END-USER WALKTHROUGH · SYSTEM

Do the Thing with the App

One sentence: what the reader will have done and be able to do at the end.

DOCUMENT	REVISION	EFFECTIVE	AUDIENCE	TIME NEEDED
SOP-IT-SUBJ-01	0.1 · Draft	Nov 6, 2026	All MPM staff	About 10 minutes

BEFORE YOU START

- **What has already been done for you**, and by whom.
- What to have in hand before you start.
- Anything that expires or needs a special case (point to it by name).

PROCESS AT A GLANCE



WALKTHROUGH

1

YOUR INBOX

Open the invitation email

1. Open the email from **Vendor** and tap **Get Started**.
2. Continue to Step 2.

> **GOOD TO KNOW**
> One short fact that prevents a support call.



Caption: what to look for

!

SOME STAFF ONLY

Outside the U.S.? Do this first

Who this applies to and how they'll know.

1. Tap **VPN**.
2. Leave it on for your whole shift.

SETUP CHECKLIST

- [ ] Email opened and link tapped
- [ ] App shows my name
- [ ] Test completed

TROUBLESHOOTING

PROBLEM	WHAT TO DO
Email is missing	Check Spam/Junk. If it isn't there, ask IT to resend it.

> **NEED HELP?**
> Contact MPM IT.

REVISION HISTORY

0.1	Nov 6, 2026	Initial draft.