

Virtual Group Education Classes Using Microsoft Teams: Setting up your device and troubleshooting common issues

A guide for patients attending the **Managing Your Child's Cold & Flu Symptoms**

Read this guide to learn about:

- What a virtual group education class is
- What you need to participate in a virtual group education class using Microsoft Teams
- How to prepare for your virtual group education class
- How to set up your device and troubleshoot common issues before and during your class

What is a virtual group education class?

A virtual group education class helps people learn about specific health conditions in a group setting using computer technology. At the **Toronto Western Family Health Team** virtual group education classes are being offered to patients.

You will join the class using Microsoft Teams (Teams). Teams is a free videoconferencing software that is secure, private and confidential. You do not come to the hospital for this class.

Why are we offering virtual group education?

We are offering virtual group education to reduce how many people come into our clinic. This is to protect our patients, staff, and the community from the spread of certain respiratory illnesses.

Virtual group education also means patients are spending less time and money travelling to our clinic.

What will a virtual group education class be like?

During the class, health care providers will present information about Managing Viruses in Children.

Like an in-person group education class, you can:

- Take notes about information you would like to remember
- Ask questions
- Share information if you wish
- Discuss and share your ideas with others

Please note that any personal information you choose to share (such as your name) will be heard by the other participants. If you choose to turn your camera on, the other participants will also be able to see you.

To participate in a virtual class using Microsoft Teams, you will need:

1. **A device and videoconferencing tools.** You can use:

- a desktop computer
- a laptop
- a smartphone (iPhone or Android), or
- a tablet (iPad or Android)

Your device must have:

- ✓ a camera
- ✓ speakers and
- ✓ a microphone
(or you can use a headset that has speakers and a microphone)

2. **An internet connection.** You will need a private and stable internet connection.

A few days before your scheduled virtual group education class:

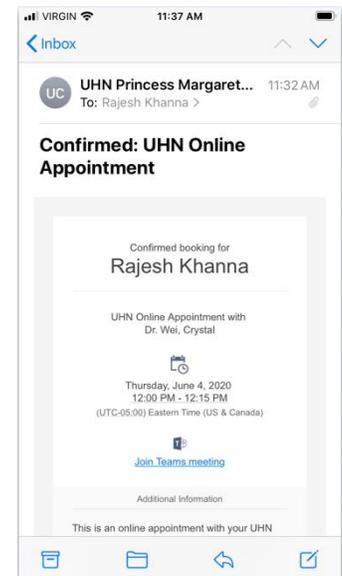
1. Check your email for the appointment invitation

The invitation will be sent from an email address ending with: **@universityhealthnetwork.onmicrosoft.com**

It will include:

- the name of the class you will be attending
- the date and time of your class
- instructions on how to connect

Note: Check your spam or junk folder if you do not see this email in your inbox. If you still can't find your appointment invitation, contact the Stroke Prevention Clinic to let them know.



2. Download the Microsoft Teams app to your device



1. Click the **"Join Teams meeting"** link in the email invitation. You will be redirected to the Teams webpage.
2. We recommend that you download the Teams app to your desktop, tablet or phone. You will need to allow access to your camera and microphone.

Note: If you do not want to download the desktop or mobile app, you can also join the meeting using a **Google Chrome** or **Microsoft Edge** browser. Other browsers (Explorer, Safari) will not work.

3. Test your connection if you are using the desktop app (computer or laptop)

1. Click your account icon in the upper right-hand corner in Teams.
2. Click **Settings > Devices > Make a test call**. This will start a call with Team Echo, an automated service to test your connection and device settings.

What if I don't receive my email invitation?

1. Check your spam or junk folder. It may have ended up there by mistake.
2. Contact the **Toronto Western Family Health Team** and let us know that you haven't received your email invitation.

Can I use a sympatico.ca email address?

We are experiencing some issues between Microsoft Teams and sympatico.ca email addresses. Please provide the clinic with another email address that an invite can be sent to.

Can my friend or family member join me?

Yes! You can invite one other person to join the group education class if you wish. They can either join the call with you in the same room, or they can join separately on their own device from another location.

- **To join the class together:** Ask your family member to be with you in front of the camera when you join the online class. Be sure to let the care provider know that you have someone with you in the room.
- **To join the class separately:** Forward the email invitation to the person you would like to join the class. They can join using the **Join Teams Meeting** link found in the email. For privacy reasons, please be sure to let us know the name of the individual you have invited. If we do not see their name on the registration list they will not be invited into the session.

How do I join the virtual group education class?

You can join the class by clicking the **"Join Teams Meeting"** link in the email invitation you receive. This will direct you to use Microsoft Teams.

You can join the Teams meeting in 2 ways:

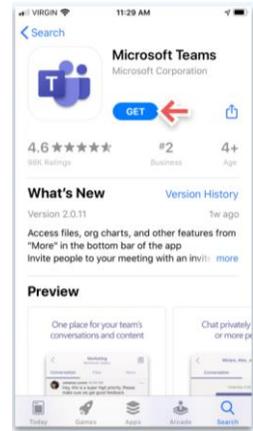
1. Join through the Teams mobile or desktop app (you will have to download it)
2. Join through the Teams web browser app (no download required)
 - You must use either the Google Chrome or Microsoft Edge browser.
 - The Teams web app will not work on other browsers, such as Internet Explorer, Firefox or Safari.

If I want to download the Teams app, how do I do so?

Clicking the Join Team Meeting link in your email will redirect you to a Microsoft Teams page where you can download it. You can also download it from the Microsoft Teams webpage, the App Store, or from Google Play Store, depending on which device you are using.

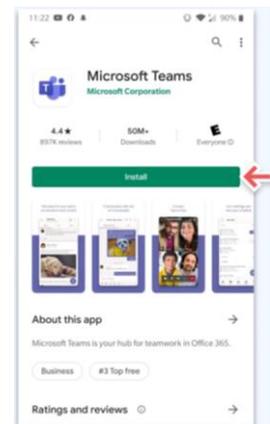
iOS (Apple)

1. Download Microsoft Teams from the App Store.
2. Click the blue **Get** button and wait for the download to complete (you may have to provide your iCloud password, Face ID, or Touch ID by placing your finger over the home button).
3. Click **Open** to launch the application and join your class.



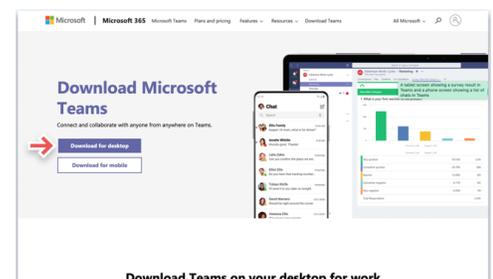
Android

1. Download Microsoft Teams from the Google Play Store.
2. Click the green **Install** button and wait for the download to complete.
3. Click **Open** to launch the application and join your class.



Desktop (computer/laptop)

1. Download Microsoft
2. Teams for your computer.
3. Click the purple **Download for desktop** button and wait for the download to complete.
4. Install it to your applications.
5. Launch the application and join your class.

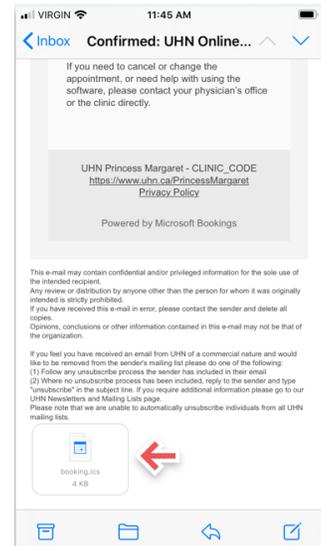


Class Details, Preparation and Settings

Can I add this class to my calendar?

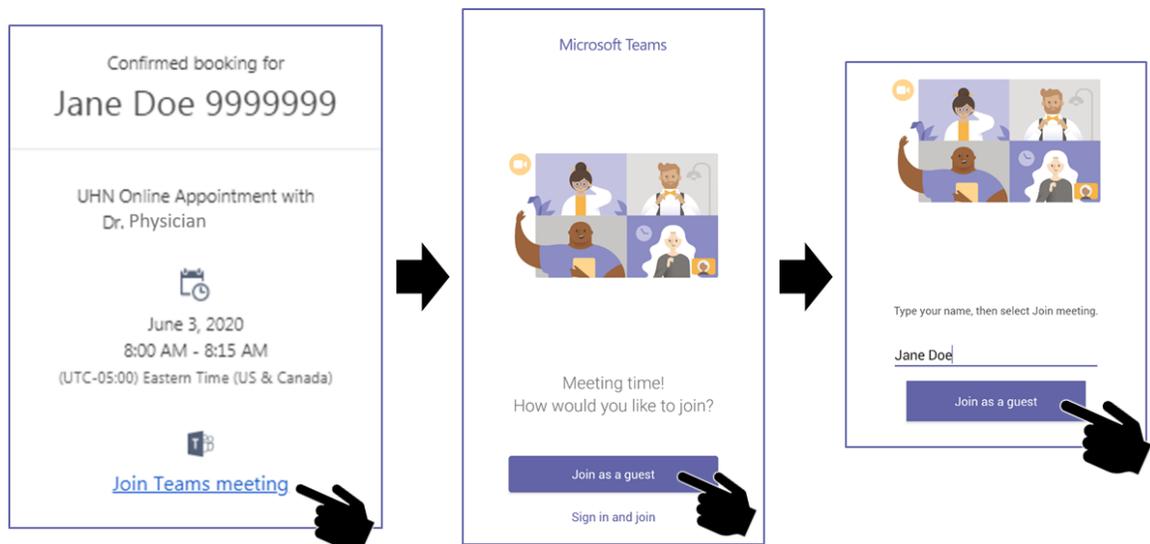
Yes!

You can add the class to your calendar by clicking the attachment found in the email invitation and then adding it to your personal calendar.



At least **15 minutes before** your scheduled virtual group education class:

1. Prepare for and join the Teams meeting.
 - Find a private, quiet place with a strong internet connection.
 - Open the class invitation in your email.
 - Click Join Teams meeting > Join as a guest.
 - Type your name and click Join as a guest. **Note:** The name you type in here will be seen by all other participants.
 - Turn your camera and microphone on so that your care provider can see and hear you. **Note:** If you turn your camera and microphone on, all the other participants will be able to see and hear you.



Note: If you already have an Office365 account, click **Sign in and join** to connect using your account.

What happens if I need to cancel?

If you can no longer participate in the class, please go to your email confirmation for this class and cancel.

Camera and Video Settings

Should I give Teams permission to access my camera?

If you do **not** feel comfortable with other participants seeing you on camera, click **No**.

If you **are** comfortable with other participants seeing you on camera, click **Yes**. Teams will need permission to access your camera. Follow these instructions to give Teams permission to access your camera:

Mac:

1. Open System Preferences
2. Click on **Security & Privacy** > select the **Privacy** tab
3. Select **Camera** on the left bar and ensure **Microsoft Teams** is selected

Windows 10:

1. Open **Settings** (Windows Key + I)
2. Go to **Privacy** then select **Camera** and make sure that **Allow apps to access your Camera** is activated
 - Also make sure that **Choose apps that can use your camera** is activated for Microsoft Teams. If it happens to already be on, turn it off and leave it like that for a few seconds before turning it back on again.

Mobile devices:

1. Find your privacy settings in your device's Settings app and allow Teams to access your camera

How do I check my camera (video) permissions in Teams?

Desktop or laptop computer:

1. Click on your **Account** icon in the top right corner of the page
2. Click **Settings > Permissions**
3. Click the toggle button (switch) next to **Media (Camera, microphone, speakers)** to move it to the right (green)

Mobile devices:

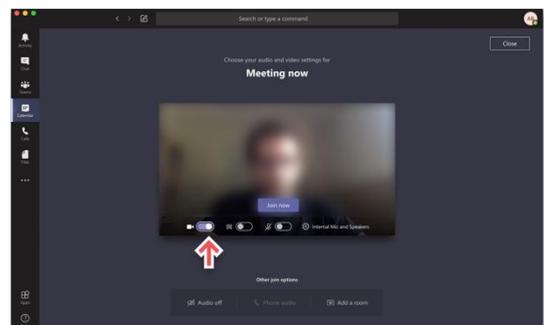
1. Check that you have allowed access to your camera in your device settings

How do I turn my camera on at the time of the class?

Once you have allowed Teams to access your camera, you will be able to turn it on and off on the screen before joining and during the class.

Before the class

Click the camera button just before joining the class.



During the class

Click on the camera icon in the meeting controls anytime during the class to turn your camera off and on.



My camera still won't turn on when I'm in the class. What should I do?

Please try the following:

1. Make sure your video is on by clicking the camera button in the meeting controls
2. Close and reopen the Teams app and rejoin the meeting
3. You can change your camera settings during the meeting by selecting **More device settings** > **Show device settings** in your meeting controls
4. Then, select the camera options you want

Can I change my video background?

If you want to change what appears behind you in your video for privacy reasons, you can either blur your background, or replace it entirely with one of the images provided by Teams. The option to upload an image of your choice is coming soon!

Microphone and Speaker Settings

Should I give Teams permission to access my microphone?

If you do **not** feel comfortable with other participants hearing you, click **No**.

If you **are** comfortable with other participants hearing you, click **Yes**. Teams will need permission to access your camera. Follow these instructions to give Teams permission to access your camera:

Mac:

1. Open System Preferences
2. Click on **Security & Privacy** > select the **Privacy** tab
3. Select **Microphone** on the left bar and ensure **Microsoft Teams** is selected

Windows 10:

1. Right click on the speaker icon on the bottom right on your taskbar
2. Select **Open Sound settings**
3. Click **Manage sound devices** and check the Input devices section. If it says your microphone is disabled, click on the **Microphone** and click **Enable**
 - You can test your microphone on the Sounds settings page, if it works, then it should be ready for use in Microsoft Teams

Mobile devices:

1. Find your privacy settings in your device's Settings app and allow Teams to access your microphone

How do I check my microphone permissions in Teams?

Desktop or laptop computer:

1. Click on your **account** icon in the top right corner
2. Click **Settings** > **Permissions**
3. Click the toggle button (switch) next to **Media (Camera, microphone, speakers)** to move it to the right (green)

Mobile devices:

1. Check that you have allowed access to your microphone in your device settings

How do I turn my microphone on at the time of the class?

Once you have allowed Teams to access you microphone, you will be able to turn it on and off on the screen before joining and during the class.

Before the class

Click the microphone button just before joining the class.



During the class

Go to the meeting controls anytime during the class and click the microphone button.



My microphone still won't turn on when I'm in the class. What should I do?

1. Make sure your microphone is on by clicking the microphone button in the meeting controls
2. Close and restart Teams, and then rejoin the meeting
3. You can change your microphone settings during the meeting by selecting **More device settings > Show device settings** in your meeting controls
4. Then, select the microphone options you want

I can't hear others speaking during the class. What should I do?

1. Check to see that the other person has their microphone on and are not muted
2. Check that your device's sound is turned on and the volume is turned up