

Beginning the week of June 24, 2024, watch your inbox for important updates including details on how to get prepared to move to Teams for clinical secure messaging.

Frequently Asked Questions

Where do I find more information about how to use Teams for secure messaging?

For information on how to use Teams for secure messaging visit <https://mbtelehealth.ca/microsoft-teams/>. Additional training material is being added regularly, check back for new content.

What is Microsoft Teams?

Teams is the clinical secure messaging solution that will be used to collaborate with your colleagues. You will be able to have secure one-to-one or group chats, quick access to video and voice calls, make Teams calls on mobile devices to other Teams users without disclosing personal phone numbers and share images using the in-app camera.

Can Teams be used on a personal mobile device?

Teams can be used on personal and corporate mobile devices including iPhone and Android phones. Multi-Factor Authentication (MFA) and PIN/biometric login for your phone is required and will be part of the MFA enrollment.

What is Multi-Factor Authentication (MFA)?

MFA is a service to protect patient privacy and data. Multi-Factor Authentication (MFA) is a process where a user is prompted for an additional form of identification, such as accepting a confirmation prompt on their smartphone or entering a code received as a text message, when they are signing in. The MFA software can be installed on a Shared Health managed device or personal mobile device. It uses very little data on a mobile plan and can also be set up to not use any mobile data. If you are an existing Cortext user you will receive an email with information on how to download and enable MFA.

What information does the Multi-Factor Authentication (MFA) software collect?

The only information collected is your name, Shared Health network account name, device manufacturer and model (on some devices). The authenticator application does not gather any other information from the device or applications on the device.

How often will I be prompted for Multi-Factor Authentication (MFA)?

You should only be asked to verify with MFA once a day as long as your session hasn't ended. A PIN/biometric login is required to access your phone.

How do I create an Apple ID and download apps from the App store?

To create an Apple ID [How to create a new Apple ID - Apple Support \(CA\)](#)

To download apps [Download apps and games on your iPhone or iPad - Apple Support \(CA\)](#)

How do I create a Google account and download apps from the Google Play Store?

To create a Google account [How to add & use accounts in the Google Play Store on your device - Google Play Help](#)

To download apps [Get Android apps & digital content from the Google Play Store](#)

How do I get Teams?

If you are an existing Cortext user that does not currently have a Teams account, you will receive an email with information about how to log in.

Teams can be downloaded from the [App Store](#) (for iPhone users) or [Google Play](#) (for Android users).

How do I log onto Teams on a mobile device?

If you are an existing Cortext user that does not currently have a Teams account, you will receive an email with information about how to log in.

Open Teams, when prompted enter the email address for the account you are using (i.e. Shared Health or SDO where you are employed), enter the password, and login.

Is there a way to override do not disturb in Teams messaging?

Yes, the following recommended mobile device notification settings and Teams notification settings will help address the need for breakthrough style notifications while on-call.

- [Notification Settings - On Call - Override Do Not Disturb](#)
- [Notification Settings - General](#)

How do I mark a message as Important or Urgent?

- an important message shows up with the word **IMPORTANT!** in the chat
- an urgent message show up with the word **URGENT!** and notifies a person or group every 2 minutes for 20 minutes or until they read it.

Note: Marking a message as Urgent is not available in channels or in group chats with more than 20 participants.

Before you send it:

1. Tap the plus sign next to the box where you type your message.
2. Tap the Priority icon ! .
3. Tap Important or Urgent.

After you've sent it:

1. Tap and hold the message and select Edit message.
2. Follow the steps above to assign a priority.

To undo a priority message:

1. Tap the plus sign next to the box where you type your message, then tap Priority ! which will undo it.

How do I share images?

Images can be shared by using the camera within the Teams app. Open a chat with the person or people you want to share an image with, take the picture with the camera, click the paperclip to attach the image, include text and click send.

You cannot attach images from your camera files, you must use the in-app camera when sending images.