CORONAVIRUS DISEASE 2019 (COVID-19)



Resolving Access Issues for Virtual Rounding 2.0



 Audience: Virtual Rounding Users

 Revision Date: 10/4/2020

 Version: Version 2

 COVID-19 Response Team Owner: Clinical and Operations

 Date of Last Review: 10/4/2020

Objectives –

This job aid is intended to resolve access issues for Virtual Rounding users who click on the Virtual Rounding application along the sidebar and see only the Trinity Health banner without hospital details or a list of registered devices. Please note that you need to use a Microsoft Windows device – this will not work on an iOS or Android device.

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Chat Teams	Trinity Health	Virtual Rounding
Calendar Calendar Calls	γ	
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From a Microsoft Windows device follow these steps to address the blank screen issue.

- 1. If you are already a member of a Team, go to step 3.
- If you not already a member of a Team, you will need to subscribe to one.
 2.1 First, to add a team, click on the ellipsis on the left sidebar and choose the Teams icon.



2.2. It will open with a view of the available Teams. In the Search Teams field in the upper right, type "virtual" then click to join the "Virtual Rounding – Enterprise Rollout" team.



- 3. Select Teams from the sidebar
- 4. Select Files
- 5. Select Open in SharePoint, a new browser window will open



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E Chat		Virtual Rounding		$+$ New $ \checkmark \bar{\uparrow} $ Upload	୍ତି Sync 👁 Copy link	± Download -	+ Add cloud storage	Open in SharePoint
	VR	Virtual Rounding - Enterprise Rollout		General				
Teams		General		General				
		Clinical Teams		🗅 Name 🗸		Modified \downarrow \checkmark	Modified By \smallsetminus	
Calendar	r	Technical Support						
		Telechaplaincy		Senior Communitie	es Data Gathering	May 1	Matthew L. Irimme	er
Calls		2 hidden channels		Updated Job Aids	work in process	April 23	Ryan Schmitt	
4 Files	EA	EPMO All TH O365		📜 Raw Call Data		April 21	Renee J. Kanagy	
	n	INC04768126 TH O365		Virtual Rounding_2	2.0_Activity List.xlsx	May 7	Jeff Poiner	

6. Authenticate if prompted, using the same credentials as used to log in to Teams. Ensure that you are logged into SharePoint with the same credentials used to log into Teams, especially if SharePoint opened without the appearance of the authentication dialog below.

	Microsoft				
	Sign in				
6	Email, phone, or Skype				
	No account? Create one!				
	Can't access your account?				
	Sign-in options				
	Next				

7. Once signed in, return to the Teams application and click on the Virtual Rounding app along the sidebar to view a list of hospitals which have devices registered.

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	Calls	Hospitals	Layouts	Room Number				
	Files	System Office Livonia	• Table	Enter room number to filter device	ces			
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		AA09NSGIPAD8	200	In Background				



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You will be able to continue to access Virtual Rounding from the side bar going forward. However, if you change your password, you may need to repeat this process.

