# Applause | Applause eCard Quick Reference Guide

All Augusta Health team members have access to an easy-to-use recognition program called Applause. This software can be accessed from our secure Intranet, Pulse, or from a mobile device, after initial setup.
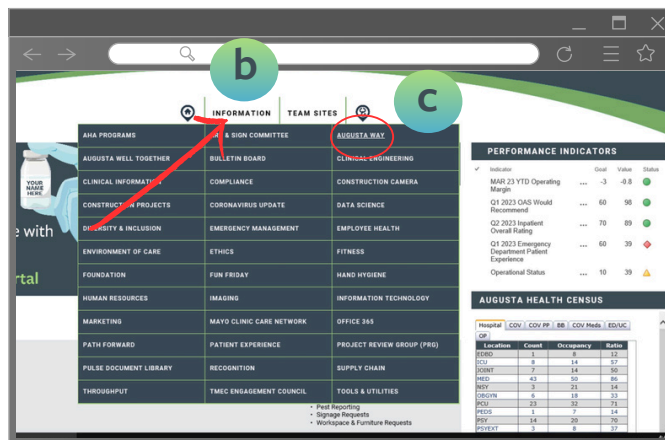
⚠ **Important:** The Applause mobile app is called "Great Work" and requires an initial pairing with the Applause program on Pulse.

## Accessing Applause from Pulse
(Please start here to get started accessing the mobile app as well)

**1** **From any work computer:**

    a. Click on the Pulse icon (our Intranet) located on the desktop.

    b. Click the Information label.

    c. Click Augusta Way.

**a**

**P**

**Pulse**

## Accessing Applause from your home computer

**1** From the Google Chrome search bar, type: "Augusta Health for Employees"

**2** Click the link labeled For Employees

**3** Click Secure Login and complete the verification steps

**4** Once you have access to your work desktop, follow steps 1a, 1b, and 1c above to open Applause
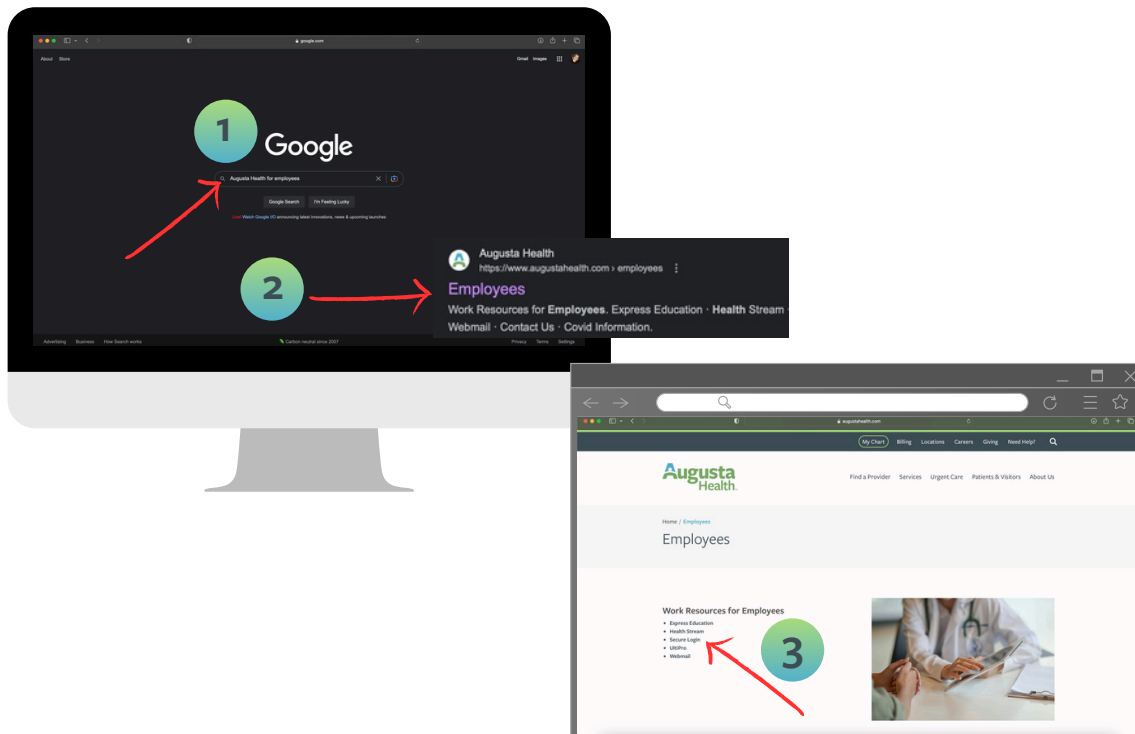


**!** <u>Please note:</u> Remote access to Applause requires Citrix remote network credentials from IT.

## Sending an Applause eCard from Pulse>Information>Augusta Way

**1** From the Augusta Way intranet webpage (Pulse), under Recognize, click Applause E-Cards



**2** At the Applause home page, click the Appreciate button, located in the upper right corner of the screen



**3** At the Send appreciation pop-up window, either:
- Click on a 'Recommended for you' name (these are members of your work team) or
- Type a team member's last name in the search box

**4** Click the Send eCard button (activates when a name is selected)

Note: If you want to send the card to additional recipients, click into the 'Who would you like to appreciate?' field and repeat steps 3b and 4.
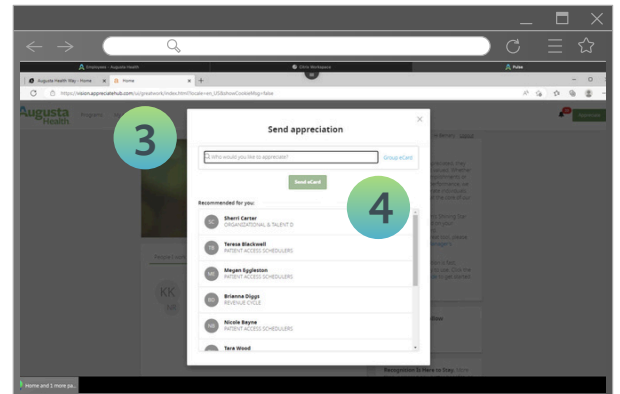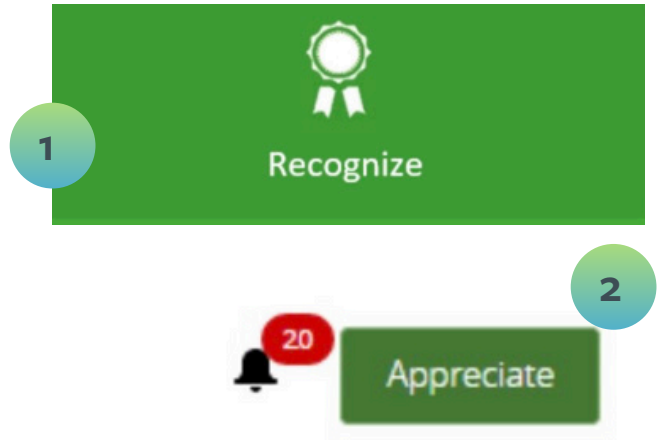


**(!)** **Please Note:** As you type the program will begin listing possible matches. At least three characters are required before the automated search results will appear.

## Customizing your E-Card

**1**   Under Operational Priority, click the desired Augusta Health value. Once a value is selected, the Next button is activated

**2**   Click the personal notification button if you would like to receive an email when the recipient opens your eCard. No message is sent, by default

**3**   Under CC (carbon copy), the program defaults to sending the individual's manager a copy

**4**   You can delete their name, if desired. You can also type another person's name so they receive a copy

**5**   Click the Next button
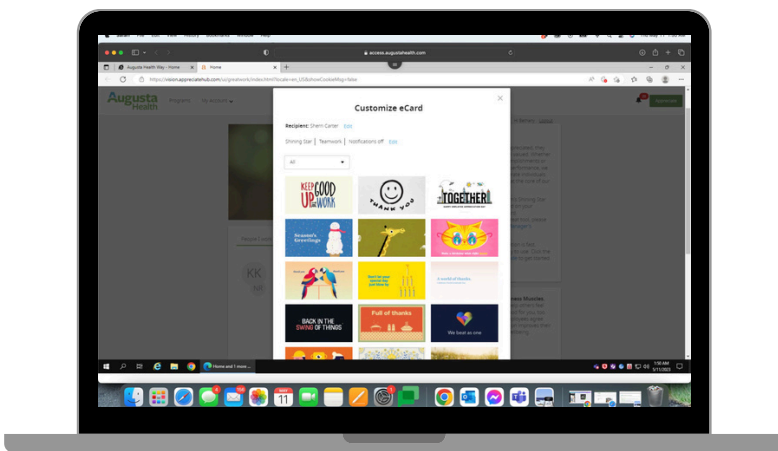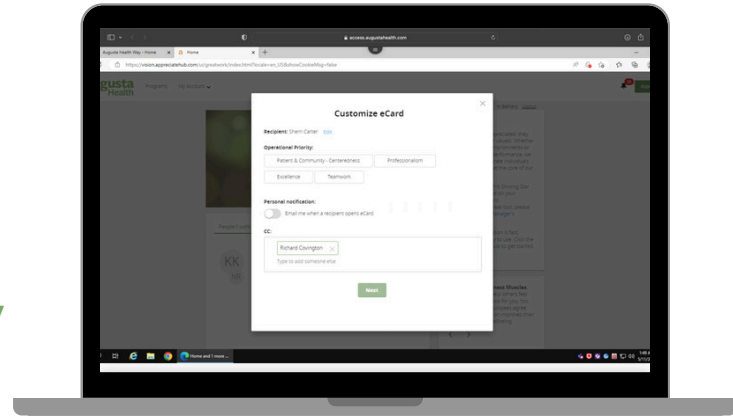
## Selecting your E-Card

Note: A selection of popular cards will appear on screen.

**6**   Rest your mouse on an image then click either preview or select.

If desired, you can also search for cards by theme.

## Compose your message and send

**7**
- Under 'How did this recipient make a difference?', type your message. Consider giving specific feedback and appreciation for the actions and behaviors demonstrated by the team member(s).
- Under 'Display on company social wall?', choose Yes or No.
- Click the Send button to complete your recognition.
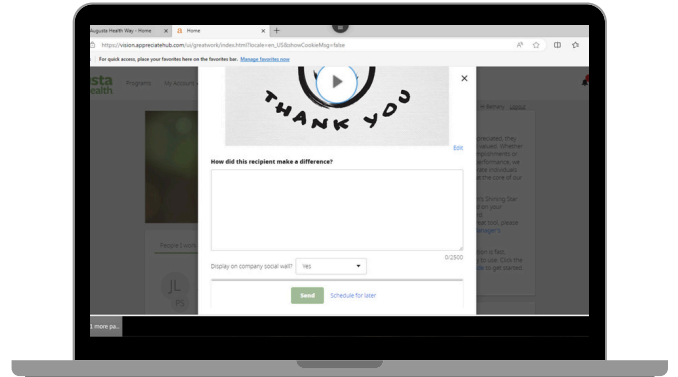
**TIP:** Remember, if you chose Yes in step 7b, eCards are posted in real-time to the Wall of Fame, including the comments in the text field. Be mindful of the language included in your comments.

## Access from your mobile app

- Power up your work computer and launch the Applause program. For detailed instructions, refer to our guide on accessing Applause from Pulse.
- Head to the App Store (for iPhone) or Google Play (for Android) and snag the Great Work app. Be prepared to input your Augusta Health email during the installation process.
- Spot your Pairing Code waving at you from the top banner on your screen.
- Tap that code into the Great Work app on your mobile device. Voilà! You're all set to dazzle with eCards wherever you roam!

Mobile access to Applause requires a 1-time pairing with a work computer and access to your mobile app store.
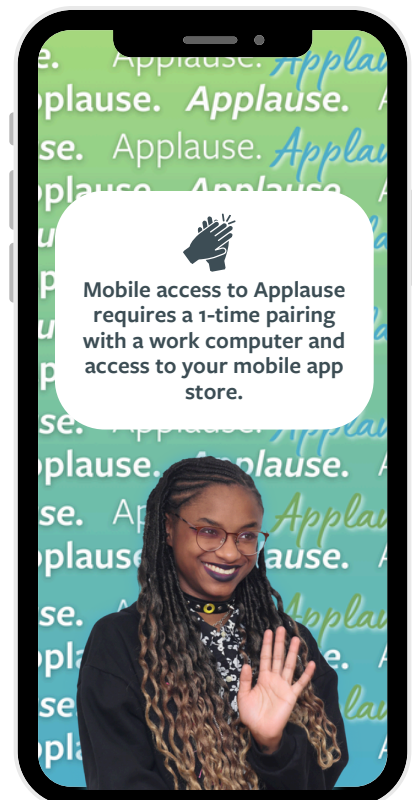
## Once your 1-time setup is complete:

1. Open and log into the Great Work app. 
2. Click Appreciate Now.
3. Select from your recent eCard recipients or search by name then click to select.
4. Click Next then on the Select an Award page, click E-Card.
5. Write your note of recognition.
6. Click the drop down at 'Select Core Value' and click the appropriate choice for the recognition.
7. Click change media then eCard Library to view and select an eCard other than the default.
8. Click Advanced Details to select the 'Show on Wall' and eCard copy recipients.
9. Finish by clicking the Send button (upper right corner of the screen).