



IT INTRODUCTION EMAIL

10 October 2023



Welcome to Metsera, a Population Health Partners company.

The guidance note below is aimed to smooth your *technology* onboarding ready for your start date.

Shortly after joining, you will be asked to complete some short on-line cyber security and information security fundamental courses, via the cloud based training provider [QuickHelp](#). There will also be a range of optional bite-size courses, if you wish to brush-up on a certain application, or perhaps improve your personal productivity using the latest tools

Should your role require laptop equipment, Eisner Amper our IT Services Provider, will ship one to your home address on file. Upon equipment delivery, Eisner Amper is both available and happy to help with set-up and access and help with installation of Outlook and Teams apps on smartphones. Please call **1.800.434.2726** to reach someone on the helpdesk or send an email to itsupport@eamts.com (pro tip: store these on your cell phone).

How to access your email account:

1. **Credentials:** All our colleagues have a Microsoft 365 account that is their Firstname.Lastname@populationhp.com. **You will receive your password from me or your hiring manager**, to your personal email address and new work email address. You will want to go to portal.office365.com, then log in with your email credentials, and set up DUO Multi-Factor Authentication.
2. **DUO:** EisnerAmper has implemented the DUO Multi Factor Authentication (MFA) service for both the Microsoft 365 accounts and the laptop logins.
 - a. Your cell phone number has been added to their DUO account
 - b. You will need to install the [DUO Mobile](#) app on your smartphone and activate your account (also available on Google Play)
 - c. After installing you will need to authenticate your DUO with a text code you will receive
 - d. While in the app store, please also download and install the [Microsoft Teams](#) and [Microsoft Outlook](#) apps to your phone (also available on Google Play) -> helps you be connected away from your laptop
3. **Laptop:** Open the laptop and power it on.
 - a. Use the icon in the bottom right corner of the Windows 11 splash screen, connect to your wifi network
 - b. Click on Switch User in the bottom left of the login screen and log in using the Firstname.Lastname@populationhp.com email address and password
 - c. Authenticate via DUO (please check the time, and location is accurate)



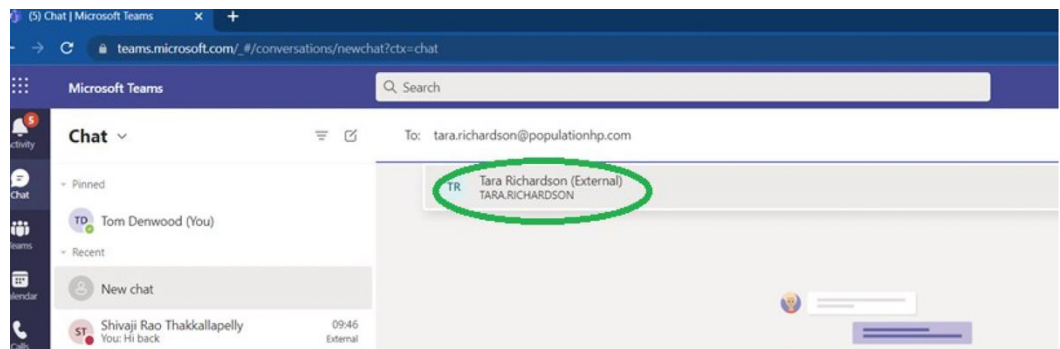
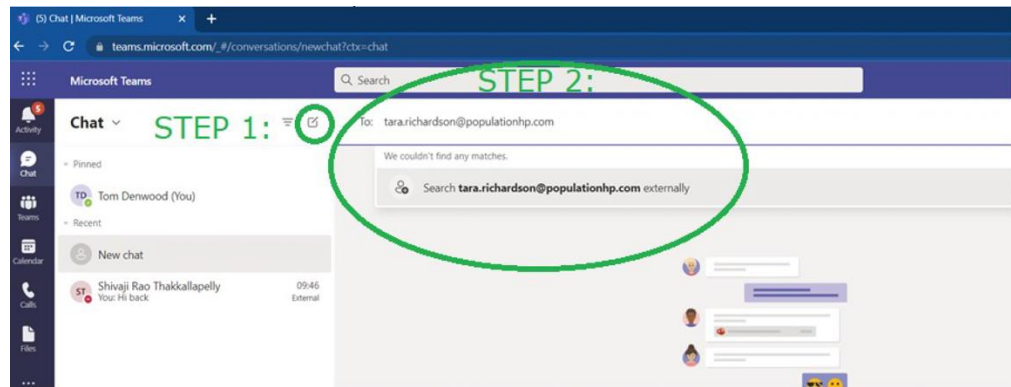
4. **Get mobile:** Connect the [Microsoft Teams](#) and [Microsoft Outlook](#) apps to your account, using the credentials above.
5. **Wi-Fi - get connected:** We are a 'cloud first' organization, therefore please connect via your secure home Wi-Fi. We don't use a VPN. When you go to Industrious Offices we use, ScaleSpace in London, or another location, please use the local office Wi-Fi. Reach out to the office's reception for the Wi-fi credentials. Only use credible Wi-Fi services you are confident in.
6. **Get signing:** You don't need an Outlook signature block (well, you might want to add a very simple one with a sign-off, and your name; e.g. "KR, Tom"). We use a product called [CodeTwo](#) that automatically adds a signature at the server side, when you send an email. It is automatically generated using the details we have of you, stored on the internal email address book, to create a consistent corporate signature. **The signatures don't appear in your Sent Items.** Signatures are also added to emails from the Outlook Phone App too.

Example signature:

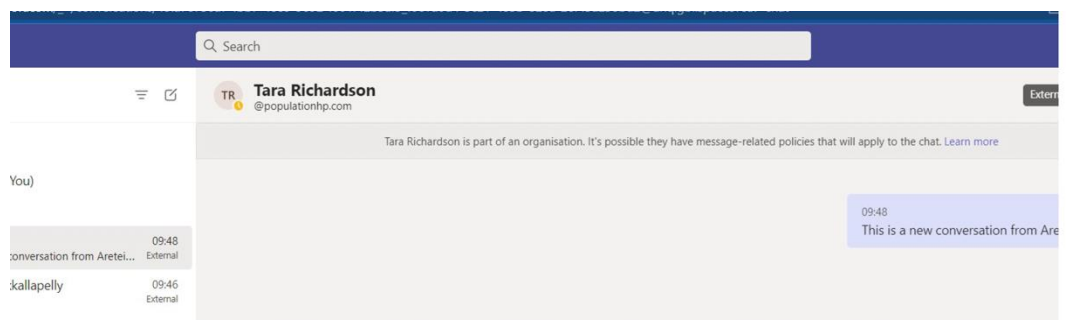


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7. **Get team working!** The Metsera SharePoint site you collaborate on is [Metsera - Home \(sharepoint.com\)](#) (pro tip: save it to your internet browser) -> your co-workers will be able to orientate you to where the key documents are.
8. **Get scheduling meetings:** We have enabled calendar sharing automatically so you can go into Outlook -> Calendar -> New Appointment -> Scheduling Assistant, and check availability and schedule meetings across colleagues (you can see availability, but not others meeting names).
9. **Get chatting:** We have enabled inter-company Teams chatting. To enable chat in MicroSoft Teams, so you can chat between PHP/VH and other domains follow the steps below.
 - **STEP 1:** Start a new chat in Teams
 - **STEP 2:** Paste in the email address (this is a one-time activity) in the To: line, and Search for the email externally...
 - **IMPORTANT!** Select the (External) email address



- Get chatting! Note the External label. The message status etc all works (the tick, the eye to say it's been read)



10. **DocuSign:** We use DocuSign as our eSignature way of signing both corporate, and Part 11 (FDA regulated) for training records. To log-on to DocuSign, please go to <https://account.docusign.com/> (pro tip: save to your bookmark bar), add your email, and click "USE COMPANY LOGIN" which will log-you in via Single Sign-On. You need to complete a training before you use it. Look out for a separate email.



11. **Access to Branded templates:** The correct PowerPoint template, or Word template (for agendas, letters, reports etc) can be accessed via the SharePoint site, Communications and Branding folder
12. **BitLocker:** Is a [Microsoft Windows encryption technology](#) that protects data on your laptop from unauthorized access by encrypting your drive, meaning if your laptop gets lost or stolen, it cannot be accessed.
 - a. Whenever you power-on you PC, you will be presented with blue screen and asked to type in your BitLocker Pin. This is **329195**
 - b. You must type in your Pin using your laptop's keyboard (external keyboards plugged into a docking station or laptop will not be detected), and press enter before you will be able to access the log-in screen
 - c. You can change your pin to a more memorable one, by searching on your Windows PC -> Manage BitLocker -> Change PIN (takes 1 minute to switch)
13. **Email security:**

Proofpoint: This is an email filtering system. You get a daily email digest of any emails that are trapped, and you can release, release and approve (adds the sender to an approved list), or block. If it says contact administrator, there is a high risk with it, and contact Eisner Amper. You only get a digest email, if an email is trapped.

INKY: We have a banner system on inbound emails, grey = fine; amber = caution; red = danger (see below). The INKY AI/ML analyses the inbound emails, and flags them accordingly. Banners also include whether the message was sent internally or from an external source. Click the links under the banner, and you get more details on the email. 6 After you click through if you believe INKY made the wrong call, you can recategorize. When you forward an email on, the banner is removed.

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Will it show up on emails I forward on? No – only you see them. When you forward an email on, the banner is removed.



14. **Quickpass:** We use this smartphone app that acts as both a self-service password reset, and identity verification tool, to:
 - Reset your Office 365 password at any time, without needing to contact the help desk, and to see when your password is set to expire.
 - Give yourself and Eisner a way to verify each other's identity when working together on a support issue. You can make sure the person that's calling you about an IT issue is a member of the Eisner Team and vice versa.
 - What do I need to do? Please go to this URL to download and set-up <https://app.getquickpass.com/>
15. **And finally....** we have a corporate subscription to ENDPOINTS NEWS so you get free access to all premium content free of charge
 - Please sign-up at <https://endpts.com/subscribe/> using your @populationhp.com email address (important!)
 - That's it! Their system will automatically upgrade you to Enterprise. You may now set a new password for your account from your reader profile. If you are not logged in, set a new password by clicking on the 'Change my password' link on the sign-in page at <https://endpts.com/reader-profile>
 - To log-in WITHOUT a password, please select 'Get my magic email link.' A Magic Link will be sent to your email address. Please check your Spam folder if it does not arrive. If you need any assistance, please contact us via help@endpointsnews.com

Please let me know if you need any help, or feedback on this note.
Kind regards,

Tom Denwood

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Interim CIO @ Metsera