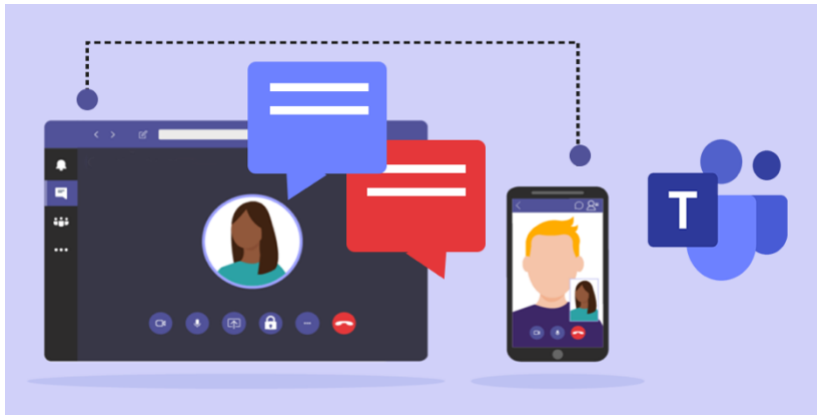


A warm welcome from NHS Informatics Merseyside



NHS Informatics Merseyside would like to warmly welcome Southport and Formby community health colleagues joining Mersey Care NHS Foundation Trust.

We provide digital support and IT services to Mersey Care and further information about us can be found on our [website](#).

Here, we've pulled together some quick links to the IT services and support you might find particularly helpful in your first few days working within Mersey Care.

We wish you all the best and look forward to supporting you.

Contacting your IT Service Desk

NHS Informatics Merseyside's 4-star certified IT Service Desk is one of the largest IT support services in the NHS, operating 24 hours a day, 7 days a week.

Your
IT Service Desk

You can contact the IT Service Desk to access IT help and support by visiting our [Self-Service Portal](#) where you can also **live chat** with an engineer, log and track the status of support requests as well as accessing other useful services. Alternatively, you can also contact the IT Service Desk by telephoning 0151 471 2619

Microsoft Teams

Microsoft Teams is a virtual hub for teamwork. It allows you and your team to communicate and collaborate in a new way. It also helps to organise conversations and documents in one central place.

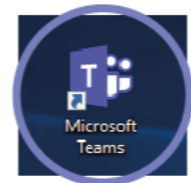
Using Microsoft Teams you will be able to:

- Send instant messages using chat to others within Mersey Care
- Make video calls, audio calls and arrange virtual meetings
- Virtually screen share images, schedules and other documents with colleagues
- Access Teams and Channels that can be used to share information and support collaborative working.

Accessing Microsoft Teams

From your new Mersey Care laptop, you can access Microsoft Teams from an icon on your device home screen.

To sign in, please use your new Mersey Care work e-mail address and password. Before use, please read the [Microsoft Teams acceptable use policy](#)



You can access Microsoft Teams from this icon

Book virtual training on Microsoft Teams

Virtual training is available for Microsoft Teams and the following courses can be booked online by visiting the [Systems Training Booking System](#).

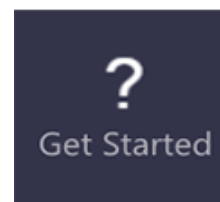
- **Meet and Talk** (1 hour 30 mins) – Learn how to communicate with colleagues using Microsoft Teams through Meetings, Calls and Chat.
- **Work Together** (1 hour 30 mins) – Develop an understanding of how Microsoft Teams can be used to collaborate, stay organised and share information all in one place.
- **Digital Champion** (1 hour 15 mins) – Nominated Microsoft Teams Champions should attend this course to develop an understanding of the role of the Digital Champion and to develop the skills required to create and manage Teams and Channels for their service or team.

Specific training is also available on useful Microsoft Teams Apps.

For more information and to book training, please contact the IT Training Service (training@imerseyside.nhs.uk).

Additional learning resources

Additional learning resources are available to access through a 'Get Started' app which can be located in the navigation pane on the left side of Microsoft Teams.



This app has been developed by NHS Informatics Merseyside's IT Training Service and includes a selection of guidance documents, quick reference guides and training videos to help you get started with Microsoft Teams and Office 365.

These resources will be regularly updated, so please keep referring back to the app for newly added resources. Resources can also be accessed from the [NHS Informatics Merseyside website](#) and [Self-Service Portal](#).

Microsoft Office 365 online learning

The Digital Learning Solutions (DLS) Portal provides NHS healthcare professionals with access to a variety of online courses for Microsoft



Digital Learning Solutions

Office 365 including Office 365 Essentials for the Workplace, Outlook 365, Word 365, PowerPoint 365 and Excel 365. To access these resources, please visit the [Digital Learning Solutions website](#) and complete the [online registration](#).

Please note: NHS Informatics Merseyside is the NHS IT training provider, please select **Informatics Merseyside** from the Centre details on the registration form.