



## Attending your appointment on Microsoft Teams

Attending appointments on Microsoft Teams (MST) means you can easily access therapy from the comfort of your own home. Microsoft Teams also provides additional features that will enhance your therapeutic experience and support collaborative working, including screen sharing which will allow your therapist to share worksheets and exercises with you.

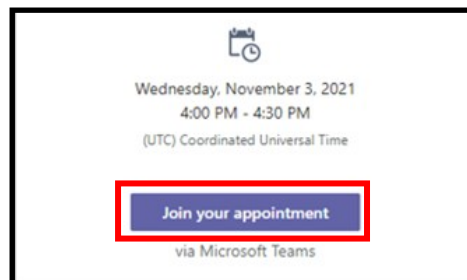
### How do I attend my appointment?

Your therapist will send you an email with a link to join Microsoft Teams, specific to your scheduled appointment. Click on the blue 'Join your appointment' button. We recommend that you allow enough time to locate the email and make yourself comfortable so you can begin your appointment on time.

If you cannot locate your appointment email, please contact your therapist on their mobile number or the service number and they will resend the email to you.

## Joining your appointment :

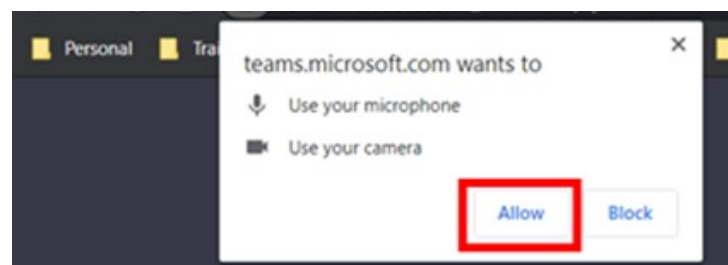
- A few minutes before your appointment time, open your confirmation email and locate the joining button.



*Please note that Internet Explorer is retiring in June 2022 and will transition to Microsoft Edge and you will not be able to attend your appointment via this browser.*

- Once you have clicked on "join your appointment", your device will open your default web browser (e.g. Google Chrome or Safari etc) to join the call.

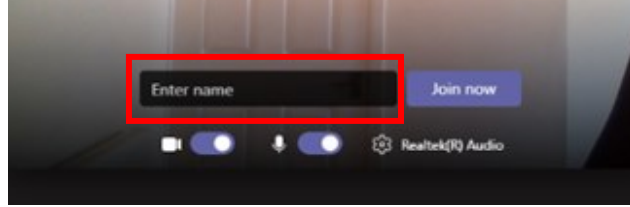
*(click "allow" on your device for access to your camera and microphone)*



**If you click on the button you will be able to join in your browser or install the desktop/mobile app. Please note you do not need to download the app to join your appointment.**



- Enter your name into the meeting details and click “join now”. **Please note that you will be let into a virtual lobby and your therapist will be notified.**



## Using a mobile/tablet device:

- Please use the same steps listed above. These may look slightly different depending on the device you are using.
- Once you have clicked the ‘Join your appointment’ button in the email provided you will be directed to a check in page Enter your name into the meeting details and click ‘check in’
- When using a mobile or tablet, unless connected to Wi-Fi, you may be charged by your network provider or use some of your data allowance for the video call.

## Ensure your microphone and video are turned on:

Please turn on your microphone and video by clicking on the camera and microphone icon. Once admitted you will have the following functions available:



A. Chat function, if available B. Camera on/off C. Microphone on/off D. Screenshare E. End call

## Additional information:

### What do I need to make a video call?

For information about how to get the most out of video therapy, refer to the ‘What to expect from video therapy’ leaflet.

### Do I need download Microsoft teams?

You will not need to download Microsoft Teams to your device in order to join a call (but this may assist with recurring appointments).

### Can I access the chat feature after the call?

No. If using the chat function, once the call has ended, you will no longer have access to the chat.

### Is it secure?

Video calls are secure; your privacy is protected. You will have your own private video room that only authorised clinicians can enter.

### Where to find additional technical support?

The 'how-to' mini-series on our website includes information on how to solve common problems on Microsoft Teams to support you to access your video therapy appointment with ease. [Click here.](#)

**For more information, visit our website:** [www.hpft-iapt.nhs.uk](http://www.hpft-iapt.nhs.uk)



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