Government of **Western Australia**
Department of **Health**

Patient guide for Microsoft Teams

This guide covers how to join Microsoft Teams for a virtual appointment with your healthcare provider.

Note there are sections covering how to join using: a computer / laptop; a mobile phone, and how to understand the basic controls.

Access your virtual appointment

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

Join your appointment

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

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. Click **the link** to join.

Time	**Day, Date, Time**
	Please join the appointment at least 15 minutes beforehand.
Microsoft Team link	At the time of your appointment, join using this link:
	Insert appointment link
	Please read the **Patient Guide to Microsoft Teams** before your appointment.
Phone	**Insert clinic phone number**

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

4. Using a Computer / Laptop

How do you want to join your Teams meeting?

- Download the Windows app
  Use the desktop app for the best experience.

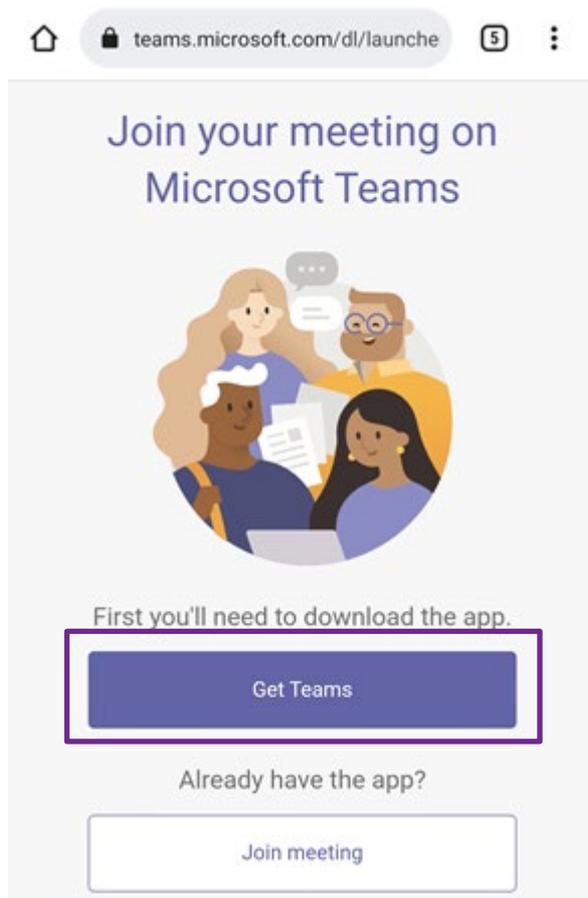- **Continue on this browser**
  No download or installation required.

- Open your Teams app
  Already have it? Go right to your meeting.

4.1 Click **Continue on this browser**.

5. Using a Mobile phone

5.1 If you do not have the MS Teams app on your phone, you will need to download it.

teams.microsoft.com/dl/launche

Join your meeting on Microsoft Teams

First you'll need to download the app.

Get Teams

Already have the app?

Join meeting

5.2 Click **Get Teams**

5.3 Your phone will automatically open:
- Google Play – Android phones
- iTunes – Apple phones

5.4 Follow the installation instructions on your mobile phone.
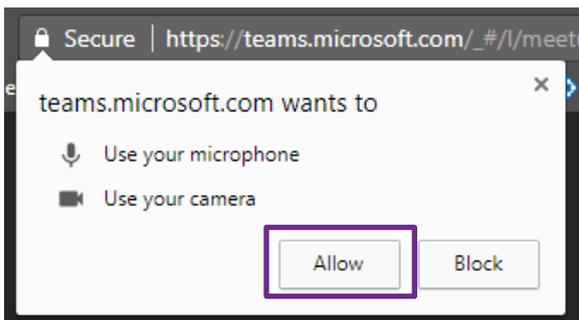
5.5 Then open the downloaded Teams app.

Microsoft Teams

Meeting time!
How would you like to join?

Join meeting

Sign in and join

5.6 Click **Join meeting**

6. Type your name then select join meeting
7. 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 use your microphone and camera, only for the duration of the appointment.

Secure | https://teams.microsoft.com/_#/l/meetu

teams.microsoft.com wants to

  🎤 Use your microphone

  📷 Use your camera

Allow   Block

A window will appear, prompting you to choose your audio and video settings.
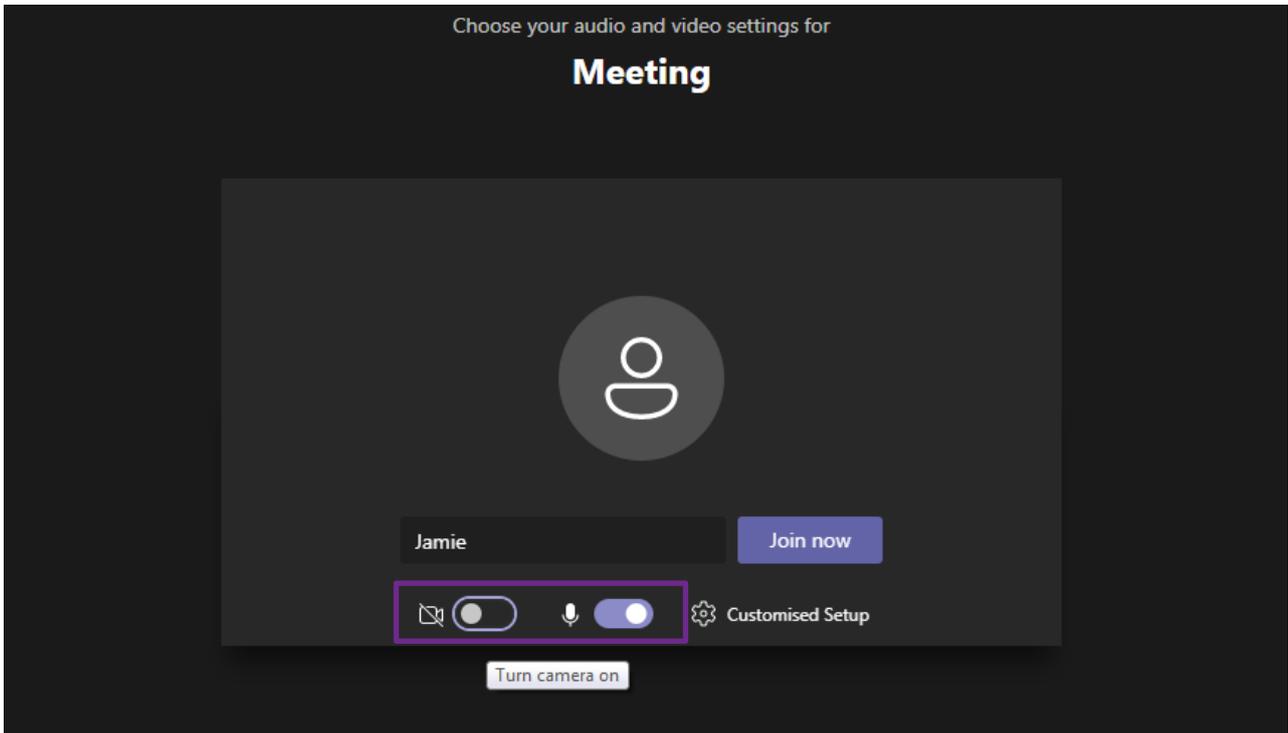
8. Check that your camera and microphone buttons are toggled on.
   If your camera is on and working, you should be able to see your camera's view.
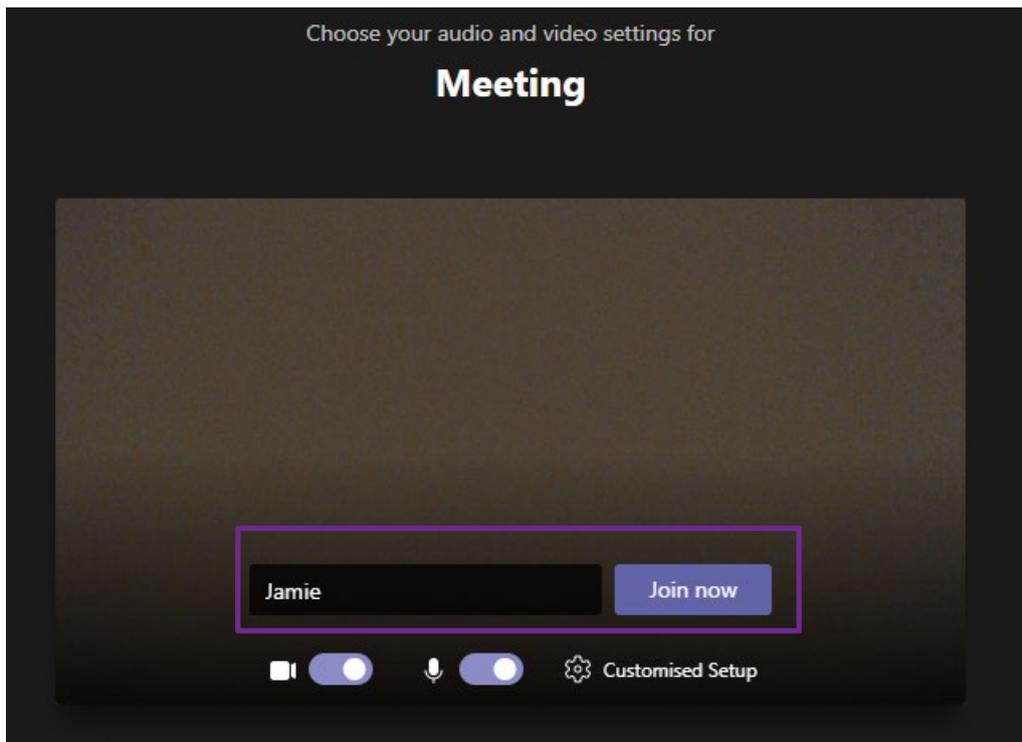
9. Enter your **Name** and click **Join Now**.

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

11. Please wait and your clinician will be with you shortly.

Appointment controls

There are a few buttons in the control bar that you should familiarise yourself with.
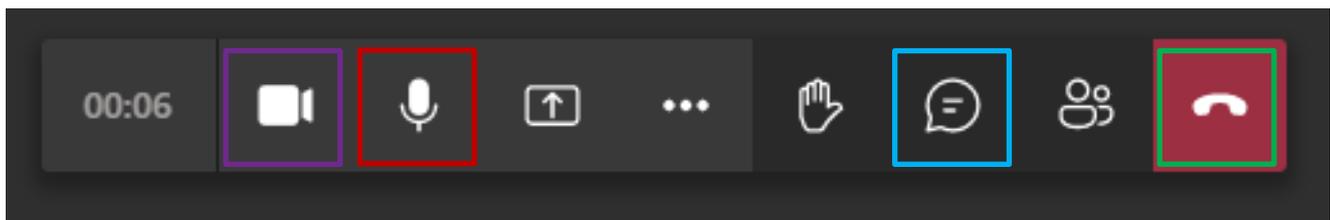
1. Click the **Camera button** to turn your camera on and off. Ensure that it is on and positioned well for your appointment.

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

3. 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.

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