

### **1. Can the same Voalte Me app be used at Newton Wellesley Hospital?**

Yes, Voalte me can be used at NWH. It is the same application, however for a different hospital. In order to swap MGH for NWH, you will need to log out of Voalte Me and click the button “Change Site” to enter NWH’s hospital code.

If you are unable to log in after changing site to NWH, that is because NWH Voalte team has not given you access. Please reach out to Sharon Woo ([sswoo@mgch.harvard.edu](mailto:sswoo@mgch.harvard.edu)) for any questions.

### **2. Do I need to type in my password every time I log in? I can log in using Face ID?**

Only username and password can be used to sign in. This is a security measure so that no corporate data is saved/retained on personal devices.

### **3. Do I get access to the computer/web-based version of Voalte?**

Yes, all users who have Voalte Me app also have access to the Voalte Messenger. Voalte Messenger can be found under “Partners Applications” or within Citrix.

### **4. Who can I email for any technical questions?**

Please reach out to Sara Campanella ([srcampanella@partners.org](mailto:srcampanella@partners.org)) for any technical questions related to the app.