

Mount Sinai Daily

Frequently Asked Questions for Users

Last updated: February 9, 2023

Overview

What is Mount Sinai Daily?

Mount Sinai Daily is the new 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, except those at Mount Sinai South Nassau (MSSN). We plan to open it up to MSSN as well as students, voluntary physicians, and contractors at a later phase.

What's in the app?

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, 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 app?

Your participation is entirely voluntary. You must follow Mount Sinai's code of conduct.

Where in the app 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 download Mount Sinai Daily?

There are several ways you can access Mount Sinai Daily.

- Search for "Mount Sinai Daily" in the Google Play Store or the Apple App Store.
- 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 or your Mount Sinai Employee Life Number and your personal email
- For more details, or to login using a personal email and your Mount Sinai employee life number. 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.

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.

Can I see the content anywhere besides my phone?

Yes. All of this content is available by signing up at: www.mountsinai.org/daily. You will need your email or username and password for the desktop version as well.

Using the App

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.

How do I change which topics I am following and which stories I am seeing?

In the mobile app, click on the three lines on the bottom right corner and click “Discover” to see a list of all Mount Sinai Health System topics. Click “follow” for any that interest you or unfollow to stop receiving news from that topic.

Additionally, Mount Sinai Daily highlights latest, trending, and featured stories in the top navigation of the app.

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.

As a first step, we recommend you view and explore content on the [What's Coming to Mount Sinai Daily channel](#), which is intended for existing and aspiring content contributors and other advocates of the platform.

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.