

Patient instructions for using Microsoft Teams in online appointment

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Checklist for online appointment

You must have

1. **an ID** with photo available,
2. **an internet connection** so that you can connect to the online appointment,
3. **a computer or smart device** (Teams application must be installed on the mobile device),
4. **a camera** for video connection and **headphones** and **speakers**,
5. microphone and
6. **a quiet place.**

1. Patient instructions for joining Teams appointment by using web browser

You'll get an invitation to online appointment to your email. Click the Microsoft Teams application link in the invitation.



[Join Microsoft Teams Meeting](#)

Figure 1: An invitation to your email should include a link that says "Join Microsoft Teams Meeting."

On a computer, if you don't have Teams desktop client installed, the link will be opened into a browser. If you have Internet Explorer (IE) set as your default browser, copy the link to one of the supported browsers. Teams online appointment supports following browsers:

- Microsoft Edge, RS2 or later
- Microsoft Edge (Chromium-based), the latest version plus two previous versions
- Google Chrome, the latest version plus two previous versions

You can join the online appointment by using smart phone or tablet (so called mobile devices) only by installing the Teams client.

By clicking the invitation link, you will be taken to a web page instructing you to install Microsoft Teams app from devices app store. Teams client supports latest versions of Apple iOS and Android. After installing the application, the invitation link will open to Microsoft Teams client application.

If you already have Teams client installed on your computer or mobile device, the browser will ask if you would want to open the invitation in Teams client. Otherwise the following message will appear:

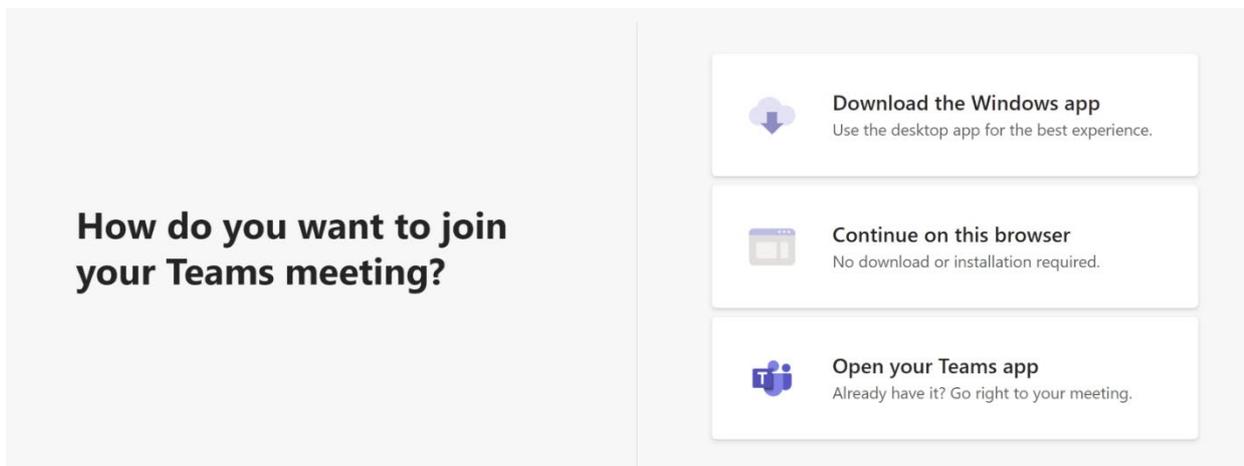


Figure 2: The browser gives you three options on how you can join the Teams meeting. These are "Download the Windows app", "Continue on this browser" or "Open your Teams app".

When you want to join the reception via browser, select **“Continue on this browser”** here.

Teams may ask for **permission to use microphone and camera. These must be allowed,** select **“Allow”**.

1. Next **insert your name to the “Enter name”** field and select **“Join now”**.

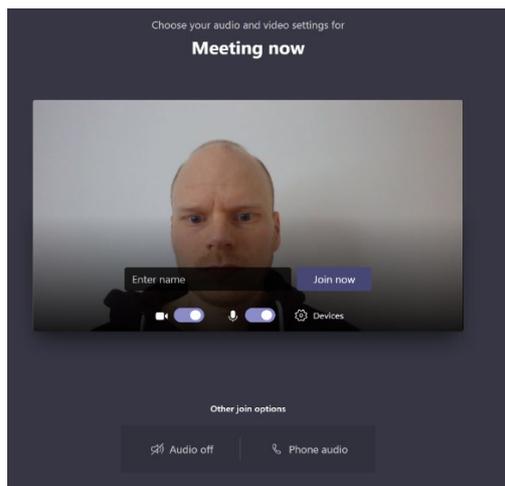


Figure 3: When connecting to the meeting, the screen shows a preview of your video connection, the on-off switches of the devices and the name field.

2. If you need to change device settings, you can do this by selecting “**Devices**” menu.
3. You will be connected to the online appointment. **First you will enter the meeting lobby.** You will see a message “**Someone in the meeting should let you in soon**” indicating this. We kindly ask you to wait. A health care professional will let you in soon.
4. When the meeting is finished, please remember to end the meeting by **selecting the red phone icon.**

2. Technical considerations

Mobile web browsers are not supported. If you’re using a smart device (smart phone or tablet), you must install Teams client first. You can install the app from the app store on Android and iOS devices.

You are not required to sign in to Teams. You can select join *as guest user*. In this case the application will ask user to provide a name while joining the online appointment.

3. Possible problem situations

1. Can’t open the online appointment window (pop-up)?

- Make sure you have enabled the browser to allow and open pop-ups.

2. I can’t join the online appointment?

- Make sure you have enabled the browser to allow and open pop-ups.
- Make sure you have enabled the camera and microphone in your browser.

3. A health care professional says my voice can’t be heard?

- Make sure your microphone is not muted.
- Check your device’s audio settings for microphone volume settings.

4. A health care professional says my video can’t be seen?

- Make sure that you have not hidden your own video.

- Check that the camera is turned on. Usually the camera has a small light to indicate that the camera is on. In some workplace networks, the transmission of an image through a browser is blocked. If possible, switch to another network.

5. Does the health care professional say my voice or video stops?

- If you are using a computer, connect to online appointment using Chrome or Edge. Close extra web-based applications and browser tabs. If possible, switch to a better or less loaded network.

6. I can't hear the health care professional?

- Make sure your device has enough volume and is not muted. A health care professional may have muted his or her microphone.

7. I can't see the video from the health care professional?

- The health care professional may have hidden the video from you.