Mount Sinai Daily

Frequently Asked Questions for Users
Last updated: August 30, 2023

Overview

What is Mount Sinai Daily?
Mount Sinai Daily is the employee communications platform meant to help you get the news that matters to you, when you want it, wherever you want it. The platform includes a mobile app and desktop version that both display the exact same content.

Who is it for?
Mount Sinai Daily is available to all Mount Sinai employees, faculty members, students, and volunteers, except those at Mount Sinai South Nassau (MSSN). We plan to open it up to MSSN employees in a later phase.

What's in the platform?
You can find articles, videos, events, pictures, and other content that's relevant to the internal Mount Sinai community. You will be able to choose the news most relevant to you!

Does Mount Sinai Daily have access to personal information on my phone?
No, the mobile app version of Mount Sinai Daily does not have access to any information on your phone. Your employee information is only used to identify you as a Mount Sinai employee when you log into the app and to help us tailor information to your interests.

As an employee, what's my responsibility in the platform?
Your participation is entirely voluntary. You must follow Mount Sinai's code of conduct.

Where in the platform can I read the [Terms of Service](#) or access the [Privacy Policy](#)?
On your desktop, the links above go directly into Mount Sinai Daily where (after logging in) you can view them. On the Firstup mobile app, go to the three horizontal lines icon in the lower right-hand corner of the app, then choose Settings. You'll find the policies on that next screen.

Accessing Mount Sinai Daily

How can I access Mount Sinai Daily?
Desktop Access:
- Go to www.mountsinai.org/daily.
- Look at the bottom of any systemwide broadcast from communications@mountsinai.org. You'll see a link to the Daily and the QR codes to download the app.
- You can find the Mount Sinai Daily link on your application launcher on your Mount Sinai computer.
- After clicking one of those links, use your Mount Sinai email and password (under Mount Sinai account) or your Mount Sinai Employee Life Number and your personal email (under Email)

To download the mobile phone application:

- Search for "Mount Sinai Daily" in the Google Play Store or the Apple App Store.
- Or scan the QR code below to access the app via app store and mobile or via desktop.
- Then, use your Mount Sinai email and password (under Mount Sinai account) or your Mount Sinai Employee Life Number and your personal email (under Email).
- For more details, or to log in using a personal email and your Mount Sinai employee life number, see detailed instructions: English and Spanish.

This QR code takes you to a web page where you can choose how to access the Daily. Once you are there, download the Mount Sinai Daily app, which looks like this:

I don't know my Mount Sinai email address or username and password. How can I access it?

Ask your manager to help you recover your email/username and password. There are multiple ways of looking up an employee's Active Directory Username. The fastest way is to right-click on the person's name in Outlook, then choose Outlook Properties. You will find it in the Alias Field (see below).

Alternatively, your manager can use Sailpoint, search for any employee by name, and then go to Properties.

(Note: if you chose single sign on/Mount Sinai account for the first time you sign in, you will not be able to create an account through your personal email in the future).

How can I recover my Apple ID so I can download the app?
Click here to get instructions on recovering your Apple ID.

It says "blocked" when I log in. What do I do?
Your account status is based on your HR data. Please check with your manager or HR representative to see if your account is suspended due to leave of absence or other change in payroll status. Once your HR status has been updated, it may take 48 hours to update in Mount Sinai Daily.

Having other trouble getting in?
If you have trouble accessing Mount Sinai Daily, please put in a ticket with Digital and Technology Partners.

What About Emails?

I am not receiving the same broadcast emails as before. How can I change that?
Broadcast email lists are now automatically updated every day using a combination of information from your HR file (mostly business unit, job code, and union status) in Sinai Cloud and what you follow in Mount Sinai Daily. Work with your HR rep to ensure your file is updated. To update your preferences in Mount Sinai Daily, make sure you are following the hospital and location topics most relevant to you by following these instructions.

Can I unsubscribe from emails?
You cannot technically unsubscribe from all Mount Sinai Daily emails, as it is the official internal communications channel for Mount Sinai. However, you can ensure you receive the most relevant emails by updating your preferences in the platform and ensuring your HR data is correct (see above).

Can I add myself to a broadcast email list?
Yes, you can add yourself to any hospital topic to receive broadcast email updates from that location.

What happened to broadcast notifications?
Mount Sinai Health System is still sending out broadcast notifications, which are emails that reach all employees, students, and trainees. With this platform, such messages will come from communications@mountsinai.org.

Using the Platform

How do I sign up to receive push notifications?
We recommend you enable notifications, so you don't miss important news. To enable notifications:
- Click here for iPhone instructions
- Click here for Android instructions

What does "following a topic" mean?
Your feed automatically includes all content from your followed topics, with the newest content on top. This includes topics you were opted into based on your location and role, and those you join by choice. When you join a new topic, those stories will automatically be added into your feed. Instructions here. These topics may also affect which broadcast emails you receive.

My colleague has access to a topic I can't see. Why?
Some topics are targeted to specific employee groups. If there's a topic you'd like to access that can't be seen in the Discover Topics page, email MSDaily_Feedback@mountsinai.org to let us know.

What if I want to save something to read later?
You can bookmark articles you would like to read later by clicking the black ribbon icon in the lower right on a story. You can find your saved stories in "bookmarks" after clicking on the three horizontal lines in the lower right corner icon in the app.

Can I like or comment on posts, or post my own content in Mount Sinai Daily?
All posts can be "liked" by clicking on the heart icon beneath the post. Some posts are also open for commenting. We also have a few topics that are open for contributions (which we moderate) from any Mount Sinai employee.

All comments are moderated and those that violate our Terms of Service may be taken down.

Interested in Contributing Content to Mount Sinai Daily?
If you are interested in contributing content to a Mount Sinai Daily topic, please send an email to: MSDaily_Feedback@mountsinai.org.

Please also visit our employee-voice topics where you can participate on a more one-off basis by adding content around specific themes like events, peer appreciation, and more. Those topics include:
- Mount Sinai In the World
- Appreciating You
- MSM-Shout Outs (for Morningside employees)
- Events

We Value Your Feedback

How can I provide feedback?
If you have questions or feedback for us, please send an email to:
MSDaily_Feedback@mountsinai.org.