



# Voalte Me Guidelines and Setup Guide

## Care Network Voalte Me Guidelines

1. Voalte Me **should not be used for urgent questions or concerns.**
  - **If you need to contact a specialist urgently, please call OneCall at 833.733.7669.** They will connect you to the on-call specialist.
2. **Do not contact a specialist directly using Voalte Me.**
  - When using Voalte Me, contact OneCall with your question. OneCall will connect you to the on-call specialist and make sure follow up. Documentation takes place as needed.
3. Whenever possible, Voalte texts will be answered by the specialist **within one business day.**
  - **If you use Voalte Me after hours, you will receive an answer the next business day.**
4. If you do not receive an answer in a timely manner (see #3), please contact OneCall via phone at 833.733.7669.

## Voalte Me Setup Guide

**Purpose:** Sign Up – Access to Voalte Me

**Favorite One Call CN Team**


**Search specific individual by name**

**Roles:** Care Network Providers

**Access/System Requirements:** Smart Device (Voalte Me)

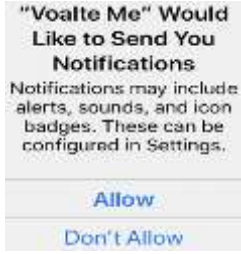
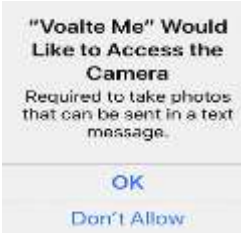



**Requirements:**

**Contact Information:** Kristen Barnett @ 59589, [kbarnett@connecticutchildrens.org](mailto:kbarnett@connecticutchildrens.org) or Voalte Me

Step	Action	Visual
1.	Go to your device's App Store or Google Play and download the Voalte Me App	




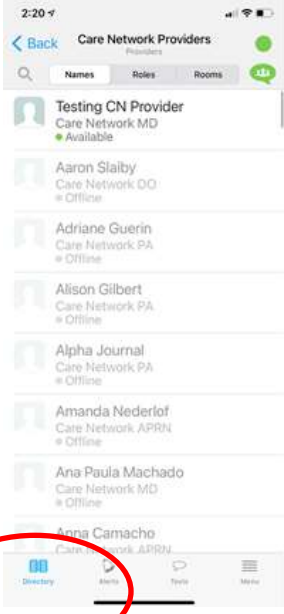


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2.	Allow Voalte to send Notifications.	
3.	Allow Voalte access to Camera & Photos	
4.	Allow Voalte access to Photos	
5.	Enter CT Children's Site Code  <p style="text-align: center; color: red;">cchbdl (all lowercase)</p>	
6.	Sign into Voalte Me using your CT Childrens Network Credentials <ul style="list-style-type: none"> <li>• Texample (<i>do not use @connecticutchildrens.org</i>)</li> <li>• Password (<i>when you change your network password, you must also change in Voalte</i>)</li> </ul>	

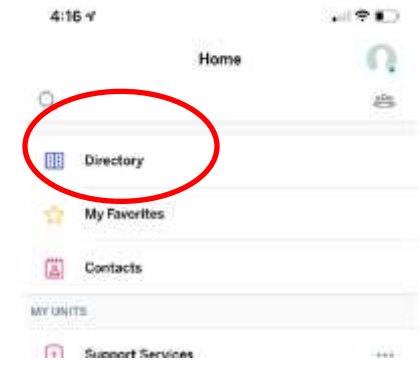
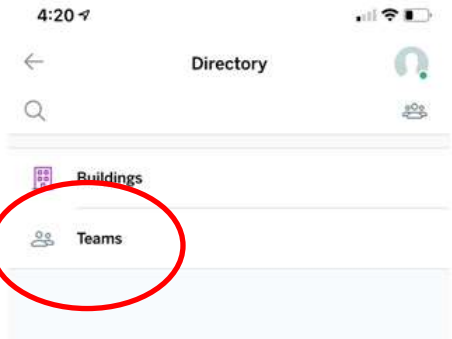
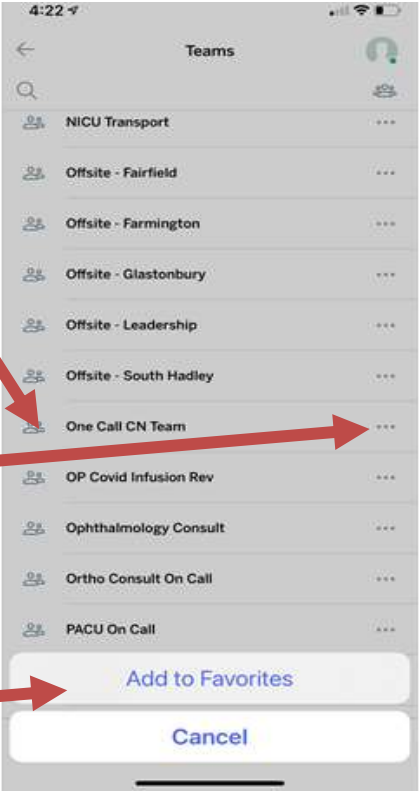


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	<ul style="list-style-type: none"><li>• Allow Voalte Me to send you Critical Alerts</li></ul>	
7.	<p>Select Units(s)</p> <ul style="list-style-type: none"><li>• You are assigned to the Care Network Providers (Home) Unit</li><li>• Hit Continue</li></ul>	
8.	<p>Confirm you Profile Configuration</p> <ul style="list-style-type: none"><li>• Hit Done (top right)</li></ul>	
9.	<p>- Tap the Directory Icon (bottom right) 2x to bring you to the main directory</p>	

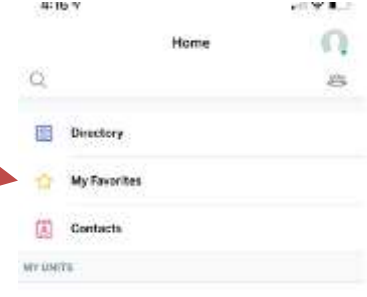
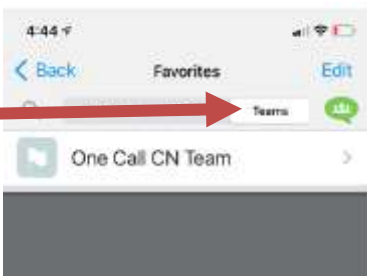
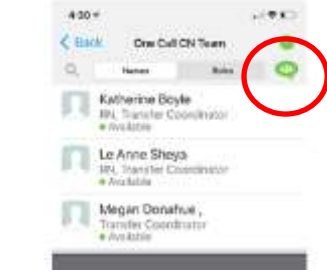
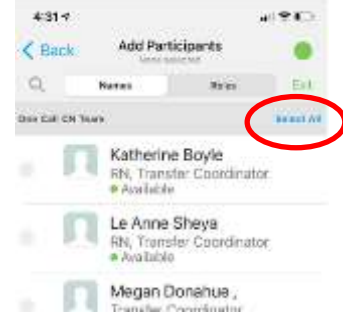



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	<p><b>Save the One Call CN Team as a Favorite</b></p>	
10.	Tap on Directory	 A screenshot of the Voalte Me mobile application home screen. The time is 4:16. The screen shows a 'Home' header with a headset icon. Below the header is a search bar. Underneath are several menu items: 'Directory' (with a grid icon), 'My Favorites' (with a star icon), 'Contacts' (with a person icon), and 'MY UNITS' (with a list icon). At the bottom, there is a 'Support Services' button with a plus sign. The 'Directory' item is circled in red.
	Tap on Teams	 A screenshot of the Voalte Me 'Directory' screen. The time is 4:20. The screen shows a back arrow, a search bar, and a headset icon. Below these are two main sections: 'Buildings' and 'Teams'. The 'Teams' section is circled in red.
	<ul style="list-style-type: none"><li>• Scroll down to One Call CN Team</li><li>• Tap the three dots to the right</li><li>• Add to Favorites will appear on bottom of your device, tap on add to favorites</li></ul>	 A screenshot of the Voalte Me 'Teams' screen. The time is 4:22. The screen shows a back arrow, a search bar, and a headset icon. Below these is a list of teams, each with a person icon and three dots to its right. The 'One Call CN Team' is highlighted with a red arrow pointing to its three dots. Below the list is a modal dialog with two buttons: 'Add to Favorites' and 'Cancel'. A red arrow points from the text 'Add to Favorites will appear on bottom of your device, tap on add to favorites' to the 'Add to Favorites' button.


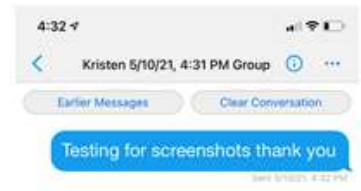
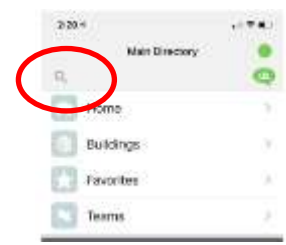
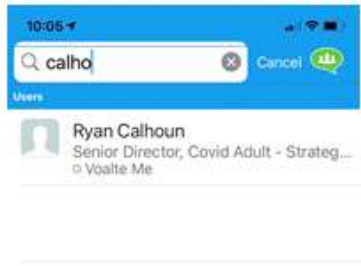
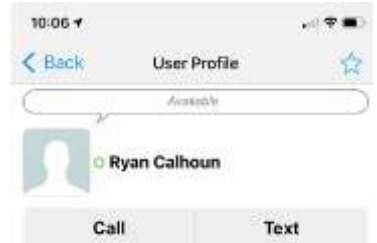


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	<b>Send a Message</b>	
	From the Directory Screen, tap on My Favorites	
	Favorites are defined by Users, Units or Teams Tap on Teams Tap on One Call CN Team	
	Tap the Group Message Button	
	Tap Select All On Line & Tap Compose	
	You can title your message if you choose, or just select continue	



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	Compose message and hit send	
	One Call CN Team receives the message	
	<b>Search for an Specific Provider</b>	
	From any screen with a magnifying glass	
	<ul style="list-style-type: none"> <li>• Tap the magnifying glass</li> <li>• Begin typing individuals last name</li> <li>• Tap on desired name</li> </ul>	
	<ul style="list-style-type: none"> <li>• Tap call to call or tap text to compose message</li> </ul>	
<b>Note</b>		

