

Video Visits:

Patient Instructions for Using Microsoft Teams



Tips for a successful video visit

- It is recommended to have a second person who you agree to share your health information with be available during the visit to hold/move the computer, smartphone, or tablet.
- If the patient is a minor, a guardian must be present to provide consent at the beginning of the telehealth visit or must provide consent prior to the appointment.
- To ensure your privacy, please hold the video visit in a private area of your home that is quiet.
- Make sure the device you are using is adequately charged prior to the visit.



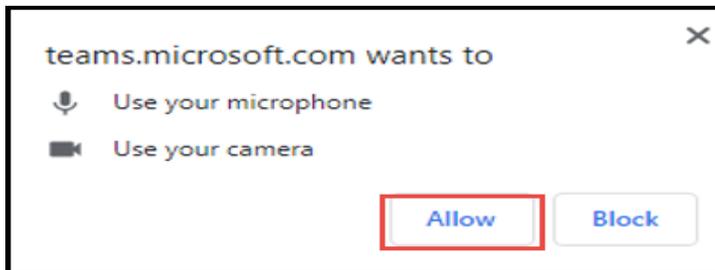
Laptop computer instructions

Recommended Device – A laptop computer with a camera and microphone.
You must be connected to a private wireless network

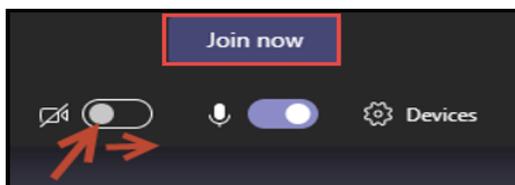


Prepare for your Teams video visit using a laptop or desktop computer a [day or several hours before your visit to test the link:](#)

1. Open the email invitation to the Teams meeting for a Telemedicine visit.
2. Select [Join Microsoft Teams Meeting](#). Your web browser will open. Google Chrome and Microsoft Edge are supported. Safari is not supported at this time.
3. Select the option to **Join on the web instead** of downloading the application.*
4. Select **Allow** when prompted, to allow Teams to use your microphone and camera.



Turn on the camera and microphone, and then select **Join now**.

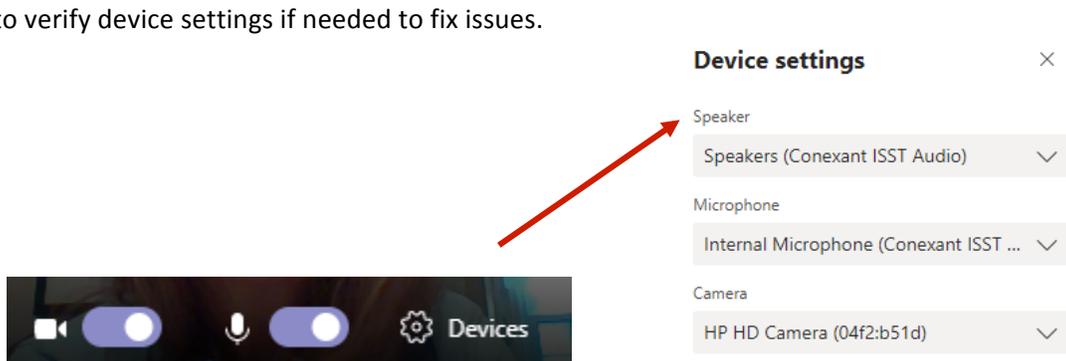


You will be brought into the meeting lobby and see the message ‘Someone in the meeting should let you in soon.’

Verify that your computer sound is ON.



Select **Devices** to verify device settings if needed to fix issues.



Please hang up or close the window to end the test.

*Note: Download the Teams app on your computer if you have issues using the web version.

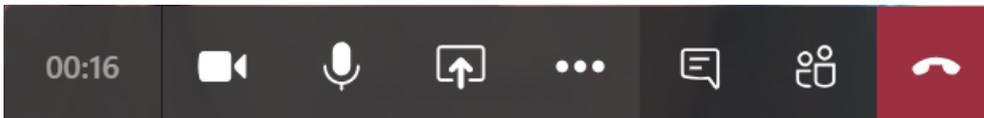
Your video visit appointment

On the day of your appointment, please join the meeting 5 minutes before the start time using the instructions above.

Below is the meeting control task bar. Click the icons in the task bar to toggle the camera and microphone on and off.

The task bar will hide after a few seconds of not touching the mouse. Move the mouse to bring it back.

At the end of the visit, click the red button to **Hang Up** the call.



Smartphone and tablet instructions

Mobile Devices – A Smartphone or tablet (iOS or Android) can also be used.

****Important**** Download the Teams app prior to your first appointment. You must be connected to a private wireless network in a private location.



Android phone

Prepare for your Teams video visit using an Android phone a day or several hours before your visit to test the link:

1. Go to the Google Play store and **Download** the Microsoft Teams app.
2. **Do NOT open the app. Go back to the Home screen.**
3. Go to phone **settings**>select **Apps**>select **Teams**>select **Permissions**>select **Camera**>select **Allow** in dialogue box>select **Microphone**>select **Allow** in dialogue box.
4. Return to **Home** screen.
5. Open the email invitation to the Teams meeting for a Telemedicine visit.
6. Select [Join Microsoft Teams Meeting](#). The Teams app will open.
7. Select **Join as Guest**.
8. Enter your name (first name) and select **Join as Guest** again.
9. You will be brought into the meeting lobby and see the message 'Someone in the meeting should let you in soon.'
10. Tap the red button to **Hang Up** the call. This is the end of the Test.

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Your video visit appointment

On the day of your appointment, please join the meeting 5 minutes before the appointment start time by performing steps 5-9 above.

Wait for the therapist to join the meeting.

Once the therapist joins, tap the camera and microphone to turn them **ON**.

Apple iOS phone

Prepare for your Teams video visit using an Apple iOS phone a day or several hours before your visit to test the link:

1. Go to the App Store and **Download** the Microsoft Teams app.
2. **Do NOT open the app.**
3. Open the email invitation to the Teams meeting for a Telemedicine visit.
4. Select [Join Microsoft Teams Meeting](#).
5. Select **OK** to allow access to the microphone. (Do the same for the camera, when prompted.)



6. Select **Join as a guest**.
7. Enter your name (first name). Select **Join meeting**.
8. You will be brought into the meeting lobby and see the message 'Someone in the meeting should let you in soon.'
9. Tap the red button to **Hang Up** the call. This is the end of the test.

Your video visit appointment

On the day of your appointment, please join the meeting 5 minutes before the appointment start time by performing steps 3-8 above.

Wait for the therapist to join the meeting.

Once the therapist joins, tap the camera and microphone to turn them **ON**.

If issues, check phone **Settings > Teams** to verify Microphone and Camera are switched **ON** to allow them.