

# Virtual Visits Using Microsoft Teams:

## Setting up your device and troubleshooting common issues

### An extended guide for patients and families at UHN

Read this guide to learn about:

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

### What is a virtual visit?

You will have an online appointment, or a virtual visit, with your care provider using Microsoft Teams (Teams). Teams is a free videoconferencing software that is secure, private, and confidential. You do not come to the hospital for your virtual visit.

### Why is UHN offering virtual visits?

We are offering virtual visits to reduce how many people come into the hospital. This is to protect our patients, staff, and the community from the spread of COVID-19.

You may have been offered a virtual visit because you have a health condition that puts you at a higher risk for developing severe illness from COVID-19.

Virtual visits also reduce the time and money spent travelling to the hospital.

## What will a virtual visit be like?

Your care provider speaks with you about your current health status and any symptoms you are experiencing. Like during an in-person appointment, you can:

- Tell them about any health issues you have been having, or concerns about your treatment.
- Ask questions about your care plan.
- Take notes about information you would like to remember.

If your care provider feels that an in-person appointment is needed instead of a virtual visit, they will discuss your options and next steps with you.

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

1. **A device and videoconferencing tools.** You can use:

- a desktop computer
- a laptop
- a smartphone (iPhone or Android), or
- a tablet (iPad or Android)

Your device must have:

- ✓ a camera
- ✓ speakers and
- ✓ a microphone  
(or you can use a headset that has speakers and a microphone)

2. **An internet connection.** You will need a private and stable internet connection.

3. **A valid Ontario health card.**



# A few days before your scheduled virtual visit:

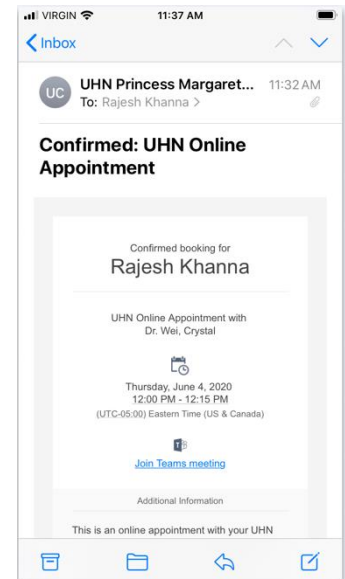
## 1. Check your email for the appointment invitation

The invitation will be sent from an email address ending with: **@universityhealthnetwork.onmicrosoft.com**

It will include:

- the name of the care provider you will be meeting
- the date and time of your appointment
- instructions on how to connect

**Note:** Check your spam or junk folder if you do not see this email in your inbox. If you still can't find your appointment invitation, contact your clinic to let them know.



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

1. Click the "**Join Teams meeting**" link in the email invitation. 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. Test your connection if you are using the desktop app (computer or laptop):

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.

## What if I don't receive my email invitation?

1. Check your spam or junk folder. It may have ended up there by mistake.
2. Contact the clinic and let them know you haven't received your online appointment email.

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

We are experiencing some issues between Microsoft Teams and sympatico.ca email addresses. Please provide the 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 your appointment if you wish. They can either join the call with you in the same room or they can join on their own device from another location.

- **To join the appointment together:** Ask your family member to be with you in front of the camera when you join the online appointment. Be sure to let the care provider know that you have someone with you in the room.
- **To join the appointment separately:** Forward the email invitation to the person you would like to join the appointment. They can join using the **Join Teams Meeting** link found in the email. Be sure to let your care provider know that someone else will be joining the call.

## How do I join my virtual visit?

You can join the appointment by clicking the **“Join Teams Meeting”** link in the email invitation you receive. This will direct you to use Microsoft Teams.

You can join the Teams meeting in 2 ways:

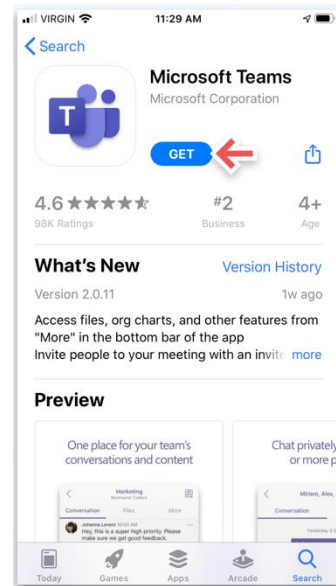
- Join through the Teams mobile or desktop app (you will have to download it)
- Join through the Teams web browser app (no download required)
  - **You must use either the Google Chrome or Microsoft Edge browser.**
  - The Teams web app will not work on other browsers, such as Internet Explorer, Firefox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

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

Clicking the Join Team Meeting link in your email 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.

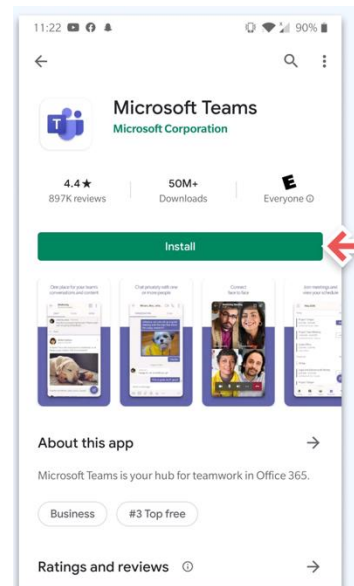
### iOS (Apple)

1. Download Microsoft Teams from the App Store.
2. 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).
3. Click **Open** to launch the application and join your appointment.



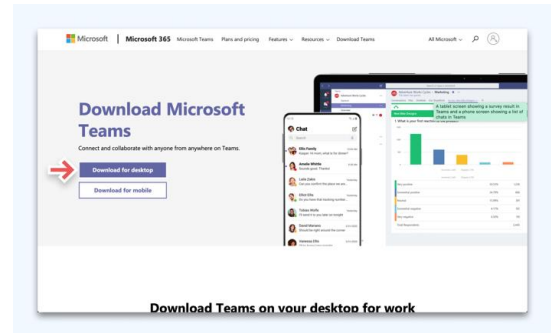
### Android

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



## Computer (desktop or laptop)

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

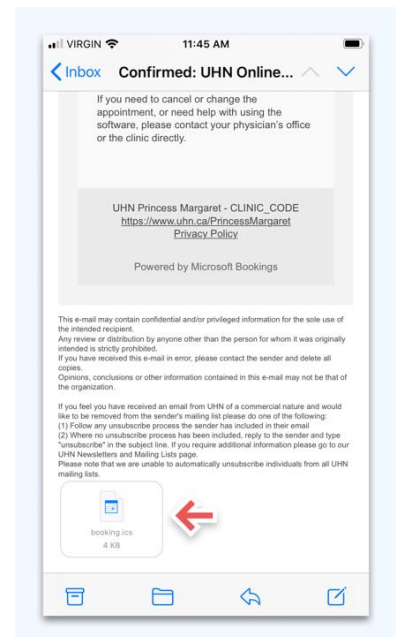


## Appointment Details, Preparation and Settings

### Can I add this appointment to my calendar?

Yes!

You can add the appointment to your calendar by clicking the attachment found in the email invitation and then adding it to your personal calendar.



### What do I do if I have to cancel or change my online appointment?

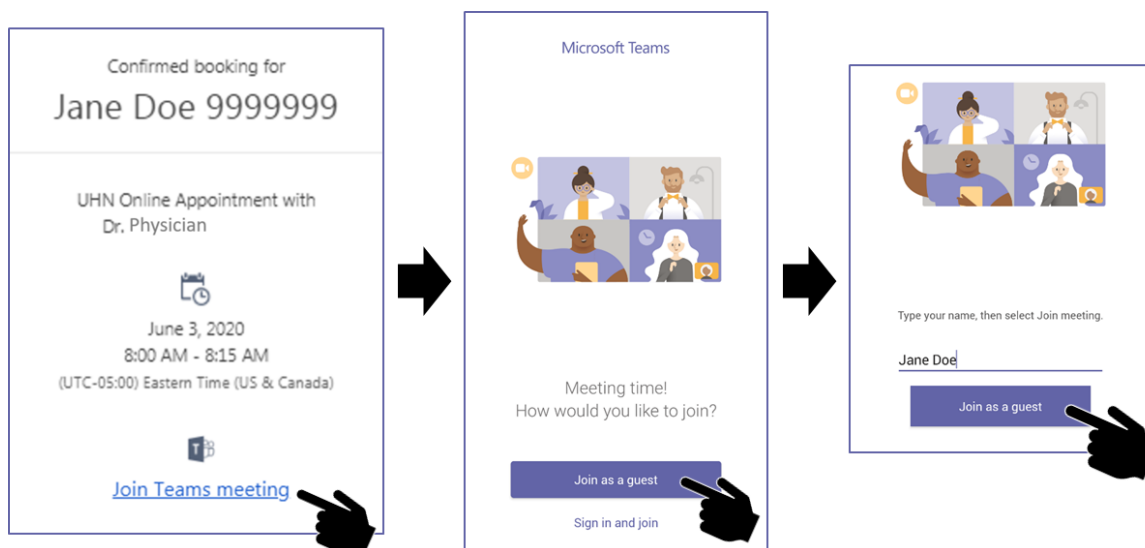
If you need to cancel or change an appointment, please call your doctor's office or contact your doctor via email or telephone.

## At least 15 minutes before your scheduled virtual visit:

1. Get your health card. Make sure you have your valid Ontario health card with you.



2. Prepare for and join the Teams meeting.
  - Find a private, quiet place with a strong internet connection.
  - Open the appointment invitation in your email.
  - Click Join Teams Meeting > Join as a guest.
  - Type your name and click Join as a guest.
  - 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 my appointment?

Clinic or booking staff will reach out to you to rebook your appointment. Please note that this may lead to other appointments needing to be rescheduled.

# Camera and Video Settings

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

Yes. Teams needs permission to access your camera so your care provider can see you. Follow these instructions to give Teams permission to access your camera:

### Mac:

1. Open **System Preferences**
2. Click on **Security & Privacy** then 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** then 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:

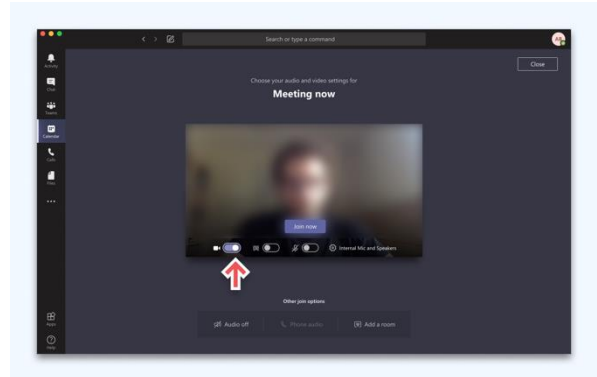
1. Check that you have allowed access to your camera in your device settings

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

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.

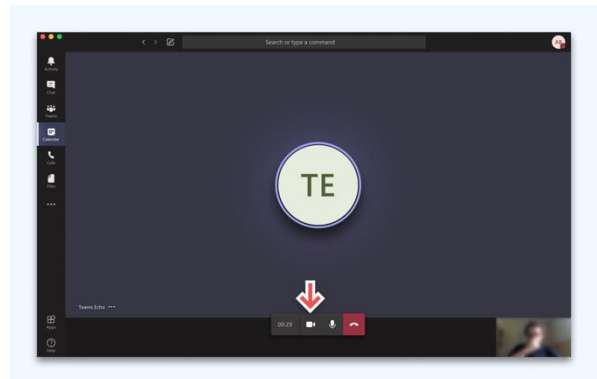
### Before the appointment

Click the camera button just before joining the meeting.



### During the appointment

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 meeting. What should I do?

Please try the following:

1. Make sure your video is on by clicking the camera button in the meeting controls

4. Close and reopen the Teams app and rejoin the meeting
5. You can change your camera settings during the meeting by selecting **More device settings** > **Show device settings** in your meeting controls
6. 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 can hear you. 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:

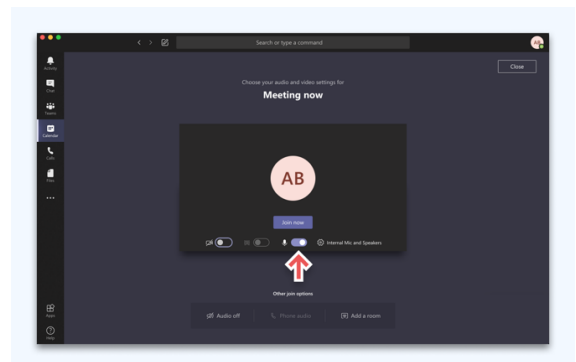
1. Check that you have allowed access to your microphone in your device settings

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

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

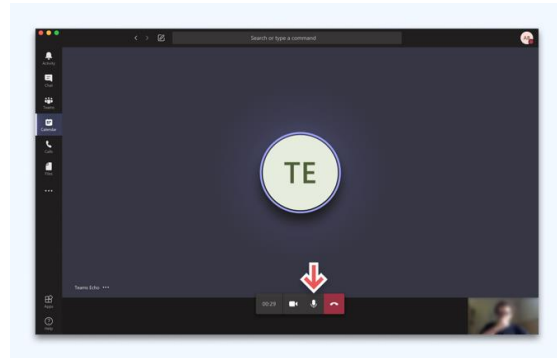
### Before the appointment

Click the microphone button just before joining the meeting.



## During the appointment

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 meeting. 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 meeting. 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?

Your care provider will call you on the phone to complete your appointment.