Voalte for Go-Live Support

General Information –

Voalte is used by clinical and hospital ancillary groups for communication and will be used for go-live support to communicate with users and hospital staff.

Note – Ambulatory does not use Voalte as a standard communication method

Voalte can be accessed through a cell phone application called VoalteMe, a web app on Carelinks called VoalteMessenger, and unit-assigned Clinical Communication Devices.

Tipsheets for the correct log in are on the next 2 pages

Within the Voalte directory, a building has been created for "**Go Live Support**". Within that building are the following units:

- BCH OAK Go Live Support
- Main Go Live Support Command
- MB Go Live Support
- MZ Go Live Support
- Parn Go Live Support
- SFH Go Live Support
- SMH Go Live Support

Log in to Voalte using your standard-issued primary role (i.e. Staff Nurse, Pharmacist, Resident).

- Rounding support should log in to their Primary role, Go Live Support role (if applicable), Go live Support Unit(s) for their campus, as well as the clinical unit(s) they are supporting.
- Command center staff should log in to the Main Go Live Support Command.

Here is an eLearning that was created for providers using VoalteMe.

Please escalate any login issues to the command center; they have contacts who can help.
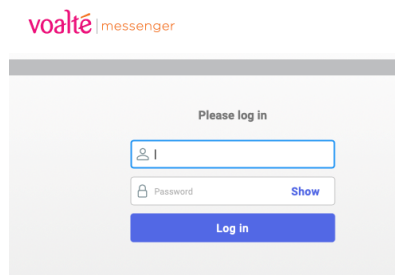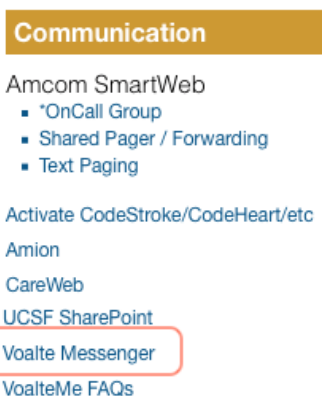
Accessing the application

Cell Phone

1. Download the "Voalte Me" application from app store
   a. Ensure it is ME, there are other Voalte apps

2. Enter site code "csfsfo"

3. Use your UCSF AD credentials to log in
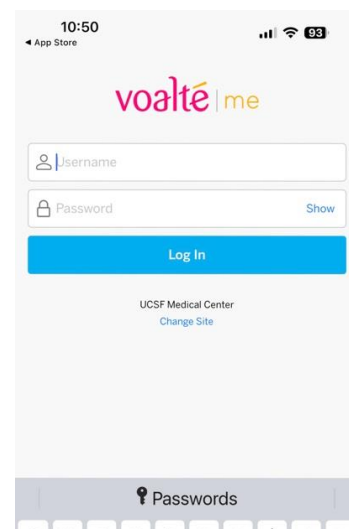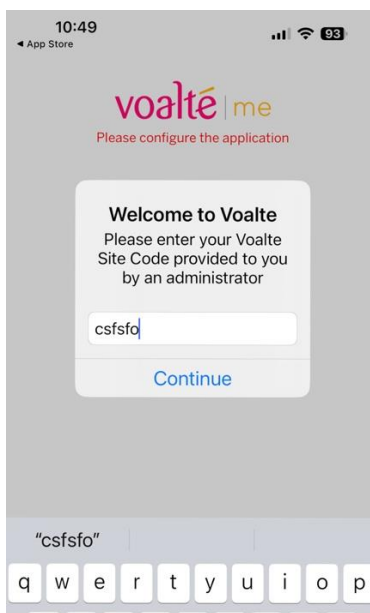
Web Application

1. Go to CareLinks and find Voalte Messenger

2. Use your UCSF AD credentials to log in

Please escalate any login issues to the command center; they have contacts who can help.
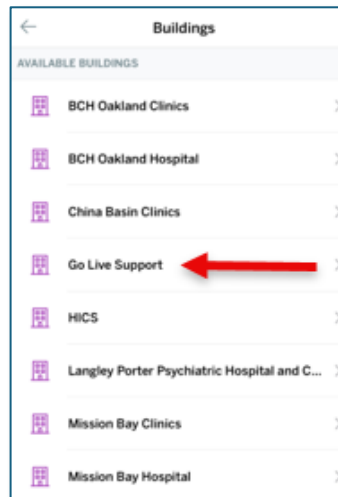
UCSF Health

Voalte Log On for Rounding Support

1. If presented with a Roles screen
   - Log in to your primary role (i.e., Staff Nurse, Pharmacy, Resident).
   - If 'Go Live Support' is an option, also log in to this role.

   If not presented with a Roles screen, move to Step 2.
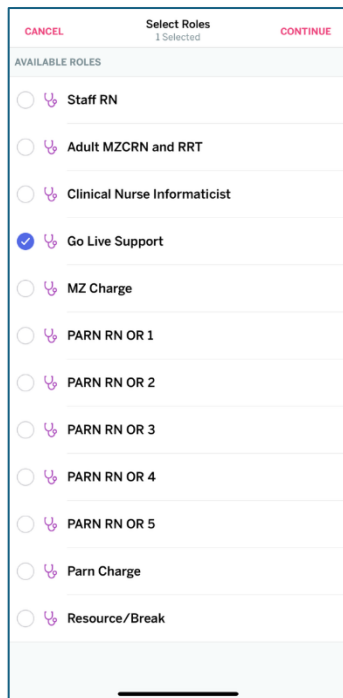
2. Select Add Units.
3. Select 'Go-Live Support' under Buildings

4. Select applicable Go Live Support Unit(s) and Done.
5. If supporting other clinical units, repeat steps 2 and 3 for applicable building/ units.
6. Select Continue, Continue.

   You are now logged in.

Please escalate any login issues to the command center; they have contacts who can help.