

Thank you for joining the MSHP Provider Community, hosted by Microsoft Teams! Our online community is a dedicated space for MSHP providers to chat, connect, and share information with your colleagues across our clinically integrated network.

Within this guide you will find tips on how to use the forum, including:

- [Logging In](#)
- [Community Guidelines](#)
- [Channels](#)
- [Posting and Replying to Threads](#)
- [Voice and Video Calls and Online Chat](#)
- [Notifications](#)
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Logging In

1. You will receive an email invitation from **noreply@email.teams.microsoft.com** with the subject line “**You have been added to a team in Microsoft Teams**”
2. Click the “**open Microsoft Teams**” button
3. **Follow the prompts** (you can [refer to these instructions](#) with screenshots)
4. Click on our team name, **Mount Sinai Health Partners Provider Online Community**
5. Click on the **Welcome** channel and introduce yourself

Community Guidelines

If you have not done so already, please review the [rules of the community](#) prior to posting. You can access them anytime from the files tab in Microsoft Teams.

Channels

The community has 4 (for now) channels to keep discussions organized:

General

A place to post general announcements, reminders, and other conversation that doesn't fit into the existing channels.

Welcome

Introduce yourself! Share your practice location and specialty. Consider adding a fun fact about yourself.

COVID-19 Clinical

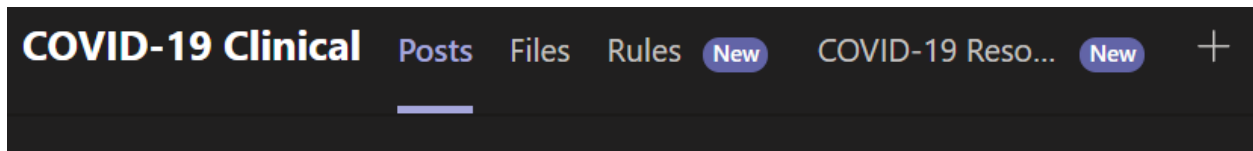
Without disclosing any PHI, discuss what you're seeing and learning in your practices about care in the COVID-19 era.

COVID-19 Practice Management

Questions or comments about infection control, telemedicine strategies, email marketing, or anything else related to practice solvency and operations? Post here.

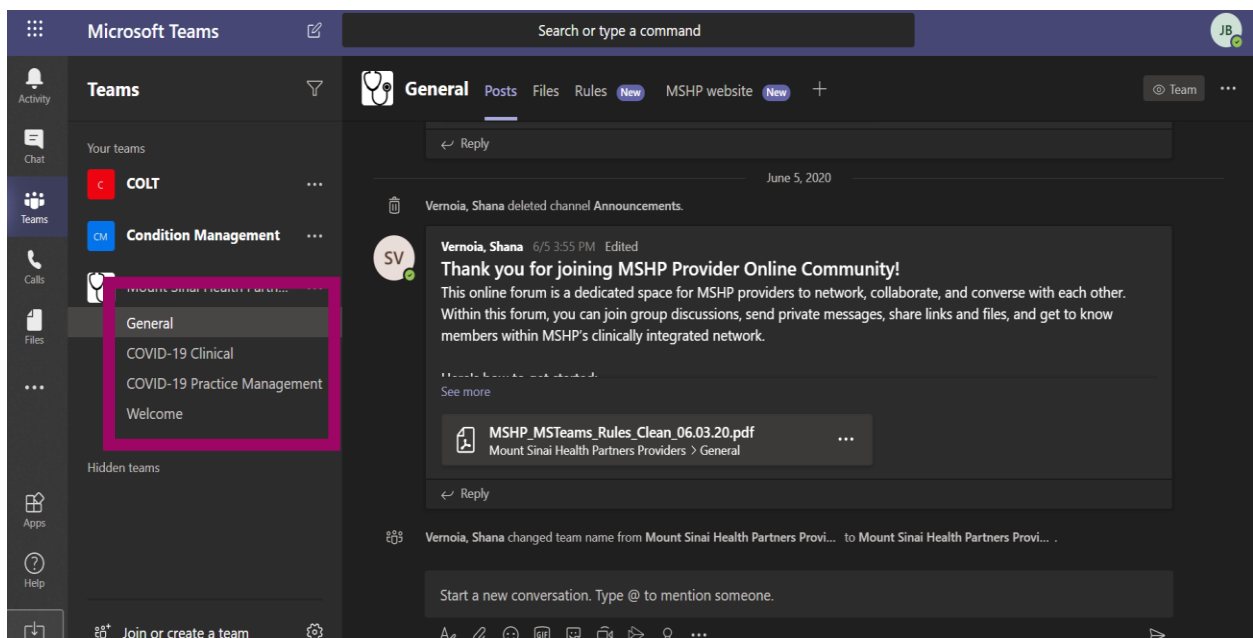
Channel Files

Each channel has its own tabs at the top, with posts, files, and possibly other additions, such as the rules document and a link to the MSHP website.



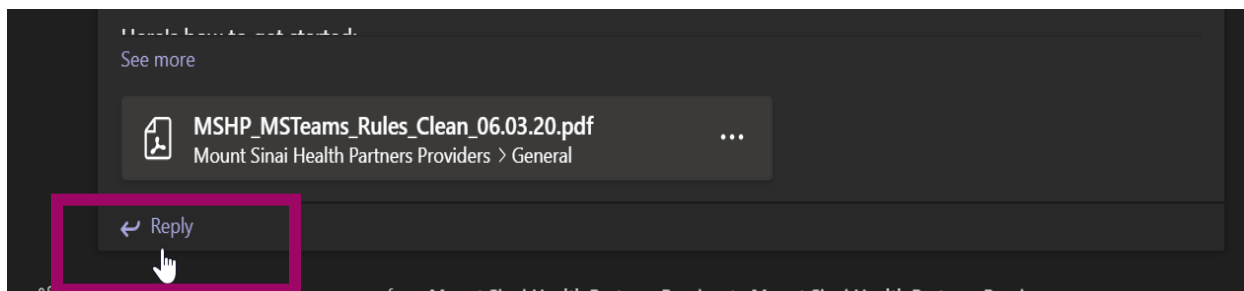
Channel Navigation

To navigate to another channel, click on the channel you want to view in the left sidebar of your screen.

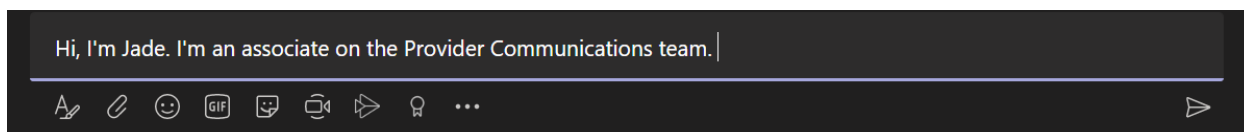


Posting and Replying to Threads

To reply to a thread, click the reply button at the bottom of a message and type in the text box.



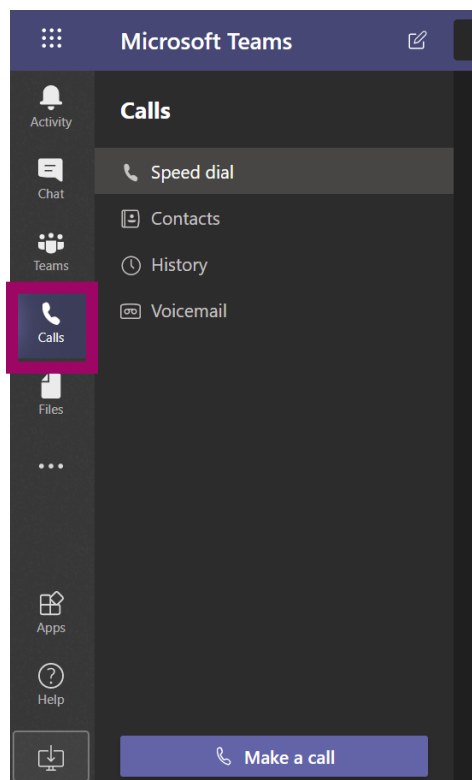
To start a new conversation, start typing in the text box at the bottom of the channel.



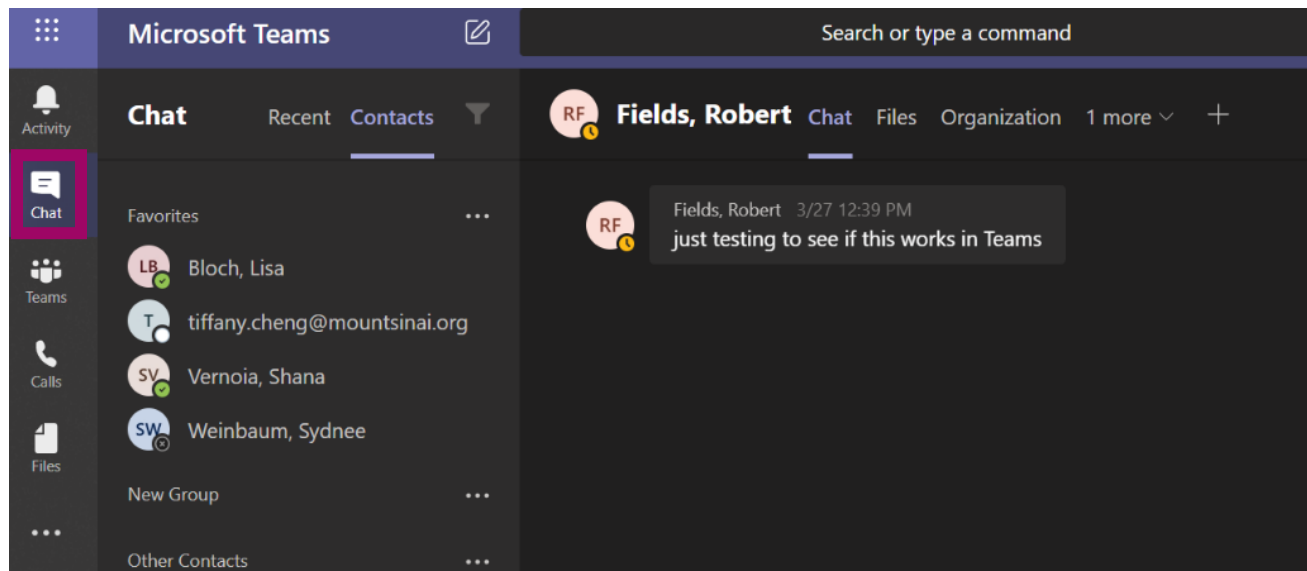
Click the arrow to the right to post, or edit your message by clicking on the icons below the text box. You can format your text, upload files, add emojis, and more. Type @ and begin typing their name to mention them – they will receive a notification so they don't miss your post.

Voice and Video Calls and Online Chat

You can video or voice call other members of the community, but please do so only with their permission. To call someone, click on the calls tab on the left navigation. You will see your contacts with options for voice and video call or online chat.

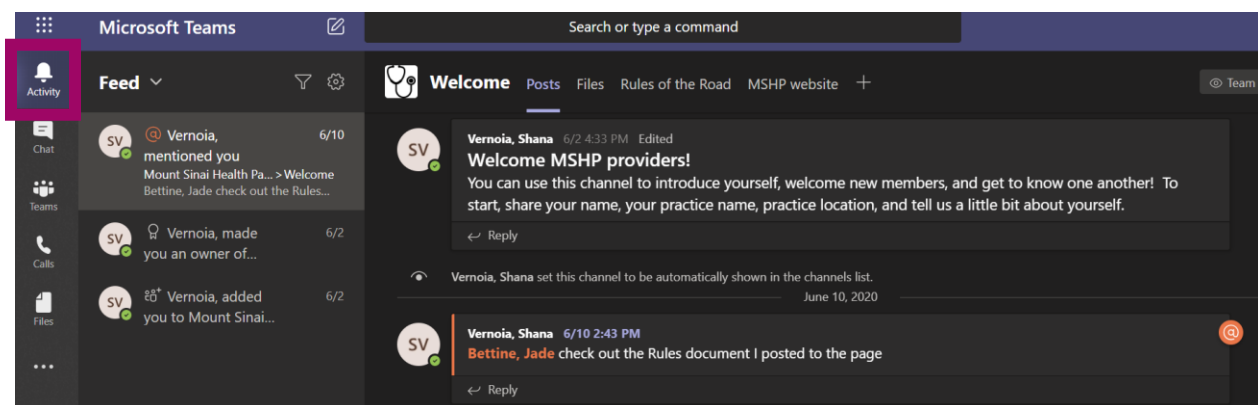


Chats are private conversations with specified recipients, unlike messages in channels, which are viewable to all members. You can also access the chat functionality by clicking on the chat icon in the left navigation.



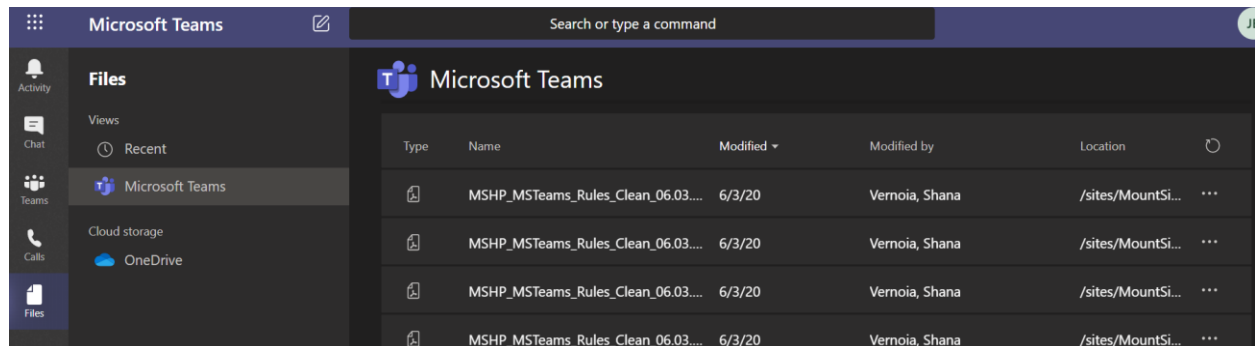
Notifications

You will see if a provider has mentioned you in a channel, replied to your message and other notifications by clicking on Activity in the left side bar.



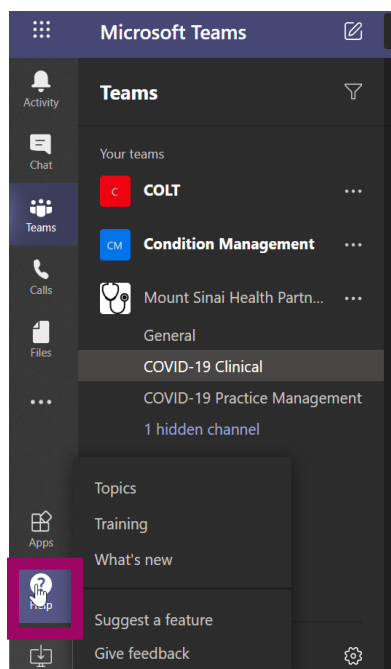
Files and Additional Resources

In the files tab you will see the files that have been added to the community, as well as any files that you have uploaded or have been shared with you on OneDrive.



Further Assistance

Click the help button at the bottom of the left navigation for more detailed help on all of the features available in Microsoft Teams. As always, your [Provider Engagement Manager](#) is available to assist you, as well as the Provider Service Specialists at 877-234-6667.



Feedback

We created this community for you, our providers, and we welcome any feedback or suggestions on how we can improve your experience. Please email us at mshp@mountsinai.org.