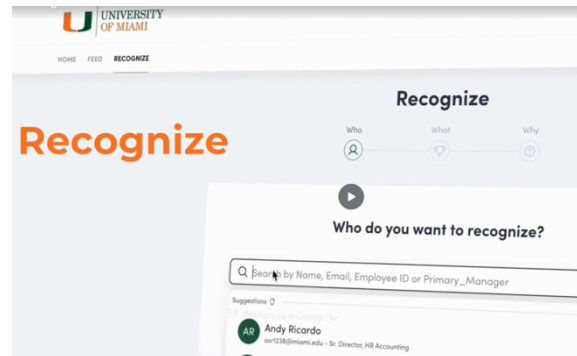


Leader Resource Guide: Getting Started with the University of Miami Recognition Portal

The **University of Miami Recognition Portal** is designed to make recognizing and rewarding achievements both easy and engaging.

This **step-by-step guide** will walk you through how to log in to the recognition portal, update your profile picture, integrate with Microsoft Teams, and use key management tools to oversee your team's recognition experience.



- [Logging into the Recognition Portal](#)
- [Updating Your Profile Picture \(Optional\)](#)
- [Managing Your Preferences](#)
- [Setting Up Delegates](#)
- [Turning on Your Notifications](#)
- [Recognizing Faculty and Staff](#)
- [Integrating the Portal in Microsoft Teams](#)
- [External Recognition from Patients and Visitors](#)
- [Key Manager Capabilities](#)
- [Need More Help?](#)

Logging into the Recognition Portal

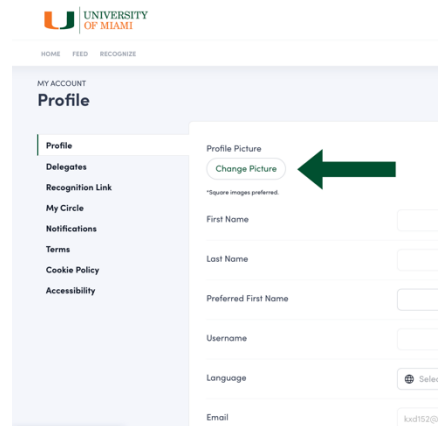
1. Visit miami.edu/recognitionportal and log in using Single Sign-On (SSO) with your University of Miami credentials.
2. Once logged in, you'll have access to your manager dashboard, recognition tools, and reporting features.

Note: If this is your first time logging in, you'll be asked to review and accept the platform's terms and conditions, along with the privacy policy.

Updating Your Profile Picture (Optional)

Adding your picture is optional and personalizes your account to help members of our community recognize and engage with you on the portal.

1. Click on your name in the top-right corner and select **My Account**.
2. Select **Change Picture**, then upload your professional photo. *(For best results, use a square image that is professional, clean, and taken from the shoulders up.)*
3. Click **Save** and your profile picture will be updated.

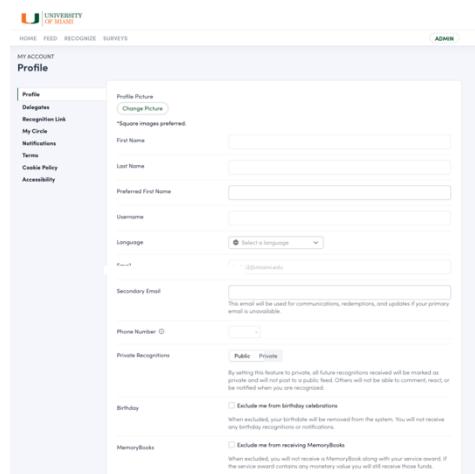


Important note: If UHealth faculty and staff update their photo, it will appear next to their name on the public recognition site (miami.edu/thanks), visible to patients and visitors. Photo uploads are encouraged but not mandatory. Please ensure you are comfortable with this before updating your photo.

Managing Your Preferences

In the portal, you're able to manage information such as a preferred name, birthday settings, and make your recognitions private.

1. Click on your name in the top-right corner and select **My Account**.
2. In the **Profile** tab, you can update the following:
 - a. **Preferred First Name:** The name displayed across the platform and in email communications.
 - b. **Secondary Email:** Update or add a secondary email address.
 - c. **Private Recognitions:** Recognitions are posted to the public social feed, unless the giver selects to send their recognition note directly to the receipt by selecting the private delivery option. You can also set your own recognitions to private so that all future recognitions are not posted publicly.

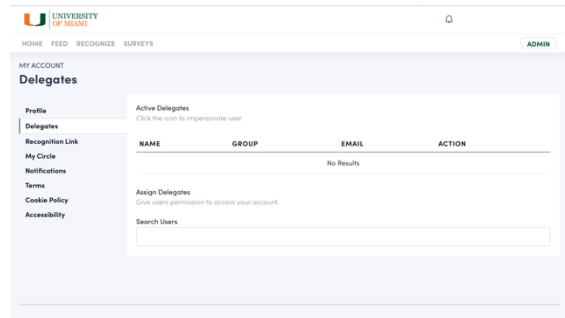


- d. **Birthdays:** If you prefer not to receive recognition from others on your birthday, you can turn off birthday notifications. Only the month and day of your birthday will be displayed in notifications.

Setting Up Delegates

The delegation feature allows users to manage accounts on your behalf, enabling them to perform tasks like recognizing, approving, or redeeming for you.

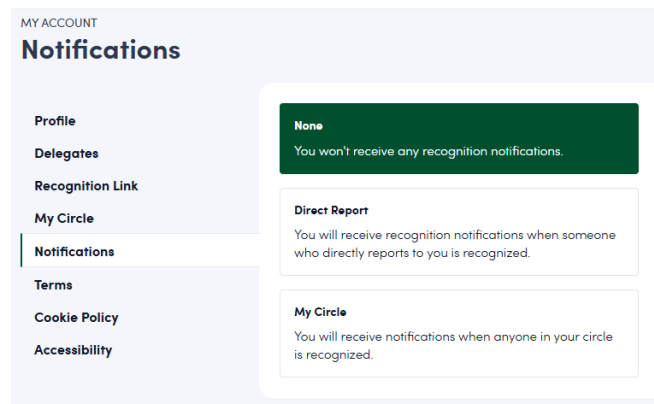
1. Click on your name in the top-right corner and select **My Account**.
2. Go to the **Delegates** tab (second option below Profile), where you can grant a user permission to impersonate your account or any accounts you manage as a delegate.
3. In the search bar, type the name of the person you want to assign as a delegate and select them.
4. To remove a delegate, click the **X** next to their name.
5. If someone has designated you as a delegate, click **Impersonate** next to their name to start managing their account.



Turning on Your Notifications

As a leader with at least one direct report, you have the option to enable notifications to stay updated on your team's recognition activity. By default, notifications are turned off. Follow the steps below to manage your notification settings:

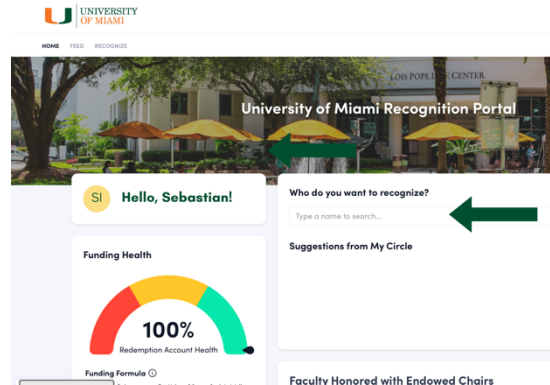
1. Click on your name in the top-right corner and select **My Account**.
2. Go to the **Notifications** section in your account menu on the left-hand side.
3. You will see the following notification options:
 - **None:** You won't receive any recognition notifications.
 - **Direct Report:** Turn on this option to receive notifications whenever someone who directly reports to you is recognized.
 - **My Circle:** Enable this option to receive notifications when anyone within your recognition circle is recognized.



4. Select the notification type that best suits your needs by clicking on the corresponding option. Your preferences will be saved automatically.

Recognizing Faculty and Staff

1. On the home screen within your dashboard, look for the **Recognize** section towards the top of the page.
2. Under **Who do you want to recognize?** start typing the name of the person you want to recognize. The dynamic search feature will populate eligible faculty and staff and will auto-suggest team members based on your input.
3. Write a personalized message in the provided text box, celebrating the person's efforts and achievements.
4. Click **Recognize** to submit your recognition.

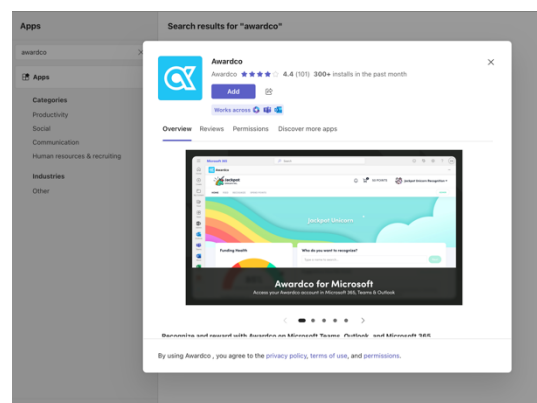


Note: You can schedule your recognition in advance to ensure you don't miss any major milestones!

Integrating the Portal in Microsoft Teams

Accessing the portal through Microsoft Teams is simple and convenient, allowing you to recognize your peers and view your recognition portal dashboard directly within Teams.

1. Open **Microsoft Teams**.
2. Click **Apps** in the left sidebar.
3. Search for **Awardco** and select the application with the blue icon.
4. Click **Add** to install the app.
5. Once installed, open the app and log in with your credentials. You may need to grant permission to sync your account.
6. The manager dashboard should now appear in the app.



External Recognition from Patients and Visitors

Patients and visitors can recognize UHealth faculty and staff who made a difference in their care by visiting miami.edu/thanks or scanning the QR code displayed in digital advertisements across UHealth locations.

The external recognition site features a dynamic search tool that includes eligible UHealth faculty and staff, making it easy for patients and visitors to identify the individual they wish to thank. This tool displays UHealth faculty and staff names, their job title from Workday, and their profile picture [if they have opted to upload one](#).

All submissions are confidential and reviewed by the Office of Patient Experience, removing any personal information voluntarily disclosed by the patient or visitor before posting recognition to the portal's homepage feed. Patients and/or non-University employees will **not** be able to log in to the portal to view recognition submissions. They will only be able to access the external form to submit their recognition.

Please share the miami.edu/thanks link with your teams so they can help spread the word to patients and visitors who wish to recognize a UHealth team member who made a meaningful impact on their care.

Key Leader Capabilities

Your role as a leader is essential in creating a culture where employees feel valued, motivated, and connected. As a leader, you have access to additional tools that allow you to view your team's recognitions.

Accessing the Admin Panel

To access the Admin Panel, click on the **Admin** button in the top-right corner, just below your name and account info. Once inside, you'll find several key management tools:

- **Dashboard:** The dashboard is the first page you'll see in the Admin Panel. It provides real-time insights into your team's recognition activity, participation levels, and overall engagement. Your dashboard view may vary based on your managerial role.
- **View Reports:** The Reports tab allows you view your team's recognitions. Use this tool to:
 - View the outstanding achievements of your team.
 - View recognition submitted to your team by patients and visitors (if applicable)
 - Keep track of any upcoming milestones.

Need More Help?

If you have any questions, please submit an [online request](#) to HR Total Rewards, your pay and benefits team, at miami.edu/benefits/ask.