

Video Conferencing using Microsoft Teams

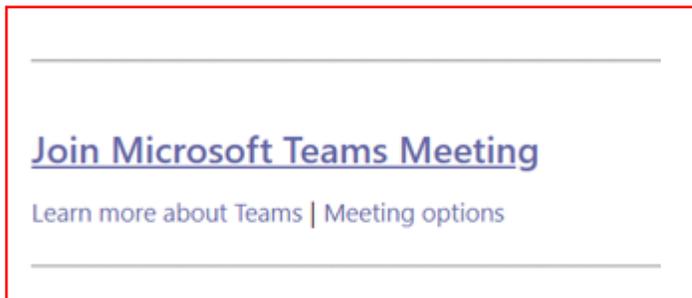
Note: Try out the technology in advance of your appointment to ensure that it will work on your device, and to become familiar with the application ([see steps or instructions if you need help](#)). Here are some things to remember:

- Ensure that you are in a **private location**. Make sure you have the things you need and are comfortable before the appointment starts (e.g. a glass of water, you have gone to the washroom)
- Make sure you have **enough battery** on your device, so it does not die in the middle of your counselling session
- **Remember to join the meeting as a guest. Please do NOT try to create (sign up) a Microsoft teams account** because when you try to sign up for a free account, it will take you to Skype.
- **Make sure you are using Chrome** as your browser. Teams does not work on Safari and works best on Chrome
- If you have downloaded the app and are **having trouble with audio/video**:
For a MAC: please go to Settings> system Preference>Security and Privacy> and for both your Camera and Microphone, make sure you have checked off Teams so your Teams has permissions also both
For a Windows: please go to Settings> Privacy> and for both your Camera and Microphone, make sure that **Allow apps to access your Camera/Microphone** is activated. Also, make sure that under the **Choose apps that can use your camera/microphone** section, the permission for Teams is turned on

To join via a weblink- No downloading of app needed, [click here](#) and follow the steps

To Download the app and then join, [click here](#) and follow the steps

Join via a weblink- No downloading of app needed



Step 1: You will receive an email/text message invite with the link below.
Click on the "Join Microsoft Teams

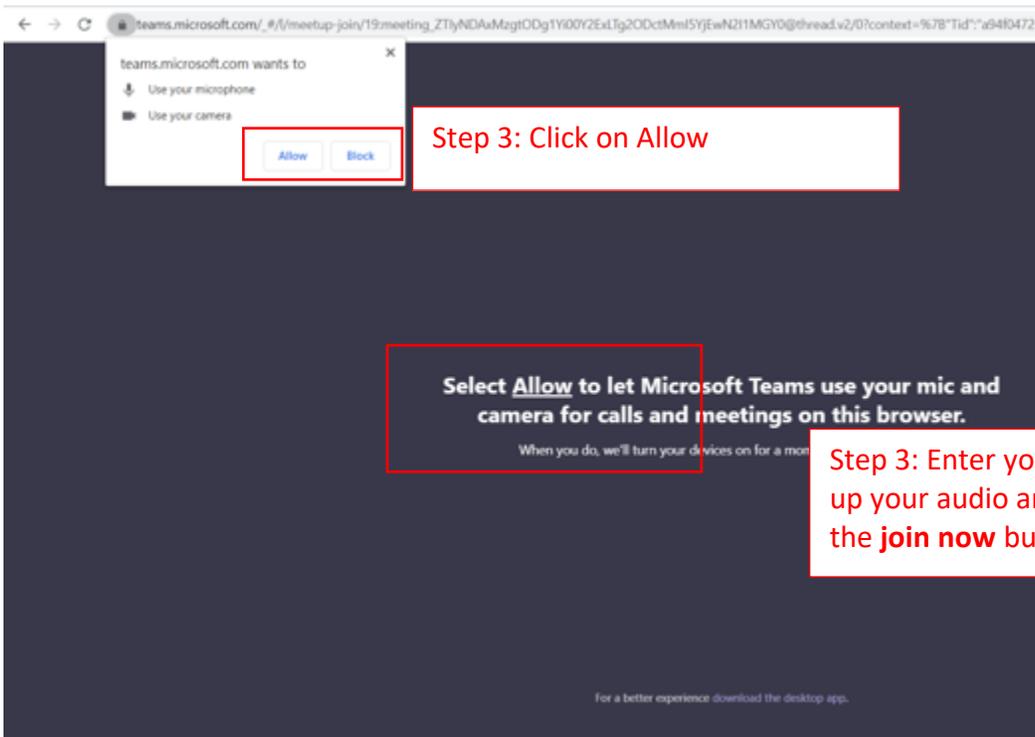


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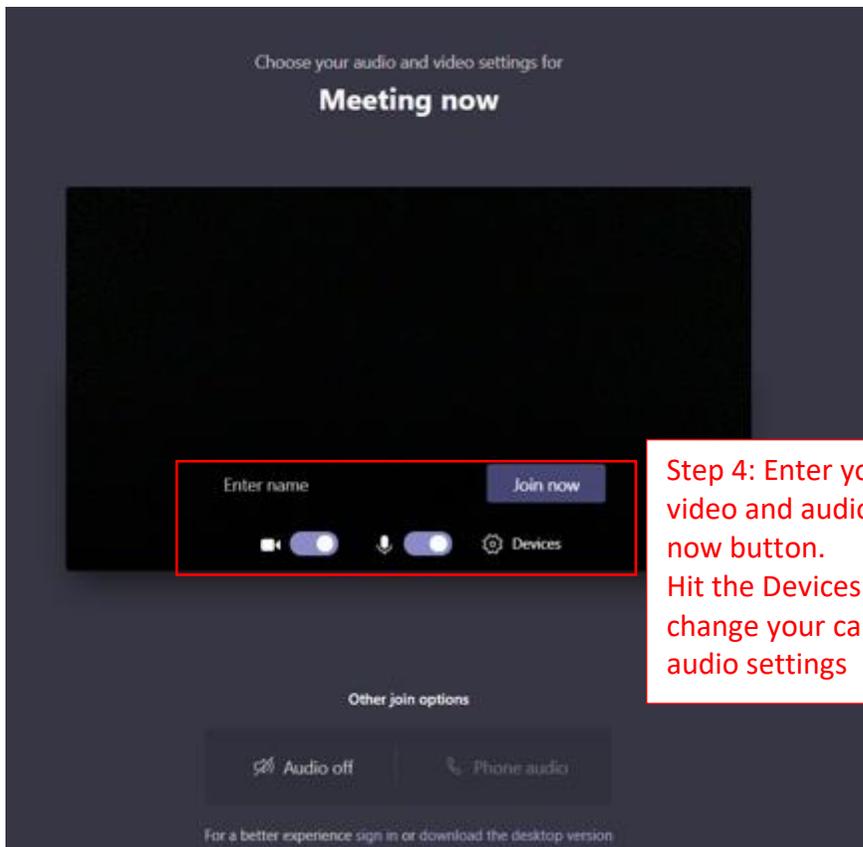
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Step 2: Click on the “Join on the web instead” option
Please note that this will not work if you are using Safari. In this case just copy the link onto Chrome.

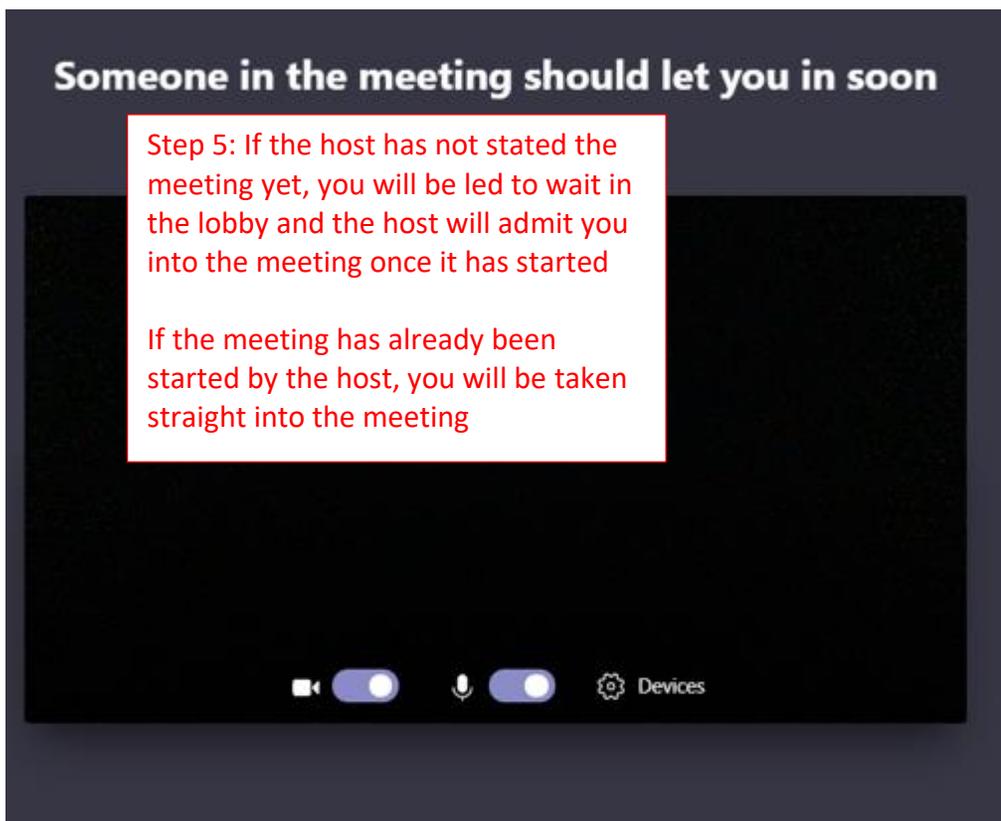


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Step 4: Enter your name, set up video and audio and hit the Join now button.

Hit the Devices icon if you need to change your camera, speaker and audio settings



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To Download the app and then join

Join Microsoft Teams Meeting

Learn more about Teams | Meeting options

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Step 1: You will receive an email/text message invite with the link below.
Click on the "Join Microsoft Teams" Meeting

Microsoft Teams



Experience the best of Teams meetings with the desktop app

Download the Windows app

Join on the web instead

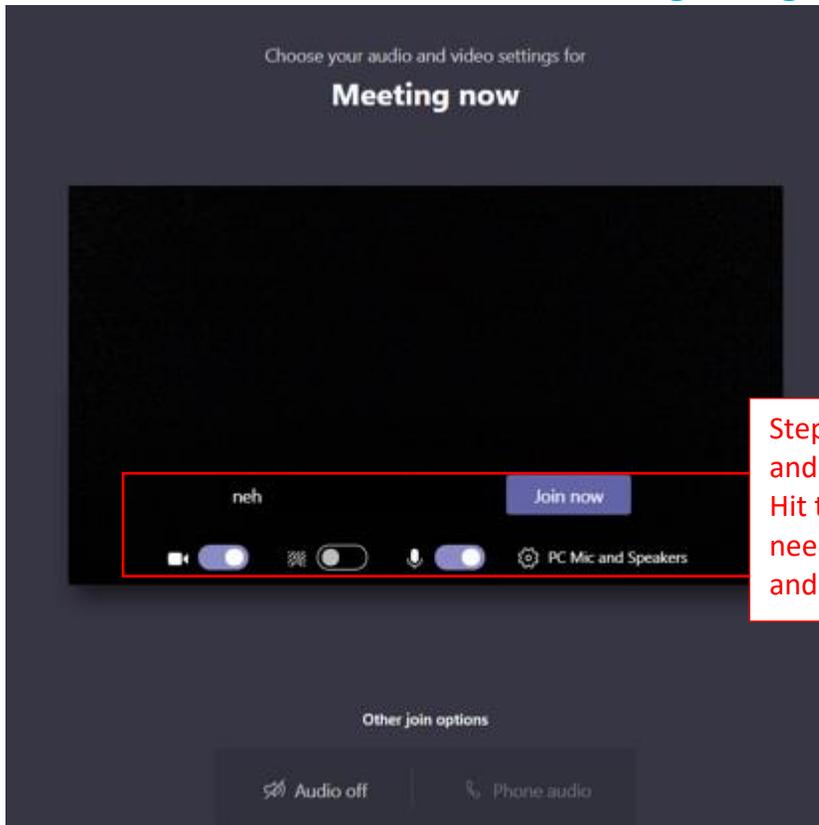
Already have the Teams app? Launch it now

Third-Party Disclosures

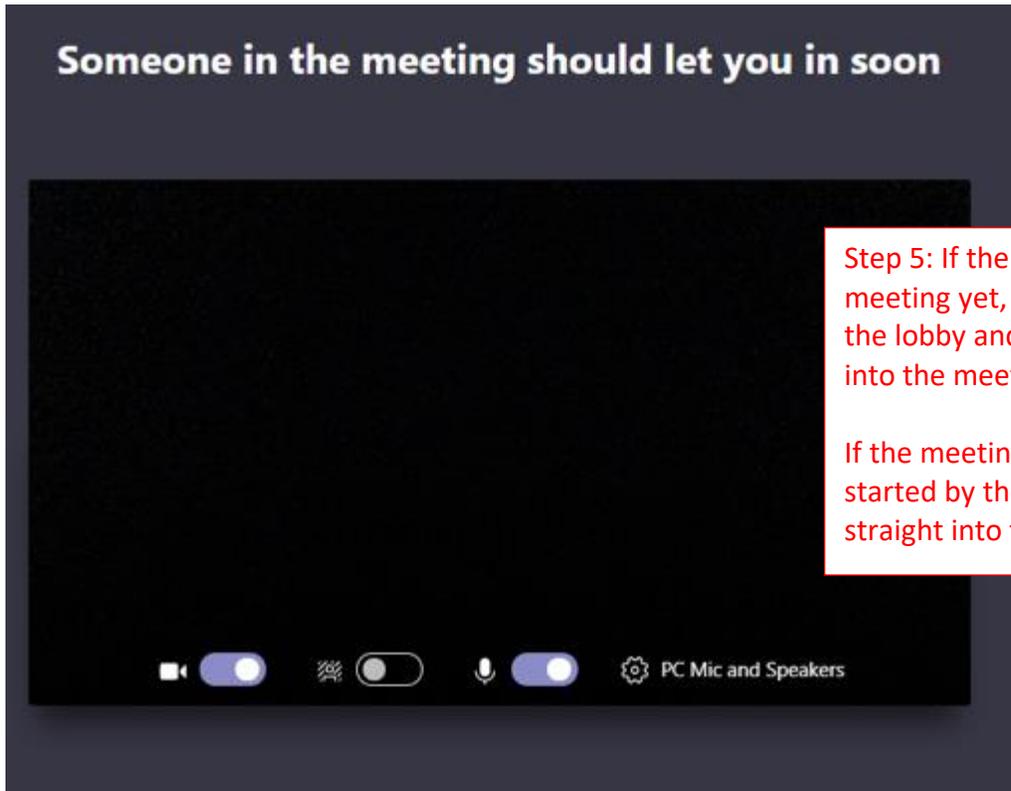
Step 2: Click on the "Download the Windows app" option.
If you are on a Mac this button will read "download the Mac app"
IMP: If you are on Safari the website will not function, please copy the link onto Chrome:
<https://teams.microsoft.com/download>

Step 3: Once the Installation is complete, open the app. You will automatically be taken to your meeting

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Step 4: Enter your name, set up video and audio and hit the Join now button. Hit the PC Mic and Speakers icon if you need to change your camera, speaker and audio settings



Step 5: If the host has not stated the meeting yet, you will be led to wait in the lobby and the host will admit you into the meeting once it has started

If the meeting has already been started by the host, you will be taken straight into the meeting