

From: UHN Digital
Sent: March 30, 2020 10:11 AM
To: All Users - UHN
Subject: UHN Digital Officially Launches Microsoft Teams

Sent on behalf of Sarah Muttitt, Vice President & Chief Information Officer

Dear Colleagues,

To help you with working remotely, UHN Digital is excited to announce the official rollout of Microsoft Teams (MS Teams), the new standard for enabling effective communication and collaboration for TeamUHN. In addition to Skype, Teams is the only other authorized tool to use for work.

MS Teams is a secure chat-based collaboration tool that will digitally support you when working with UHN colleagues and is a 'one-stop' application that is fully integrated with Microsoft O365.

Access to Microsoft Teams is now available on your [O365 Portal](#) and will allow you to:

- Conduct Audio and Video Conference
- Hold Peer-to-Peer and Group Chats
- Save, Share and Collaborate on Files

We hope you will find this new application useful when working with your colleagues. As a new tool, you have access to a number of resources to get familiar with the functionality of MS Teams. As a first step, please refer to the Quick Start guide [here](#) for information on accessing and using Teams.

For further MS Teams training, tips and tools, visit the [MS Teams page](#) located on the UHN Intranet. Still need help? You may contact the UHN Service Desk by:

- Calling 416-340-4800 ext. 4357 (H.E.L.P)
- Emailing Help@uhn.ca

The Service Desk is staffed 24/7 in order to address all your UHN Digital-related service needs. It is important to note that approved and supported telecommunication tools at UHN are as follows:

- MS Teams & Skype: to be used for communication between staff and physicians
- OTN & Telephone: to be used for virtual care visits with patients and families

MS Teams can be used for inter-colleague communication but is not intended for communication with patients. While communicating with peers we understand that some PHI may be shared. In this case, **PHI transmitted or shared via MS Teams is not part of the patient record, this information can and may be deleted. When PHI is involved please ensure the recording functionality available within MS Team is switched off.**

Please be aware, other tools, such as FaceTime, Messenger, WhatsApp, Zoom, etc., are not currently supported by UHN Digital. We recognize that Zoom is another widely used video-conferencing tool therefore, UHN Digital will be looking to facilitate the use of Zoom as an alternative solution. An update on that effort will be provided in the near future.



Digitally-enabling the good work at UHN