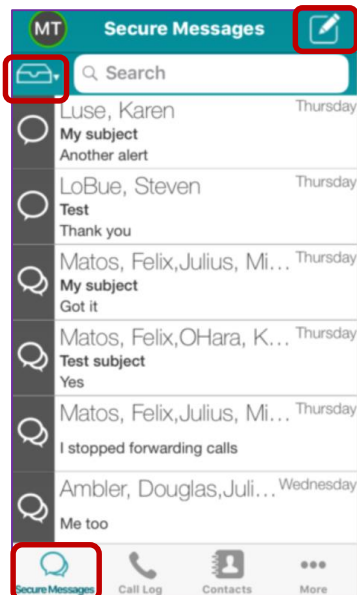


Vocera Collaboration Suite Tip Sheet

Secure Messages Screen (default screen)

- **Profile Picture** – edit profile, DND status, and log out
- **Filters** – tap to specify which type of message is shown
- Swipe left to **Hide Messages**
- **View all of sent and received messages**, group conversations and notifications
- **Unread messages** will show a **teal** background to the left and background
- **Navigation Bar** - tap to access modules



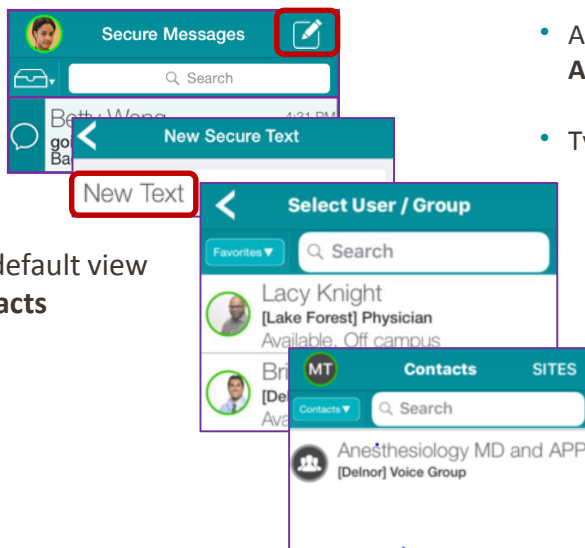
Secure Messages Screen (Cont.)

New Message – tap to start a new message and use message templates

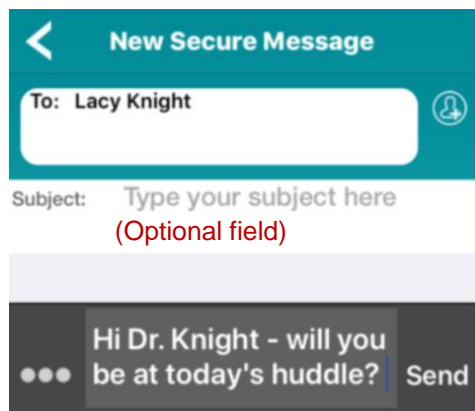
- **Search Field** – locate messages that match sender or subject
- **Message Details** – tap a message to see the details
- **Notifications**
 - Conversation or 1:1 Chat**
 - Group Conversation**
 - High Priority Message**
 - Urgent Priority Message**

Sending a Secure Message

- On the Secure Messages screen, tap to **start a new message**
- Choose **New Text**
- **Add a recipient** from **Favorites** (default view if Favorites are set) or from **Contacts**
 - use the **Search field**

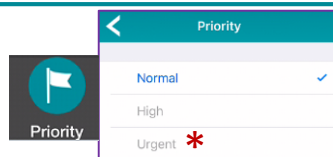


- Additional contacts can be added by tapping **Add Participant**
- Type your message and tap **Send**

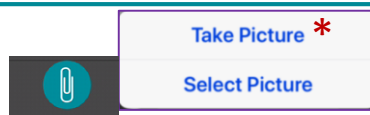


Message Options

- Access to change the **Priority**, **Attach Media** or add quick **Response Options**

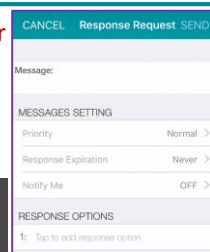


* Setting **Urgent** Priority breaks through DND unless user has selected "Do not Allow Urgent".



*To comply with HIPAA, use "Take Picture" within App.

Option for recipient to enter 1-click response

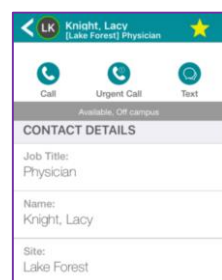


Contacts and Favorites

- Tap in the Navigation Bar to access Contacts – if you have set any Favorites, the app will go to them first
- Use the **Search field** to search for: First Name, Last Name, Primary Location, Primary Specialty, Secondary Specialty, or Employed Group Practice.
- Tap to **add/remove** a contact from the your Favorites list (Individuals or groups can be Favorites)
- **Sites** -always defaults to your home Site, i.e. Lake Forest
 - Select **SITES** to filter to another Site; Global to search all Sites



Contact view with Favorite set



Tap **Contacts** or **Favorites** to toggle to either view.

Changing Your Status, Message Forwarding, and Changing Notification Tones

- Tap your **profile picture/initials** to open your User Profile screen

Do Not Disturb (DND)

- Tap the toggle for **DO NOT DISTURB** for **Text** to stop text message tones from playing
- Your DND status shows as an orange circle on your profile picture and as an **orange banner** at the top of any other VCS screen
- **Do not Allow Urgent** will stop a message tone from being played even when it has been sent to you with an Urgent priority
- **NOTE: DND for Calls is only applicable when connected to NM Mobile.**

Message Forwarding

- Tap **Forwarding** to forward messages to another user. When you do this, you automatically go into DND mode. The name to whom you are forwarding will display.
- Tap **Forwarding to me** to see who has forwarded their messages to you.

Settings




- Select **Settings** to personalize how you wish your Contact names to display; Sort your Favorites Alphabetically (rather than manually); Launch Tutorial; change Secure Message or Calling Notifications (vibrate/ring tones, etc.) and view other system setting.

Logging Out will show your presence to others as a RED circle and you will not receive audible/visual notifications but when you log back in, any messages sent to you will be visible.



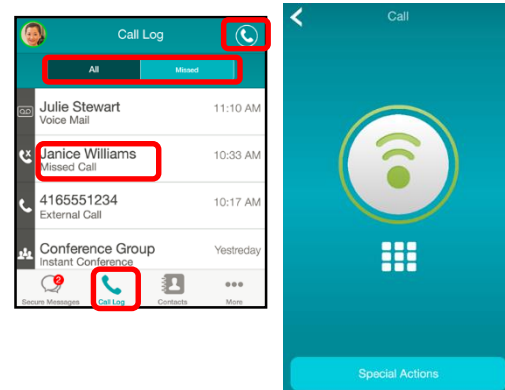
Making a Call when Connected to NM Mobile:

Make a Call

- To make a call, tap  **Call** on the Call Log screen
- On the **Call** screen, tap  and the **Vocera Genie** will answer
- You can also tap  for typical **keypad** dialing
- From your Call Log view, you can return a user's call by tapping on their name or number.
- If you select a **contact's name** from the Call Log, you can then opt to **Call**, **Urgent Call** or **Text** them.




Call Log

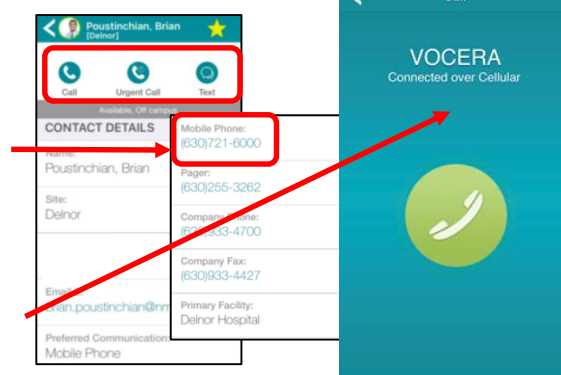
- To access the Call Log screen, tap  **Call Log** in the navigation bar
- Tap **All** to show the entire call log or tap **Missed** to show missed calls



Making a Call When Off-Campus:

Make a Call

- Go to your Contacts screen, find your Contact, and tap the Call icon  to reach that user
- You can also make a call to another provider by selecting their cell number in their Profile.
- When off-campus, calls will be forwarded to your cell phone and not viewable via the Call Log 
- Tapping the Call icon  from within the Call Log tab still brings you to the **Vocera Genie** with an indication that you are connected over cellular



Presence Status:

- Colors around an individual's profile picture or initials will indicate availability status
 - Available (green) – available to receive messages
 - Unavailable (red) – logged out of the app or never downloaded; do not use Vocera to message
 - Do Not Disturb (orange) – logged in to the app, but unavailable for immediate communication
- Presence will also show in a gray bar in a users profile.

