Patient guide for Microsoft Teams

Microsoft Teams is a powerful tool that will help you connect with your care team from the comfort of your own home.

This guide is designed to assist you in accessing your telehealth appointment using any device, whether it's a computer, tablet, or smartphone.

GenesisCare
Experts in cancer care

How to access your virtual appointment

You can follow these steps to test your setup before your appointment time.

How to join your appointment:

You will receive a link to join your virtual appointment via email. You can join the virtual appointment through a web-browser like Chrome, Microsoft Edge or Safari.

At least 15 minutes before your appointment:

1. Open your internet browser (Chrome, Microsoft Edge or Safari is recommended).

2. Open your email inbox and find the email with your appointment details.

   You may need to check your spam or junk folders.

3. Your email will include a join meeting now link.
   Click '**Join the meeting now**'.

You will be prompted to join the Microsoft Teams meeting in a number of ways:

1. **Using a computer/laptop**

   Click '**Continue on this browser**'.

   This will open in your default browser on your computer (Chrome, Microsoft Edge or Safari).

Join your Teams meeting

Continue on this browser

Join on the Teams app
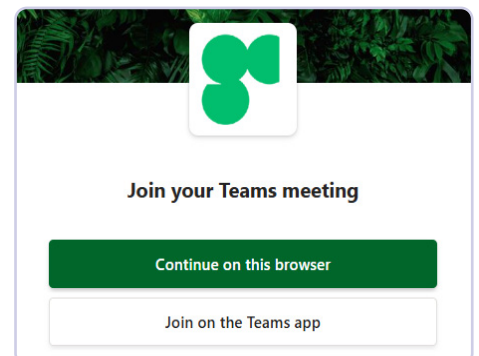
2. **Using a mobile phone**

   If you don't already have the Microsoft Teams app on your phone, you'll need to download it for free by following the steps below:

   - Click 'Get Teams'.

   - Your phone will automatically open.

     o Google Play – Android phones
     o iTunes – Apple phones

   - Follow the installation instructions on your mobile phone.

   - Open the downloaded Teams app.

   - Click '**Join meeting**'.

Join your meeting on Microsoft Teams

First you'll need to download the app.

Get Teams

Already have the app?

Join meeting
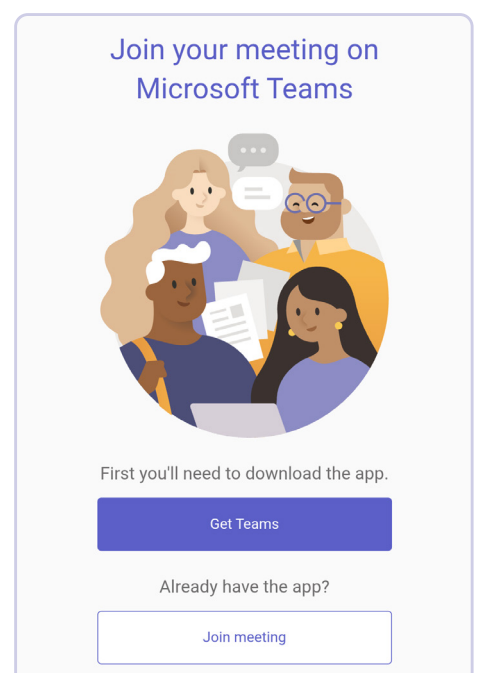
# You may then be prompted to allow audio and video access

How to join your appointment:

If you are prompted to allow permissions to audio and video, select **Allow** or **Yes**. This is necessary for your appointment and allows Microsoft Teams to use your microphone and camera, only for the duration of the appointment.
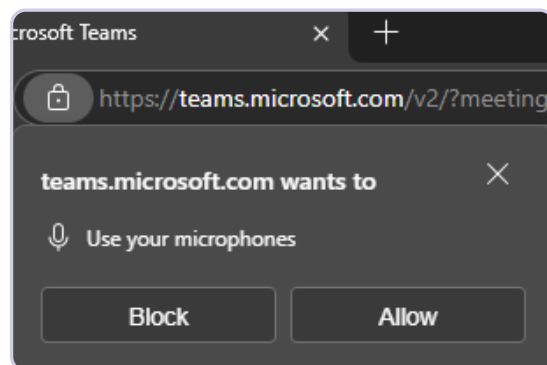

A window will appear, prompting you to choose your audio and video settings:

1 Check that your camera and microphone buttons are turned on. If your camera is on and working, you should be able to see your camera's view.

2 Enter your name and click '**Join now**'.

3 When you are in the virtual waiting room, you may see the message '**Someone in the meeting should let you in soon**'.
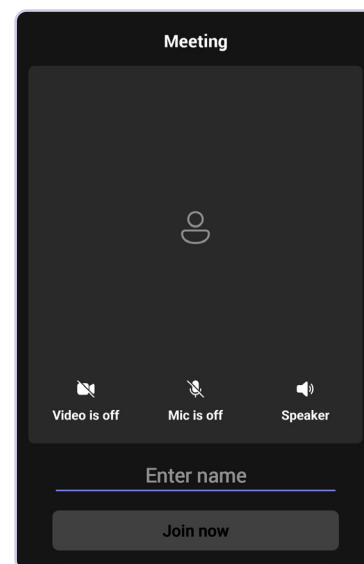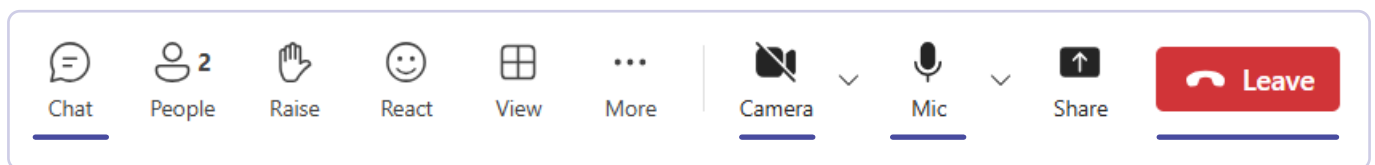

Pre-meeting – mobile
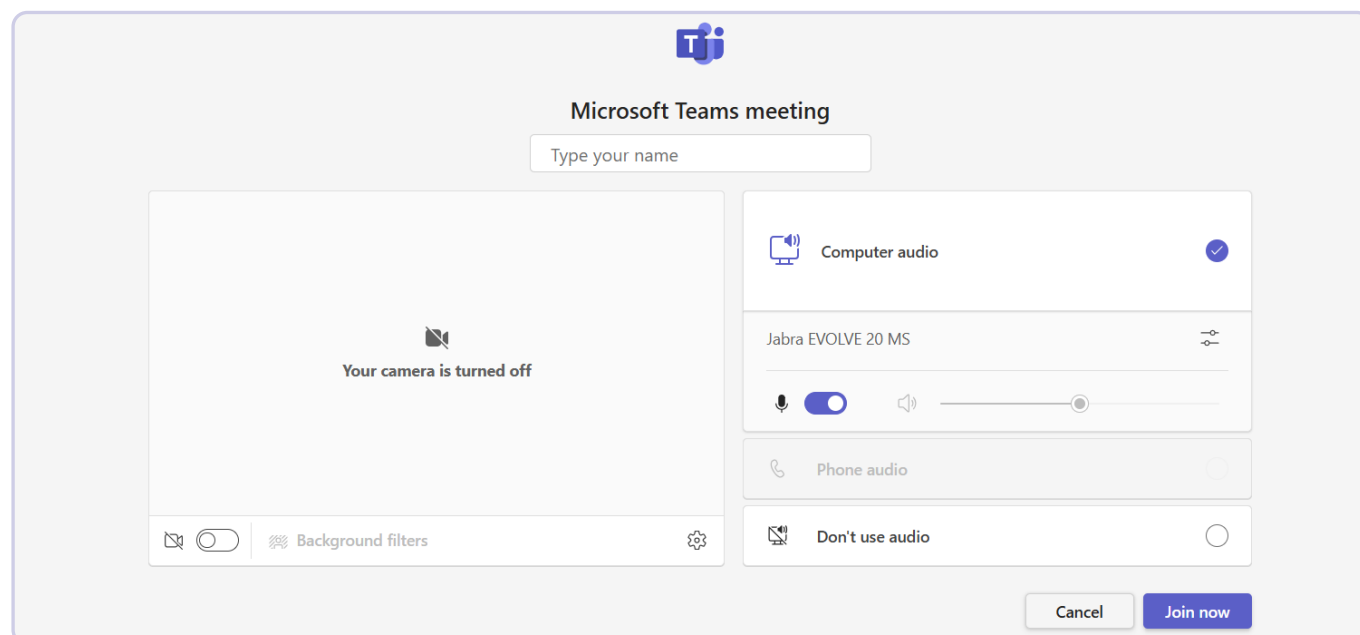
Pre-meeting – desktop

Appointment controls

There are a few buttons in the control bar that you should familiarise yourself with:

- Click the **Chat button** to type a question or leave a message in the chat. These questions and messages can be seen by the whole group, including your clinician.

- Click the **Camera button** to turn your camera on and off. Ensure that it is on and positioned well for your appointment.

- Click the **Microphone (Mic) button** to mute and unmute yourself. Your clinician will tell you when to mute and unmute as part of your appointment.

- Click the **Leave button** to end and leave the appointment. Don't click this until your appointment is over.

If you have any questions or need further help, please contact your clinic

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