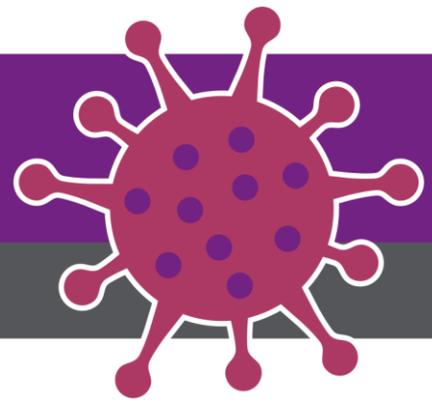


CORONAVIRUS DISEASE 2019 (COVID-19)

Resolving Access Issues for Virtual Rounding 2.0



Audience: Virtual Rounding Users

Revision Date: 10/4/2020

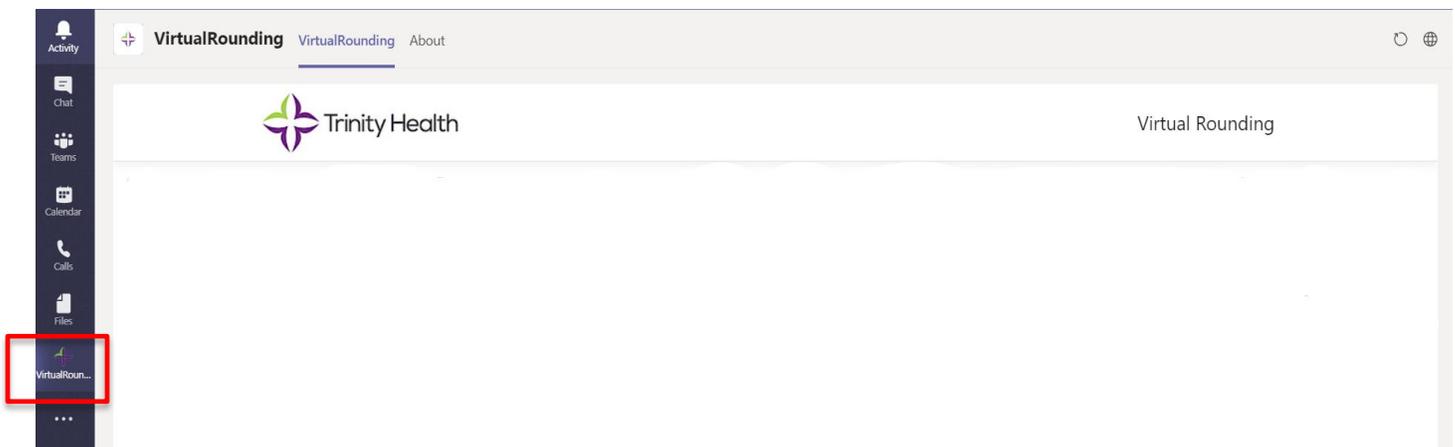
Version: Version 2

COVID-19 Response Team Owner: Clinical and Operations

Date of Last Review: 10/4/2020

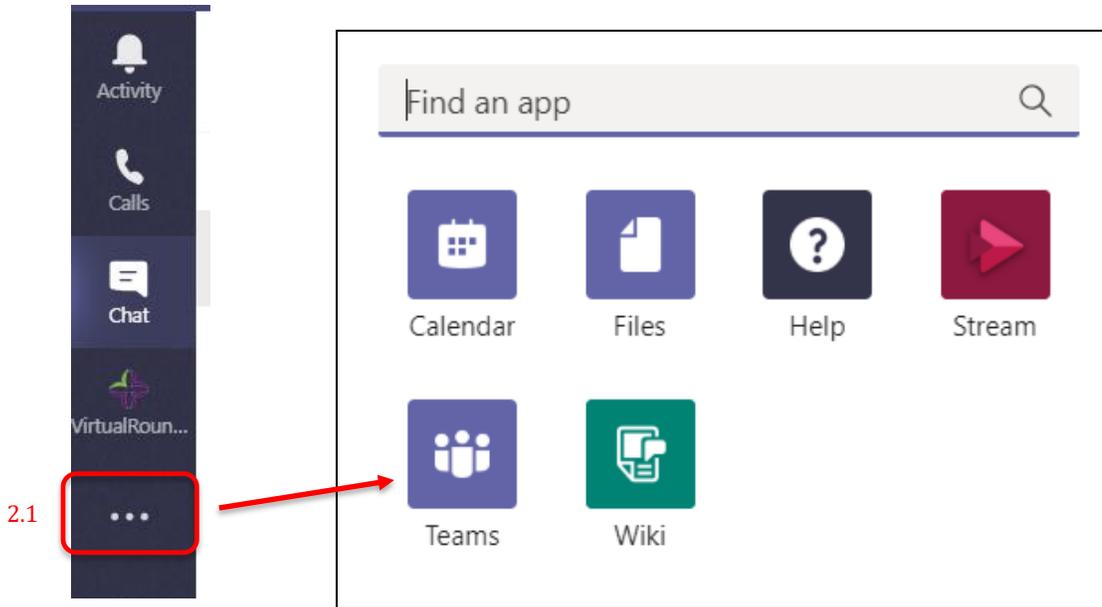
Objectives –

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.

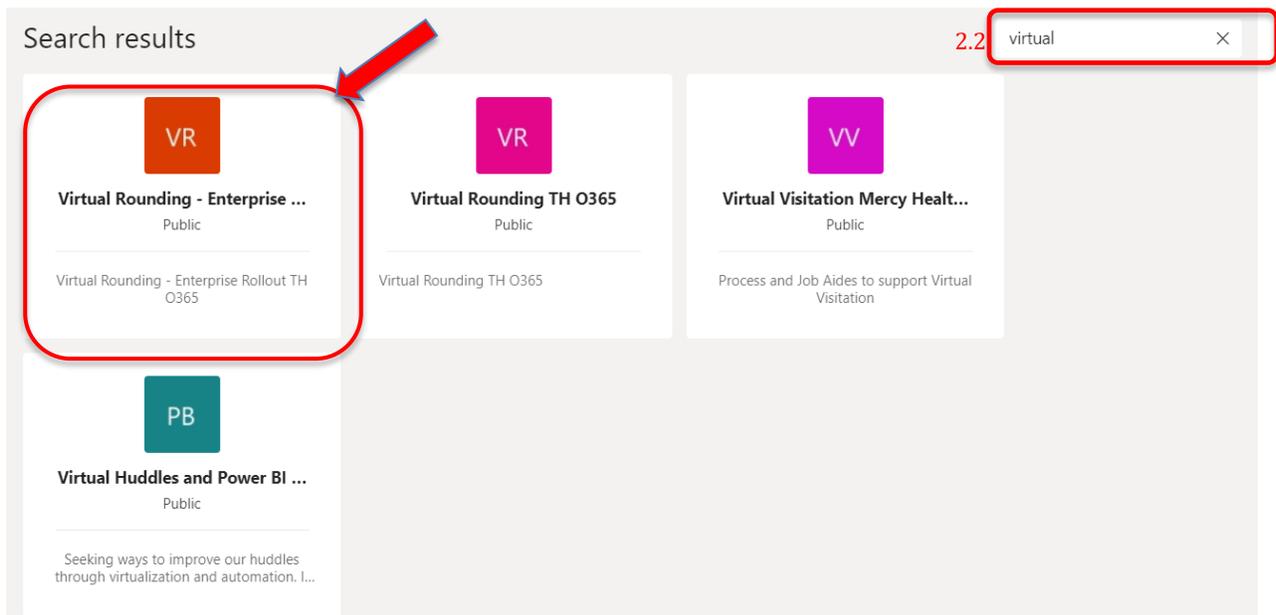


From a Microsoft Windows device follow these steps to address the blank screen issue.

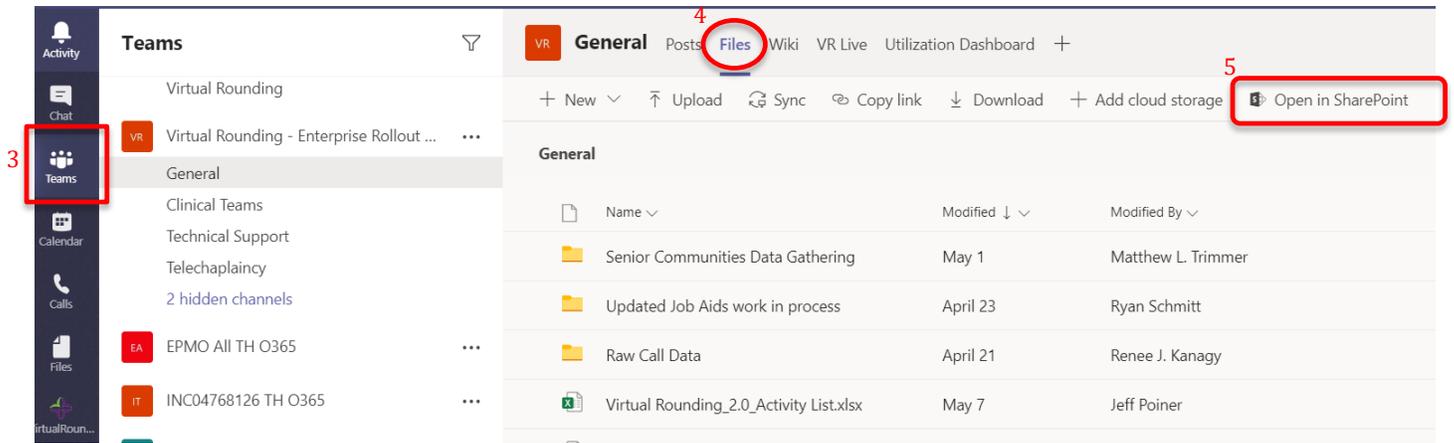
1. If you are already a member of a Team, go to step 3.
2. If you not already a member of a Team, you will need to subscribe to one.
 - 2.1 First, to add a team, click on the ellipsis on the left sidebar and choose the Teams icon.



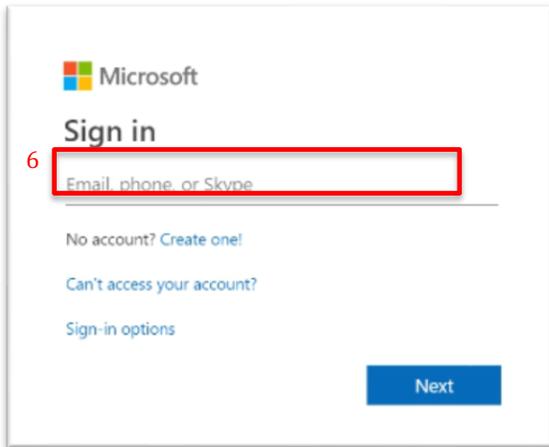
2.2. It will open with a view of the available Teams. In the Search Teams field in the upper right, type "virtual" then click to join the **"Virtual Rounding – Enterprise Rollout"** team.



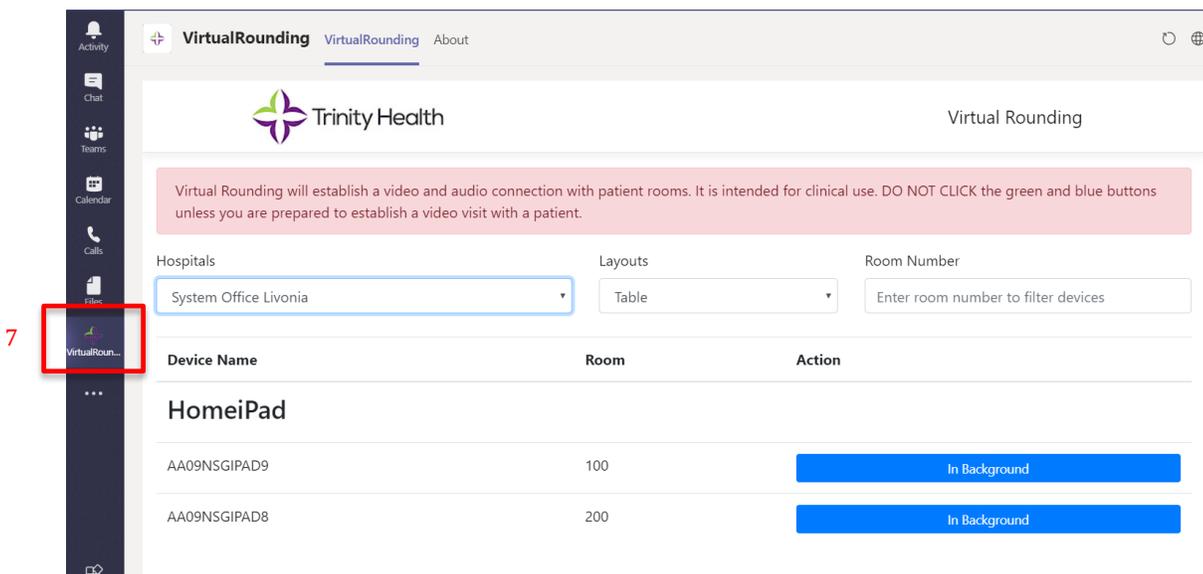
3. Select Teams from the sidebar
4. Select Files
5. Select Open in SharePoint, a new browser window will open



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.



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.



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.