

# Virtual Group Education Sessions Using Microsoft Teams:

## Setting up your device and troubleshooting common issues

A guide for participants of the UHN Epilepsy Clinic's Education Series

Read this guide to learn about:

- What a virtual group education session is
- What you need to have a virtual group education session using Microsoft Teams
- How to prepare for your virtual group education session
- How to set up your device and troubleshoot common issues before and during your education session

### **What is a virtual group education session?**

This is an online education workshop with a UHN healthcare provider and other patients, using Microsoft Teams (Teams). Teams is a free videoconferencing software that is secure, private, and confidential. You do not come to the hospital for this virtual group education session.

### **What will a virtual group education session be like?**

A UHN healthcare provider will present about a topic related to epilepsy. After the presentation, you will have a chance to ask the presenter questions related to the topic.

## For a virtual education session using Microsoft Teams, you will need:

<b>1. A device and videoconferencing tools</b>	You can use: <ul style="list-style-type: none"><li>• a desktop computer</li><li>• a laptop</li><li>• a smartphone (iPhone, or Android), or</li><li>• a tablet (iPad, or Android)</li></ul>	Your device must have: <ul style="list-style-type: none"><li>✓ a camera</li><li>✓ speakers, and</li><li>✓ a microphone</li></ul> (or you can use a headset that has speakers and a microphone)
<b>2. An internet connection</b>	You will need a private and stable internet connection.	

## A few DAYS BEFORE your virtual group education session:

<b>1. Check the information from your registration confirmation on how to join the session</b>
This information includes: <ul style="list-style-type: none"><li>• the name of the session you will be joining</li><li>• the date and time of your session</li><li>• the link to the session</li><li>• instructions on how to connect</li></ul> <p><b>Note:</b> If you do not have this information, email <a href="mailto:Carol.LaFleur@uhn.ca">Carol.LaFleur@uhn.ca</a> for the link to the session and instructions.</p>

## 2. Download the Microsoft Teams app to your device



1. Click the link in your registration confirmation. You will be redirected to the Teams webpage.
2. We recommend that you download the Teams app to your desktop, tablet or phone. You will need to allow access to your camera and microphone.

**Note:** If you do not want to download the desktop or mobile app, you can also join the meeting using a **Google Chrome** or **Microsoft Edge** browser. Other browsers (Explorer, Safari) will not work.

## 3. If you are using the desktop app (computer/laptop): Test your connection



1. Click your account icon in the upper right-hand corner in Teams.
2. Click **Settings > Devices > Make a test call**. This will start a call with Team Echo, an automated service to test your connection and device settings.

### Can I use a sympatico.ca email address?

We are experiencing some issues between Microsoft Teams and sympatico.ca email addresses. Please provide the Epilepsy Clinic with another email address that an invite can be sent to.

### Can my friend or family member join me?

Yes! You can invite someone to join the education session if you wish. They can either join the call with you in the same room, or they can join separately on their own device from another location.

- **To join the appointment separately:** Forward the information to the person you would like to join the education session. They can join using the link found in your registration confirmation.
- **To join the appointment together:** Ask your family member to be with you in front of the camera when you join the education session. If you do not want to be seen during the session, please feel free to turn off your video.

## How do I join my virtual group education session?

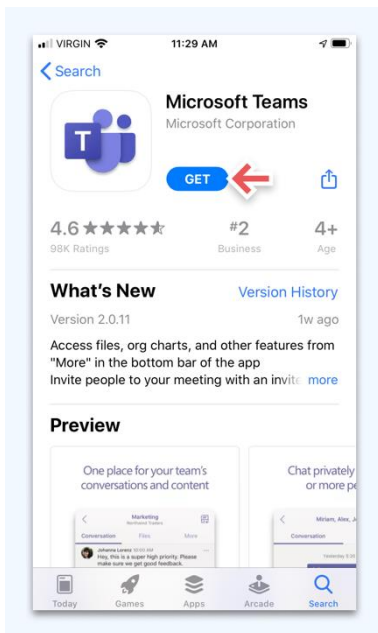
You can join the appointment by clicking the “**Join Teams Meeting**” link from your registration confirmation page. This will direct you to use Microsoft Teams.

You can join the Teams meeting in 2 ways:

1. Join through the Teams mobile or desktop app (you will have to download it)
2. Join through the Teams web browser app (no download required)
  - **You must use either the Google Chrome or Microsoft Edge browser.**
  - The Teams web app will not work on other browsers, such as Internet Explorer, Firefox or Safari.

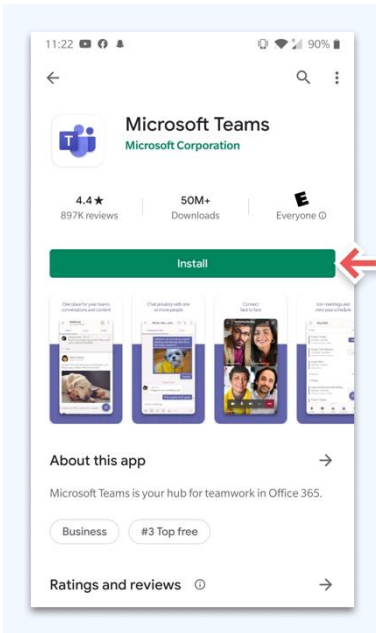
## If I want to download the Teams app, how do I do so?

Clicking the Join Team Meeting link from the registration confirmation page will redirect you to a Microsoft Teams page where you can download it. You can also download it from the Microsoft Teams webpage, the App Store, or from Google Play Store, depending on which device you are using.



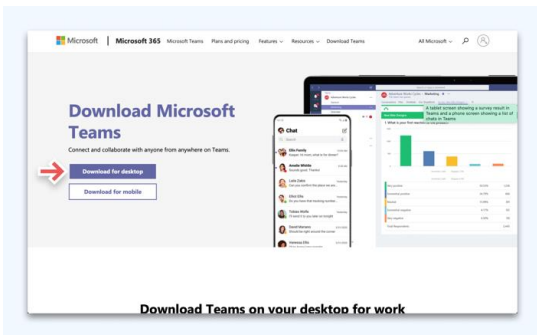
### iOS (Apple)

- Download Microsoft Teams from the App Store.
- Click the blue **Get** button and wait for the download to complete (you may have to provide your iCloud password, Face ID, or Touch ID by placing your finger over the home button).
- Click **Open** to launch the application and join your appointment.



## Android

- Download Microsoft Teams from the Google Play Store.
- Click the green **Install** button and wait for the download to complete.
- Click **Open** to launch the application and join your appointment.



## Desktop (computer/laptop)

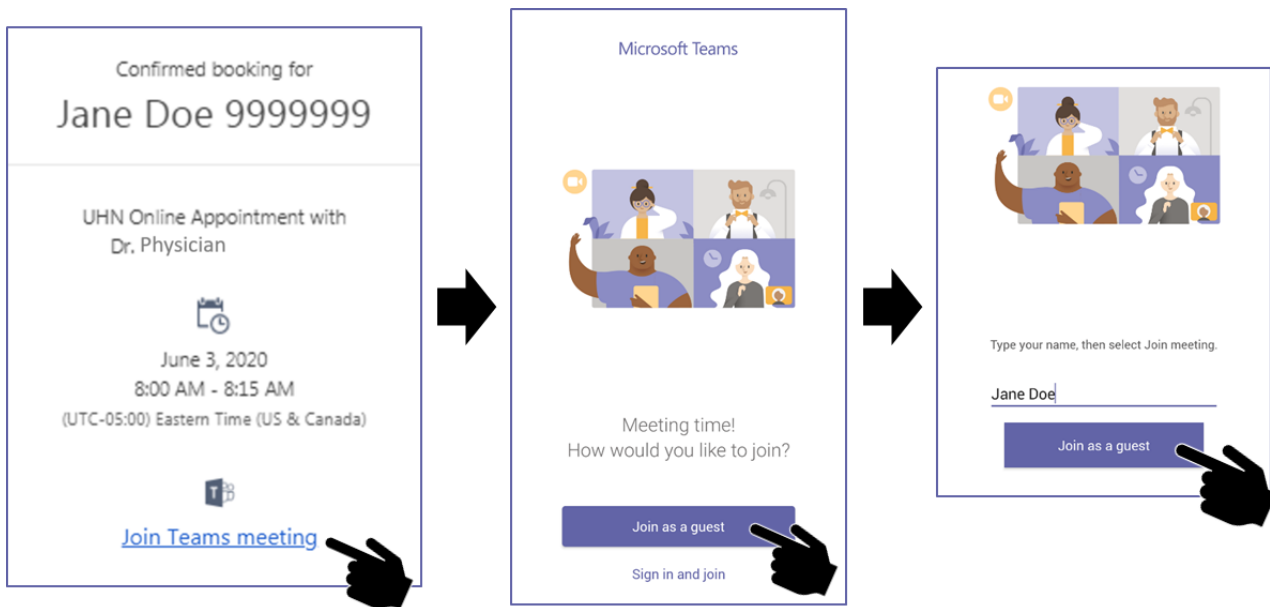
- Download Microsoft Teams for your computer
- Click the purple **Download for desktop** button and wait for the download to complete
- Install it to your applications
- Launch the application and join your appointment

## At least 15 MINUTES BEFORE your virtual group education session:

### 1. Prepare for and join the Teams meeting



1. Find a private, quiet place with a strong internet connection.
2. Open the information from your registration confirmation page.
3. Click Join Teams Meeting > Join as a guest.
4. Type your name and click Join as a guest.
5. Turn your camera and microphone on so that your care provider can see and hear you.



**Note:** If you already have an Office365 account, click **Sign in and join** to connect using your account.

### What happens if I miss the education session?

We are planning to post all education sessions to our [webpage](#) for those who were unable to attend or would like to watch it later.

Please note that it may take a few days or weeks before the sessions are posted online.

## Camera and Video Settings

### Should I give Teams permission to access my camera?

Yes. Teams needs permission to access your camera so the other persons can see you. However, you do not need to turn on your camera if do not want to.

Follow these instructions to give Teams permission to access your camera:

Mac:

1. Open **System Preferences**
2. Click on **Security & Privacy** > select the **Privacy** tab
3. Select **Camera** on the left bar and ensure **Microsoft Teams** is selected

Windows 10:

1. Open **Settings** (Windows Key + I)
2. Go to **Privacy** > select **Camera** and make sure that **Allow apps to access your Camera** is activated
  - Also make sure that **Choose apps that can use your camera** is activated for Microsoft Teams. If it happens to already be on, turn it off and leave it like that for a few seconds before turning it back on again.

Mobile devices:

1. Find your privacy settings in your device's Settings app and allow Teams to access your camera

### How do I check my camera (video) permissions in Teams?

Desktop or laptop computer:

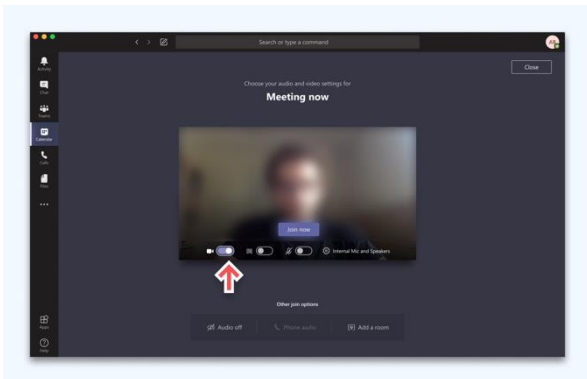
1. Click on your **Account** icon in the top right corner of the page
2. Click **Settings > Permissions**
3. Click the toggle button (switch) next to **Media (Camera, microphone, speakers)** to move it to the right (green)

Mobile devices:

1. Check that you have allowed access to your camera in your device settings

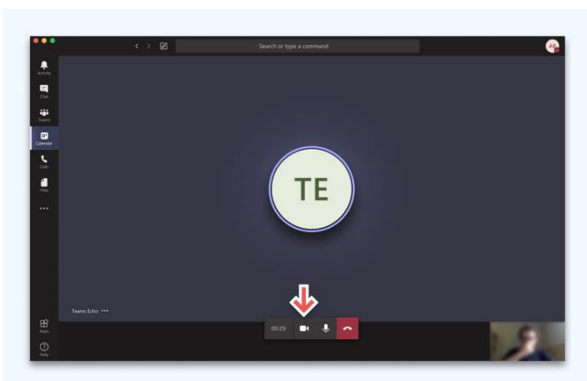
### How do I turn my camera on at the time of the education session?

Once you have allowed Teams to access your camera, you will be able to turn it on and off on the screen before joining and during your appointment.



#### Before the session

Click the camera button just before joining the meeting.



#### During the session

Click on the camera icon in the meeting controls to turn your camera off and on.

### My camera still won't turn on when I'm in the session. What should I do?

Please try the following:

1. Make sure your video is on by clicking the camera button in the meeting controls
2. Close and reopen the Teams app and rejoin the meeting
3. You can change your camera settings during the meeting by selecting **More device settings** > **Show device settings** in your meeting controls
4. Then, select the camera options you want

### Can I change my video background?

If you want to change what appears behind you in your video for privacy reasons, you can either blur your background, or replace it entirely with one of the images provided by Teams. The option to upload an image of your choice is coming soon!



## Microphone and Speaker Settings

### Should I give Teams permission to access my microphone?

Yes. Teams needs permission to access your microphone so your care provider and the other patients can hear you during the question-and-answer period.

Follow these instructions to give Teams permission to access your microphone:

Mac:

1. Open System Preferences
2. Click on Security & Privacy > select the Privacy tab
3. Select Microphone on the left bar and ensure Microsoft Teams is selected

Windows 10:

1. Right click on the speaker icon on the bottom right on your taskbar
2. Select **Open Sound settings**
3. Click **Manage sound devices** and check the Input devices section. If it says your microphone is disabled, click on the **Microphone** and click **Enable**
  - You can test your microphone on the Sounds settings page, if it works, then it should be ready for use in Microsoft Teams

Mobile devices:

1. Find your privacy settings in your device's Settings app and allow Teams to access your microphone

### How do I check my microphone permissions in Teams?

Desktop or laptop computer:

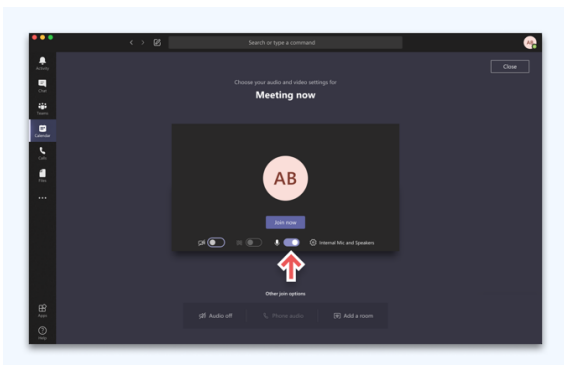
1. Click on your **account** icon in the top right corner
2. Click **Settings > Permissions**
3. Click the toggle button (switch) next to **Media (Camera, microphone, speakers)** to move it to the right (green)

Mobile devices:

1. Check that you have allowed access to your microphone in your device settings

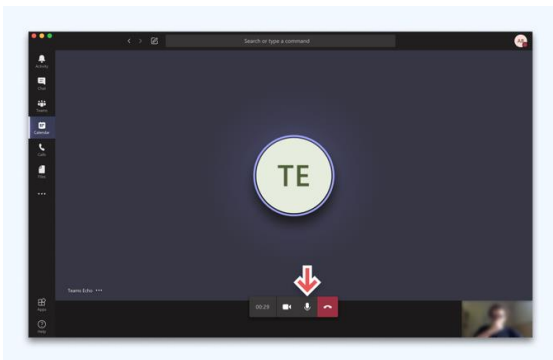
### How do I turn my microphone on at the time of the education session?

Once you have allowed Teams to access your microphone, you will be able to turn it on and off on the screen before joining and during your appointment.



#### Before the session

Click the microphone button just before joining the meeting.



#### During the session

Go to the meeting controls anytime during the meeting and click the microphone button.

### My microphone still won't turn on when I'm in the session. What should I do?

1. Make sure your microphone is on by clicking the microphone button in the meeting controls
2. Close and restart Teams, and then rejoin the meeting
3. You can change your microphone settings during the meeting by selecting **More device settings > Show device settings** in your meeting controls
4. Then, select the microphone options you want

### I can't hear my care provider during the session. What should I do?

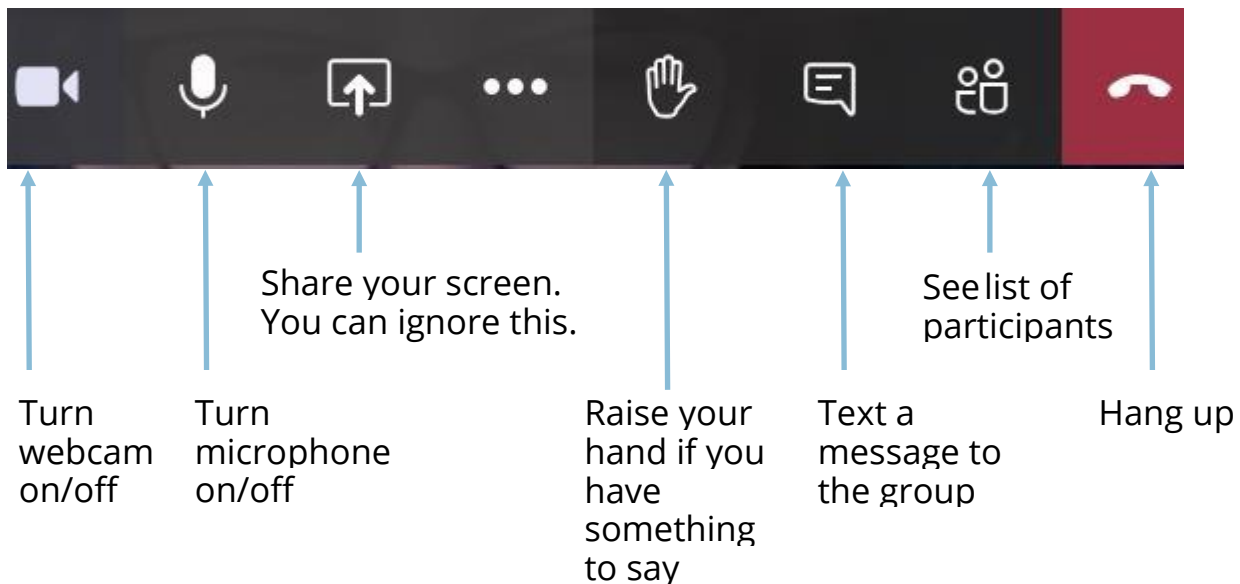
1. Check to see that the other person has their microphone on or if it is muted
2. Check that your device's sound is turned on and the volume is turned up

## What if Teams still doesn't work?

Please check our webpage for a recording of this workshop at a later date.

## What other features can I use during the education session?

You may see the following features on your screen. If not, you may need to click on the 3 white coloured dots to see them. You may also see these features when you click on the 3 white coloured dots.



When you click on the 3 white coloured dots you may also see some of the features.

- **Show device settings:** Use this to check your audio, microphone, and speakers
- **Show meeting details:** Use this to see the phone number and conference ID number to call in using your telephone
- **Show background effects or Blur background:** Use this to change what participants see behind you

