

Vocera Messaging Platform (VMP) Web Console (VMP 5.2)

Course Description

Welcome to Vocera Messaging Platform (VMP) Web Console for End Users training! This 25-to-30-minute computer-based training will familiarize you with the basics of the Web Console. If you're new to the Web Console, we highly recommend you take the modules in order; however, this is not a requirement.

This course contains audio. It is best viewed on a monitor, laptop, or tablet.

Course Objectives:

By the end of the course, you should be able to:

- Describe the Vocera Messaging Platform (VMP) Web Console's features, functions, and benefits
- Explain how the Web Console interacts with Vocera Badges, Vocera Collaboration Suite, and Vocera Secure Texting
- Describe how to access and log in to the Web Console
- Send secure message, along with response options
- Explain protected health information (PHI) concerns
- Describe how to work with contacts and Favorites
- Describe the functionality of the On-Call feature including On-Call scheduling (if your role includes scheduling).

Modules

1. Getting Started (5:00)

In this section, you'll find out what the Vocera Web Console is, how it will benefit you, how to launch it and log in, and how to navigate.

By the end of this section, you should be able to:

- Describe the Vocera Messaging Platform (VMP) Web Console's features, functions, and benefits
- Explain how the Web Console interacts with Vocera Badges, Vocera Collaboration Suite, and Vocera Secure Texting
- Describe how to access the Web Console
- Demonstrate how to log in to the Web Console
- Cite the function of each Web Console tab

2. Working with Secure Messages (11:00)

In this module, you'll learn about secure messages, including how to send, message types and details, protected health information (PHI) considerations, and messaging options.

By the end of this section, you should be able to:

- Identify the parts and icons of the Secure Messages screen
- Describe protected health information (PHI)
- Explain what to consider when sending PHI in a secure message
- Explain how to use a Message Template
- Explain how to create a basic new message (normal priority)

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- Recall how to view Message Details
- Demonstrate how to send messages to multiple users or distribution lists
- Describe how to reply to a message
- Explain how to set message priority
- Explain how to attach media
- Identify the Response Options
- Explain how to hide a conversation

3. Working with Contacts (7:00)

In this section, you'll learn about Contacts: benefits of using the Contacts screen, recognizing presence and availability, benefits of the Favorites list, and how to add contacts to Favorites.

Upon completing this section, you should be able to:

- List the different types of contacts you might find in the Contacts screen
- Demonstrate how to search for a Contact
- Recognize all the presence and availability statuses
- Describe the benefits of designating Contacts as Favorites
- Demonstrate how to save a Contact as a Favorite
- Demonstrate how to change the order of Favorites

4. Working with the On-Call Feature (4:00)

In this section, you'll learn about the On-Call feature, including how to view and, if you have permissions, change your on-call status. You may also change the on-call status of others if you have permission. By the end of this section, you should be able to:

- Describe the On-Call feature
- Demonstrate how to find your on-call status
- Describe how to view and modify the on-call status of others

5. Working with the Schedule Feature (6:00) *

In this section, you'll learn how to use the Schedule feature.

By the end of this section, you should be able to:

- Describe the Schedule feature
- Demonstrate how to create a new schedule
- Demonstrate how to assign shifts
- Demonstrate how to set up repeating assignments
- Demonstrate how to publish a schedule

* If applicable to your role; you'll need appropriate permissions from the system administrator.