

At the start of every shift, it is important to ensure that Location Services for Vocera are set to **Always On**. Vocera relies on a user's location to properly route calls and messages while on- and off-campus. Use the below steps to adjust settings, if necessary.

Location Services prompts - iPhone

1. When you first set up Vocera on your phone and you are asked **"Allow Vocera to use your location?"** close it by selecting any of the options, and then follow steps 2 through 6.
2.
 - a. If you have a shared iPhone, go to your home screen and click the **IT Only** Folder, then click **Settings**.
 - b. If you are using a personal phone, click Settings from your home screen.

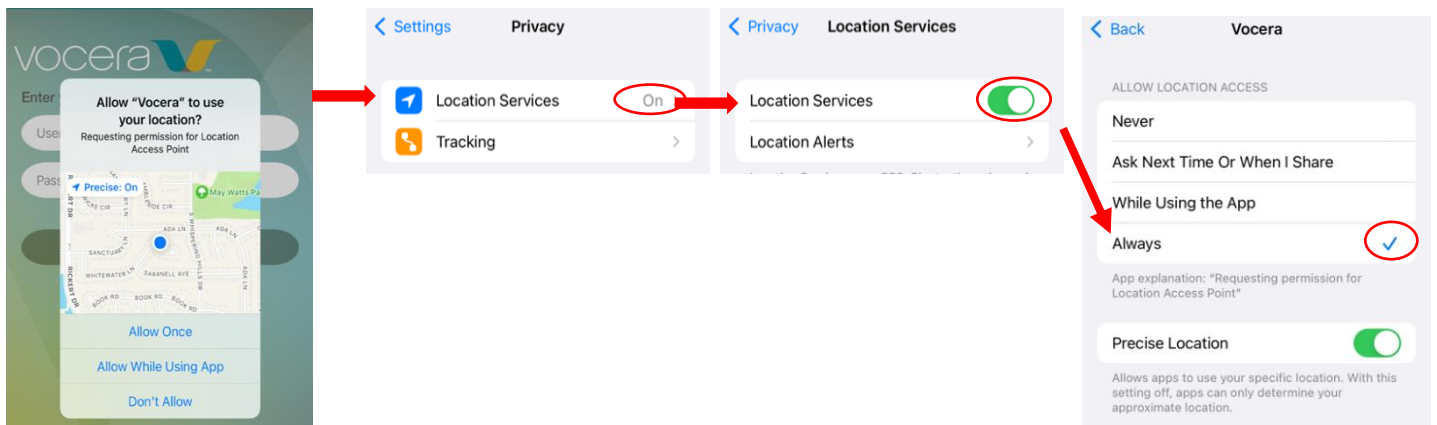
In Settings, select **Privacy**.

In Privacy, select **Location Services (ensure it is ON)**.

In Location Services, Select **Vocera**.

In Vocera, ensure Location Services is set to **Always** and exit settings

To apply the changes, **please log out of Vocera and restart your phone**



Background Location Use prompt

At times, your device may prompt you to confirm background Location use. Select **"Always Allow."**

