

Instructions for Using Microsoft Teams on Computer, iPhone, & Android for Telehealth

Computer Instructions

1. Download Microsoft Teams onto your computer from this link (press control “Ctrl” key on your keyboard and click on the link with your mouse): <https://products.office.com/en-us/microsoft-teams/download-app#desktopAppDownloadregion>. Next click the “**Download Teams**” button. (If you are unable to download the Microsoft Teams app on your computer, you will be able to access it through your web browser once you receive the email in step 2).
***Do NOT sign up for a Microsoft Account.** This isn’t necessary to use Microsoft Teams.
2. You will receive an email from your clinician indicating the date and time of your appointment along with some instructions. **If the option appears in the email to “Accept” the Meeting, Do Not Click “Accept” in the email (This will make the email disappear).** The email will look similar to the example below.

"Below you will find the info for us to video call for our scheduled appointment. We will be using Microsoft Teams to meet. You do NOT need to have a Microsoft account for this. You do need to download the free Microsoft Teams app to your computer or mobile device. Once you download the app, simply click the link below in this message to connect to our video call at our scheduled time. You will click "Join as a Guest" and then be prompted to type your name – only type your first name. You will then join the video call and need to be sure your video and audio are turned on.

If we have both not been able to connect on the video call within 5 minutes of our appt. time, I will call you on the telephone number listed in your client file from a number that will come up restricted."

[Join Microsoft Teams Meeting](#)

[Learn more about Teams](#) | [Meeting options](#)



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3. In the email there will be a link that says “[Join Microsoft Teams Meeting](#)” as you see above. When it is time for your appointment, click the “[Join Microsoft Teams Meeting](#)” link in the email. Your web browser will most likely open a window like this below. It will give you the option to continue using your web browser, to download the app if you have not previously, or to open the Teams app you already downloaded. Choose one.



How do you want to join your Teams meeting?



Continue on this browser
No download or installation required.

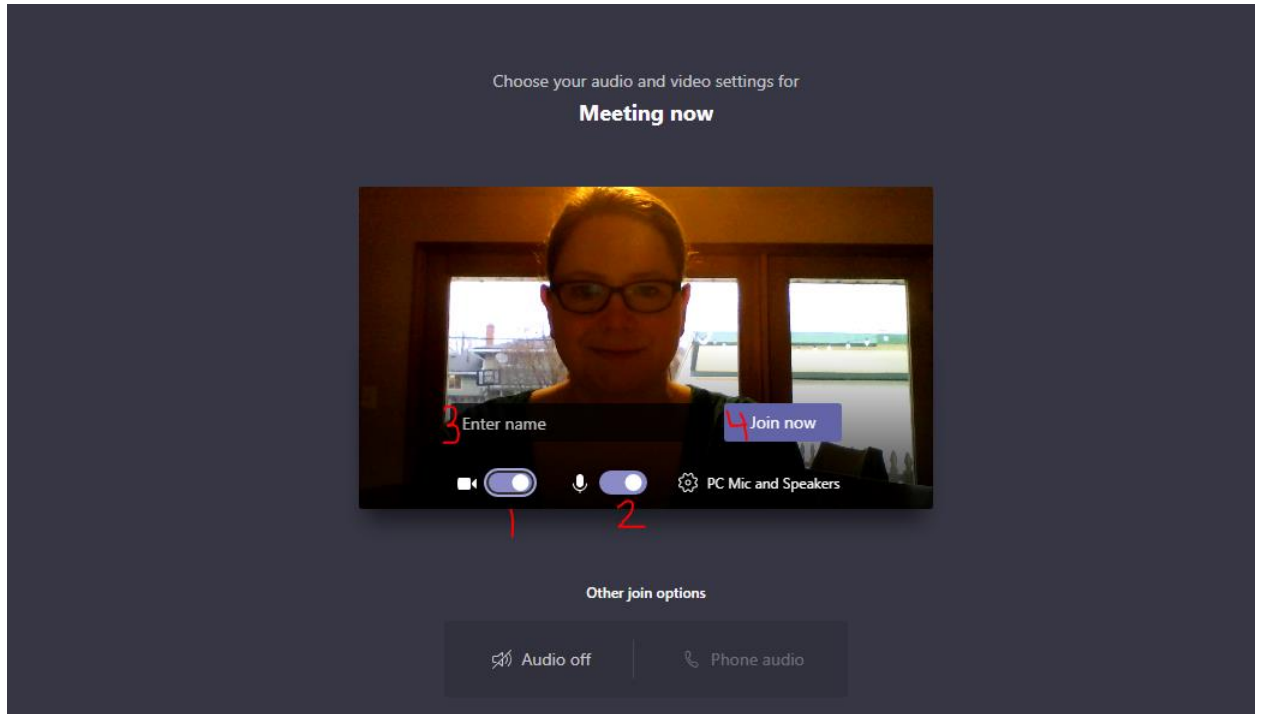


Download the Windows app
Use the desktop app for the best experience.

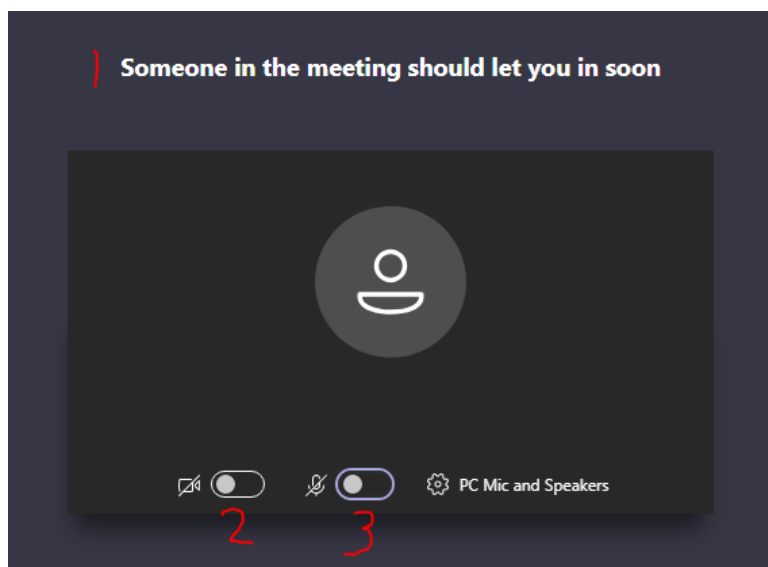


Open your Teams app
Already have it? Go right to your meeting.

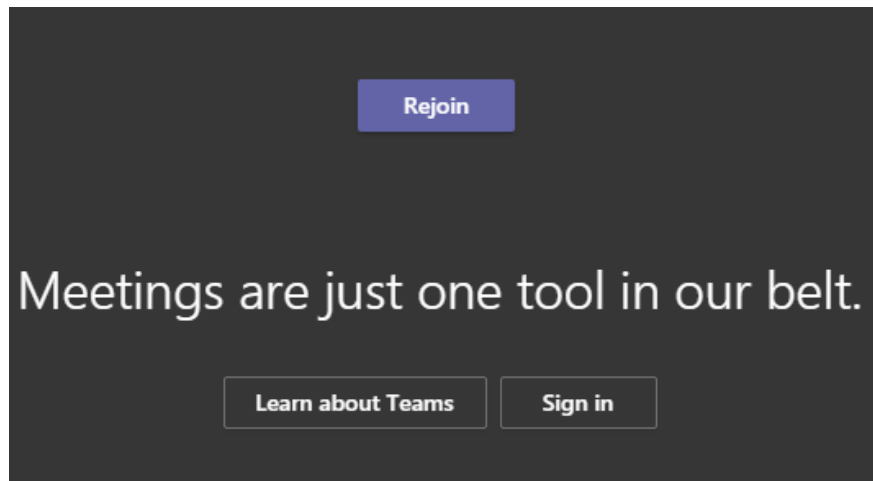
4. To Join the Teams Meeting, a screen similar to the one below will appear with a preview.
 1. Be sure your **video is turned on**. The icon will appear as it does below, and you will see yourself.
 2. Be sure your **microphone is turned on**. The icon will appear as it does below.
 3. Type your **first name** only.
 4. Click **“Join now”** and your video call will initiate. It may take a moment to fully connect.



If you join the meeting before your clinician arrives, you will receive a screen like this below with the message as seen in “1” “Someone in the meeting should let you in soon.” **Please wait and your clinician will be with you shortly. In this example, an individual forgot to turn on their video and microphone, so you would need to click on the “2” video and “3” microphone icons to turn them on.



If for some reason **your call disconnects, you will get a screen like the one below. Simply click “Rejoin.”



**If there is an issue with the video or audio, often it’s best to end the meeting by clicking the red phone button (#8 below) and follow the process in Steps 3 & 4 outlined on the first two pages to restart the meeting.

**Control Menu - When you hover over your video image during the call, this control menu will appear:



1. This is the length of the video call
2. **Video** – if there is a line through it like above, that means your video is turned off. Click it once to activate your video.
3. **Microphone** – if there is a line through it like above, that means your microphone is muted. Click it once to unmute your microphone so that client hears you when you talk.
4. Sharing – this can be used if you need to send a file to the client during the video call
5. These ... can be clicked on for more menu options, including making the video full screen
6. This word bubble icon is used for chat. You can click on it and type instant messages with clinician if needed.
7. People icon – click here to see who all is in the meeting. Your clinician’s name will appear here if she/he is on the call. Your name will also appear here how you typed it in the screen to join the call. If your clinician’s name does not appear, she/he is not yet on the call, so please wait.
8. Red phone is to hang up and **end the video call**.

This 2 & 3 is **how your video & microphone should appear** in order to be seen & heard by your clinician with 2 video on and 3 microphone on.



2 3

iPhone Instructions

1. Download and install the Microsoft Teams app. Do **NOT** create a Microsoft account.



2. You will receive an email from your clinician with instructions and a link. **If the option appears in the email to “Accept” the Meeting, Do Not Click “Accept” in the email (This will make the email disappear).** Click the **“Join Microsoft Teams Meeting”** link at the time of your session and your app will initiate opening.

“Below you will find the info for us to video call for our scheduled appointment. We will be using Microsoft Teams to meet. You do NOT need to have a Microsoft account for this. You do need to download the free Microsoft Teams app to your computer or mobile device. Once you download the app, simply click the link below in this message to connect to our video call at our scheduled time. You will click “Join as a Guest” and then be prompted to type your name – only type your first name. You will then join the video call and need to be sure your video and audio are turned on.

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3. When Microsoft Teams app opens, click **"Join as a guest."**
4. Type your name and select **"Join Meeting."**
5. Allow Teams **audio permission**, if asked.
6. When Microsoft Teams app opens, the video call will initiate. Make sure your **audio and video are turned on or unmuted** (See numbers **1 & 2** in the picture on the next page).

7. Once you are in the video call, your screen will appear as this below. If you tap on your screen, these options come up:
1. **Video** – be sure it looks like this. If there is a cross on it and your image is not appear, click on the icon to initiate video.
 2. **Microphone** – be sure it looks like this. If there is a cross on it, you are muted and cannot be heard by your clinician.
 3. **Speaker** – you can change from speaker to iPhone to audio off. Best to leave it on speaker.
 4. **Red phone** – this will hang up and **end the video call**.
 5. **Chat** – you can instant message with your clinician by clicking on this.
 6. **People** – if you are not yet seeing the video of your clinician, you can tap here to see if your clinician has joined the call yet.



****If there's any trouble with the audio or video, hang up the call by clicking the red phone (#4 above) and restart the video call using steps 2-6 on the previous page.**

Android Phone Instructions

8. Download and install the Microsoft Teams app. Do **NOT** create a Microsoft account.



9. You will receive an email from your clinician with instructions and a link. **If the option appears in the email to “Accept” the Meeting, Do Not Click “Accept” in the email (This will make the email disappear).** Click the **“Join Microsoft Teams Meeting”** link at the time of your session and your app will initiate opening.

“Below you will find the info for us to video call for our scheduled appointment. We will be using Microsoft Teams to meet. You do NOT need to have a Microsoft account for this. You do need to download the free Microsoft Teams app to your computer or mobile device. Once you download the app, simply click the link below in this message to connect to our video call at our scheduled time. You will click “Join as a Guest” and then be prompted to type your name – only type your first name. You will then join the video call and need to be sure your video and audio are turned on.

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10. When Microsoft Teams app opens, click **"Join as a guest."**
11. Type your name and select **"Join as a guest."**
12. Allow Teams **audio permission**, if asked.
13. When Microsoft Teams app opens, the video call will initiate. Make sure your **audio and video are turned on or unmuted** (They are numbers **1 & 2** in the picture on the next page).

14. Once you are in the video call, your screen will appear as this below. If you tap on your screen, these options come up:

1. **Video** – be sure it looks like this. If there is a cross on it and your image does not appear, click on the icon to initiate video.
2. **Microphone** – be sure it looks like this. If there is a cross on it, you are muted and cannot be heard by your clinician.
3. **Speaker** – you can change from speaker to device to audio off. Best to leave it on speaker.
4. **Red phone** – this will hang up and **end the video call**.
5. **Chat** – you can instant message with your clinician by clicking on this.
6. **People** – if you are not yet seeing the video of your clinician, you can tap here to see if your clinician has joined the call yet.



****If there's trouble with the audio or video, hang up the call by clicking the red phone (#4 above) and restart the video call using steps 9-13 on the previous page.**