

Overview, Key Steps, and Dates

- **Before 2/14** – Add new Site Code (you will not be able to log into the new site). This will make it faster and easier to use after the upgrade
- **After 7:00 AM on 2/14** – Switch to the MGH site (not Massachusetts General Hospital), review and update settings, then delete old Site Code (If you forget to add the new Site Code before 2/14, you can still do it that day)

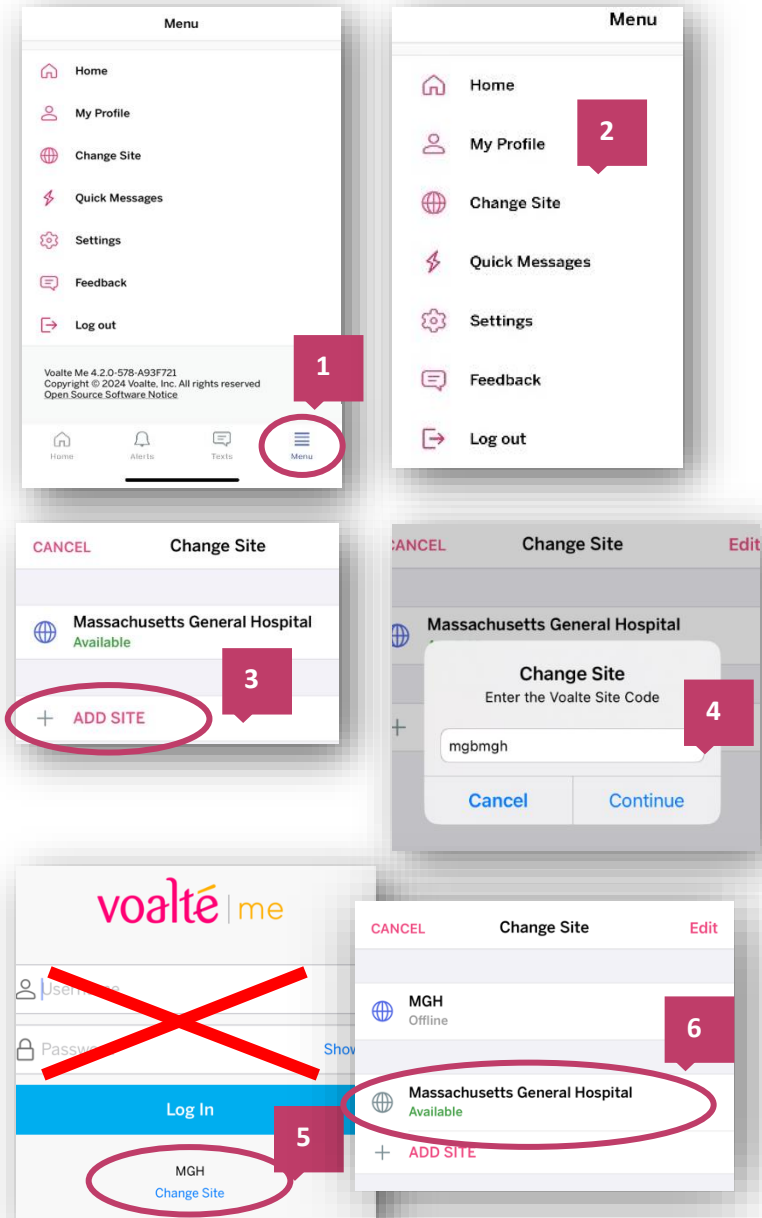
Add the New MGH Site Code- *before* the February 14th Upgrade

From the Voalte Me app

1. Click **Menu**
2. Click **Change Site**
3. Click **Add Site**
4. **Enter the Site Code**
– mgbmgh (site code is case sensitive)

Note – You will NOT be able to log into the new site as the new server will not be available until February 14th at 7:00 AM. This is just to prepare you for the morning of the upgrade.

5. Click **Change Site**
6. Select
“Massachusetts General Hospital” to go back to the current version of Voalte

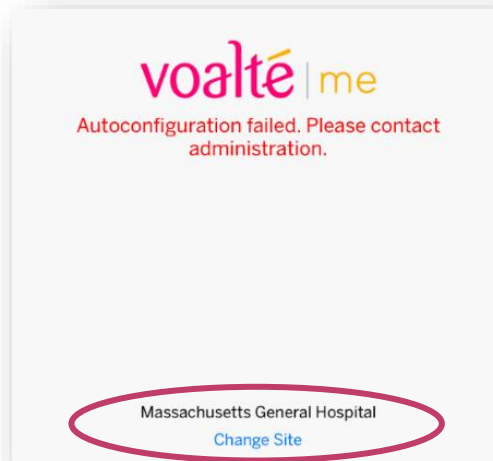


How to Use Voalte Me *after* 7:00 AM on February 14, 2024

If you were logged into the “Massachusetts General Hospital” Site at 4:00 AM on February 14th – you will be automatically logged out while the upgrade is performed.

After 7:00 AM, you may open the Voalte Me app and see this screen. To log into to the new Voalte site:

1. Click **Change Site**
2. Select “**MGH**”. Log in using your MGB username and password



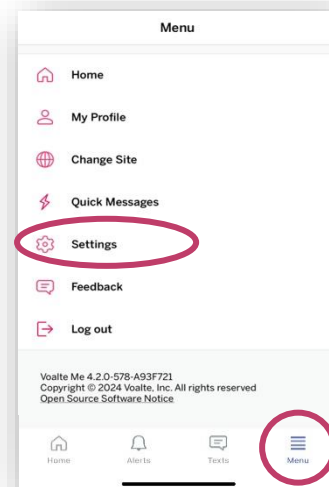
Review and update your settings.

NOTE – Settings DO NOT carry over from the old Site Code, you will need to update your settings on the new MGH site

Your application settings **do not carry over** to each site. To ensure your settings at the new site are correct:

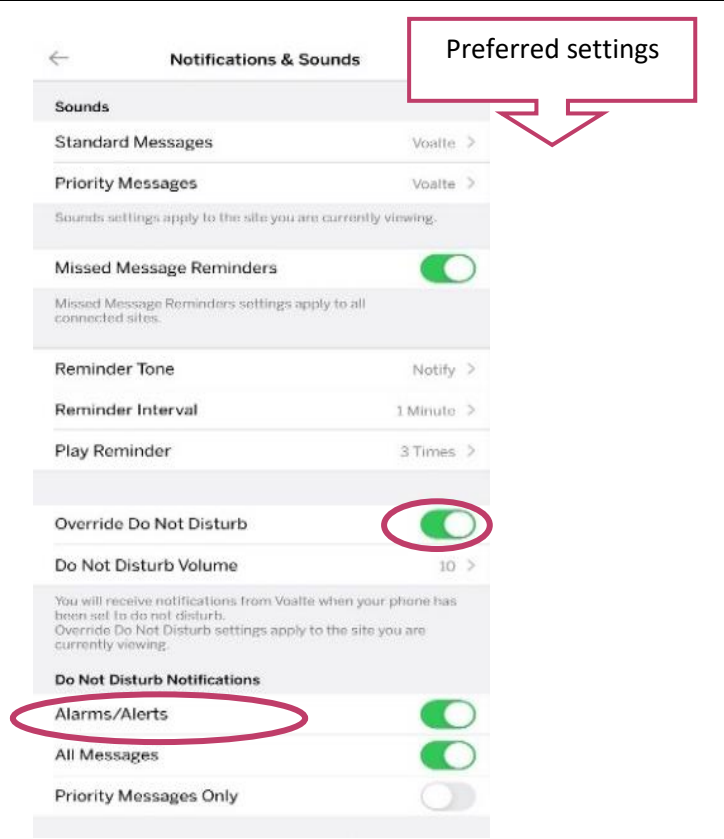
- Go to Menu
- Click Settings
- Click Notifications & Sounds

Edit settings as needed so as not to miss any messages. Examples on the next page.



We recommend using the “Override Do Not Disturb” option which will ensure you get an audible notification for things you want, even if your phone is on silent/vibrate or Do Not Disturb mode.

- You can choose **Alarms/Alerts** – will mostly affect incoming pages if Voalte is your paging output
- All **Messages** – will send audible alert for all Voalte text messages
- **Priority Messages Only** – will only alert you if someone chooses the Priority Message option in Voalte (rarely used at MGH)



See Page 4 for Instructions on How to Remove the Old Site Code

How to remove the old Site Code (after 2/14/24)

From the Voalte Me App

1. Click **Menu**
2. Click **Change Site**
3. Click **Edit**
4. Click the **Delete icon** to the left of the site name Massachusetts General Hospital
5. Tap **Delete**
6. A confirmation prompt displays, tap **Remove**

