



Client instructions for using Teams for Telehealth

Why Virtual?

Whether you are receiving Virtual therapy, exclusively or an adjunct to office visits, it is an easy way to get the support you or your child needs. Virtual Counseling is similar to FaceTime and allows you to have access to your therapist from the comfort of your own home.

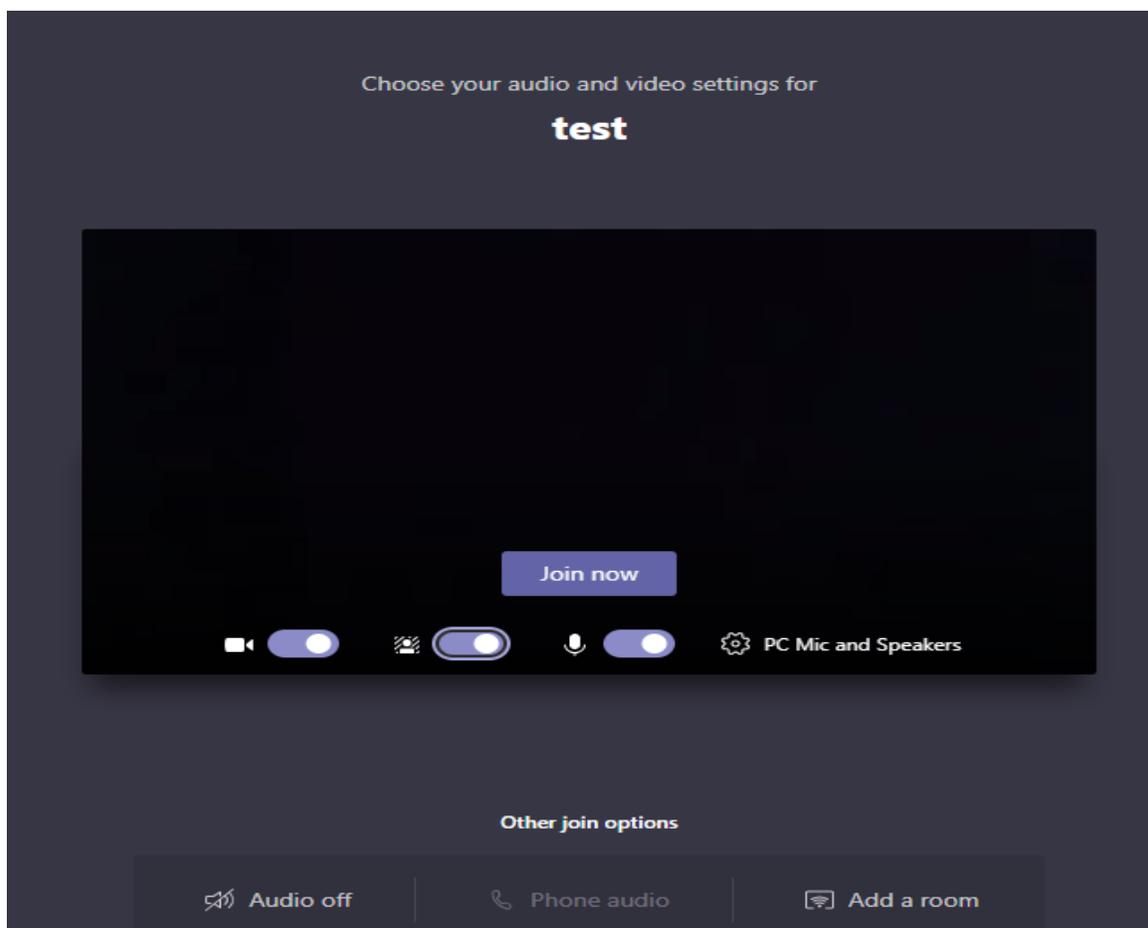
1. Before your session

- a. You will receive an email invitation for you/your child's appointment time.
- b. Please RSVP "Yes" to the invitation.

2. At the scheduled time, please click the link in the email and it will take you the App or website.

a. Accessing Microsoft Teams

- i. If using a phone or tablet: Download "Microsoft Teams" from your app store.
 - You do not need to make an account. Select "Join as guest."
- ii. If using web browser (**Microsoft Edge and Google Chrome only**): click link in your email from the invitation. You will not need to download the app.
 - Select "Join on the web instead"
 - Select "Allow" to let Microsoft Teams use your mic and camera for calls and meetings on this browser.
- iii. Make sure video and audio are enabled (white circle is on the right).
- iv. Click "Join as Guest"
- v. Enter in your FIRST name only
- vi. Once your therapist has also joined, you will be given the option to start your video.



Tips for a great Online Therapy appointment:

1. Make sure you are in a quiet environment and free of distractions
 - Optional: Download a white noise app and place it outside of the room for privacy and confidentiality
2. Use headphones for better call audio
3. Make sure you are using a fast internet speed or Ethernet cable
4. Close out of unused programs
5. Use the latest version of your web browser
6. Adjust the lighting so you can be seen clearly.

Microsoft Teams Troubleshooting Tips

Issue: Client in session but not seeing clinician.

Tip: Have the client completely close out of Microsoft Teams. Ask client to go back in to the email invite they received and click on the “Join Microsoft Teams Meeting” link again. (This issue will often occur if the client enters the telehealth meeting prior to the clinician joining).

Issue: Client stating they have not received an invite for the telehealth meeting.

Tip: After confirming that an invite was in-fact sent, have the client check their junk email. Often times the telehealth invites will go into a junk folder.

Note: there are certain emails that we’ve found that have more issues than others, such as Hotmail.

Issue: Client has no video or audio.

Tip 1: Instruct client to leave the meeting and rejoin.

Tip 2: If the first tip does not help, the client’s internet connection may not be strong enough.

Issue: Audio problems.

Tip: Ask client to check the speaker settings on their computer. If using earbuds, the speaker settings

Issue: Telehealth invite will not send.

Tip: Make sure there are NO spaces in the email line, including right before or after the email address.

If you have tried all of these pro-tips and are still experiencing issues, please contact our Front desk team by dialing 763-780-3036.

Staff is available to assist you by phone during normal business hours:

Monday- Thursday 8:00 am to 7:30 pm and Friday’s from 8:00 am to 5:00 pm.