Who To Call for Voalte Issues

Call the Partners Help Desk at x6-5085 for:
- Access requests & password issues
- Updates to user's name displayed in Voalte or a role change
- To report broken equipment (phones, battery packs, charging stations, charging cords etc.)
- Issues with the Voalte application (iPhone and/or computer app)
- Issues with the **ED Notification App**

Be sure to specify the <u>details of the issue</u> to the Help Desk- this includes noting which phone is broken.

Why Call the Help Desk?

The Voalte team does <u>not</u> visit each unit to check on the status of devices. Unless you call the Help Desk, the Voalte team does not know there is an issue.
- If the Help Desk can help you on the call, they will.
- If you need further assistance, the Voalte team you're familiar with will respond to your ticket.

Response Time
- The Voalte team is on site Monday-Friday business hours and will respond to issues in order of priority.
- There is no Voalte support outside Business Hours (except for unplanned house-wide downtimes).

REMINDER: Process for Equipment Issues

Broken Battery Packs-- after calling the Partners Help Desk (x6-5085)

- Attach a note to the battery saying "broken" and put battery in the "Broken Battery Pack" bin on the top shelf inside your charging cart.
- All damaged battery packs <u>must be returned</u>. Do NOT throw them away.

Broken Phone(s)-- after calling the Partners Help Desk (x6-5085)

- Attach a note to the phone indicating the nature of the problem and put the phone in the "Broken Phone" bin on the top shelf inside your charging cart.
- On the Log Sheet: make a note <u>on the row for that phone</u> to indicate it is broken and what the damage is. ✦ Continue to note this on the log for inventory purposes until the phone is replaced so the device can be accounted for even after it has been picked up for service.

Lost Phone
- If a phone is not accounted for during Inventory, staff should reach out to unit/area Director who should:
  - ✦ Check the sign in/out log for last user & follow-up
  - ✦ If it is not clear who last user is, contact Help Desk at x6-5085 and provide the phone name and request that the Voalte team look into the last user
  - ✦ If the missing device cannot be located:
  - ✦ Please call the Help Desk at x6-5085 to report a Lost MGH iPhone to the Voalte team. The Voalte team will remotely lock down the phone so anyone who finds it has information on where to return the phone. This is our best chance at recovering lost devices, report as early as possible.