Log-in/Log-out

Q: What is the Intranet URL?
A: https://memorialcare.sharepoint.com/Pages/Home.aspx

Q: How do I log in?
A: Enter the MemorialCare Intranet URL above into your web browser. This will take you to the Office 365 log-in page. Use your MemorialCare email address to log in. You will be prompted for your User Name and Password. After entering these, you will be taken to the Intranet homepage.

Q: How do I sign out?
A: Click on your name in the upper right-hand corner of the Intranet. Select “Sign Out” from the dropdown.

Q: What is different when using a shared workstation?
A: The only difference is the initial screen will already default to the Office 365 log-in screen. Be sure to log out when you are finished using the Intranet to protect your privacy.

Q: Do I need to log in to the Intranet every time I want to open it?
A: If you close the browser, you will always have to log in when re-opening.

Q: Do I need to log out from a shared workstation when I’m finished?
A: Yes, for privacy and security considerations. When on a shared workstation, if you do not log out, someone else may have access to your information. The Intranet will also automatically log you out when you close the browser window.

Q: Is the new intranet homepage set as a default on my computer?
A: Yes, the new Intranet homepage will be set as your default in Internet Explorer once the homepages go live. If it is not automatically set as your default, you may follow the steps below:

Go to Windows, then Click on Control Panel

![Control Panel screenshot]
Click on Internet Options

Adjust your computer’s settings

Action Center

BitLocker Drive Encryption

Date and Time

Display

Getting Started

Internet Options

Lenovo - Update and Drivers

Copy the New Link: Memorialcare.sharepoint.com and paste it into the Home Page Field.

Click OK to Save
Entity Page – Stage 1

Q: How do I change the entity page I’m viewing?
A: Select another entity using the entity selector in the upper right-hand corner of the Intranet.

Q: How do I get back to the last entity page I viewed?
A: Click on the MemorialCare Health System logo in the upper left-hand corner of the page.

Q: How do I get to my entity’s departments?
A: Find a list of departments under “Directory” or “My Homepage” in the mega menu (the dark blue bar on top part of the page). Or, see Departments on the left-hand navigation. *Do not click “View All.” The “View All” feature is for page admins only.

Q: How do I view my tasks?
A: Click on “My Work” on the upper right-hand side of the page. The “Tasks” tab will list all pending tasks. To see all tasks, click “View All.” *This feature is not yet available.*

Q: How do I add apps to the “Apps” section?
A: Click on the “Apps” tab under “My Work.” Click on “View All.” This will open a new tab with a list of all of your apps. Click “Bookmark.” Enter the information you are prompted to add. Go back to the original tab, refresh the page, and you will see your new app under the “Apps” tab.

Q: How do I access MemorialCare’s Shared Services Departments, and their related teams and workgroups?
A: Click on the Shared Services tab in the “mega menu” (the dark blue bar near the top of the page). You will see a list of Shared Services Departments and their related team and workgroup sites under this tab.

Q: How can I get to my Outlook Web email?
A: Click on the envelope icon on the upper right-hand corner of the page.

Q: How do I enter a ServiceNow ticket?
A: Click on the clock icon on the upper right-hand corner of the page.

Q: How do I access my profile?
A: Click on the person icon on the upper right-hand corner of the page.

Q: I don’t see the link I just bookmarked in “My Favorites”. Why isn’t it showing up?
A: Refresh the page by clicking on the MemorialCare Health System logo in the upper left-hand corner of the page.

Q: I don’t see the team that I just bookmarked in the “My Teams” area. Why isn’t it showing up?
A: Refresh the page by clicking on the Memorial Care Health System logo in the upper left-hand corner of the page.

Q: I don’t see the App I just added to My Apps, why isn’t it showing up?
A: Refresh the page by clicking on the MemorialCare Health System logo in the upper left-hand corner of the page.

Q: Why doesn’t the Report an error/issue link work?
A: Make sure that Outlook is set as your default email application within your computer settings.

Q: Is there an email service I can use from anywhere on the Intranet?
A: Yes, click on the mail icon in the upper right-hand corner of the page. This will take you to the Outlook Web App.
Q: What do I do if I find an error or issue with the Intranet?
A: Click on the “Report an error/issue” link in the upper right-hand corner of the page and fill out the email.

Q: How do I offer feedback about the Intranet?
A: Click on the “Intranet Suggestion” link on the upper right-hand corner of the page and fill out the form.

Q: Can I provide feedback and suggestions about MemorialCare through the Intranet?
A: Yes, click on the “Innovation: Give us your feedback” link in the upper right-hand corner of the page and fill out the form.

Q: How do I filter my search results?
A: Enter your search term. When you receive the list of results, you can filter them by using the filter above, or to the left of, the list of results.

Q: How do I narrow down my search terms?
A: Use the “Advanced Search” link. This will prompt you to fill out specific fields for your search terms.

Q: How do I see all Announcements, News, Events, Initiatives & Campaigns?
A: Click on “View All,” next to the list for all of these items.

Q: How do I connect with MemorialCare’s social media?
A: Click on the desired social media platform link located at the very bottom of the intranet page under “Connect With Us.” Not all social media platforms will be accessible from MemorialCare computers.

Q: When I click on department pages and links from the new homepage, why do they link back to the existing intranet and not to SharePoint?
A: MemorialCare is taking a staged, coordinated approach to migrating to the new SharePoint platform. This allows all of the content to be migrated in an orderly way, with the necessary time, training and support. In stage 1, department pages will remain in the existing site (Memnet) and be linked to the new SharePoint intranet (M-Connect). During stage 1, content will continue to be updated in Memnet by site administrators as it currently is. Please review the Intranet Launch Timeline for details of each stage.

Q: How do I navigate back to the homepage once I have clicked out to a department page or link?
A: Currently the functionality of the intranet allows for one back arrow click, only. You may close the new window/tab to go back to the intranet homepage.

Q: How will Forms work on the new intranet?
A: Forms will continue to function as they currently do, for the time being. If you have been through Forms training in the past, you may continue to create forms as you have. If you have not been trained on creating forms, you may attend a future training session. Click here to enroll in a session: Forms Training in Publisher

Q: When do department and team pages migrate to M-Connect on SharePoint?
A: Department sites are scheduled to begin to migrate to SharePoint in late Summer 2017- Winter 2017. Department site administrators will be trained in SharePoint from June 2017 – July 2017.
Department/Team Pages – Stage 2 (Beginning Summer 2017 – Winter 2017)

Q: How much time will it take to migrate my department site?
A: Please factor in time for training on the new tools, migrating your content and validating content.
  • Site admin training is a four-hour, in-person training session.
  • There is a content migration tool available to help with transferring some content from the existing Publisher department sites to the new SharePoint department sites. The migration tool is designed to transfer most text, graphics and links from your existing pages. The automated tool will not transfer apps, or other custom-built content.
  • Verification of the automatically migrated content and migration of the remaining content will need to be completed by the department site administrator. Time may vary for this step, depending on the complexity and amount of content currently residing on your department site.

Q: How do I nominate a colleague for Employee-of-the-Month, Simply Better Stars, etc.?
A: In the Mega Menu, under ORGANIZATION, you’ll find a drop down link to Award Nomination Forms. From the Award Nomination Forms page, you can submit your nomination for Employee-of-the-Month at any of our entities, along with nominations for other entity categories.

Q: How do I view all of my department’s Announcements, News, Events, or Initiatives and Campaigns?
A: Click on “View All,” next to the list for all of these items.

Q: How do I access teams and workgroups?
A: Teams and workgroups are visible within the departments list in “Directory” or “My Homepage” in the mega menu, or Departments in the left-land navigation, under each department’s name. Additionally, team sites can be found on the department page that they fall under. *Team sites available in Stage 2.

Q: How do I add teams to “My Teams”?
A: Go to the team site you would like to add. Click on the “Bookmark” link on the upper right-hand side of the page. Enter the information you are prompted to add, and be sure to check the box labeled “Is My Team.” Refresh the page. You will now see your new team listed under “My Teams.” *This feature is not yet available.

Q: How do I add links to the “Favorites” section?
A: Go to the page you would like to bookmark. Click on the “Bookmark” link on the upper right-hand side of the page. Enter the information you are prompted to add, but do not check the box labeled “Is My Team.” Refresh the page. You will now see your new bookmarked link under “Favorites.” *This feature will be available in Stage 2 after department/team pages migration.

Q: How will Roll Call work on the new intranet?
A: When department pages migrate to SharePoint during stage 2, Roll Call will be available on the new platform. Until the department sites migrate to SharePoint, Roll Call will be accessible as it currently is from the department pages that are linked to the SharePoint site. To access your department Roll Call easily, you may bookmark the link from your entity homepage.