

Using Microsoft Teams

Virtual appointments at Holland Bloorview are now being hosted in Microsoft Teams rather than Zoom. To join an appointment, you will require a device with a stable internet connection (e.g. a computer, laptop, tablet, smartphone...). Once your appointment has been booked, this tip sheet will help you become familiar with the features you may use during your virtual visit.

For more tips, visit: <https://support.microsoft.com/en-US/teams/meetings/join-a-meeting-in-microsoft-teams>

How to join your virtual appointment

*Note that you do NOT need to have the Teams app to join a virtual appointment.

Step 1: Join by email OR calendar

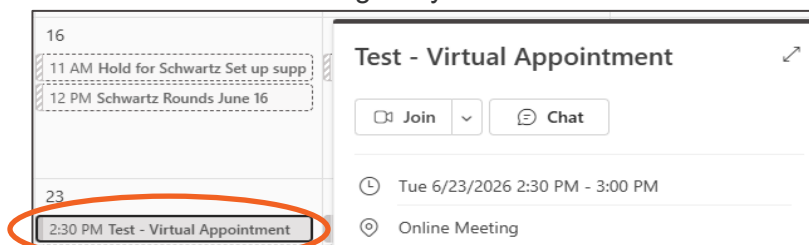
Join from your email:

Open your appointment invitation and click the URL link next to “Join:” or click “Join appointment as guest.” If you are asked to enter a meeting ID or passcode to join, it can be found under the join link in your email, as show here:

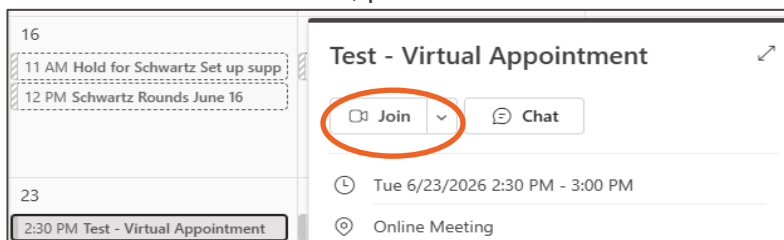


OR, Join from online calendar, or the Teams app calendar:

1. Click on the meeting entry to see the full details.

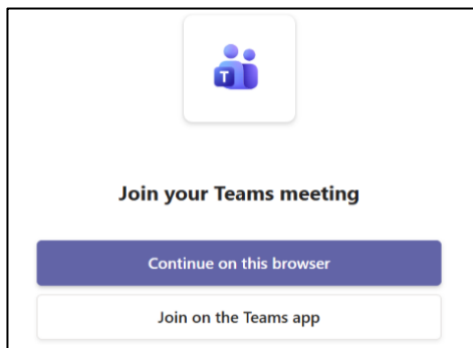


2. In the details window, press “Join.”



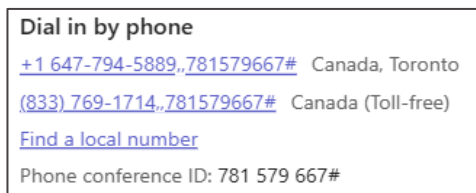
Step 2: Continue to appointment through browser or Teams app

After you press “Join” through either of the above methods, you will have the option to “Continue on this browser” or “Join on the Teams app. If you do not have the app, choose the option “Continue on this browser”



To keep your appointment private, you may briefly be placed in a secure online “lobby” until your host is ready to let you in. Once invited, follow the prompts to join.

If you need to **dial-in by phone**, your meeting’s unique phone numbers are underneath the Join: URL section in your email with the meeting invitation.



Important Functions

Meeting Toolbar

A toolbar like this will be available on your screen when you join the meeting.



- **Chat** – Where you can send/receive messages to people in the meeting
- **Raise** – Enables you to raise an online hand, signifying that you want to speak
- **View** – Changes the number and layout of the participants you see
- **Camera** – Click once to turn your camera on if it is off, and vice versa
- **Microphone** – Click once to unmute yourself if you are muted, and vice versa
 - There will be a line striking through the camera/mic icons if they’re off/muted
- **Share** – Enables you to share your screen to the other members in the meeting
- **Leave** – Click to leave meeting

**Sometimes these functions may be restricted in your meeting. Please ask the care provider in your meeting if you have questions about which functions are available.*

Frequently Asked Questions

What can I expect from a virtual care meeting?

At a virtual care visit, you can meet with your/your child's healthcare provider(s). You may discuss successes, challenges, progress, and ideas for working on goals outside of virtual care visits or attend certain care appointments such as counselling and psychotherapy. In-person care may be preferred or required for physical assessments and hands-on care.

What should I do if I'm waiting in the meeting and no one has joined yet?

Please stay in the meeting; your provider might be running late or has not let you in from the waiting room yet. (Double-check you are clicking the right meeting invitation for the right day and time.

What do I do if I require an interpreter?

Please contact your healthcare provider directly if you will require an interpreter.

Who do I contact for more technical support?

Holland Bloorview does not provide any external technical support. For technical assistance, you can contact your internet or device provider. You can also visit <https://.microsoft.com/en-US/teams/meetings/join-a-meeting-in-microsoft-teams> for more specific instructions and troubleshooting tips. For other assistance, you can contact the Holland Bloorview Info Line at 416-400-8876, or your healthcare provider.

How do I reschedule an appointment?

You can reschedule your appointment by contacting your healthcare provider directly.

How can I move my appointment to in-person or phone-call?

You can contact your healthcare provider directly to move it to an in-person appointment. If you want to dial-in by phone, you can use the phone number located in your appointment invitation.

Do I need to have the MS Teams App or a Microsoft subscription/account to join the meeting?

No. Choose "Continue on this browser" to join your appointment from the web without downloading anything. It is your choice if you want to download the Teams app or have a Microsoft account.

I use an Apple or Android device – can I still join the meeting?

Yes. You can join the meeting through any device with a stable internet connection.

What do I do if my camera/microphone/headset isn't working?

Check that your camera/microphone/headset is on, plugged in/connected, and not muted. If it's still not working, leave the meeting and try rejoining, or restart your device. You can also phone-in to the meeting on a separate device to get sound.

What type of meeting data will be stored? Where?

If you give consent and request for your meeting being recorded, the file with the recording and chat messages will be saved to a secure folder within the meeting organizer's Holland Bloorview OneDrive

account. This is a secure healthcare cloud environment managed by the Hospital. The records will be stored for 90 days before being deleted and won't be accessible for your direct viewing unless shared with you by the meeting organizer.

Who has access to my recordings?

Recording and transcribing can only be turned on by the meeting organizer (if you request it or give them consent). Only the organizer/co-organizer can share transcription after meeting, with your consent.