Virtual Health Education Workshops Using MS Teams (Microsoft Teams)

Setting up your device and troubleshooting common issues: A guide for patients attending Virtual Workshops with the Toronto Western Family Health Team

Read this guide to learn about:

- ✓ What a virtual health education workshop is

- ✓ What you need to participate in a virtual health education workshop using Microsoft Teams

- ✓ How to prepare for your virtual health education workshop

- ✓ How to set up your device and troubleshoot common issues before and during your class

What is a virtual health education workshop?

A virtual health education workshop helps people learn about specific health conditions in a group setting using computer technology. You will join the workshop using Microsoft Teams (Teams). Teams is a free videoconferencing software that is secure, private, and confidential. You **do not** come to the clinic for these online workshops.

Why are we offering virtual health education workshops?

The Toronto Western Family Health Team is pleased to offer FREE health education workshops to our clients and community partners as a health promotion initiative. Most of these workshops are offered virtually so that people can access these workshops more easily. These workshops are information sessions for the purpose of learning and not meant for individual medical treatment.

What will a virtual health education workshop be like?

During the class, health care providers will present information about specific topics.

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

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

Other patients and caregivers will be joining the class with you. 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.

Consent

By registering for this virtual class, you understand and agree that:
- ✓ You are registering to participate in a live video-conference patient and caregiver workshop/presentation for the purpose of learning (and not for medical treatment)
- ✓ Your voice and image will be shown on the screen if you choose to speak/participate during the videoconference
- ✓ E-mail communications over the internet are not secure and there is a risk that e-mail can be intercepted and read by other parties. By providing your email address you accept this risk

Workshop Facilitators will reinforce these guidelines at the beginning of each session.

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How do I register for the Virtual Class?

To register for a virtual class from the Toronto Western Family Health Team, go to: www.twfht.ca.

1. Under *Programs and Services* drop-down menu, select *Health Education Programs or Education Program Calendar*.

2. Click on the virtual workshop you are interested in.

3. Scroll to the bottom of the web page under Upcoming Workshops and click on "Click here to register for this workshop".

Upcoming workshops

Online Workshop: Tuesday, January 16, 2024 at 6:00 pm

Click here to register for this workshop

4. This will open up a new webpage.

5. Click on the register button:

Details

📅 Tue, Jan 16

🕒 6:00 PM - 7:00 PM EST

📍 Online event

Register

6. Complete the registration information and click register.

7. A message indicating that your registration has been processed will appear as follows:

Your registration has been processed.

We sent you a confirmation email to

Share event link

https://events.teams.microsoft.com/event/9e401fb

8. You should receive an email confirmation right after registering.

Check your email for your registration confirmation.

The invitation will be sent from an email address noreply@uhn.s02.usa1.teams-events.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, email us here.

You're registered for Quitting smoking... let's quit or reduce together!

Hi

Your spot is reserved for this event.

Quitting smoking... let's quit or reduce together!
Tue, Jan 16, 2024 6:00PM - 7:00PM (UTC-05:00) Eastern Time (US & Canada)

We look forward to seeing you!

Sincerely,
UHN

Join event

Unable to attend? Cancel your registration
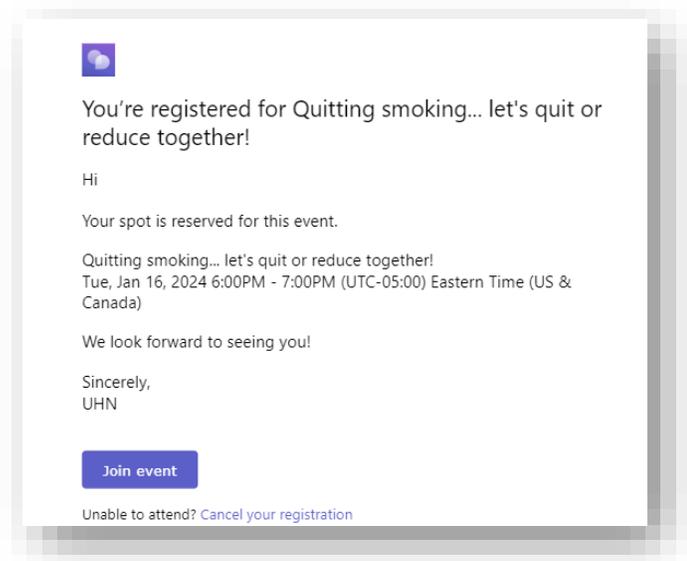
What you need to attend the Virtual Workshop

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

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

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

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

3. **Your device must have:**

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

How do I access the virtual workshop?

On the day of the virtual health education workshop:

1. **Check your email for the workshop reminder:**

   - This email reminder will have the MS teams link you will need to join the virtual group education class.

   - You can also check your "Registration Complete" email to get the email link.

   - Look for an email from noreply@uhn.s02.usa1.teams-events.com

> **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, email us at
>
> **TWHFHT.Webmaster@uhn.ca**

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.

3. 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 the browser (**Google Chrome** or **Microsoft Edge**). Other browsers (Explorer, Safari) will not work.

3. Test your connection if you are using a 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. The invitation will be sent from an email address ending with **@fhtsolutions.com.**

3. Contact **TWHFHT.Webmaster@uhn.ca** and let us know that you haven't received your email invitation.
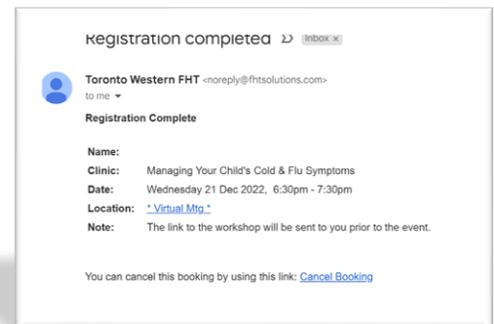
Can I use a sympatico.ca email address?

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 ask a friend or family member to join.

How do I join the virtual health education workshop?

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.

How do I download the Teams app?

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.
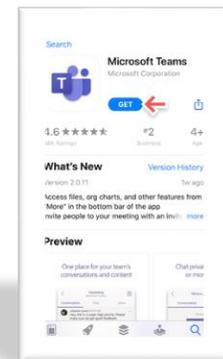
Android

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.
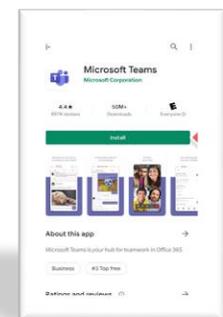
Desktop (computer/laptop)

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.
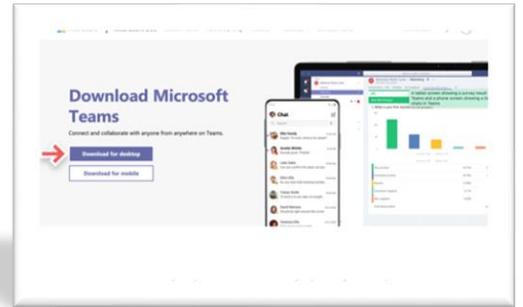
Class Details, Preparation and Settings

At least 15 <u>minutes before</u> your scheduled virtual workshop:

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, find your registration email, and click on the "Cancel Your Registration".

What happens if I miss the class?

Please visit our website to check if your class is offered at another time.
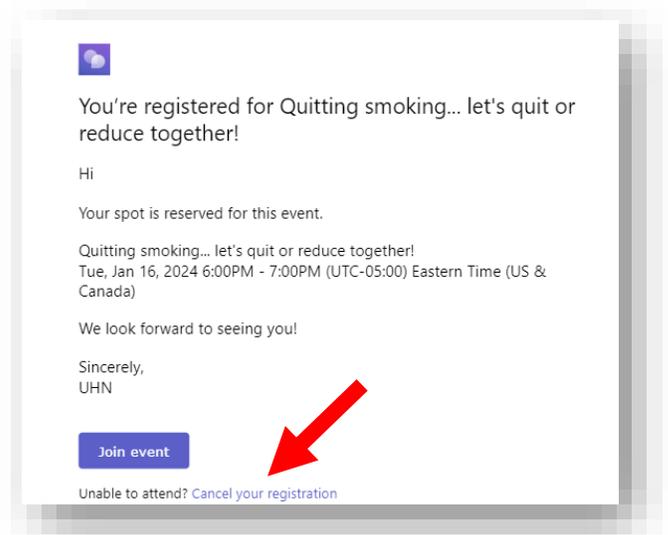
Camera and Video Settings

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 workshop?

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.
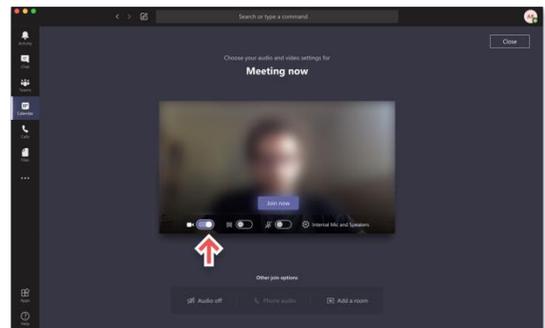
During the class

Click on the camera icon in the meeting controls anytime during the class to turn your camera off and on.
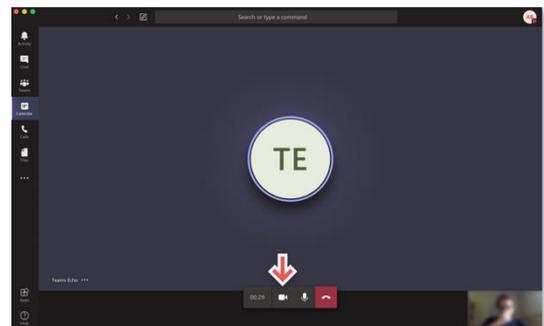
My camera still won't turn on when I'm in the workshop. What should I do?

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 workshop

Click the microphone button just before joining the class.
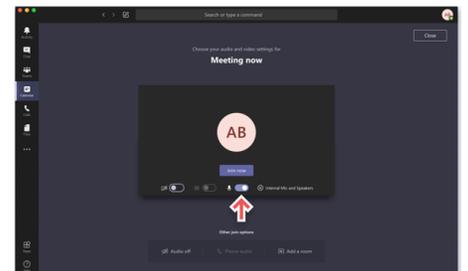
During the workshop

Go to the meeting controls anytime during the class and click the microphone button.
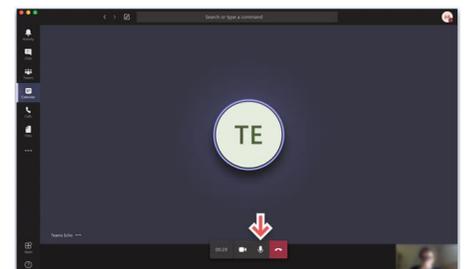
My microphone still won't turn on when I'm in the workshop. What should I do?

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 workshop. 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

What if Teams still doesn't work?

We do not have technical support for MS Teams on-site. If you are not able to participate in this class due to technical issues, please email us at TWHFHT.Webmaster@uhn.ca. We will provide you with dates for another upcoming class.