Provider Extranet Guest User Guide

Overview

OCHN has a Provider Extranet Team, which is a place for providers to find:

- Policies, procedures, and protocols
- UM Manual
- Provider Manual
- Other OCHN information

Accessing this resource requires a Microsoft account.

If your organization uses Microsoft/Office 365, you already have a Microsoft account and email.

- This is the email that should be provided when completing the request form to access the Provider Extranet Team.

If your organization does not use Microsoft/Office 365, you will still be able to access the resources but will be required to create a Microsoft account.

To request access to the Provider Extranet Team, please fill out the OCHN Service Provider Extranet Access Request Form. If you have already filled this form out in the past, you do not need to submit another request form.

How to Join the Team and Access the Provider Extranet

You will receive an email invitation to join the Provider Extranet Team as a guest. Once you have received this email, there are two ways you can access the Extranet:

- Microsoft Teams
- Microsoft SharePoint website link

Teams Option: Click here to watch a short video on how to join the Team.

1. Open the email invitation you received, and then click "**Open Microsoft Teams**". If you don't see   the email invitation, check your junk or spam folder.
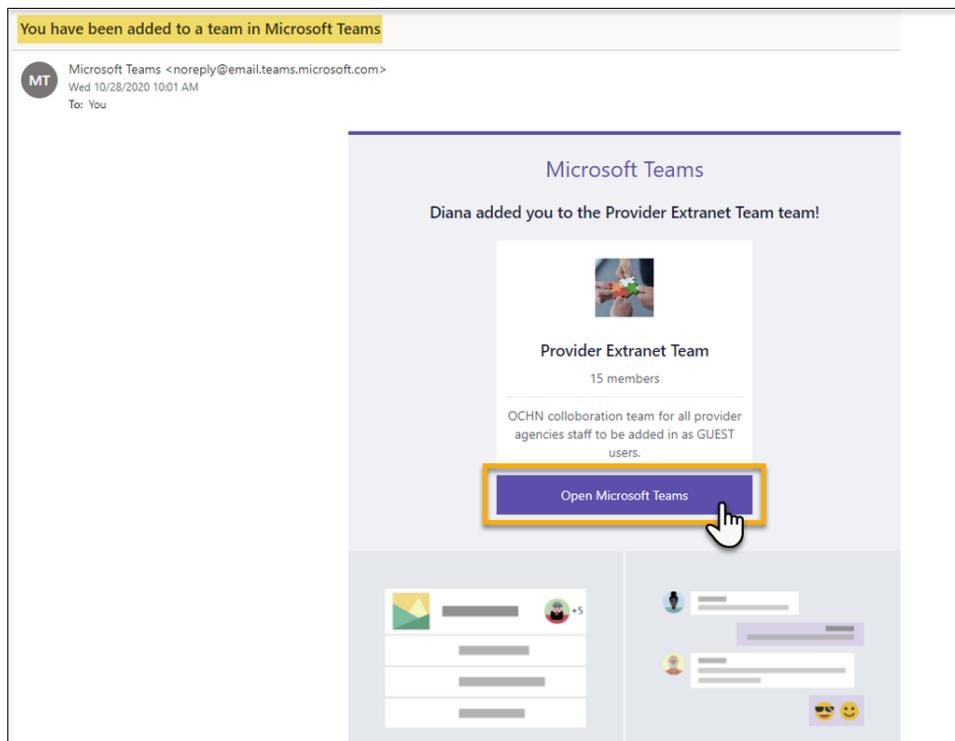
2. If the email address you provided in the request form is not tied to a Microsoft account, you will be prompted to create one.
   a. On the "Create account" dialog, click "**Next**", create a password, and click "**Next**".
   b. To verify your email address, open the verification email, and copy the security code.
   c. Enter your security code in the "Verify email" dialog, click "**Next**", enter the CAPTCHA in the "Enter the characters you see" line, click "**Next**", then click "**Accept**".
   d. Click "**Download the Windows app**" to install the Microsoft Teams app. If you don't want to download the Microsoft Teams app and want to access Teams through your browser, click "**Use the web app instead**".
3. If you already use the Teams app at your organization and you provided the email for your Microsoft account in the request form, you will be asked to review permissions and accept the terms. Click "**Accept**". Then open Microsoft Teams and click "**Yes**" to switch to Oakland Community Health Network.
   a. To switch back, click your profile picture in Teams and then click your tenant (organization).
   b. If you are asked to provide a password at any point during this stage, you would use your password for your work account/email.

Website Link Option: https://oaklandchn.sharepoint.com/sites/ProviderExtranetTeam

1. Click the link above to go to the Extranet website.
2. If you don't have a Microsoft account, you will be asked to create one. (The process will be similar to Step 2 in the "**Teams Option**" section above)
3. Once you have access to the site, you can bookmark/favorite the link in your web browser for easy access.

Where to Find the Resources in Teams

In Microsoft Teams:

1. Click the "**Teams**" **tab** on the left.
2. Click the "**Provider Extranet Team**".
3. Click the "**General**" channel.
4. All the resources can be accessed through the tabs at the top. The "**Extranet Home Page**" tab shows all the resources on one page. (There are multiple ways to access the same resources)