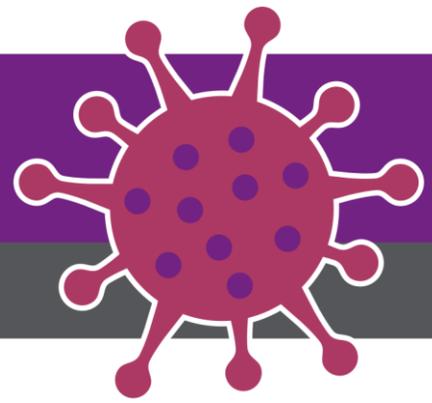


CORONAVIRUS DISEASE 2019 (COVID-19)

Generic Account Access to Virtual Rounding 2.0



Audience: Virtual Rounding Users

Revision Date: 10/4/2020

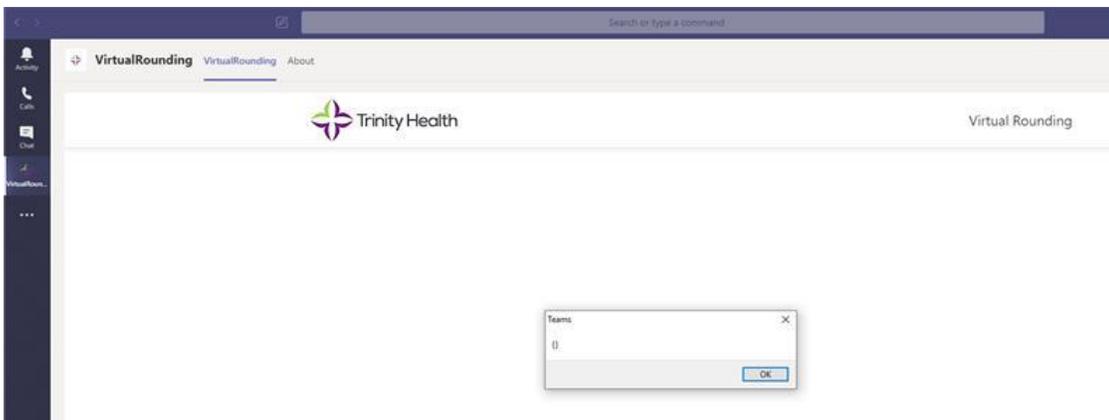
Version: Version 2

COVID-19 Response Team Owner: Clinical and Operations

Date of Last Review: 10/4/2020

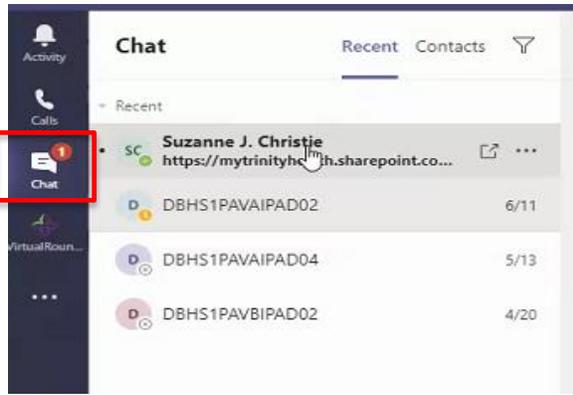
Objectives –

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.

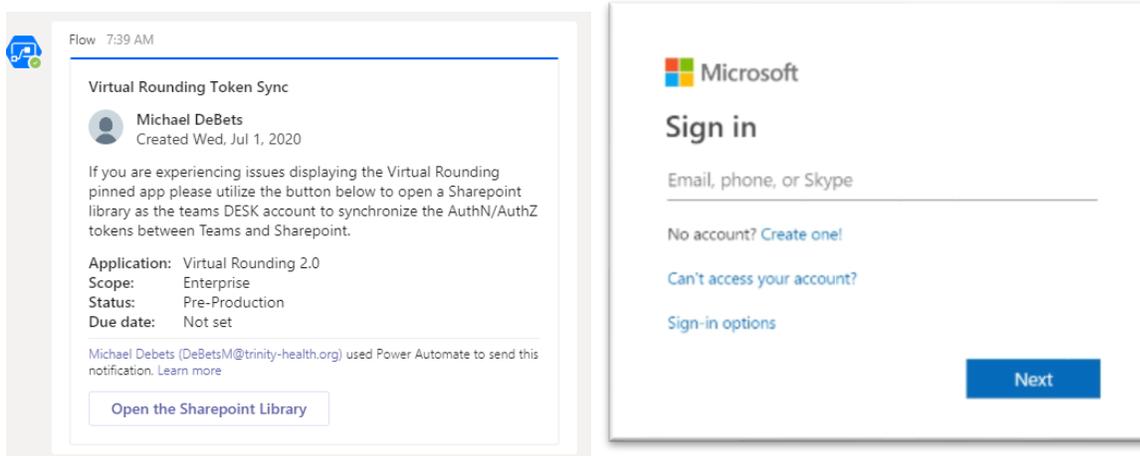


Follow these steps to address the blank screen issue.

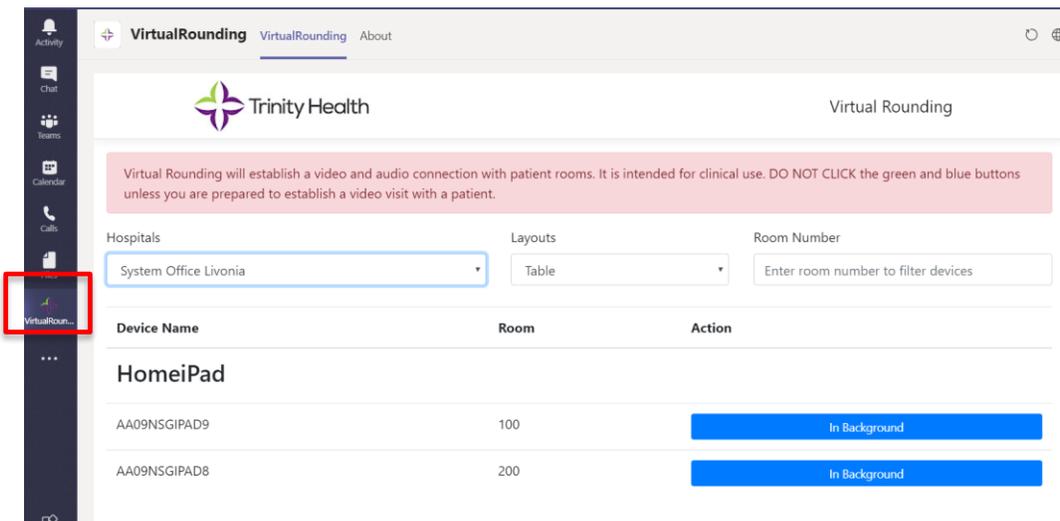
1. Log in to Generic Desk Account
2. Click on the chat icon to open a chat window (Left sidebar on Windows devices, bottom of screen on mobile devices)



- 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.



- 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.