

Before you begin...

MobileIron is required for all Voalte Me users. To confirm your device has MobileIron, the MobileIron Go application will be on your device. ****IMPORTANT**** if you have MobileIron already, do not re-install. Reach out to the MGH Voalte team if you are unsure.



For questions around MobileIron, please refer to the Partners Research website:

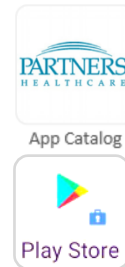
<https://rc.partners.org/kb/computers-printers-mobile-other/mobile-devices/mobileiron>

Installing Voalte Me

To install Voalte Me on your personal phone, please follow these three steps:

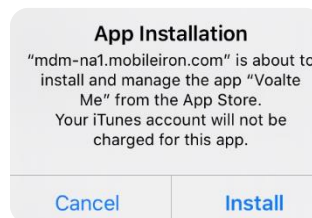
1. On your smartphone, open the [Partners App Catalog](#)

For Android users the catalog will look like the Play Store with a blue or orange briefcase.

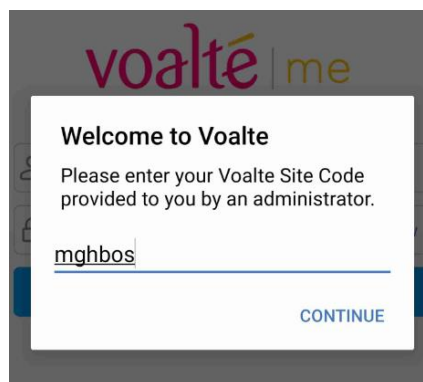


2. Search for Voalte Me and click **Install**

*iPhones will alert the user that the Voalte Me app is about to be installed, confirm **Install**.



3. You will be asked to enter a Voalte Site Code, enter 'mghbos'



Logging In for the First Time

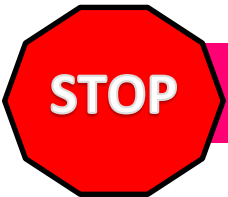
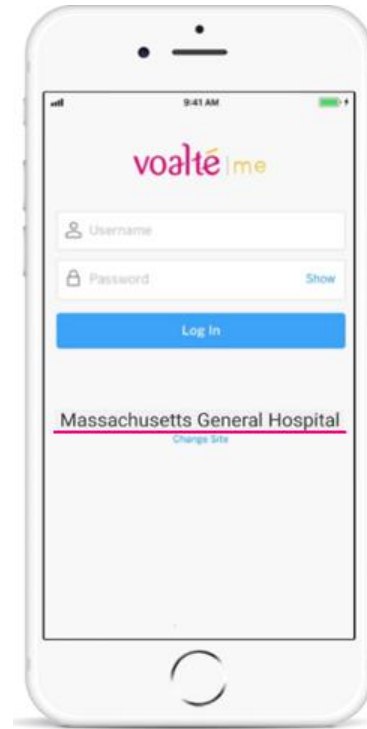
After installing Voalte Me, log in for the first time



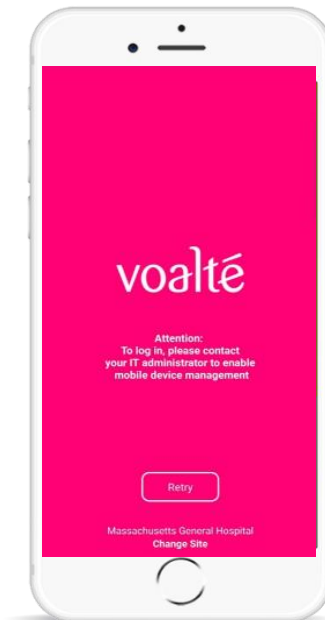
1. On your smartphone, open the Voalte Me application
2. Enter your PHS username and password

If you are at the Hospital, connect with Wifi3. Voalte Me will also work outside of the hospital

******You should see Massachusetts General Hospital on the bottom of the login page



STOP! If you see the image below, uninstall Voalte Me by deleting the application and follow the **Installing Voalte Me** steps on the first page.



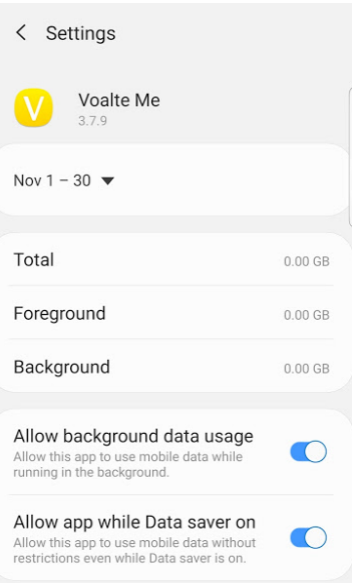
Required Settings for Voalte Me app and on Phone

Voalte Me users must be able to hear notifications in order to reply in a timely manner.

Background Refresh

Voalte Me requires Background Refresh, make sure it is enabled for your device and Voalte Me.

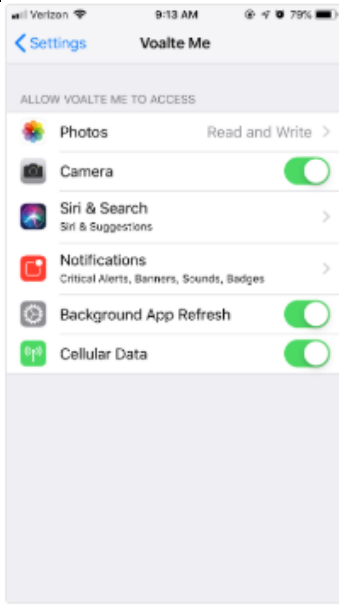
Androids



Within the work settings of your phone, make sure the Voalte Me application allows for Background data usage, and if applicable, allow app on Data saver. For most, these settings will be turned on by default.

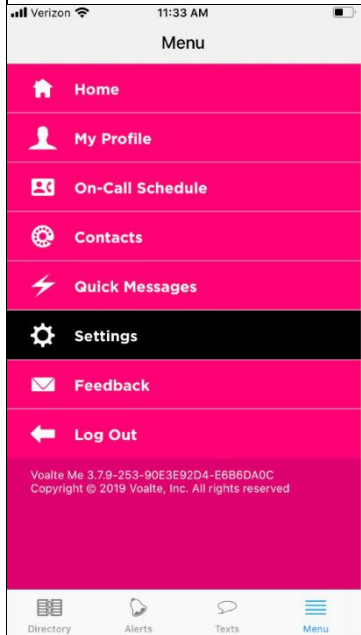
iPhones

Settings ->General -> Background Refresh.



In Settings -> Notifications, make sure the following are selected for Voalte Me:

- Lock Screen
- Notification Center
- Banner -Banner Style is set to Persistent



Voalte Me Notification settings

Within the Voalte Me application, go to Settings and then go to Notificaitons and Sounds.

Here you can change the notification tones. Also, please turn on "Override Do Not Distrub" and select all notifications to override DND.

