

Virtual notice board (VNB)

The Virtual Notice Board is a facility to allow care homes to display information to visitors, staff and residents via a monitor, usually a TV display in the reception area of the home. The home can personalise the information displayed, include their logo, contact information and include pictures or webpages to display. It is a value add and an extension to communicating with visitors, staff and residents.

Access to the **VNB Configuration** can be found under the **Home** section of Coolcare

The screenshot shows the Coolcare dashboard for 'Sam's Home' with user 'Sam Reynolds'. The left sidebar lists various sections: Dashboard, Care Home, Home Setup, Rota Setup, Occupancy Management, Recruitment, Ledger, Maintenance, Reports, Staff Messaging, VNB Configuration (highlighted), Staff, and Residents. The main content area is titled 'Welcome Sam Reynolds' and includes several widgets:

- Occupancy:** 20/20 (100%). A pie chart shows 90% LA (Top Up) and 10% Private (2 beds).
- Avg Fees:** £735.00, **Total Enquiries:** 1, **Total Waiting List:** 0.
- Staff Appraisals/Supervisions:** Overdue: 14, Due Today: 0, Due Soon: 2. A table lists staff with overdue dates.
- Staff On Shift VS Rota:** Clocked in: 3, Expected: 3. A table lists staff on shift with their positions and hours.
- Common Tasks:** Buttons for '+ New Staff', '+ New Resident', and '+ New Enquiry'.

The VNB configuration opens a new page, and contains all the settings you can customise relating to the Virtual Notice Board.

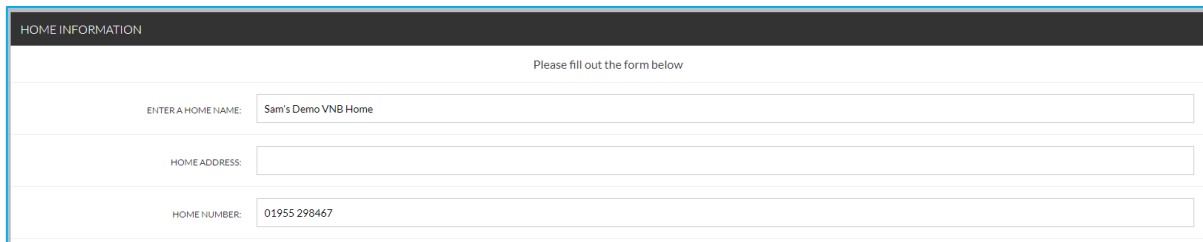
The screenshot shows the 'VNB Configuration' page for 'Sam's Home'. The left sidebar has 'MANAGE VNB' with options: General Settings (selected), Manage Pages, Calendar View, Today's View, and Privacy Settings. Below this are 'VNB OPTIONS' with 'View my VNB' and 'Refresh VNB'. The main content area is titled 'HOME INFORMATION' and contains a form with the following fields:

- ENTER A HOME NAME: Sam
- HOME ADDRESS:
- HOME NUMBER: 01955 298467
- PRIMARY COLOUR: (color picker)
- SECONDARY COLOUR: (color picker)
- A 'SAVE HOME INFORMATION' button at the bottom.

From here you can change the way the VNB looks, the pages it displays, and the information on those pages.

General Settings

This section enables the configuration of information that will be displayed on the VNB display.



The screenshot shows a form titled 'HOME INFORMATION' with a header bar. Below the header, it says 'Please fill out the form below'. There are three input fields: 'ENTER A HOME NAME:' with the value 'Sam's Demo VNB Home', 'HOME ADDRESS:' which is empty, and 'HOME NUMBER:' with the value '01955 298467'.

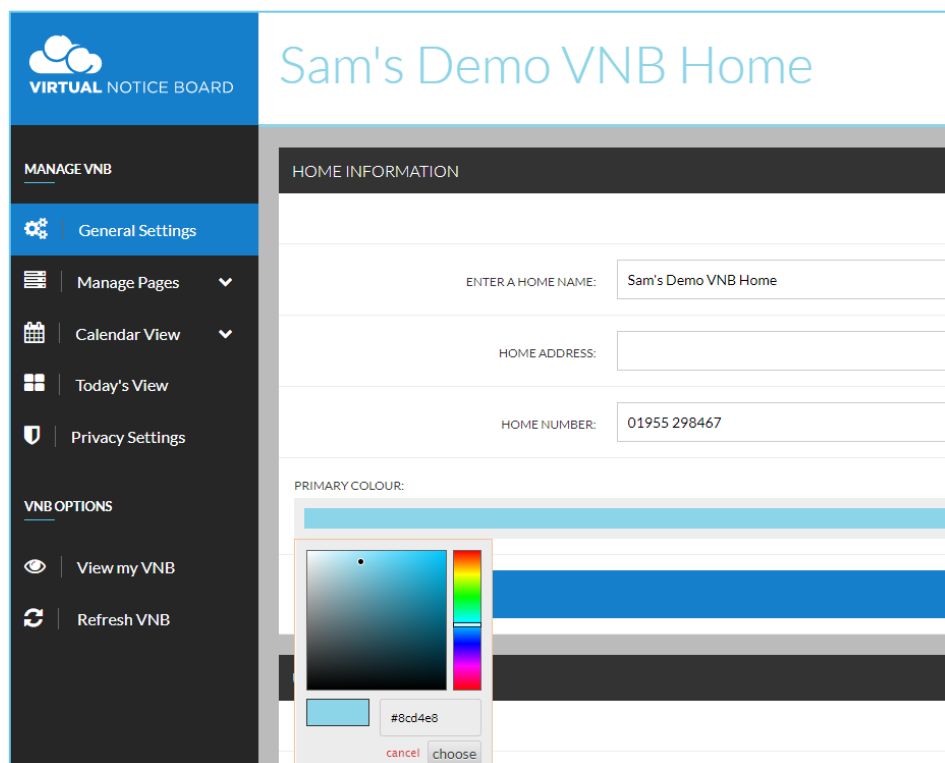
Home Information

Enter here information for the Home. This information will be displayed on the VNB at all times.

- The **Home Name** field is how the home's name will be displayed
- The **Home Address** field will display at the bottom of the VNB
- The **Home Number** will display a telephone number next to the address

Colours

You can also select the colour scheme the VNB will use, to ensure it matches with your home or company branding. Underneath the home information is where you can select the **Primary** and **Secondary Colours**.



The screenshot shows the 'Virtual Notice Board' settings interface. On the left is a sidebar with 'MANAGE VNB' (General Settings, Manage Pages, Calendar View, Today's View, Privacy Settings) and 'VNB OPTIONS' (View my VNB, Refresh VNB). The main area is titled 'Sam's Demo VNB Home' and contains the 'HOME INFORMATION' form. Below the form, there is a 'PRIMARY COLOUR:' section with a color picker. The color picker shows a blue color with the hex code '#8cd4e8' and buttons for 'cancel' and 'choose'.

Primary Colour allows the personalisation of the main colour of the text that appear on the display. Apply colours that reflect the company style or personalise as required.

- Click on the **Primary Colour** button
- The colour pallet window will display, click on the colour area to find the required colour
- Click on **Choose** to select the colour

Secondary Colour allows the personalisation of areas such as the buttons on the display.

- Click on the **Secondary Colour** button
- The colour pallet window will display, click on the colour area to find the required colour
- Click on **Choose** to select the colour
- Click **Save Home Information**

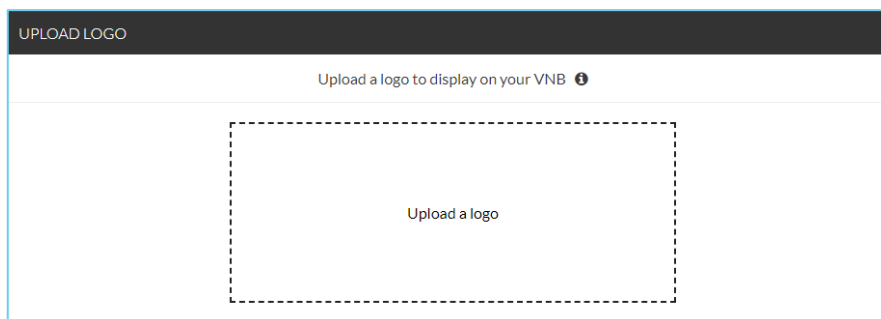
Please note: The colours on the VNB Configuration will also update with these new colours

Upload Logo

Here you can upload your home's logo. The logo appears on all screens of the VNB in the top right corner. If a logo is already uploaded, the existing image must be deleted to be replaced.



- Click on the X button in the centre of the existing Logo
- A message will be displayed *Logo deleted* at the bottom of the screen
- To add a new Logo, click on **Upload a logo** shown in the centre of the screen



- Locate the Logo image from your computer, it must be a *.jpeg*, *.gif* or *.png* file no larger than 250KB
- Once successfully uploaded, the logo image will appear on screen
- From the left-hand menu, you can choose **View My VNB** to check the changes made

Manage Pages

The VNB can display one or many pages of information. Here you can customise the information shown, the order that it is shown and also set the timed display for each page.

There are two areas to Manage Pages area; **Active Pages** and **Inactive Pages**

Active Pages

Pages shown in this section of the screen are those that will be displayed when the Virtual Notice Board is active. It is possible to re-order the pages displayed and changed the amount of time that the page will be displayed before changing to another page.

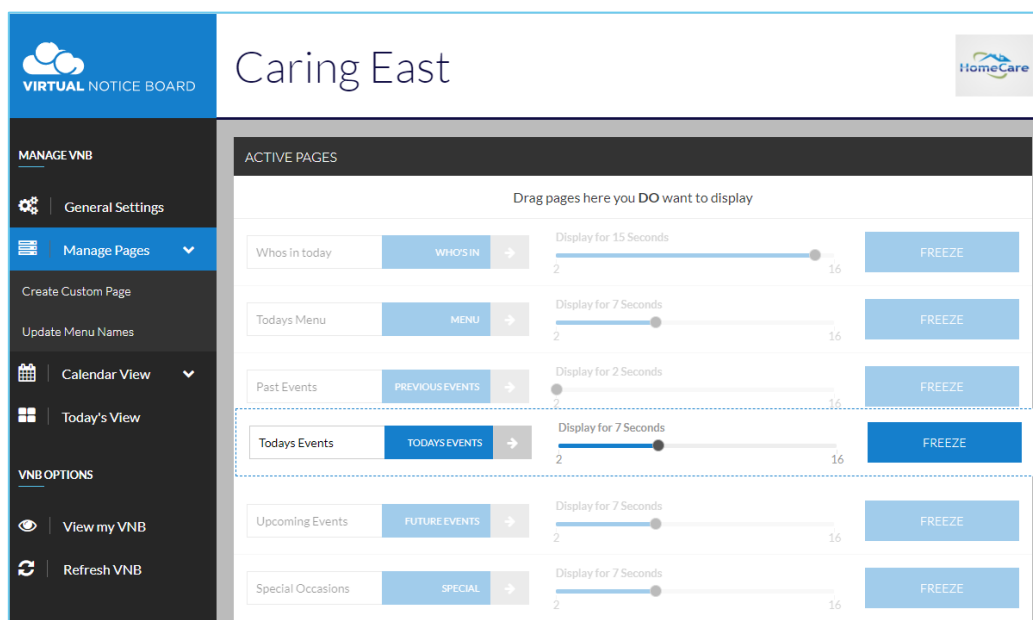
Reordering the Pages

- Click on the page to move in the list
- Using the mouse, drag and drop the page to the desired position
- Notice the order of pages is now affected and a message will be displayed at the bottom of the screen: The order which the pages will display has been successfully updated

Changing the time on-screen

Each page will be displayed on screen in the order set. In addition, it is possible to set how long the information is to remain on screen before the next page in the order is displayed. This is controlled by the changing the position on the timer bar between 2 to 16 seconds. Alternatively, if only one page of information to be shown, choose to **Freeze** the page and only that page will display. It is possible to **Unfreeze** the page at any time. Thereafter, the pages will cycle in the order defined and at the time intervals specified.

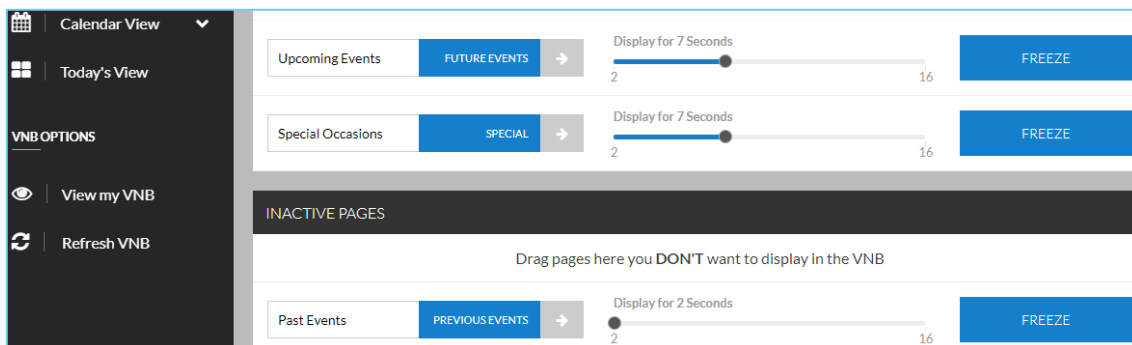
- Click the Blue slide bar and notice the description of seconds change when sliding left and right. Left to reduce the amount of time the page is shown and right to increase the time the page is shown
- Select **Freeze** to show only that page on the display
- Select **Unfreeze** to enable the page cycle to continue



Inactive Pages

Here pages you do not want to display can be stored. By moving pages to the inactive section of the VNB setup, it enables the information to be retained to use at a later date saving setup in the future.

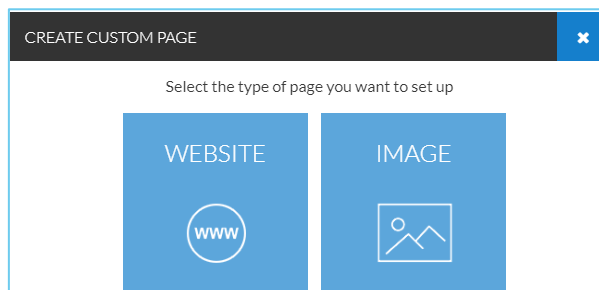
- Click and drag a page to the Inactive Pages section of the screen.
- A message is displayed to confirm the change has been applied: The order which the pages will display has been successfully updated



Create a Custom Page

Use this function to create custom information to display on the VNB. For example, a link to the home website or a link to a web page such as today's news. Images can be displayed on screen, for example the home logo.

- From the left-hand menu select **Manage Pages**
- Underneath that, select **Create Custom Page**



Image

Select here an image to display on the VNB. The image can be any shape or size but must be less than 5mb in size. **Images care be any shape in size although must be below 5MB. Valid documents are .png, .jpeg, .tiff**

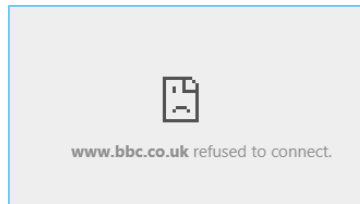
- Select **Image**
- Click in the centre of the screen to upload an image from your computer
- Locate the image and select it
- Click **Open**
- The image will now display on screen
- Insert a name for the page
- Click **Save Custom Page**

Website

Display a website on the VNB, an example may be the weather forecast or a link to your home's webpage. Depending on the content of the website selected, it may impact how long it takes to load to the screen and make the VNB slow. It is recommended to display only one website on the VNB at any one time.

For security reasons, some websites may not be displayed.

- Select **Website**
- Enter a name for the page, for example *Home Website*
- Enter the full URL for the website
- Click **Check Website**
- If the website displays within the resulting window, the VNB will display it
- If an error is shown, that website cannot be displayed



- Click Save Custom Page

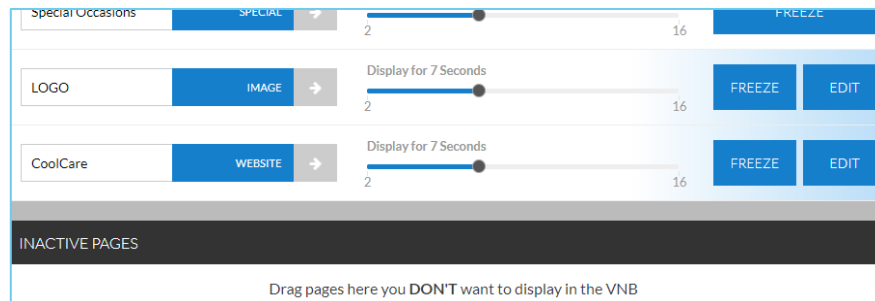
A screenshot of a web form titled "CREATE WEBSITE BASED PAGE" in a dark header bar with a close button (X). The form contains several sections: 1. A warning paragraph: "Please be aware that when embedding a website into the VNB, all media content from that website is loaded in as well including videos and images. It is therefore recommended to only have one web based VNB page at a time in order to improve performance." 2. An orange warning box: "Please be aware that for security reasons, not all websites can be displayed. You can check if your website will display by clicking the button next to the URL field." 3. A "PAGE NAME" field with an information icon (i) and the text "CoolCare" entered. 4. A "FULL URL" field with an information icon (i), the text "https://coolcare4.co.uk/" entered, and a "CHECK WEBSITE" button to its right. 5. A large blue "SAVE CUSTOM PAGE" button at the bottom.

- Now re-order the pages as required, set the on-screen time or freeze the page. Refer to *Active Pages* in this guide for further guidance
- To prevent the display of this page, move the page to the **Inactive** area of the setup but retain for future use. Refer to *Inactive Pages* in this guide for further guidance

Deleting Pages

Pages that are no longer required can be deleted. Once deleted, pages cannot be recovered.

- From the left-hand menu, select **Manage Pages**
- Please note only Custom pages created can be deleted. Special pages cannot be deleted from the display, move special pages to the **Inactive Pages** section if you do not want to display them



- Click on the **Edit** button
- Select **Delete Page**

A screenshot of the 'EDIT WEBSITE BASED PAGE' form. It includes a warning message about embedding websites. The form has two main input fields: 'PAGE NAME' (containing 'CoolCare Homepage') and 'FULL URL' (containing 'https://coolcare.co.uk/'). There is a 'CHECK WEBSITE' button next to the URL field. At the bottom, there are two buttons: 'SAVE CUSTOM PAGE' (blue) and 'DELETE PAGE' (red).

- A message will appear at the bottom of the screen: **Page deleted**

CoolCare Special Pages (system generated)

Special pages have been created for the use on the VNB, these pages display information from the setup in CoolCare. This information is dynamic and will update automatically, for example staff that are clocked in to the system and present in the Home.

Who's in Today

This page will display the staff members name and picture that is associated with their staff record. Staff that have clocked in to CoolCare will display here. When staff clock out, the VNB will be updated accordingly.

If the staff photo is not displaying, please check the *Managing Staff Records* guide for further information on how to upload pictures.

Today's Events

This page will display information from the VNB Calendar. It is possible to have multiple events on the same day; the display will change to fit the event details and any associated pictures. Four events are displayed at the same time.

Today's Menu

Here it is possible to display information regarding the menu at the Home for today. There are three menu items, usually Breakfast, Lunch and Dinner but these are configurable. Menus can be cycled and repeated.

Upcoming Events

Events scheduled in the future will be displayed on this page.

The next four scheduled events will be displayed in chronological order. The display will alter as scheduled events expire.

Past Events

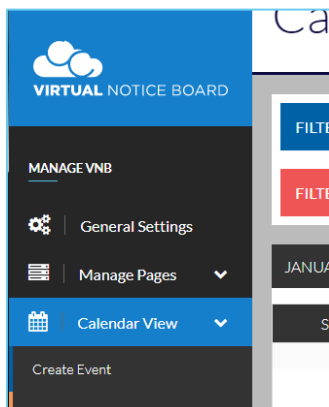
Display here events that have occurred before today's date. Residents can see what events have happened and note when the event may reoccur.

Special Occasions

Create a page to display Special Occasions for example Resident's birthdays.

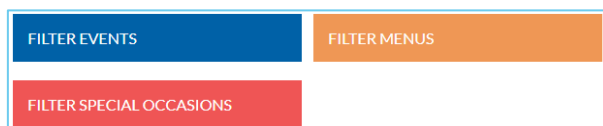
Calendar View

From the Calendar view on the left-hand side of the pane, you can create information to display on the VNB that is date related/driven.



Notice that the types of events are colour coded to help aid the detection of such events. It is also possible to filter the events in the Calendar view to help locate specific events where the Calendar may have a number of scheduled events.

Use the Filter buttons at the top of the screen to change the Calendar view to only display those types of Events to focus on.



Create an Event

- To create an Event, select **Create Event** from the Calendar View sub menu
- Enter an event title e.g., *Board Games*
- Set a **Start Date** for the event
- In the **Event Description** enter a description of what is to occur, maximum five lines of information
- Select **Show as an upcoming event** if the start date is in the future, raise aware of the event ahead of time to generate interest.
- Click **Set as Recurring** to repeat the event
- From the **Recurrence Type**, choose from the list an option to repeat the event e.g., *Weekly, Monthly*
- Set an **End Date** event to expire the event at a given date. Not setting an end date will continue to cycle the event until the end date is set or the event is deleted
- Click on the **Image Upload** area of the event screen
- Upload an image to support the event:
- Select an image that is previously stored on your computer
- Use the search bar at the top of the screen to save a picture using Google
- A preview of the image will now be shown
- If the image does not fit the display, or needs to be re-positioned, image options are available to alter the display.
- Once the image is positioned and sized correctly, the **Continue** button will now display
- Select **Continue** to upload the Image
- Click **Save Event** to apply the event changes
- The event will now be displayed in the Calendar

CREATE EVENT

EVENT TITLE

Board Games

START DATE


21-01-2020

EVENT DESCRIPTION

* LIMIT TO 5 LINES MAXIMUM

All Welcome, every Tuesday from 10:00 am in the Atrium

- * Chess
- * Dominos
- * Monopoly



☒ SHOW AS AN UPCOMING EVENT

☒ SET AS RECURRING

RECURRENCE TYPE

Weekly

END DATE (LEAVE EMPTY IF FOREVER)

SAVE EVENT

Editing an Event

- Select **Calendar View** on the left-hand menu
- Select the event from the calendar
- Edit the details of the event (title, date, description, image etc.,)
- Click Save Event

Additional options to modify an Event will also be shown:

DUPLICATE

HIDE

Hide/Unhide

An event can be hidden and will not be displayed on the VNB. It can be recovered at a later point if required. To hide or unhide the event:

- Select the event from the calendar
- Click on **Hide/Unhide**
- Click **Save Event**

Hidden events will remain on the calendar but will be greyed out, meaning they will not display on the VNB itself.

Duplicate

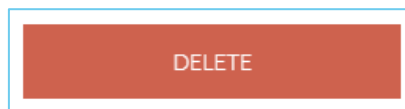
Use the duplicate option to copy an event. Use this option to help with the setup of events and reduce the time taken to create an event. For example, an event is scheduled to take place twice in the same day but at different locations and times.

- Select the event from the calendar
- Select **Duplicate**
- A message will be displayed: **Event Duplicated**
- The duplicate event will be now shown in the Calendar on the same day as the original event

Please Note: Duplicated events are not linked to the original event. They are independent, changes made on the original or duplicate will not impact those events.

Deleting an Event

You can delete events that are no longer required. This will remove them from the calendar and they will no longer appear on the VNB.

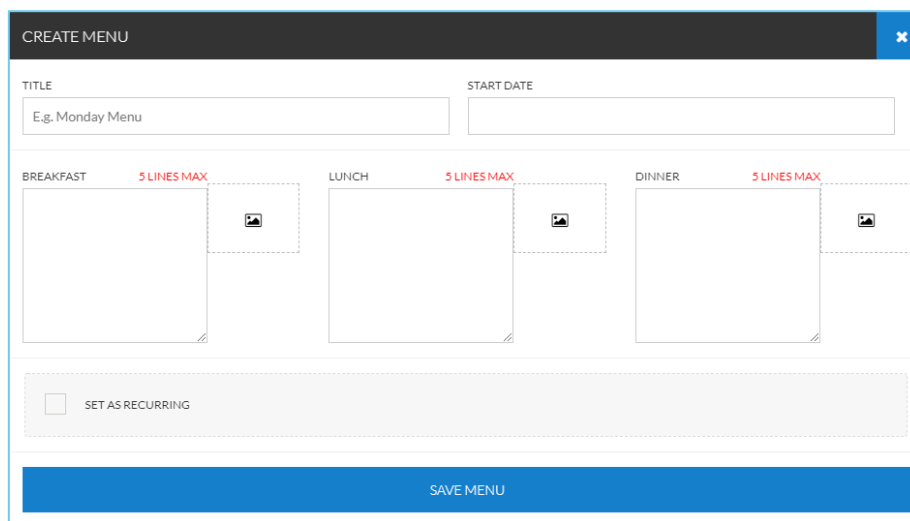


- Select the event from the calendar
- Select **Delete**
- A message is displayed: **Event Deleted**
- If the event was set to recurring, the future events will also be deleted

Please Note: deleted events cannot be recovered.

Creating a Menu

You can create a menu to display what will be on the menu today and displayed on the VNB. The menu is often pre-planned to ensure a balanced diet throughout the day, week or month. The setup of a menu allows for recurring options reducing setup. Here information can be display for special dietary requirements for example a vegan option.



CREATE MENU

TITLE: E.g. Monday Menu

START DATE:

BREAKFAST 5 LINES MAX

LUNCH 5 LINES MAX

DINNER 5 LINES MAX

☐ SET AS RECURRING

SAVE MENU

The menu is typically split for three meals per day but not all sections need to be completed.

- Select the **Calendar**
- Choose event type of **Menu**
- Enter a **Title** for the menu, for example *Monday's Menu (January)*
- Enter a **Start Date** from when the menu will begin
- Enter in **Breakfast** up to five lines of description
- Upload a picture (please refer to *Creating an Event* for guidance)
- Repeat the steps for **Lunch** and **Dinner** if applicable.
- Select **Set as Recurring** if the menu is repeated
- Choose an option from the **Select Recurrence Type** from the list e.g., Weekly
- Set an **End Date** to expire the menu at a given date or leave blank if the menu is to reoccur indefinitely
- Click **Save Menu**

The menu is now created and shown on the calendar view and will be displayed on the VNB from the start date you have set.

Edit a Menu

- Select **Calendar View** from the left-hand menu
- Select the menu from the calendar
- Edit the details of the menu (title, start date, descriptions, images etc.,)
- Click **Save Menu**

EDIT A MENU

TITLE: Thursday START DATE: 2020-01-16

BREAKFAST 5 LINES MAX

- * Continental Breakfast
- * Full English
- * Smoked Kippers
- * Juice, Tea & Coffee

LUNCH 5 LINES MAX

- * Chicken Pasta Bake
- * Vegetarian Lasagne
- * Fish & Chips

DINNER 5 LINES MAX

- * Roast Chicken & Veg
- * Tomato & Veg Rice (v)
- * Salmon Fishcakes

☒ SET AS RECURRING

RECURRENCE TYPE: Weekly END DATE (LEAVE EMPTY IF FOREVER):

DUPLICATE HIDE DELETE

SAVE MENU

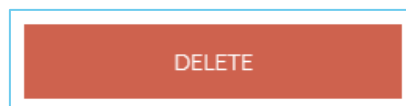
Additional options for maintaining a menu are also shown the display.



Please refer to the *Editing an Event* section of this guide for help with these options.

Deleting a Menu

You can delete menus that are no longer required. This will remove them from the calendar and they will no longer appear on the VNB.



- Select the menu from the calendar
- Select **Delete**
- A message is displayed: **Menu Deleted**
- If the menu was set to recurring, the future menus will also be deleted

Please Note: deleted menus cannot be recovered

Special Events

You can also create **Special Events** to display on the VNB, for example Staff and Resident Birthdays, Wedding Anniversary celebration announcements, etc. For birthdays you can set the recurrence as yearly to save having to create these each year.

The setup for **Create Special** events is much the same as **Create Events**. Please refer to the event creation section earlier in this guide for more information.

The screenshot shows a form titled "EDIT A SPECIAL OCCASION" with a close button (X) in the top right corner. The form contains the following fields and options:

- TITLE:** A text box containing "Birthday".
- START DATE:** A text box containing "2020-01-16".
- DESCRIPTION:** A text area with a red note "* LIMIT TO 5 LINES MAXIMUM". The text inside reads: "Happy Birthday to ** Mary Smith ** ** Bob Taylor ** ** June Snicket ** ** Carol Dickens ** Have a wonderful day and hope you enjoy your birthday High Tea this afternoon." To the right of the text area is a small image of a "HAPPY BIRTHDAY" card with confetti.
- SET AS RECURRING:** A checkbox that is currently unchecked.
- Buttons:** Three buttons labeled "DUPLICATE", "HIDE", and "DELETE" are arranged horizontally. Below them is a large blue button labeled "SAVE SPECIAL OCCASION".

Today's View

Here you can view information that will be displayed on the VNB today. It is a quick view to identify those events, special events, previous events, future events, and menus that apply to today.

The screenshot shows the "Today's View" section of the Virtual Notice Board. The left sidebar contains navigation options: "MANAGE VNB" (General Settings, Manage Pages, Calendar View, Today's View), "VNB OPTIONS" (View my VNB, Refresh VNB), and the "VIRTUAL NOTICE BOARD" logo. The main content area is titled "WHAT'S DISPLAYING TODAY" and is divided into five columns:

TODAYS EVENTS	PREVIOUS EVENTS	FUTURE EVENTS	MENUS	SPECIAL OCCASIONS
3 OUT OF 4	4 OUT OF 4	4 OUT OF 4	1 OUT OF 1	0 OUT OF 2
<div>Garden Party Marked to Display</div> <div>Board Games Marked to Display</div> <div>Reading Club Recurs Weekly from the 14th Jan 2020</div>	<div>Barbara's Big Birthday Bash! Marked to Display</div> <div>Market Trip Marked to Display</div> <div>Topical Debate Marked to Display</div> <div>Chess Club Marked to Display</div> <div>Board Games Marked to Display</div> <div>Knitting Club Marked to Display</div> <div>Reading Club Marked to Display</div>	<div>Market Trip Marked to Display</div> <div>Barbara's Big Birthday Bash! Marked to Display</div> <div>Garden Party Marked to Display</div> <div>Board Games Marked to Display</div> <div>Board Games Marked to Display</div>	<div>Daily Menu Recurs Daily from the 1st Dec 2019</div>	

Events can also be modified from this view; select an event and it will open the details box where you can make changes to this individual occurrence without affecting the recurring event every time.

Privacy Settings

There are a few settings that can protect the privacy of your staff that are displayed on the **Who's in Today** page of the VNB, either hiding their surname or removing them completely so they don't appear on the VNB.

The screenshot shows the 'PRIVACY SETTINGS' page. At the top, a dark header bar contains the title 'PRIVACY SETTINGS'. Below this, a light blue banner states: 'From this page you can manage the visibility of staff on the VNB's "who's in" page'. The main content area is divided into three sections. The first section, 'HIDE LAST NAMES FROM ALL STAFF MEMBERS', features a single checkbox. The second section, 'HIDE STAFF MEMBERS LAST NAME', includes a text input box with the placeholder 'e.g. John Doe, Jane Smith' and a descriptive instruction: 'Enter a staff members full name (as would appear on the VNB) to ensure only their first name displays. Separate with a comma for additional names.' The third section, 'HIDE STAFF MEMBER FULLY', has a text input box with the placeholder 'Amelia Watson' and a similar instruction: 'Enter a staff members full name (as would appear on the VNB) to hide them from the who's in page completely. Separate with a comma for additional names.' At the bottom of the form is a prominent blue button labeled 'UPDATE PRIVACY INFORMATION'.

Hiding Staff Surnames

Select the **Hide Last Names from All Staff Members** option to stop staff surnames from appearing on the Who's in Today page.

Alternatively, you can use the **Hide Staff Members Last Name** box to hide the surnames of specific staff members instead of all of them. Type their name in the box and their surname will not display. If you have multiple names you wish to not display, separate the staff names with a comma.

Hiding Staff Members

You can use the **Hide Staff Member Fully** box to ensure a staff member does not appear on the Who's in Today page completely. Type their name in the box and they will not display on the page when they clock in. If you have multiple names you wish to not display, separate the staff names with a comma.

VNB Options

Select **View my VNB** to check the display of those events scheduled to be shown today. This is the same information that will be shown on the screen and displayed to others.

Select **Refresh my VNB** to refresh changes made to events that are displayed on the VNB board.