

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](#)
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- [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

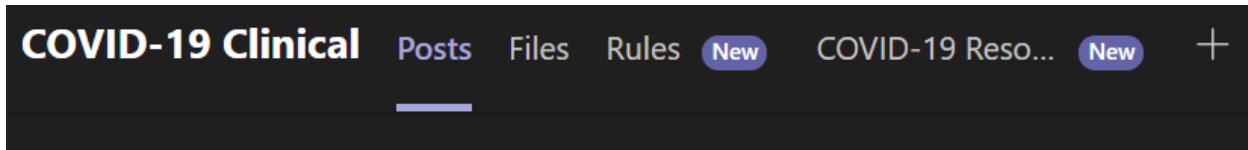
Without disclosing any PHI, discuss what you're seeing and learning in your practices about care in the COVID-19 era.

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.

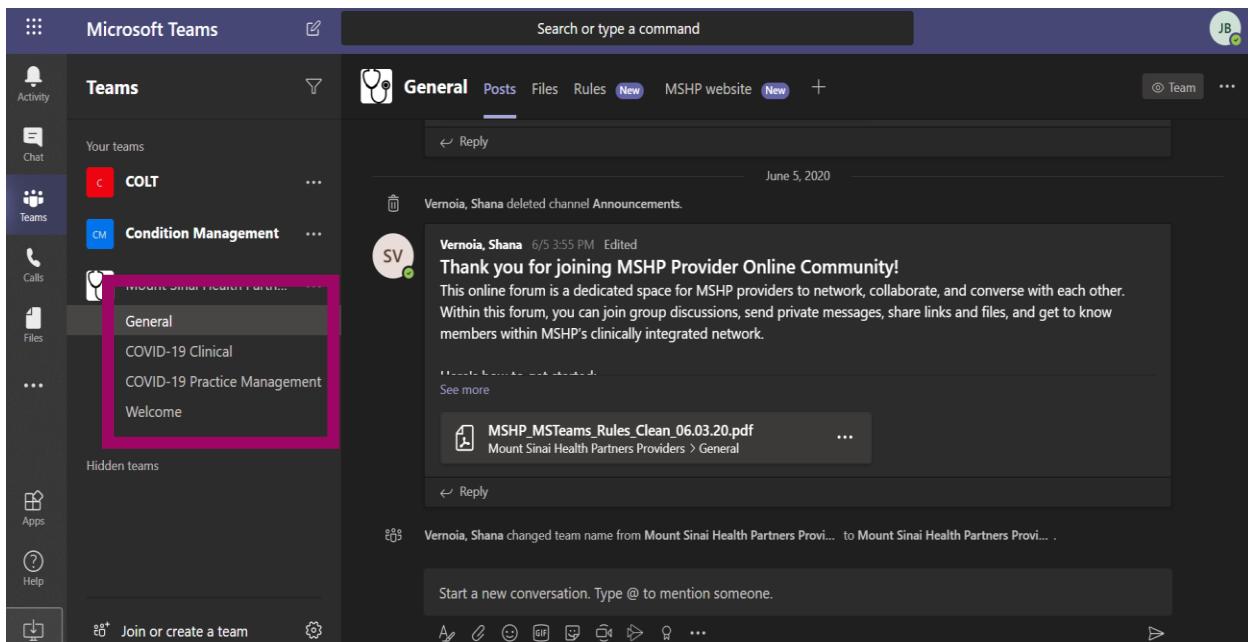
Channel Files

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.



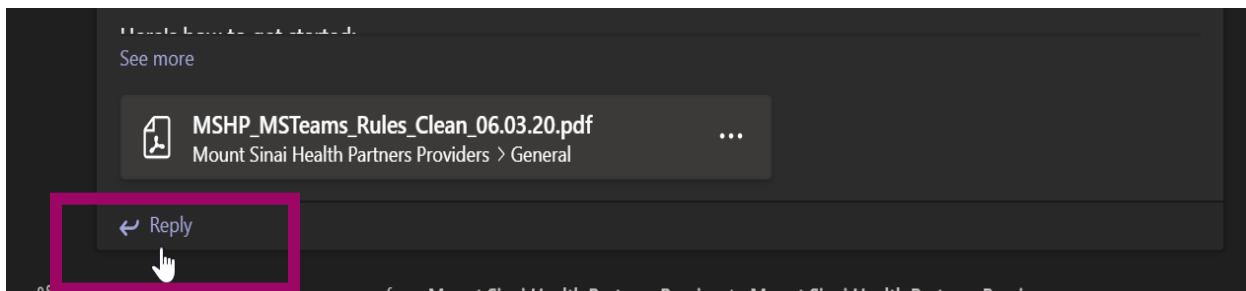
Channel Navigation

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

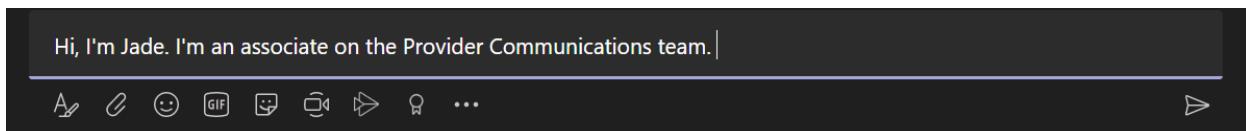


Posting and Replying to Threads

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



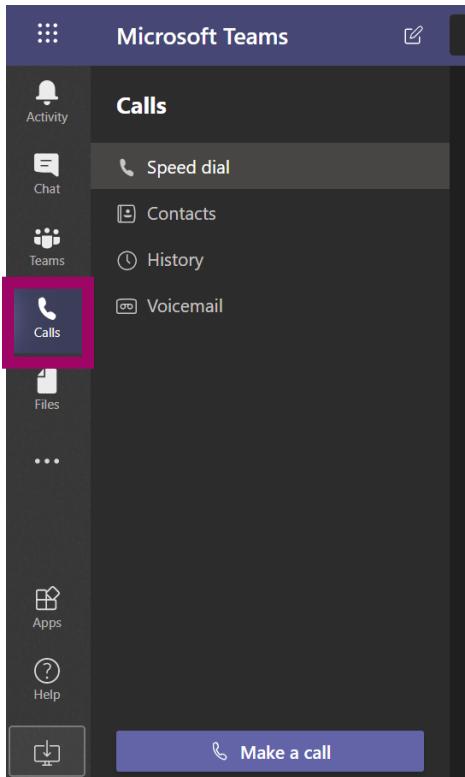
To start a new conversation, start typing in the text box at the bottom of the channel.



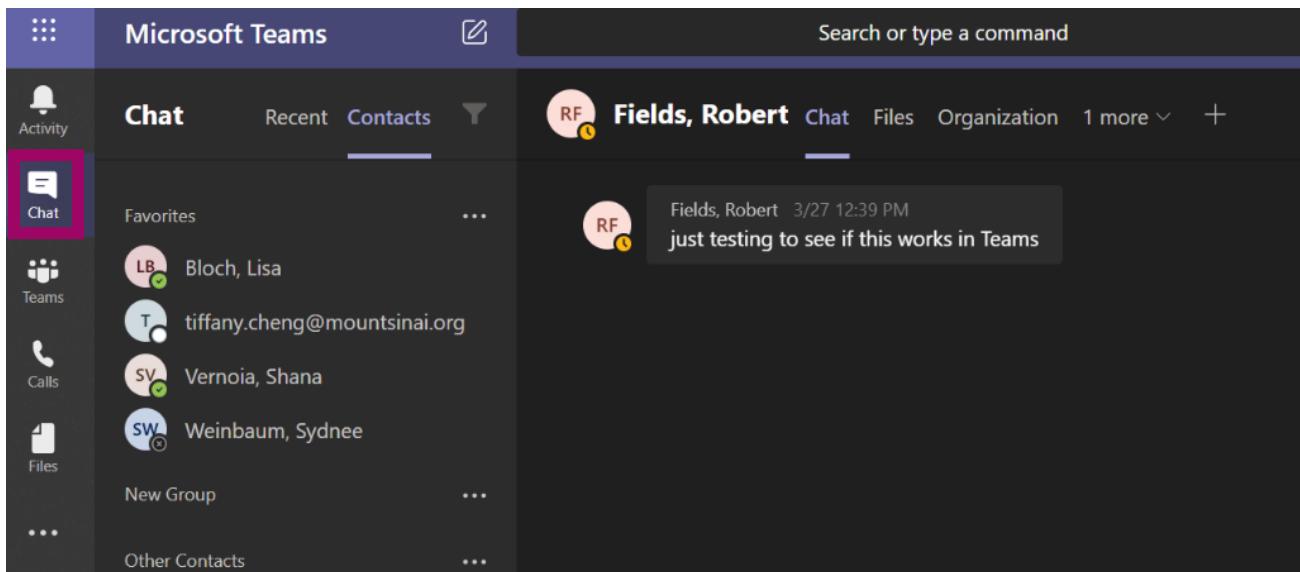
Click the arrow to the right to post, or edit your message by clicking on the icons below the text box. You can format your text, upload files, add emojis, and more. Type @ and begin typing their name to mention them – they will receive a notification so they don't miss your post.

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.



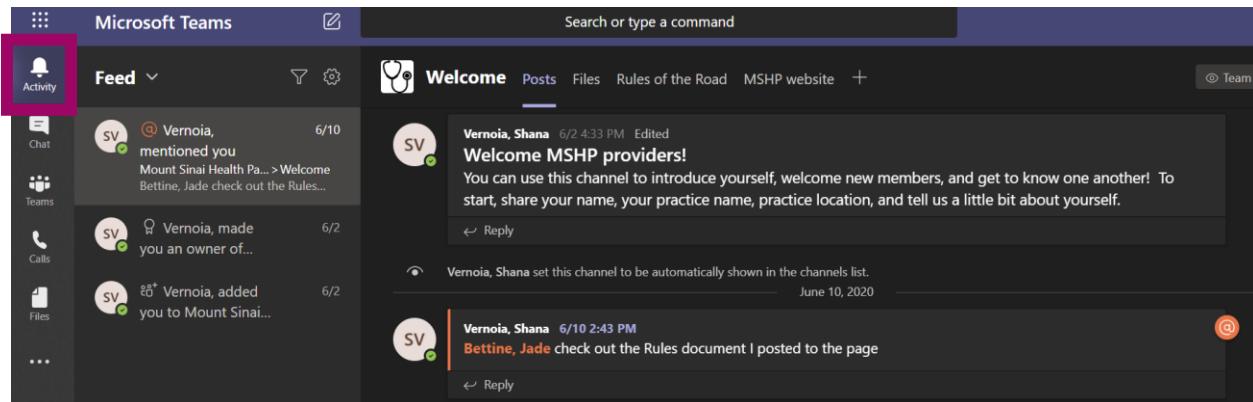
Chats are private conversations with specified recipients, unlike messages in channels, which are viewable to all members. You can also access the chat functionality by clicking on the chat icon in the left navigation.



The screenshot shows the Microsoft Teams interface. The left sidebar is visible with the 'Chat' icon highlighted with a purple box. The main area shows a conversation with 'Fields, Robert'. The message 'Fields, Robert 3/27 12:39 PM just testing to see if this works in Teams' is displayed. The Teams navigation bar at the top includes 'Microsoft Teams', a search bar, and tabs for 'Chat', 'Recent', 'Contacts', and 'Organization'.

Notifications

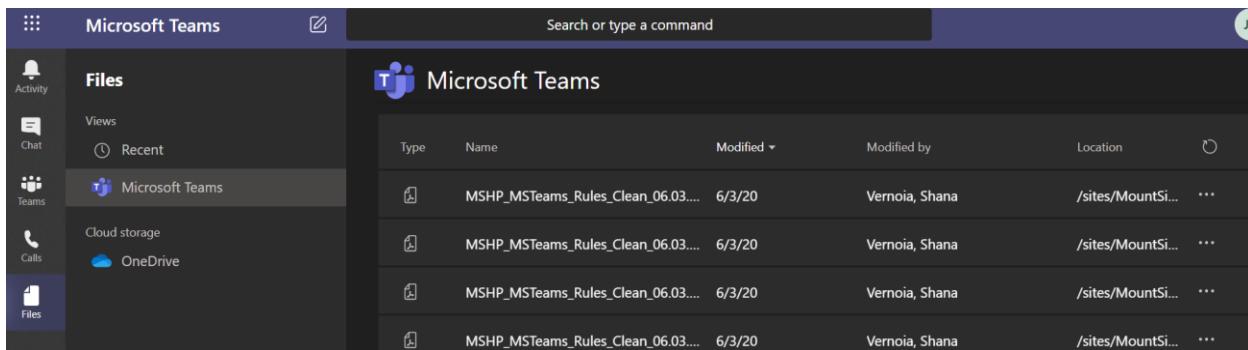
You will see if a provider has mentioned you in a channel, replied to your message and other notifications by clicking on Activity in the left side bar.



The screenshot shows the Microsoft Teams interface with the 'Activity' icon highlighted with a purple box in the left sidebar. The main area shows a 'Feed' channel with a message from 'Vernoia, Shana' (@ Vernoia, mentioned you Mount Sinai Health Pa... > Welcome Bettine, Jade check out the Rules...). Below it, another message from 'Vernoia, Shana' (@ Vernoia, made you an owner of...) is shown. The 'Welcome' channel header is visible at the top.

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.

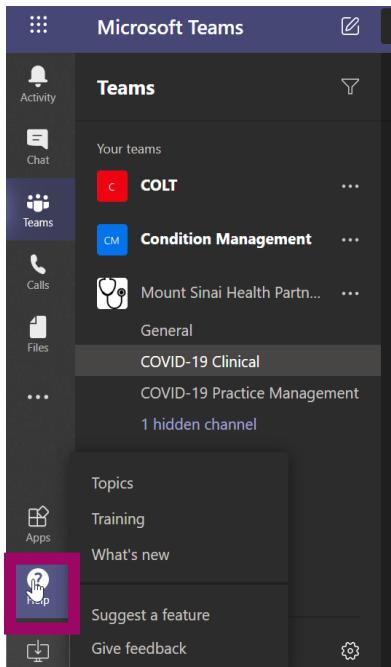


The screenshot shows the Microsoft Teams 'Files' page. The left sidebar has 'Files' selected. The main area shows a list of files with the following details:

Type	Name	Modified	Modified by	Location	More
File	MSHP_MSTeams_Rules_Clean_06.03....	6/3/20	Vernoia, Shana	/sites/MountSi...	...
File	MSHP_MSTeams_Rules_Clean_06.03....	6/3/20	Vernoia, Shana	/sites/MountSi...	...
File	MSHP_MSTeams_Rules_Clean_06.03....	6/3/20	Vernoia, Shana	/sites/MountSi...	...
File	MSHP_MSTeams_Rules_Clean_06.03....	6/3/20	Vernoia, Shana	/sites/MountSi...	...

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.



The screenshot shows the Microsoft Teams navigation bar. The 'Help' icon (a question mark inside a blue square) is highlighted with a red box. The 'Teams' section is expanded, showing 'Your teams' with three items: 'COLT', 'Condition Management', and 'Mount Sinai Health Partn...'. The 'COVID-19 Clinical' channel is selected. Below that, there are sections for 'Topics', 'Training', 'What's new', 'Suggest a feature', and 'Give feedback'.

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.