Meeting Summary

OPTN
Organ Procurement & Transplantation Network

OPTN Patient Affairs Committee

Date: 4/22/2026
Time: 3:00 – 4:00 PM ET
Host: HRSA OPTN Meetings
Purpose: To onboard members to the new OPTN360 collaboration platform, and to facilitate file sharing and communications among OPTN committees.

Meeting Attendees

Organization	*Name(s)*
HRSA	Stephanie Grosser Ray Lynch Annie Tor
OPTN 360 Contractor	Richard Kim Fouad Ramia Craig Reiher Roozbeh Ghanizada Manasvini Gaggenapalli Amy Putnam Jessica Schaeffer
OPTN Committee Members	Michael Brown Garrett Erdle Tonya R Gomez Lorinda Gray-Davis Calvin Henry Jullie Hogan Claire Morgan Karlett Parra Andreas Price Michael Slipowitz Steven Weitzen Molly McCarthy
OPTN Meeting & Logistics Contractor	Hammad Aslam Andrea Soong Vanessa Treanor

Action Items

Action Item	*Owner*	*Due Date*
Complete steps to authenticate and access OPTN 360 using TAP provided by the OPTN 360 Contractor	PAC members	4/30/2026
Perform test searches of OPTN 360 Volunteer Directory and as needed, flag any outdated or incorrect information with the OPTN 360 Contractor (cc HRSA for awareness/action)	PAC members	As needed
Share quick reference guide and self-user guide with members	OPTN 360 Contractor	4/30/2026

Meeting Notes and Key Decisions

Meeting Notes

Overview of OPTN 360

- HRSA opened the meeting and clarified the purpose of the meeting is to onboard committee members to the new OPTN 360 collaboration platform; the platform is intended to facilitate file sharing and communications among OPTN volunteers and committees
- HRSA congratulated Steve Weitzen on his recent move to the OPTN Board of Directors
- OPTN 360 serves as a unified platform within the OPTN Modernization Initiative; the upcoming processes included in this platform are designed to enhance transparency
    - The OPTN 360 Contractor onboarded three groups to date: Membership & Professional Standards Committee (MPSC), Disease Transmission Advisory Committee (DTAC), and the Board of Directors (BoD)
- The format of this session was a "follow me" setup where the OPTN 360 Contractor shared screen and committee members completed steps in real-time to set up their profiles

Setup and Login Tutorial

- The OPTN 360 Contractor guided members through on the steps to add their OPTN accounts to the Microsoft Authenticator app for multi-factor authentication, including handling temporary access passwords (TAP) and troubleshooting common issues; TAP information is case-sensitive
- The onboarding included instructions on using different browsers or private/incognito modes to avoid account conflicts when logging into the OPTN 360 site, with detailed steps on navigating to the platform and signing in
- Upon first access into the system, due to various security policies in place it may take slightly longer for OPTN 360 content to load

Key Features of OPTN 360

- The platform offers a volunteer directory that is searchable by name or committee, a homepage with quick links to external resources, committee-specific pages with file repositories, and calendar events the OPTN 360 Contractor manages
    - Note: For the calendar, members can access and view events but cannot edit or delete them, and they do not sync to individual calendars
- The OPTN 360 Contractor noted that OPTN 360 is designed for online work in the cloud and in the browser; users cannot download files or use them in the application
- Users can create new documents in the cloud
- Committee members have personal folders within the platform for accessing and editing documents securely, with concurrent editing supported via cloud-based Microsoft Office tools, and clear distinctions between read-only and working document folders
- The committee will use Microsoft Teams for group communication through channels rather than direct chats; the OPTN 360 Contractor explained how to post messages, reply in threads, and use message threading to maintain organized discussions

- The OPTN 360 Contractor provides technical support via dedicated email addresses for platform support (OPTN360Help@optn.hrsa.gov), Board support (OPTNBoardSupport@air.org), and committee support (OPTNCommitteeSupport@hrsa.gov); the OPTN 360 Contractor offered ad hoc troubleshooting sessions and assistance with onboarding issues; the OPTN 360 Contractor will distribute reference guides to support OPTN member self-service
- Access to committee workspaces is limited to members of that committee and designated HRSA and contractor support staff to protect the privacy of individual work products

Questions and Discussion

- Can I access OPTN 360 email in the Outlook desktop application?
  - OPTN 360 email is available only through Outlook online; during the transition period, the system will send communications to both individual work addresses and OPTN 360 addresses for several months until all users complete onboarding and make needed adjustments
- Can members who were not able to attend view a recording or a guide to learn how to onboard?
  - The OPTN 360 Contractor confirmed that it will send a reference guide for self-onboarding and will schedule time with the OPTN 360 Contractor for direct support as needed
- Are there telemetry metrics to monitor user activity on the site?
  - Because this is a federal site, the OPTN 360 Contractor tracks download/upload of user activity as well as any track changes in documents (for a period of time); the OPTN 360 Contractor also tracks user logins which helps their team troubleshoot access issues
- What notifications does the system send so users know if there is an action item for them?
  - Committees can establish notification systems at each committee's discretion; in the short term, this is why the admin will email both individual user email as well as their OPTN 360 email
  - The OPTN 360 Contractor noted there is a way to register your smart device to receive OPTN email directly onto your Outlook app on your phone
- Can I auto forward OPTN 360 to my primary email?
  - No, the OPTN 360 Contractor disabled this in the system
- Can users access documents from other committees? How do we know who has access?
  - No, users cannot access documents from other committees unless they are also a member of that committee; the system discloses who has access to each environment, and the system limits access to each member of that committee plus HRSA/contractor designees
- Can we send feedback or requests for updates and features to optimize the system for my committee(s)?
  - Please send any requests to the OPTN 360 Contractor; the goal is for the platform to be user-driven; the support team will accommodate requests as much as possible, though some limitations may exist due to privacy and security measures.