after the user's name (such as "M.D.").
Practice Description	A summary of the user's medical practice.
Specialty	Identifies your areas of specialization and sub-specialties.
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.
Email	The office email address of the user. This field is required, and can be edited by an administrator only.

Table 2: Office

Field	Description
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 3: Training

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

Table 4: Other

Option	Description
Website Home Page URL	Optionally specifies the Internet URL of your home page.
Languages Spoken	Optionally specifies the languages you are able to speak.

Setting Preferences

The VST app preferences allow you to customize the behavior of the Handheld Client.

How to Set Preferences

Preferences govern important behavior such as how long the app can be suspended in the background before requiring you to open it with your PIN or how many days of messages to keep in your Handheld Client.

To update the settings of your preferences:

1. From any page in the Handheld Client, tap the More icon at the bottom of the app.
   The More Options page appears.
2. Tap Settings.
   The Settings page appears.
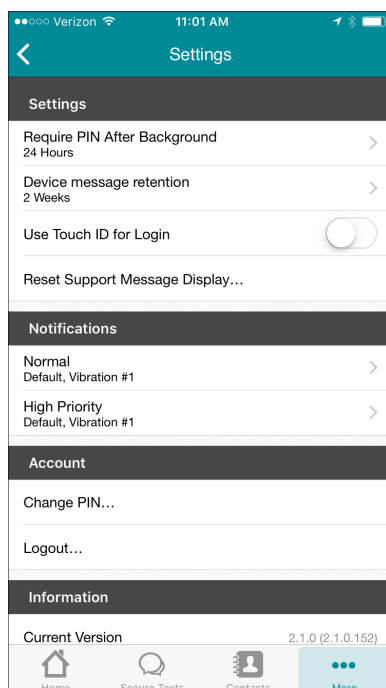
3. Review the information on this page, and update it if necessary. See **Settings Page** on page 18 for more information.

Settings Page

The Settings page lets you customize the behavior of the VST Handheld Client. This topic describes the information you need to enter in this page.

Table 5: Settings

Option	Description
Require PIN after background	The amount of time that the VST Handheld Client can remain active in the background before you must resupply your four-digit PIN to access it.
Device Message Retention	Specifies the amount of time after the send date that a message remains visible on your device.
Use Touch ID for Login	Allows you to log into the VST Handheld Client with the Touch ID of your device, instead of using the PIN, for iPhone 5s or greater. PIN access remains available in case Touch ID fails for any reason.
Reset Support Message Display	Allows support messages (for example, messages about connectivity issues) that you have previously dismissed to reappear in the same client session. Message notifications are automatically reset after you logout even if you do not manually request this action.

Table 6: Notifications

Option	Description
Normal	The tone and vibration to play when you receive a normal priority message. You can specify the sound of the tone and the duration of the vibration.
High Priority	The tone and vibration to play when you receive a high priority message. You can specify the sound of the tone and the duration of the vibration.

Table 7: Account

Option	Description
Change PIN	Change the four-digit PIN that you use to log into the client app.
Change Security Question	Change the security question that is used to verify your identity.

Option	Description
Logout	Log out from the Vocera Secure Texting handheld client.

Table 8: Information

| Option	Description
Current Version	The current version of the Vocera Secure Texting handheld client.

Getting Help

The VST app is designed to be fairly intuitive, but you can always find information to help answer any questions you have on the Support page.

How to Get Help

The Support page of the VST app provides a *User Guide*, visual help, and contact information for Vocera Technical Support, if necessary.

To get help with VST:

1. From any page in the Handheld Client, tap the More icon at the bottom of the app.
   The More Options page appears.
2. Tap Support.
   The Support page appears.
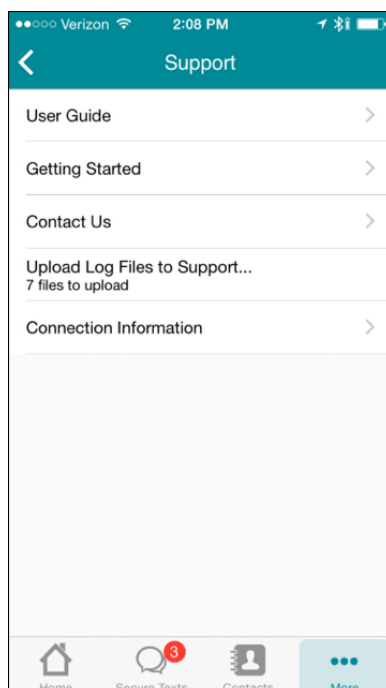
3. Review the User Guide and Getting Started sections for information about the VST handheld app. Use the other sections to contact Technical Support. See **Support Page** on page 19 for more information.

Support Page

The Support page provides online help and contact information for Technical Support. This topic describes each of the sections on this page.

Table 9: Support

Option	Description
User Guide	Provides help content for the full functionality of the VST app.
Getting Started	Provides graphic images that summarize the key functionality of the VST app.
End User License Agreement	Opens the end user license agreement for you to review or copy.
Contact Us	Opens an email template that you use to describe an issue that requires Technical Support. The email template already contains recipient, sender, and subject information.
Upload Log Files to Support	Uploads logs from your phone directly to Technical Support. Vocera Technical Support may request you to send logs, depending on the issue you encounter.
Connection Information	Provides Handheld Client status and a health check, as well as information about the client's connection to the server.

Using the Home Page

The Home page provides direct access to the key functionality of the Handheld Client—it allows you to change and display your availability to other app users and send new text messages. It displays only new text messages that you have not yet read. The Home page is your dashboard of pending activity.

About Status

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

Using the Handheld 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 the Home page, tap Status Message.
   The Set Status page appears.
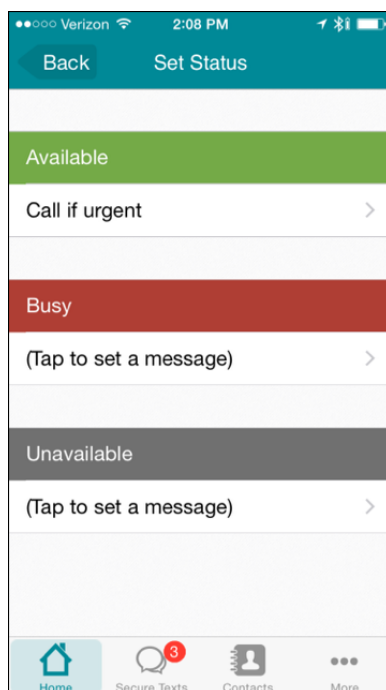
If the Busy, or Unavailable statues are selected, you will not receive any ringtones or vibrations for incoming notifications.
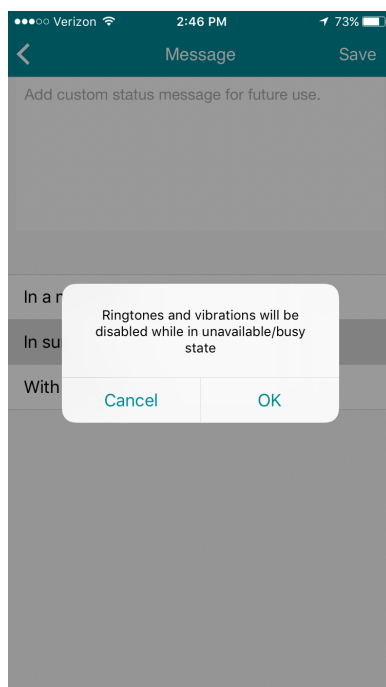
2. If you want to specify your status and accept its current status message, tap one of Available, Busy, or Unavailable.

The Home page appears and displays your new status and status message.

3. If you want to specify your status and choose a new status message, tap the message under the appropriate status category (If no message is set, you see "Tap to set a message").

The Message page appears.
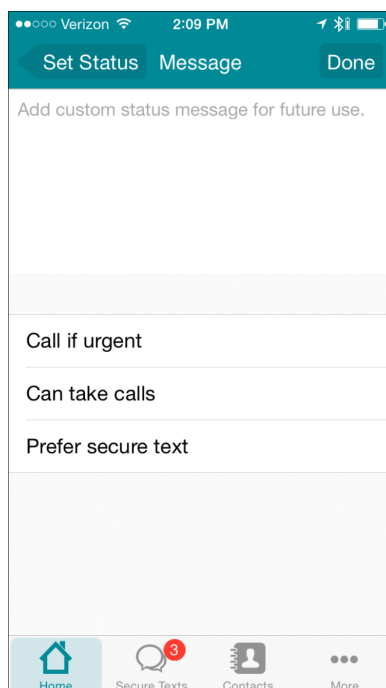
4. Tap to choose a pre-existing status message, or create a custom status message and tap *Done*.

   The *Home* page appears and displays your new status and status message.

Communicating from the Home Page

The *Home* page provides a convenient way to respond to a new text message that you have received or to initiate a text message to any contact.

- Tap a message in the *New Secure Texts* section to see the conversation with that contact and to reply to it.

  See **How to Reply to a Message** on page 41 for complete information.

- Tap the *Compose* icon ( ) to send a text to any contact.

  See **How to Send a New Message** on page 28 for complete information.

Working with Secure Texts

You can use Vocera Secure Texting to view or send secure text messages to any contact in your system. Messages that you exchange with the same individual or group are displayed as a sequential conversation, similar to the way your SMS messages appear. VST can send and receive messages that are up to 3000 characters in length.

About Secure Texts

The Handheld Client provides access to text messages from several contexts. The Secure Texts page provides the fullest and most flexible messaging capabilities. The Home and Contacts pages provide convenient access to the messaging features that make sense in those contexts.

- The Secure Texts Page displays a scrolling history of messages you've received and allows you to create new messages. This page provides full access to the messaging capabilities of the Handheld Client.
- The Home Page displays any messages that you have not yet read, so you are reminded about new items as soon as you log in. You can respond to one of those messages or create a new text message from the Home Page.
- The Contacts Page lets you create a message by navigating and selecting a contact.

Message Notifications and Priorities

The VST app 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 Set Message Options on page 30 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. Once the message is viewed,

  the exclamation mark ( ) is removed. See How to Set Preferences on page 17 for additional information.

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 VST app displays and announces 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 Texts Page

The Secure Texts page provides complete access to all the texting capabilities in the Handheld Client. Access the Secure Texts page by tapping the Secure Texts icon at the bottom of the screen anywhere in the Handheld Client.

The secure texts screen shows a scrolling list of all the messages you have received, ordered by the date you received them. Messages you have not yet read are highlighted in teal.
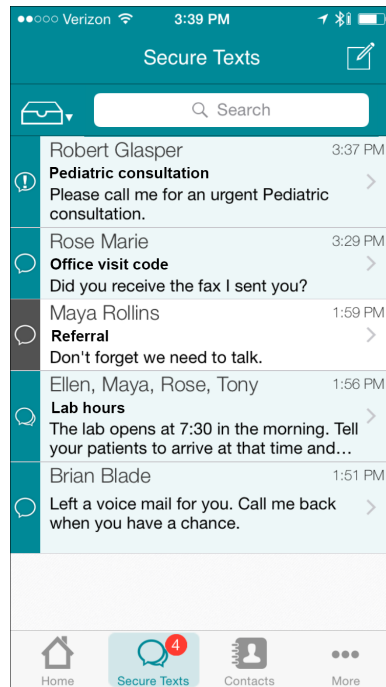
The client uses a message subject to sort messages to and from the same recipient into different conversations. For example, suppose you need to exchange messages with the same person while coordinating the discharge of two different patients. A subject keeps the messages sorted into different conversations, 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.

Icons to the left of each message provide some additional information:

- A single bubble indicates a message to or from a single person.
- Two bubbles indicate a message to or from multiple people.
- An exclamation mark indicates a high priority message.

Filtering Secure Texts

You can filter messages by their status or 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 Texts page to filter messages.
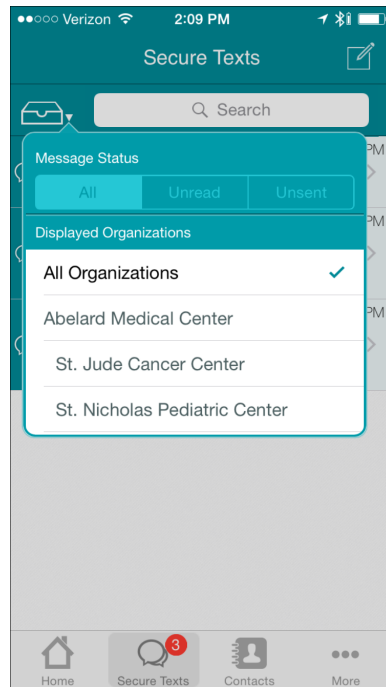
You can filter the view by message status, showing only unread messages, unsent messages, or all messages.

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

Linking the Badge and the VST Client

If you are a badge user, your system administrator may link your badge and VSTaccounts. Linking these accounts provides you with the full texting capabilities of the VST client, while allowing you to continue the hands-free convenience of the badge for voice calls.

When your accounts are linked, message delivery to your devices differs slightly depending on how your Vocera environment is set up.

- If you have both the VS and VMP in your on-premises solution, text messages initiated by *users* of any application (for example, VST, VCS, Staff Assignment, the User Console, and so forth) are sent to the VST handheld client; text messages initiated by *systems* are sent to the badge.

  Because integrations (such as nurse call or patient monitoring integrations) frequently take advantage of specific voice capabilities of the badge, all messages initiated by a system are delivered only to the badge, and not to the VST client. In addition, the badge continues as the sole recipient of email messages sent by the Vocera Voice Server, because those messages are also a critical component of certain integrations, such as the Vocera Environmental Services Integration. All user-initiated text messages are delivered to the VST client only.

- If you have a VS-only on-premises solution, text messages initiated by the VST client are sent to the VST handheld client; text messages initiated by all other means are sent to the badge.

  Note: If the user has never logged into the VST handheld client, messages are sent to both the handheld client and the badge, to ensure delivery. After a user has logged in for the first time, the device is considered active and messages are sent as described above.

  Text messages initiated by users of other applications, such as Staff Assignment and the User Console, as well as messages initiated by systems, are sent to the badge.

Important: You cannot use both the VST and VCS handheld applications. If your administrator links your badge and VST accounts, the system will prevent you from accessing VCS; only the VST client will be available.

Sending a Message

You can create a new message or respond to an existing thread from both the Secure Texts page and the Home page, either by typing your own message text or starting 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.

How to Send a New Message

Use either the Secure Texts page or the Home page to send a new message to any contact or group. If you already have a thread with the recipients, the new message is automatically appended to that thread.

To send a new secure text message:

1. From either the Secure Texts page or the Home page, tap the Compose icon (🖊).
   The New Secure Text page appears.
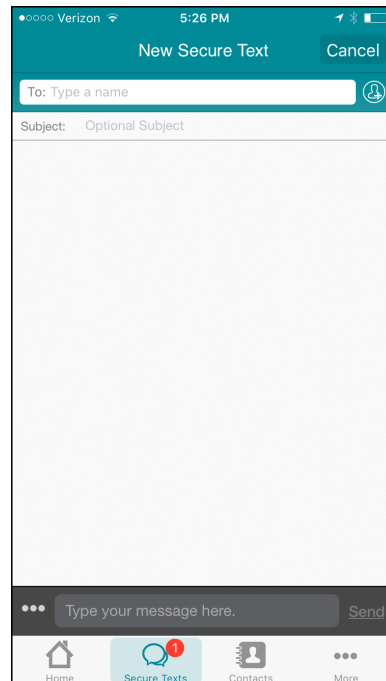
2. In the To field, enter the first recipient of the message in either of the following ways:
   - Begin typing any part of the name and choose the recipient from the filtered list that appears.
   - Tap the Contacts icon (👤) and choose the recipient from the scrolling list of contacts that appears.

   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. Optionally tap the More icon ([...]) to specify options (Add an attachment, set a priority, schedule a delivery, or choose a Quick Message).

5. In the field at the bottom of the screen, 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 (?).

6. Tap Send 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 **About Secure Texts** on page 24 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, tap the More icon ([...]).

   The list of message options appears at the bottom of the page.
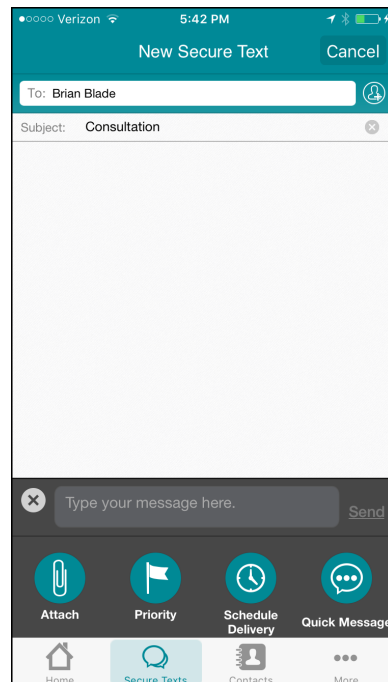
2. Tap the Quick Message icon.

   The list of Quick Messages appears.
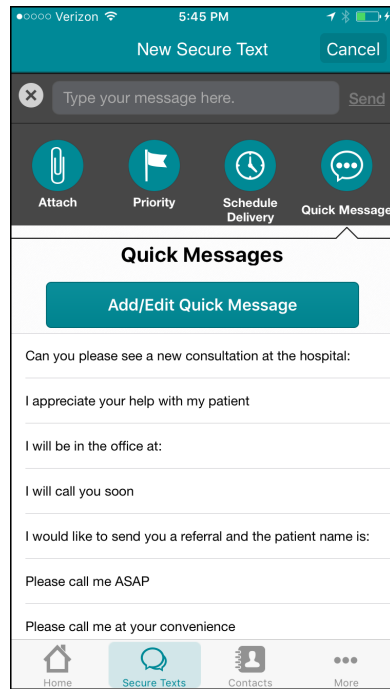
3. Scroll to find the appropriate Quick Message and tap to select it.
   The message appears in the type-in box at the bottom of the page.

4. Optionally edit the text of the message.

5. Tap Send to send the message.

How to Set Message Options

Message options let you set a custom priority, schedule a delivery for later, or add an attachment before you send a message.
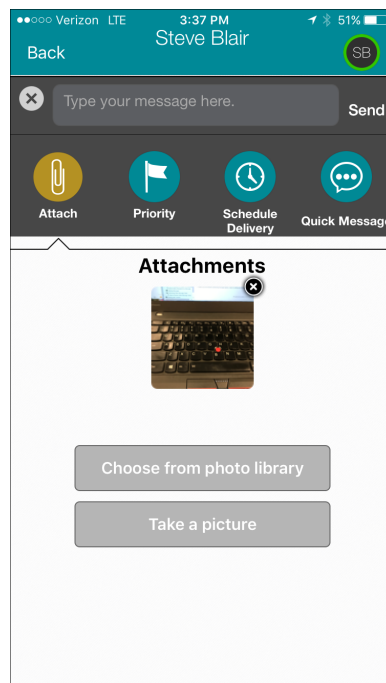
To set message options:

1. While you are replying to a message or creating a new one, tap the More icon (▪▪▪).
   The list of message options appears at the bottom of the page.
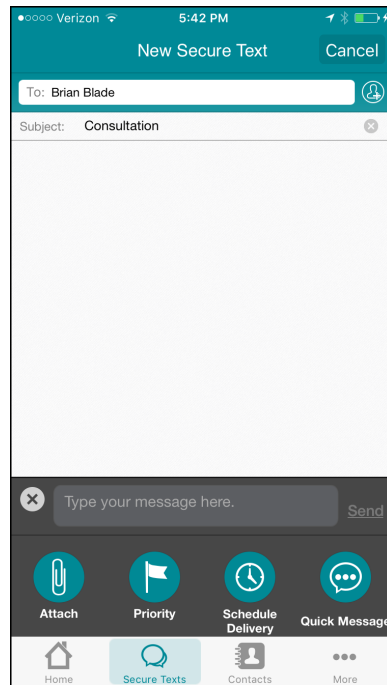
2. Attach a picture to the message as follows

   - Tap Attach to attach a photo to the message. You can choose an existing photo or take a new photo to use as the attachment. The .jpg, .png, and .gif formats are supported, and the maximum file size is 10 MB. You can supply only one attachment per message.

     The Attach icon will change color once the image has been attached. Tap Send when complete.

3. Change any of the additional message options as follows:

   - Tap Priority to toggle between Normal and High priorities. High priority messages are indicated by an exclamation mark ( ) icon on the recipient's screen and optionally by a special tone and vibration.
   - Tap Schedule Delivery to specify a date and time for delayed delivery.

- From within any message option, you can swipe left or right to access the adjacent option

> **Note:** 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 29.

4. When you are finished customizing message options, return to editing your message and tap Send when complete.

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.

> **Note:** Make sure you follow your organization's HIPAA guidelines when communicating with individuals who are not VST contacts.

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

1. From either the Secure Texts page or the Home page, tap the Compose icon (✑).
   The New Secure Text page appears.
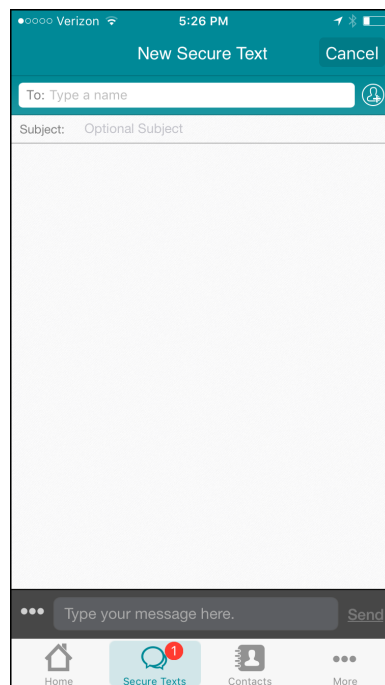
2. In the To field, enter the first recipient of the message in either of the following ways:
   - Begin typing any part of the name or email address and choose the recipient from the filtered list that appears.

     If the handheld app has permission to access to your device's contact list, the client displays any names from the contact list that match the values you entered.
   - Type the full mobile phone number of the person you want to reach.

     The VST client will send an SMS message to this person. If the handheld app has permission to access to your device's contact list and the phone number matches a number in the contact list, the app also displays that person's name as a confirmation.
   - Type the full email address of the person you want to reach.

The VST client will send an email message to this person. If the handheld app has permission to access to your device's contact list and the address matches an address in the contact list, the app also displays that person's name as a confirmation.
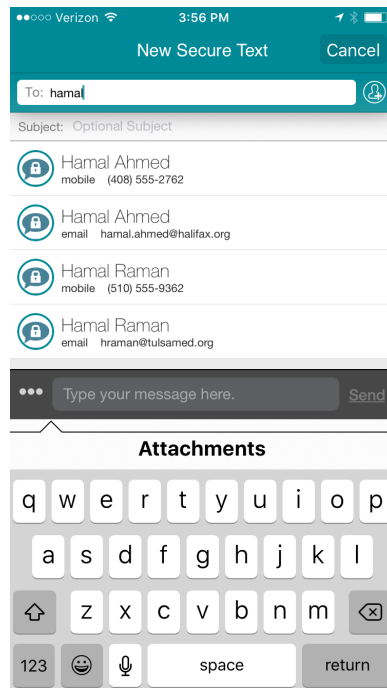
You may also add VST users to the conversation by clicking the Plus icon and choosing the recipient from the scrolling list of Favorites that appears. You may add up to 20 recipients (VST users, non-users, and VST groups) in this manner.

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. Optionally tap the More icon ( ) to specify options (Add an attachment, set a priority, schedule a delivery, or choose a Quick Message).

5. In the field at the bottom of the screen, type the message you want to send. You can enter up to 3000 characters.

6. Tap Send 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.

Viewing Messages

Messages that you have not yet read appear on the Home page for quick review. All messages (read and unread) that have not yet expired appear on the Secure Texts page.
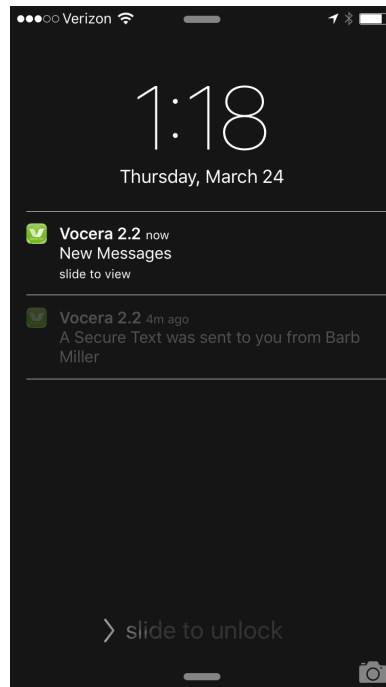
Receiving Notifications of Unread Messages

When you are logged in, even if your VST handheld app is closed or running in the background, the operating system of your mobile device by default displays a notification when you receive a new text message. You can optionally change this behavior in your device's notification settings.

The first notification you receive display's the sender's name.
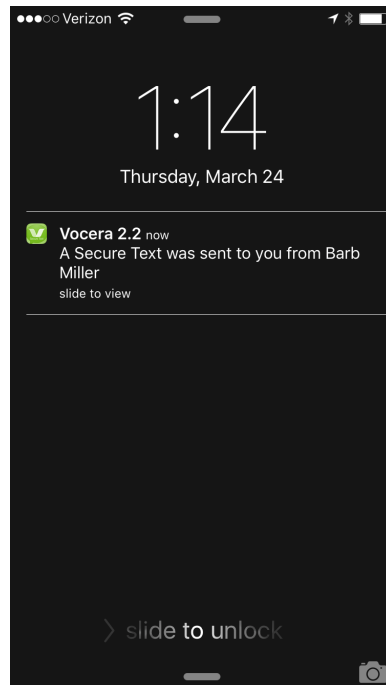
When you have multiple unread messages, the notification displays "New Messages".

Follow the instructions on the notification to open the app and view the messages.

Each unread message also increments the counter that appears adjacent to the icon of the handheld app on the mobile device's desktop.
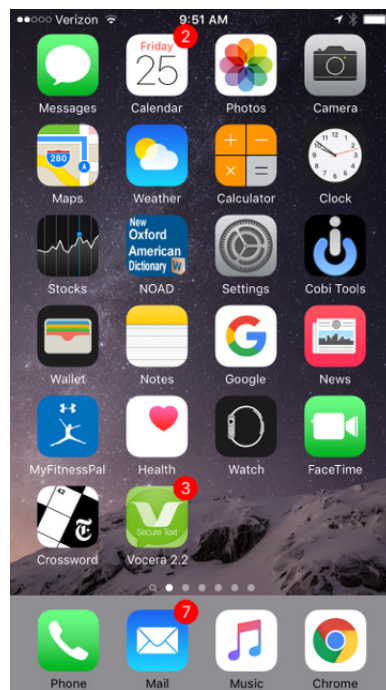
How to View a Message or Conversation

You can view the subject of a message and its first few words on the Home or Secure Text pages. 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. From either the Home page or the Secure Texts page, navigate to the most recent message in the conversation.
2. Tap the message to display the full conversation.

The date and time when you receive a message appear above it. To save space, the time stamp appears only when the duration of time since the previous message in the conversation is greater than two minutes.

If necessary, you can review the exact time of arrival for any message by displaying message details. See **How to View Message Details** on page 36.

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

How to Search Message Content

From the Secure Texts page, you can search across all your messages to find specific content or to find exchanges with an individual. The search targets all organizations and ignores any organization filter you have set.

To search across all your messages:

1. From the Secure Texts page, begin typing any part of the name or message content in the Search box and choose the message from the filtered list that appears.

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. From either the Home page or the Secure Texts page, navigate to the most recent message in a conversation.
2. Tap the message to display the full conversation.
   The Handheld Client displays the conversation with that user or group.
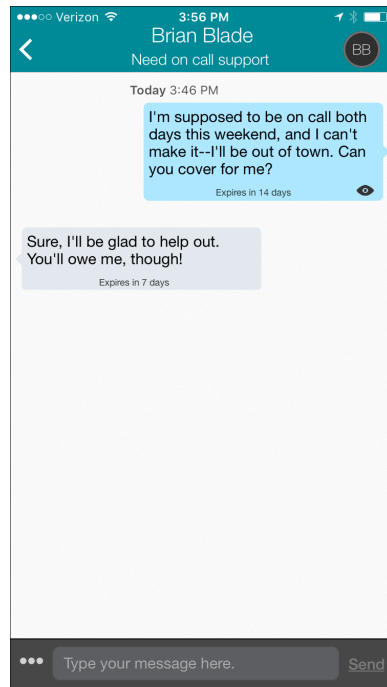
3. Tap one of the messages in the conversation.

   A scrolling list of details about the message, including the date and time of significant events in the message's life cycle, appears.
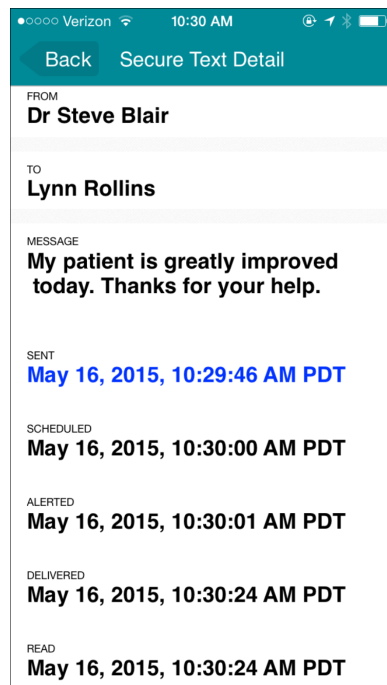
Note: You cannot view details about a system message, which is a system-generated notification to members of the conversation.

Following are the specific definitions of each stage in the events view:

- Sent is the date and time the VST server accepted the message from your client.
- Scheduled is the date and time the VST server was scheduled to send the message.

- Alerted 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.
- Expiration is the date and time the message expires and is removed from the VST app.

4. Tap one of the images in the conversation.

The image will open and enlarge. You can rotate the image by tapping the square with the arrow in the upper left corner.

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:
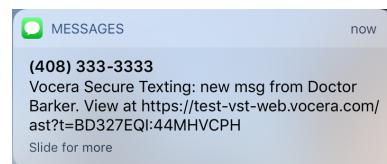
When you click on the notification, it appears in a message conversation:
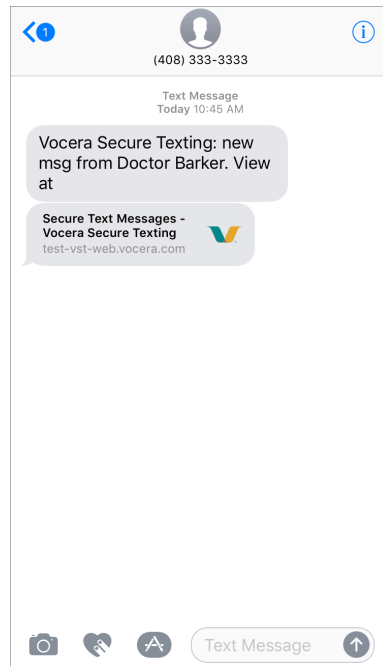
Click on the Secure Text Messages link to display the message in your device's web browser:
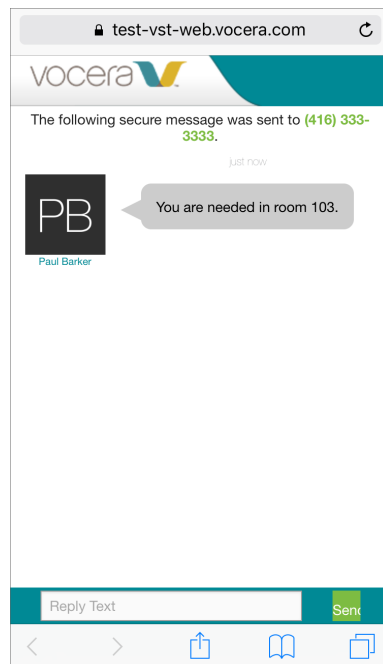
To respond to this message, type in the Reply Text window and click Send. Your text appears on the screen and is sent to the VST user.
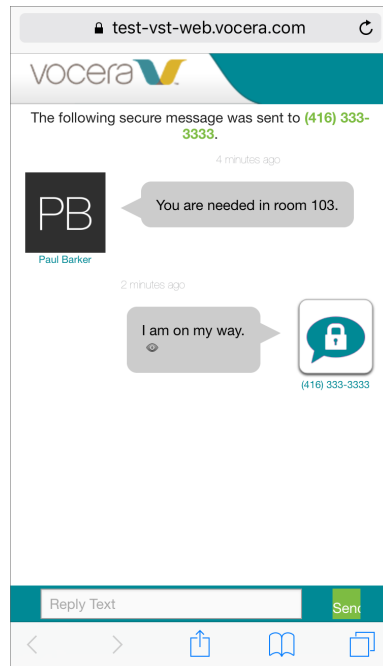
Viewing Email Messages as a Non-User

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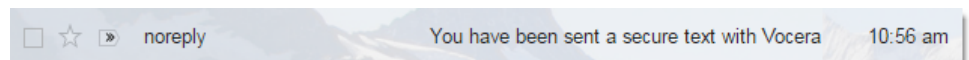
Note: If you are expecting an email message from a VST user and have not received it, check your spam folder.

The body of the message looks like this:
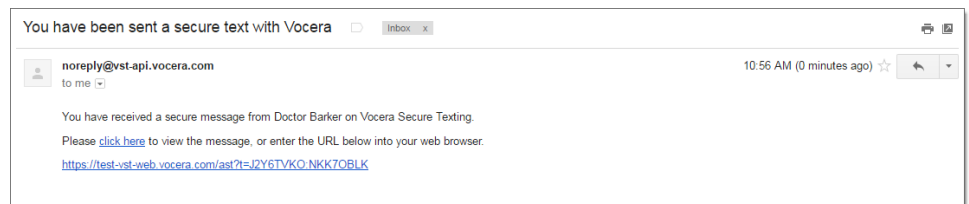
Click on the link to view the message in your web browser:
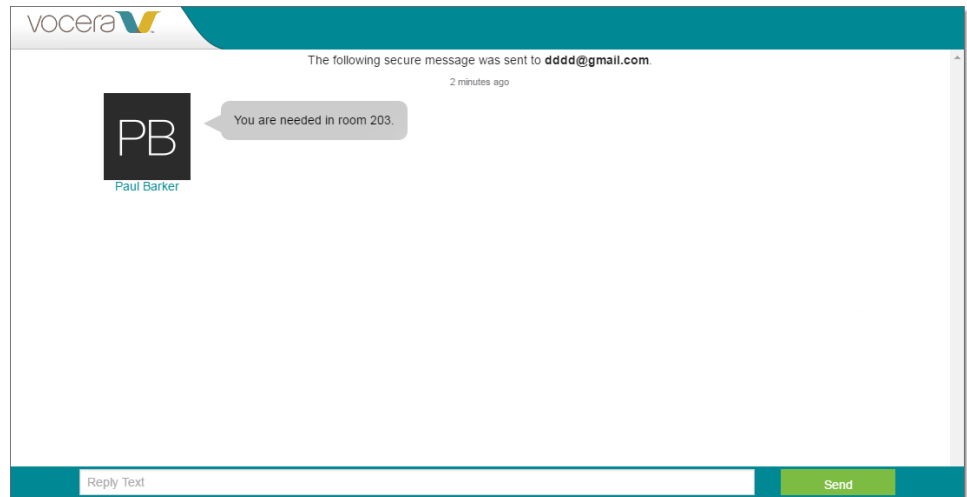
To respond to this message, type in the Reply Text window and click Send. Your text appears on the screen and is sent to the VST user.
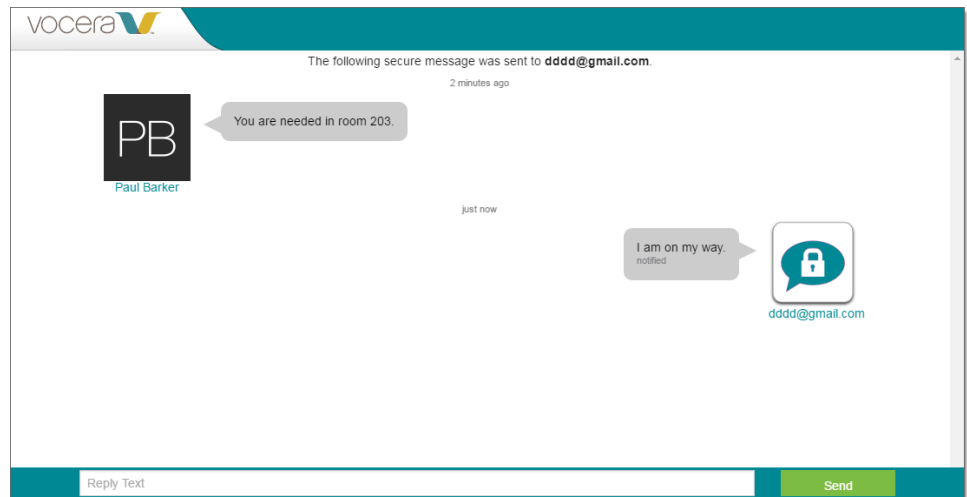
Replying to a Message

You can respond to an existing message or thread from the Secure Texts page and the Home 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 Texts page or the Home page to reply to an existing message. Your new message is automatically appended to the end of the conversation with that user or group.

To reply to an existing text message:

1. On the Secure Texts page or the Home page, tap one of the messages in your list of recent messages.

The Handheld Client displays the most recent messages in the conversation—a scrolling list of messages with the same subject, to and from the same recipient.
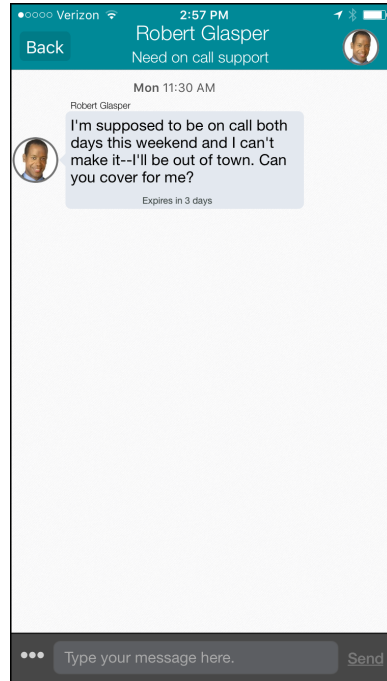
2. Optionally tap the Recipient icon ( ) at the top right of the page to change the subject or add recipients to the message. The icon may appear as a single recipient's initials, a recipient's personal photo, or as a group symbol.

3. Optionally tap the More icon ( ) to specify options (Add an attachment, set a priority, schedule a delivery, or choose a Quick Message).

4. In the field at the bottom of the screen, type the message you want to send. You can enter up to 3000 characters.

> **Note:** If the message does not contain a response field displaying the prompt "Type your message here", it is a *terminated* message; that is, all the recipients received the message, but they are unable to respond. VST terminates a message when the recipient list is too large. See **How to Send a New Message** on page 28 for additional information.

5. Tap Send 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 on the Home and Secure Texts pages 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 Texts page or the Home page, tap the message in your list of recent messages.
   The Handheld Client displays the pre-configured responses available for this specific message.
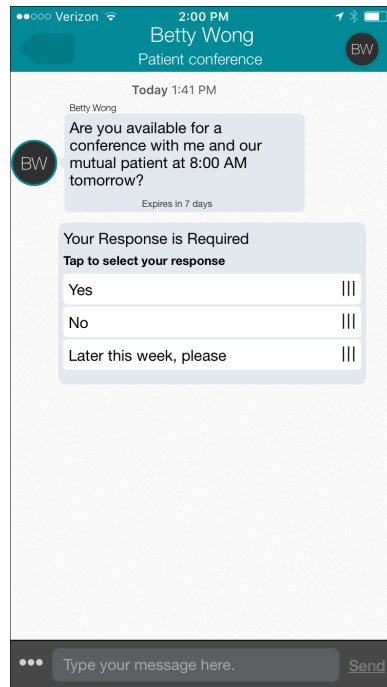
2. Tap the Select icon (|||) for the appropriate response to specify your choice.

   The specified response appears in red.
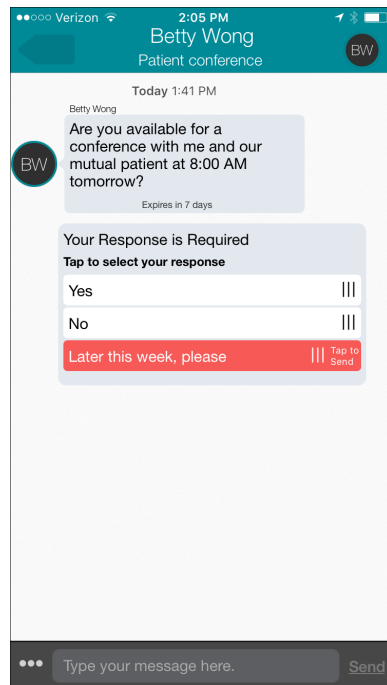
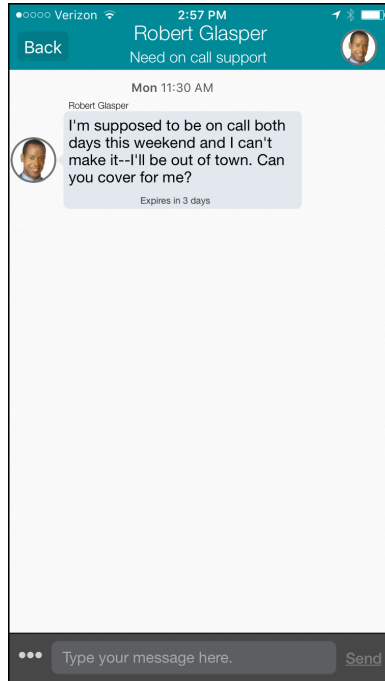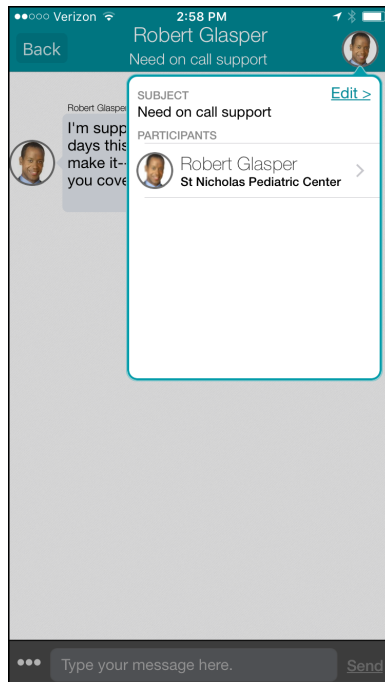3. Tap the selected response again to send your reply.

How to Change the Subject of a Message

When you reply to a message, you may optionally change its subject at the same time. 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 Texts page or the Home page, tap one of the messages in your list of recent messages.

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

2.

Tap the Recipient icon ( ) at the top right of the page. The icon may appear as a single recipient's initials, a recipient's personal photo, or as a group symbol.
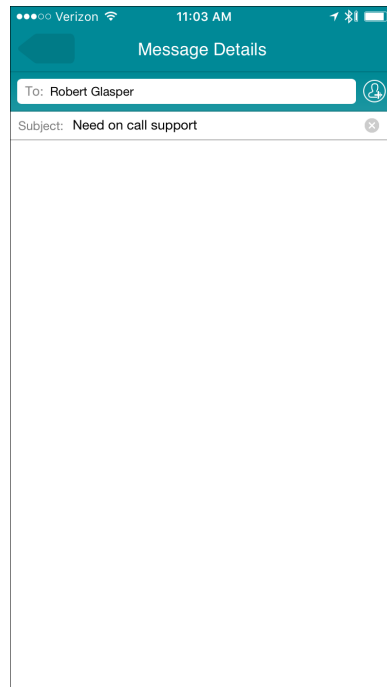
A bubble appears, displaying the subject of the message and the message recipients.
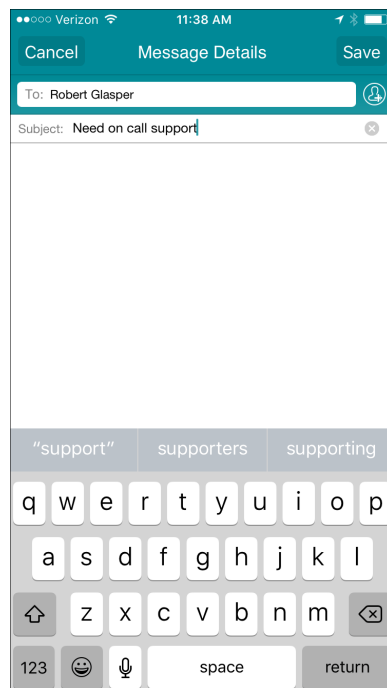

3. Tap the Edit link.

The Message Details page appears, allowing you to change the subject of the message or add recipients.

4. Tap the Subject field.

 The edit cursor appears, along with Cancel and Save buttons.

5. Enter your changes to the message subject and then tap Save. You can enter up to 500 characters.

 The most recent message in the conversation appears and displays the updated subject. In addition, a system message indicates to all participants that the subject has changed.
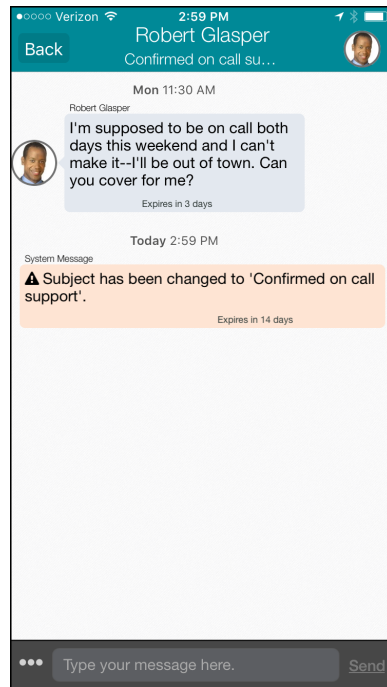
Note: You cannot remove an existing subject completely when you edit it.

6. Continue replying to the message as described in **How to Reply to a Message** on page 41.

   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.
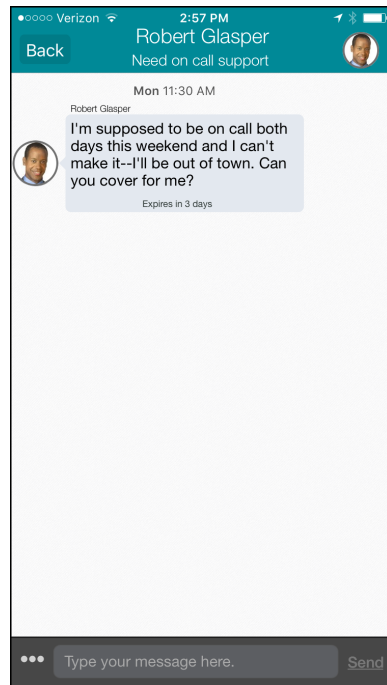
How to Add a Recipient to a Message

When you reply to a message, you may optionally add recipients to the conversation. 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 Texts page or the Home page, tap one of the messages in your list of recent messages.

   The Handheld Client displays the most recent messages in the conversation—a scrolling list of messages with the same subject, to and from the same recipients.
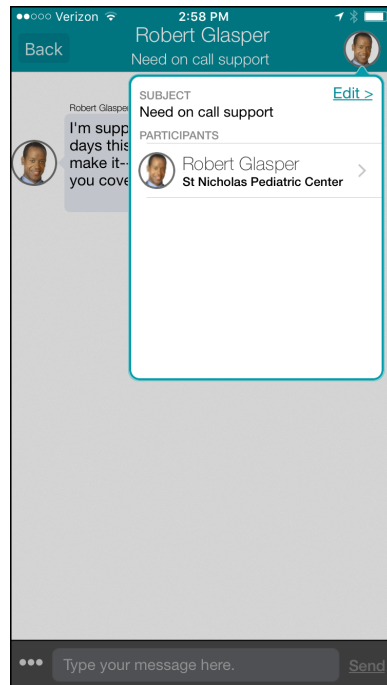
2.

Tap the Recipient icon ( ) at the top right of the page. The icon may appear as a single recipient's initials, a recipient's personal photo, or as a group symbol.

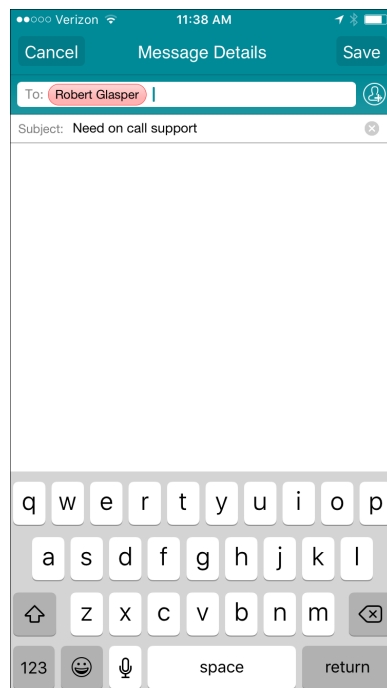A bubble appears, displaying the subject of the message and the message recipients.

3. Tap the Edit link.

The Message Details page appears, allowing you to change the subject of the message or add recipients.

4. Tap the To field.

   The edit cursor appears, along with Cancel and Save buttons.


5. In the To field, add recipients in either of the following ways:

   • Begin typing any part of the name and choose the recipient from the filtered list that appears.

   • Tap the Contacts icon ( ) and choose the recipient from the scrolling list of contacts that appears.

6. Tap Save.

   The most recent message in the conversation appears and displays the newly added recipient's name. In addition, a system message indicates to all participants that the recipient list has changed.
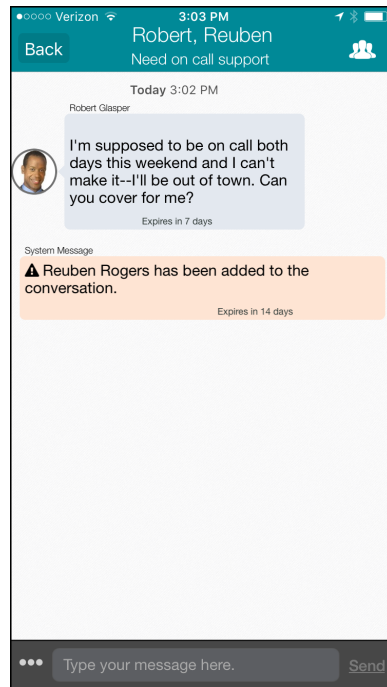
> **Note:** Added users will not see any messages in the conversation until a new response is sent.

7. Continue replying to the message as described in **How to Reply to a Message** on page 41.

   When your reply is sent, the additional recipients are visible to everyone who receives the message.

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 or group before each individual message reaches its expiration date and time.

To delete a conversation:

1. From the Secure Texts page, navigate to the conversation.
2. Swipe left to expose the Delete icon.
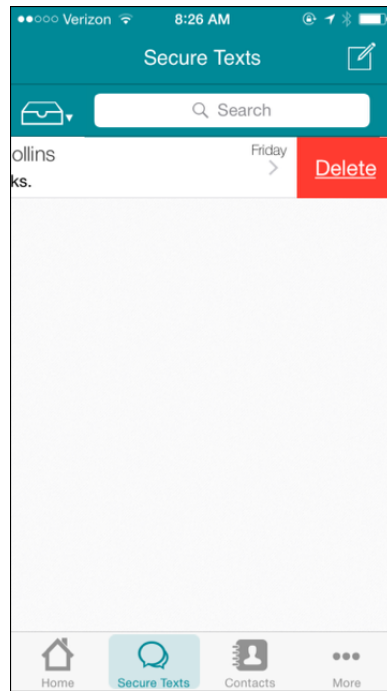
3. Tap Delete.
   The conversation is deleted.

Performing Other Message Tasks

You can access a menu of options to perform less-common message tasks, such as copying the content of a message or forwarding a message to another recipient.
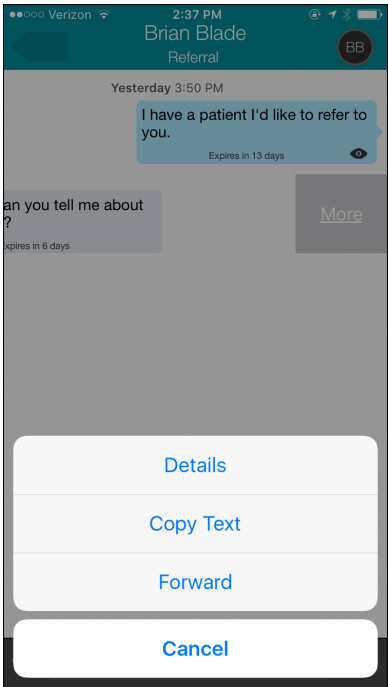
How to Perform Other Message Tasks

To perform other message tasks:

1. From either the Home page or the Secure Texts page, navigate to the most recent message in a conversation.
2. Tap the message to display the entire conversation.
3. Swipe left to expose the More icon.
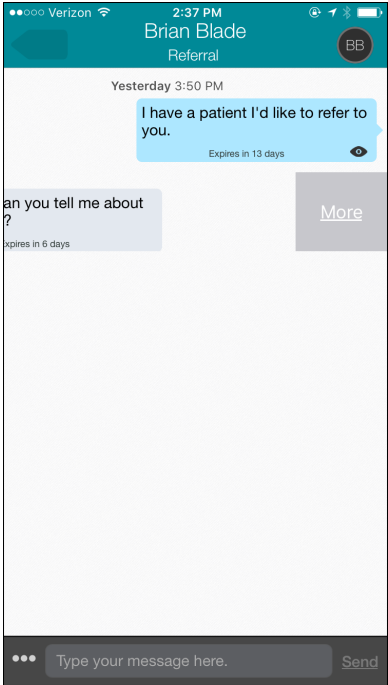
4. Tap More to display the option menu.

5. Tap the appropriate choice to complete the action.

Working with Contacts

Your Contacts list is a managed directory of professional colleagues that is automatically maintained by VST. Every person in your organization who uses the Vocera Secure Texting app automatically appears in your Contacts list. In addition, people in organizations or practices affiliated with yours appear in the Contacts list, if they are also using the VST app.

Your VST Contacts are a managed list displaying only the professionals with whom you need to communicate most frequently. You cannot add or remove VST Contacts; they are maintained automatically by VST.

Viewing Contacts

The Contacts page provides a summary of information about each of the people you need to communicate with, including their names, organization, and availability for calls or messages. The Contacts page also displays a summary of the groups you are able to communicate with.

A search will return 10,000 maximum results, and will not display inactive users. The contact list will show 50 results at a time. An additional 50 contacts are added to the list once you scroll to the bottom of the contacts. If your contact is not in the list of 10,000 you must refine your search.

On the Contacts page, Favorites appear first, followed by Groups, followed by a scrolling alphanumeric list of all contacts.
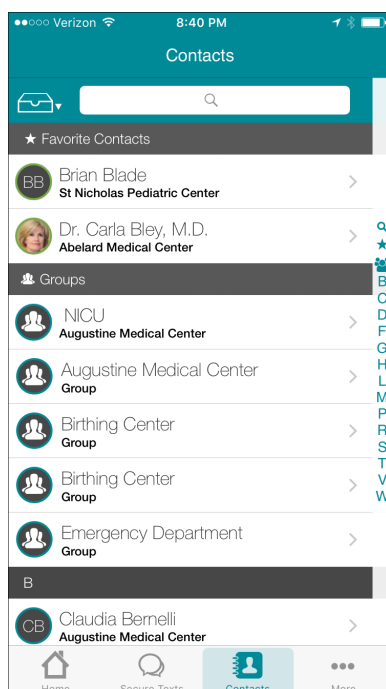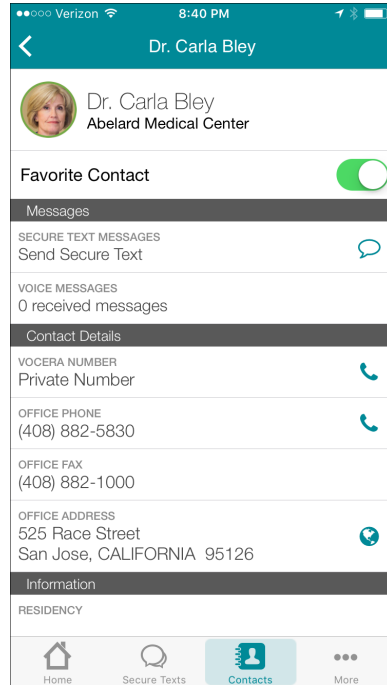
How to View Contact Details

The VST app allows you to view relevant details about your contacts, such as their practice specialties, languages spoken, and more.

To view your contact details:

1. On the Contacts page, navigate to the appropriate contact and tap it.
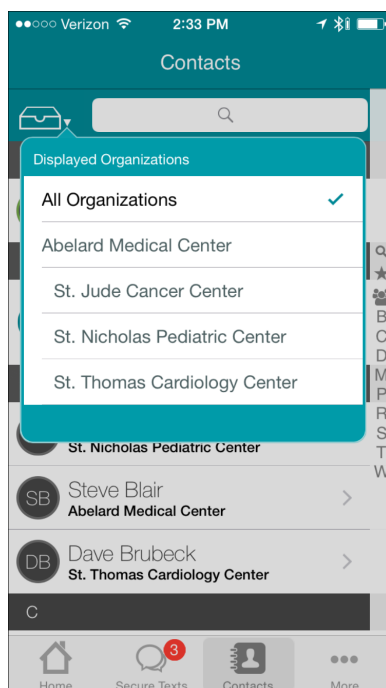
   The contact details page appears.

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. Tap the "Inbox" icon ( ) at the top left of the Contacts page.

   A list showing your contact's organizations appears.

2. Tap the organization whose contacts you want to display, or choose All Organizations.
   The display on the Contacts page shows only the organization you have selected.

How to Search Contacts

From the Contacts page, 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 the Contacts page, begin typing any part of the name in the Search box and choose the contact from the filtered list that appears.

How to Make a Favorite Contact

Favorite contacts appear at the top of the Contacts 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 Contacts page, navigate to the appropriate contact and tap it.
   The contact details page appears.
2. Tap to enable the Favorite Contact control.
   The control appears green when a contact is a favorite and white when a contact is not a favorite.

How to View a Contact's Location

The VST app allows you to view the location of a contact's office in the Maps app of your device, if the contact provides an address in the Office Address field.

To view the location of a contact's office:

1. On the Contacts page, navigate to the appropriate contact and tap it.
   The contact details page appears.
2. Scroll the contact details to display the Office Address field.
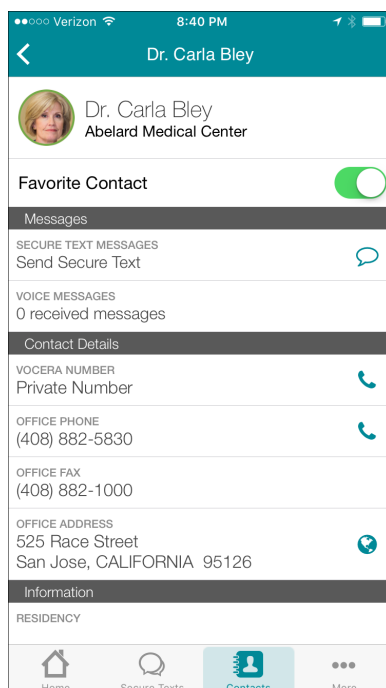
3.

Tap the Globe icon ( ) to the right of the Office Address.

The Maps app of your device displays the location of the contact's office.
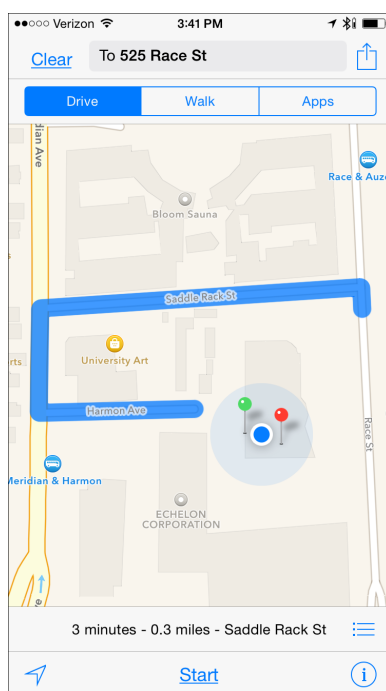
Communicating with Contacts

You can use the Contacts list to place a call or send a text message to any of your contacts. Calls placed to the Vocera number reach the contact's mobile device or forward as specified by the recipient's badge or VCS app. If you leave a voice message, it is available in the contact's general mobile phone messages. Any text messages are available only in the VST app.

How to Text a Contact

You can create a new message from the Contacts detail page, either by typing your own message text or starting 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 the Contacts page, navigate to the appropriate contact and tap it.
   The contact details page appears.
2. Tap Secure Text Messages in the Messages section.

   A dialog appears and prompts you to either create a new text message or reply to an existing conversation.
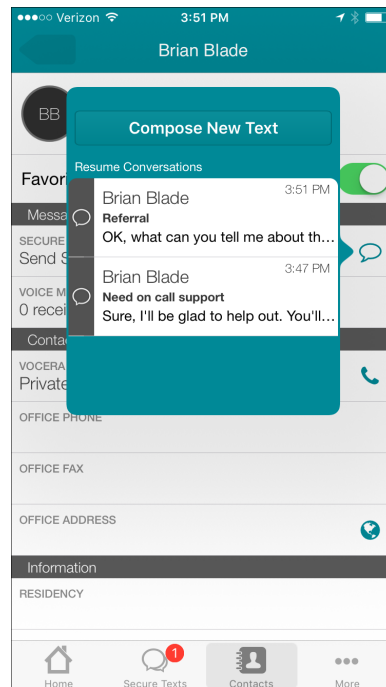
3. Do either of the following:
   - To create a new message, tap Compose New Text.

     The New Secure Text page appears.

- To reply to an existing conversation, choose the appropriate thread from the list in the Resume Conversations section.

  The Handheld Client displays the most recent messages in the conversation—a scrolling list of messages with the same subject, to and from the same recipient.
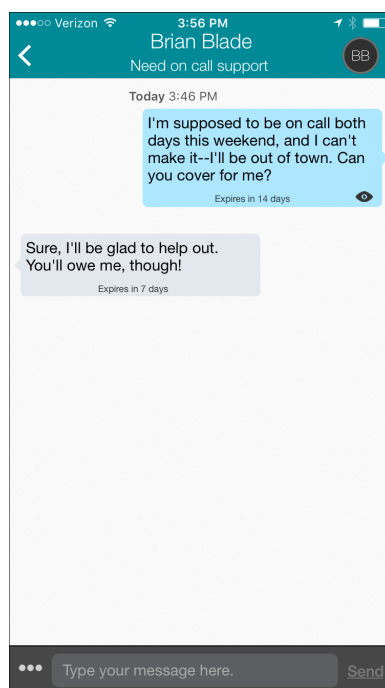
4. Compose and send the message as described in **How to Send a New Message** on page 28 or **How to Reply to a Message** on page 41.

How to Call a Contact

You can place a call from the Contacts detail page to a contact's Vocera number or Office Phone number. Calls placed to the Vocera number reach the contact's mobile device. If the person you called is not available, you can leave a voice message in the recipient's voice mail.

To call a contact:

1. On the Contacts page, navigate to the appropriate contact and tap it.
   The contact details page appears.
2. In the Contact Details section, tap the Vocera Number field displaying Private Number to call
   the contact's VST app, or tap the Office Phone number to call the contact's office.

   If the contact has a badge at one or more hospitals, additional Vocera Number fields display
   the name of the hospital. Tap the hospital name to call the contact's badge at that location.