## CORONAVIRUS DISEASE 2019 (COVID-19)



## **Generic Account Access to 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 Generic Desk accounts to access Virtual Rounding 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. These steps may be performed on either Windows or mobile devices.

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	VirtualRounding VirtualRounding About	
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Follow these steps to address the blank screen issue.

- 1. Log in to Generic Desk Account
- 2. Click on the chat icon to open a chat window (Left sidebar on Windows devices, bottom of screen on mobile devices)

Activity	Chat	Recent Contacts 🍸	
Calls	- Recent		
<b>_</b>	Scontraction Suzanne J. Christie     https://mytrinityh	h.sharepoint.co 🖸 …	
A	DBHS1PAVAIPAD02	6/11	
tualRoun	DBHS1PAVAIPAD04	5/13	
••••	DBHS1PAVBIPAD02	4/20	

3. Click on "Open the SharePoint Library" link in the message and it will open SharePoint in a browser window. Sign in as that Generic Desk Account. NOTE: If you are already signed in as a different user, you may have to sign out and sign back in as the current account.

Virtual Rounding Token Sync	Microsoπ
Michael DeBets Created Wed, Jul 1, 2020	Sign in
If you are experiencing issues displaying the Virtual Rounding pinned app please utilize the button below to open a Sharepoint library as the teams DESK account to synchronize the AuthN/AuthZ	Email, phone, or Skype
tokens between Teams and Sharepoint.	No account? Create one!
Application: Virtual Rounding 2.0 Scope: Enterprise Status: Pre-Production	Can't access your account?
Due date: Not set	Sign-in options
Michael Debets (DeBetsM@trinity-health.org) used Power Automate to send this	

4. 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.

Activity	VirtualRounding         VirtualRounding         About		⊕ ۲				
Chat Teams	Trinity Health		Virtual Rounding				
Calendar	Virtual Rounding will establish a video and audio connection with patient rooms. It is intended for clinical use. DO NOT CLICK the green and blue buttons unless you are prepared to establish a video visit with a patient.						
Calls	Hospitals	Layouts	Room Number	Room Number			
-	System Office Livonia	Table	Enter room number to filte	er devices			
VirtualRoun	Device Name	Room	Action				
	HomeiPad						
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	AA09NSGIPAD8	200	In Background				



You will be able to continue to access Virtual Rounding from the side bar going forward.

