

# NORTH YORK GENERAL

*Making a World  
of Difference*

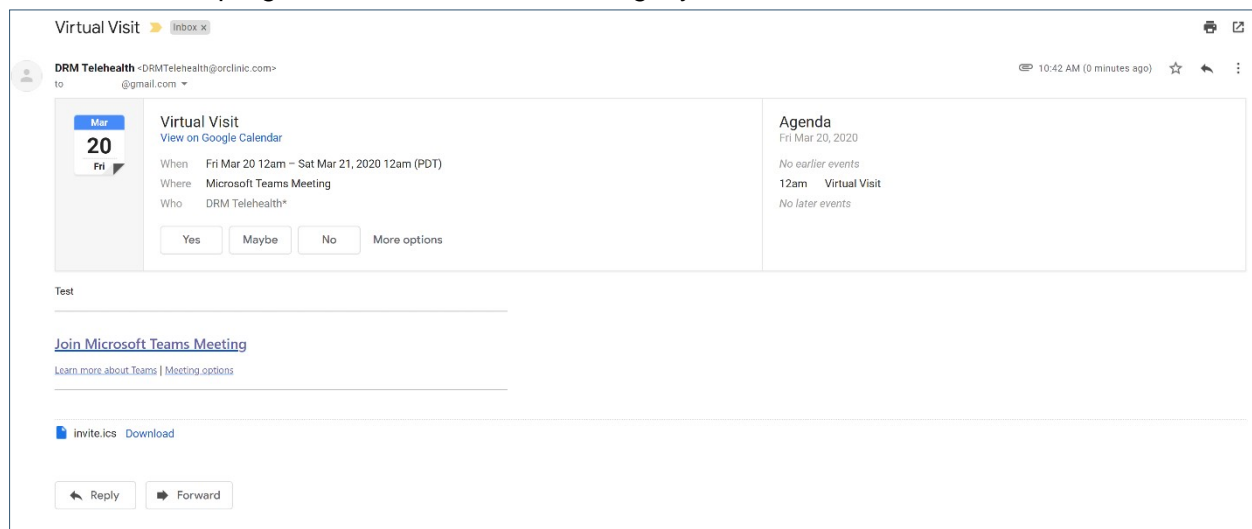
## Virtual Visits: Patient Instructions for using Microsoft Teams

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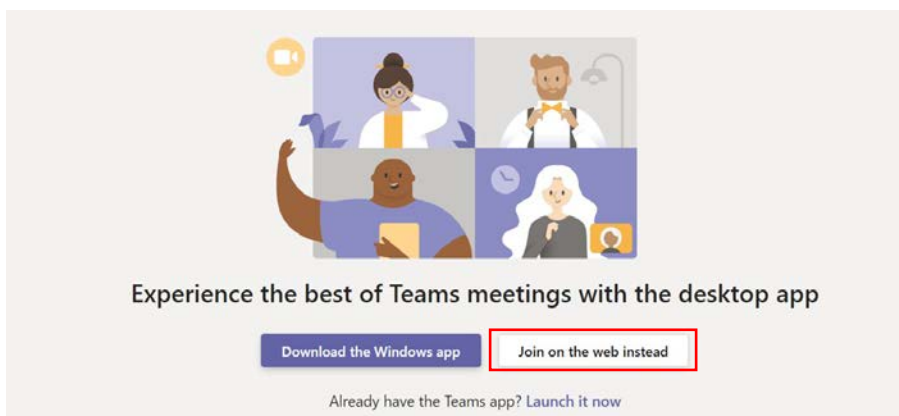
- Computer or laptop (p. 1)
- iPad or iPhone (p. 4)
- Android phone or tablet (p. 7)

### Connecting from a Computer or Laptop

1. **Open email/calendar invitation you receive from the clinic.** It will look similar to the screenshot below. All email programs and calendars look slightly different.



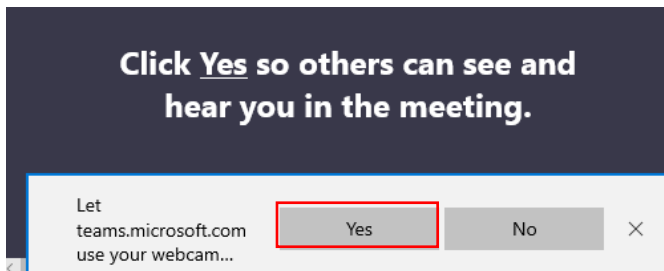
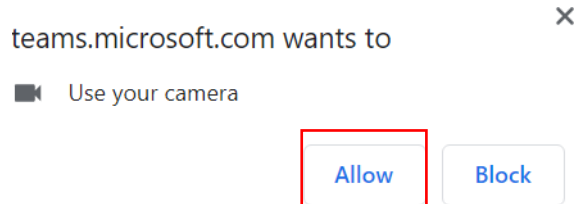
2. **Click the “Join Microsoft Teams Meeting” link in email body** 5-10 minutes prior to your appointment. Give yourself time to test the meeting connection.
3. Click on **Join on the web** instead like below.



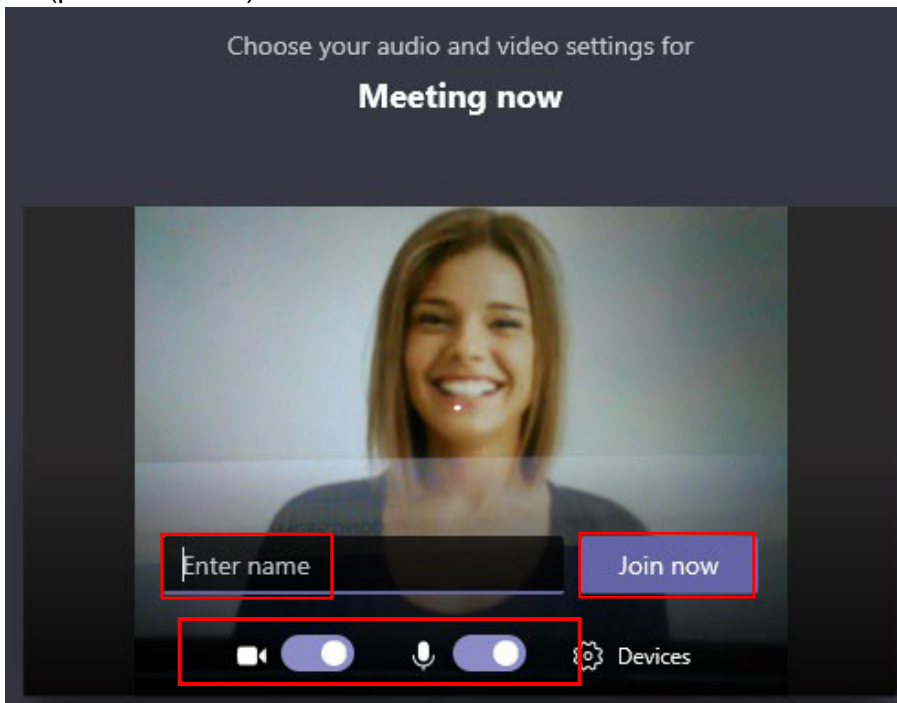
**For help with technology please call 416-756-6074.** Please set up your device before your appointment to allow time for troubleshooting. Thank you.

*Making a World of Difference*

4. Click **Allow/Yes** to let Microsoft Teams to use your microphone and camera. This is necessary for your appointment to work. The message will look different depending on the internet browser you use (i.e. Google Chrome, Internet Explorer, etc.)



5. Enter your **Name** (First and Last) and click **Join Now**. Make sure the camera and microphone toggled on (pictured below).



**Note:** If your camera is working and turned on you should see your cameras view at this time.

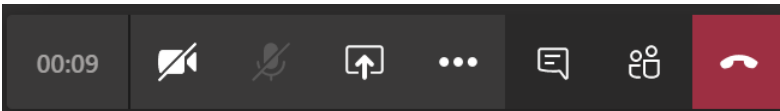
Please set up your device before your appointment to allow time for troubleshooting.  
**For help with technology, please call 416-756-6047.** Thank you.

6. When you are in the virtual visit, you may see the message “Someone in the meeting should let you in soon”.

Someone in the meeting should let you in soon

7. Please wait and the MA or provider will be with you shortly.

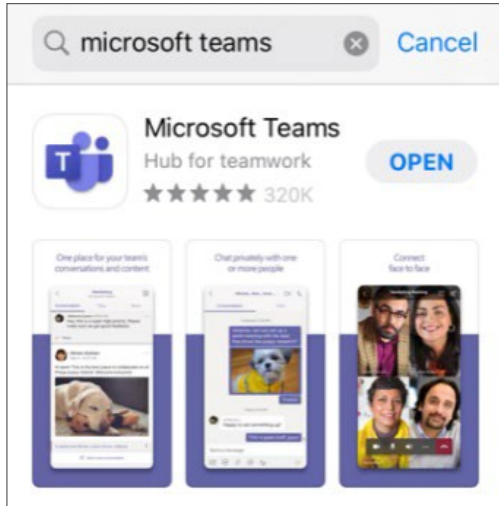
### Computer/Laptop Control Bar Key



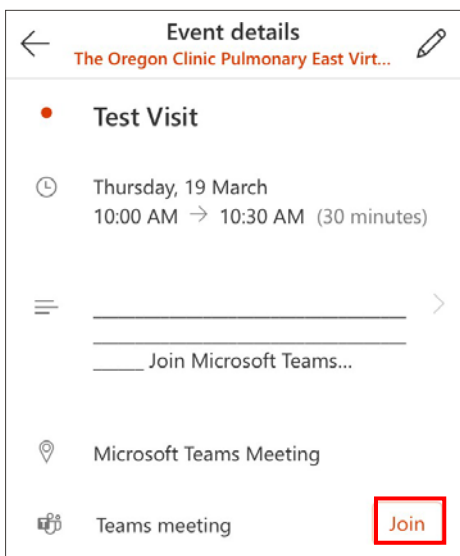
- **Camera button** turns on and off webcam
- **Microphone button** turns on and off microphone
- **Square button with up arrow** allows you to share your screen
- **Dialog icon/chat bubble** allows you to type questions to the provider
- **Red box with phone** ends the visit (don't click until visit is over)

## Connecting from an iPad or iPhone:

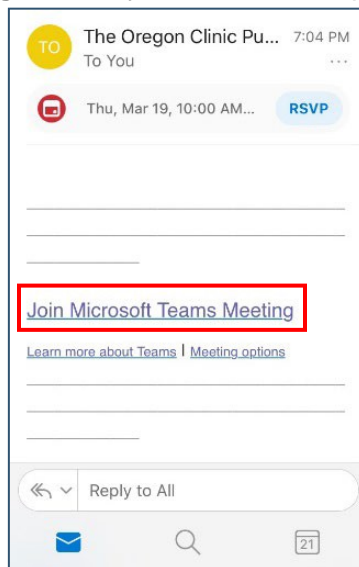
1. Prior to your appointment, **download Microsoft Teams app** from App Store. It is best to do this a few hours before your appointment to allow for troubleshooting.



2. **Open calendar appointment invitation** 5-10 minutes before your scheduled visit.
3. **Click the “Join Microsoft Teams Meeting” link** in your calendar on phone.

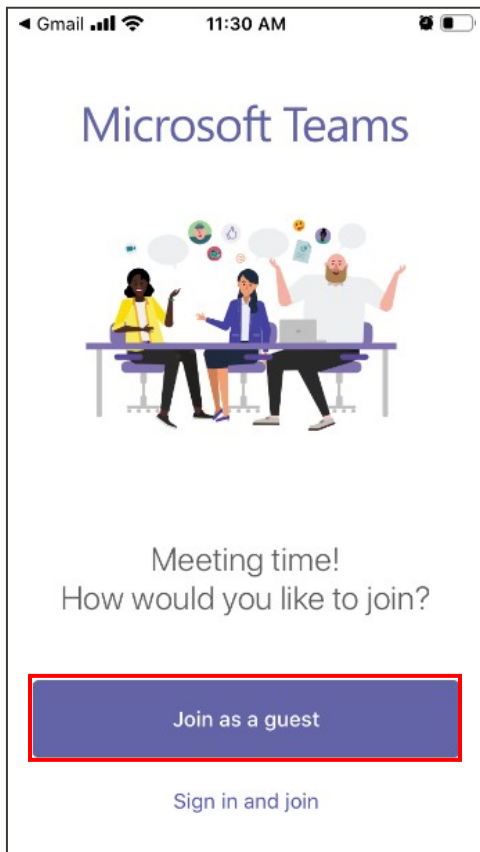


OR

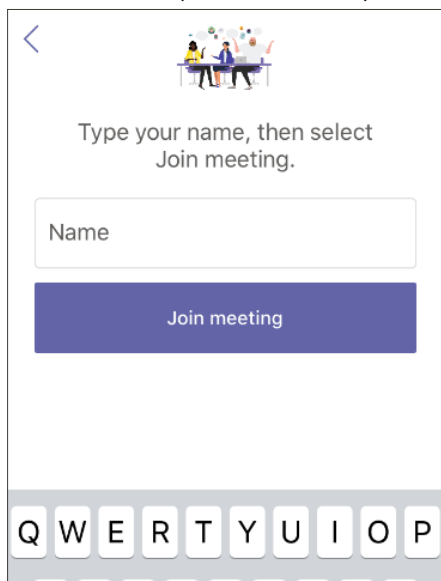


Please set up your device before your appointment to allow time for troubleshooting.  
**For help with technology, please call 416-756-6047.** Thank you.

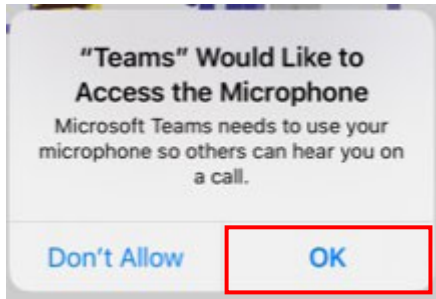
4. Click **Join as Guest**



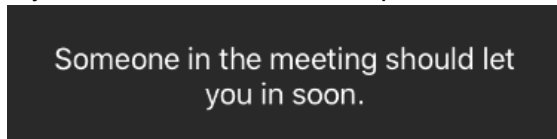
5. Enter **Name** (First and Last) and **click Join Meeting**.



6. If you are asked for access to your microphone or camera, click **OK**.



7. If you see the screen below, please wait for the provider or medical assistant to join the meeting.



8. Click **camera icon** to share your video with the provider.

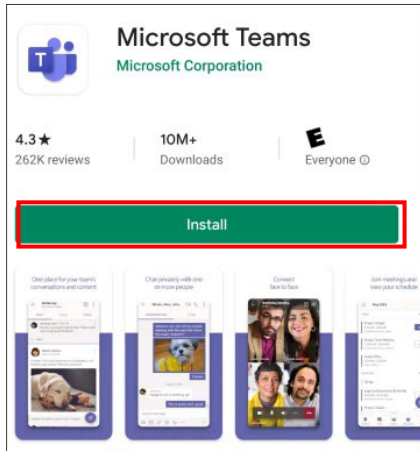
**Control Bar Key for iPhone or iPad**



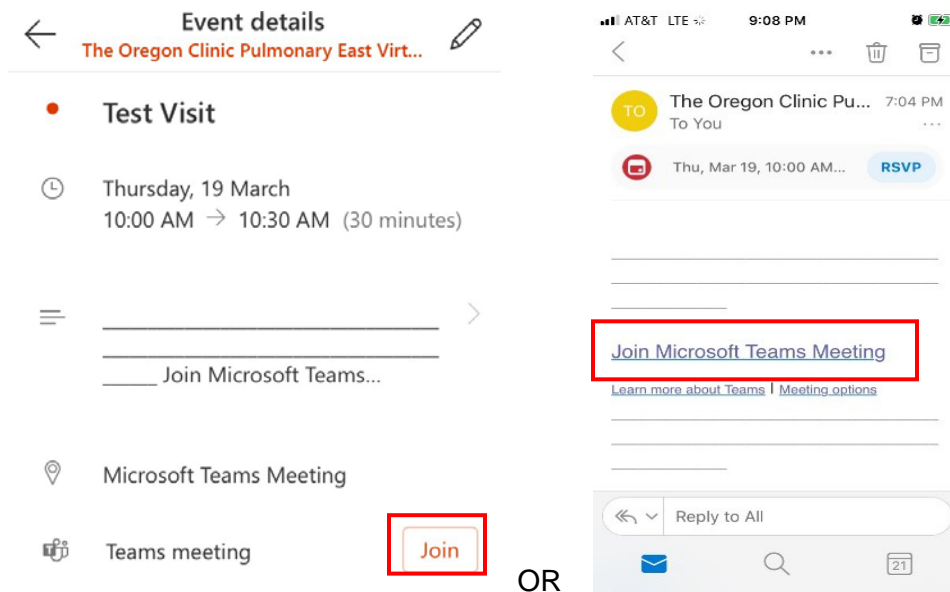
- **Camera button** turns on and off webcam
- **Microphone button** turns on and off microphone
- **Speaker icon turns** volume up and down
- **3 dots button** gives you more options (like to share photos)
- **Red box with phone** ends the visit (don't click until visit is over)

## Connecting from an Android phone or tablet:

1. Prior to your appointment, **download free Microsoft Teams app** from App Store/Play Store. It is best to do this a few hours before your appointment to allow for troubleshooting.
  - a. **Open App Store/Play Store** and search for “Microsoft Teams”
  - b. **Download Microsoft Teams** by clicking **Install**

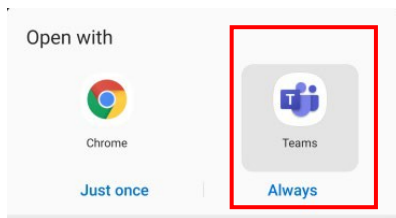


2. **Open calendar appointment invitation** 5-10 minutes before your scheduled visit.
3. **Click the “Join Microsoft Teams Meeting” link** in your calendar on phone.



4. When asked what to **Open with** - **Select Teams**

Please set up your device before your appointment to allow time for troubleshooting.  
**For help with technology, please call 416-756-6047.** Thank you.



**5. Click Join as Guest**

◀ Gmail 11:30 AM

## Microsoft Teams



Meeting time!  
How would you like to join?

Join as a guest

Sign in and join

**6. Enter Name (First and Last) and click Join Meeting.**



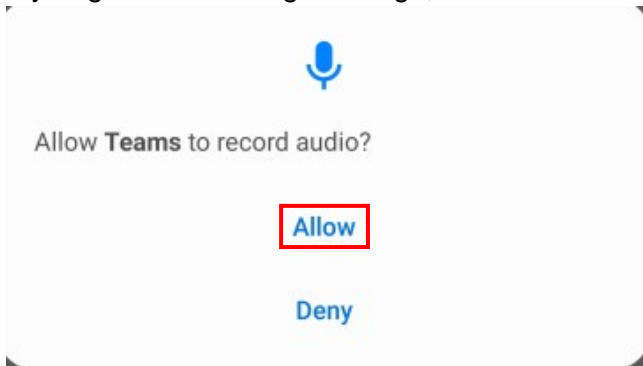
Type your name, then select  
Join meeting.

Name

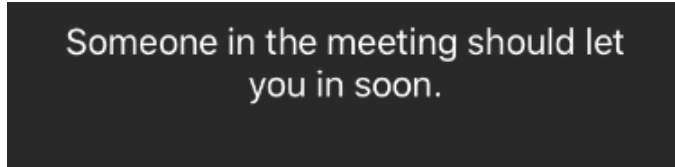
Join meeting



7. If you get the following message, click **Allow**

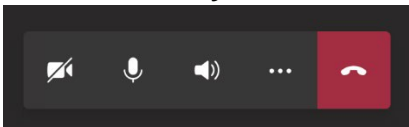


8. You may see the following screen until the visit has started.



9. Click camera icon to share your video with the provider. If you are prompted to allow access to camera click **OK**.

#### Control Bar Key for Android Phone or Tablet



- **Camera button** turns on and off webcam
- **Microphone button** turns on and off microphone
- **Speaker button** allows you to switch to speaker phone or mute.
- **3 dots button** gives you options to share photos.

 Share PowerPoint

 Share photo

 Share video

 Share screen

- **Red box with phone** ends the visit (don't click until visit is over)