Checklist – CareAware Connect Messenger/Voice

Document and forward any additional questions that you are unable to answer to the appropriate member of the team. Do not leave concerns open-ended; YOU are responsible for following up.

Please note the following are priorities during your time with the staff:

- Claimable Roles
- Messaging
- Shouldn't use Set as Urgent as an alarm sounds until the message is read.
- Setting a contact favorite

Date:

CI/Support Name:

Staff Member Name:

Staff Position:

Task	Yes	No	N/A
1. Signing into Messenger			
Creating/Editing/Removing PIN: Set up 4-digit PIN for quick and easy sign-on.			
2. Table of Contents (TOC)			
Location of TOC			
Review items within the TOC			
Review how to change status			
3. Messages			
Review how to create a new message			
Review how to create a group message			
Review how to send an urgent message – caution to use sparingly if at all			
Review how to send a photo message			
Review how to send a quick message			
Review how to create, edit, remove a quick message			
Review how to view a message/Photo message			
Review how to send a message			
Review how to mute or delete a conversation			
Review how to view conversation details			
Review how to copy a message			
4. Notifications			
Review how to address alert/notification			
Review where to find notifications			
• From the TOC			

• From the top of the screen as they alert			
Review types of alerts (nurse call, bed exit, discern alert, physiological monitors)			
5. Contacts			
Review how to search for contacts			
• Search using the free text search bar			
• Search using the directory – narrow search by services, inpatient or outpatient unit.			
Review how to save contacts as favorites			
6. Claimable Roles			
Review how to search contacts for claimable roles			
Review how to add a claimable role as a favorite			
Review how to claim/unclaim a role			
7. Logging Out			
Review logging out of all applications at the end of shift			
8.Weird Gotchas			
9.Review where to find more materials			
10.Comments/Concerns			