

# Virtual Group Education Classes Using Microsoft Teams: Setting up your device

## A guide for patients attending the [Nutrition for a Healthy Heart Workshop](#)

### 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:

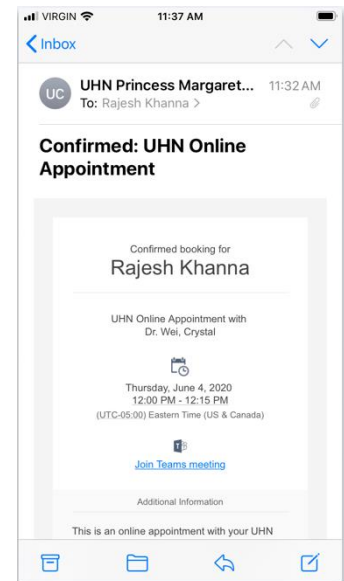
## 1. Check your email for the appointment invitation

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, please contact Afton: 416-603-5380



## 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.

## 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:

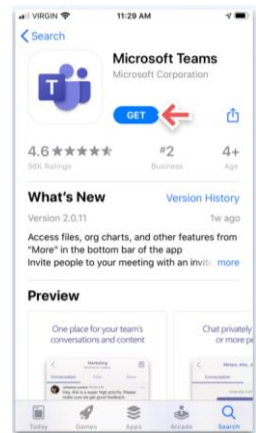
1. Join through the Teams mobile or desktop app (you will have to download it)
2. Join through the Teams web browser app (no download required)
  - You must use either the Google Chrome or Microsoft Edge browser.
  - The Teams web app will not work on other browsers, such as Internet Explorer, Firefox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

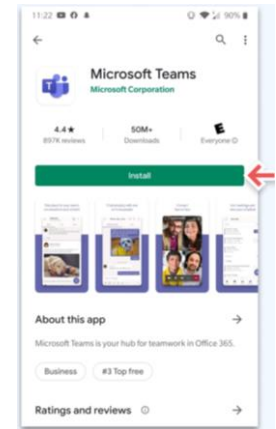
### iOS (Apple)

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.



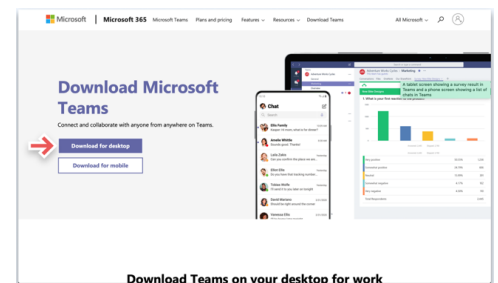
## Android

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.



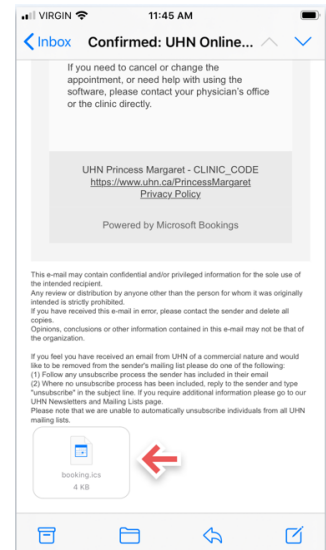
# Virtual Group Education Classes Using Microsoft Teams: Using MS Teams and troubleshooting common issues

# Class Details, Preparation and Settings

## Can I add this class to my calendar?

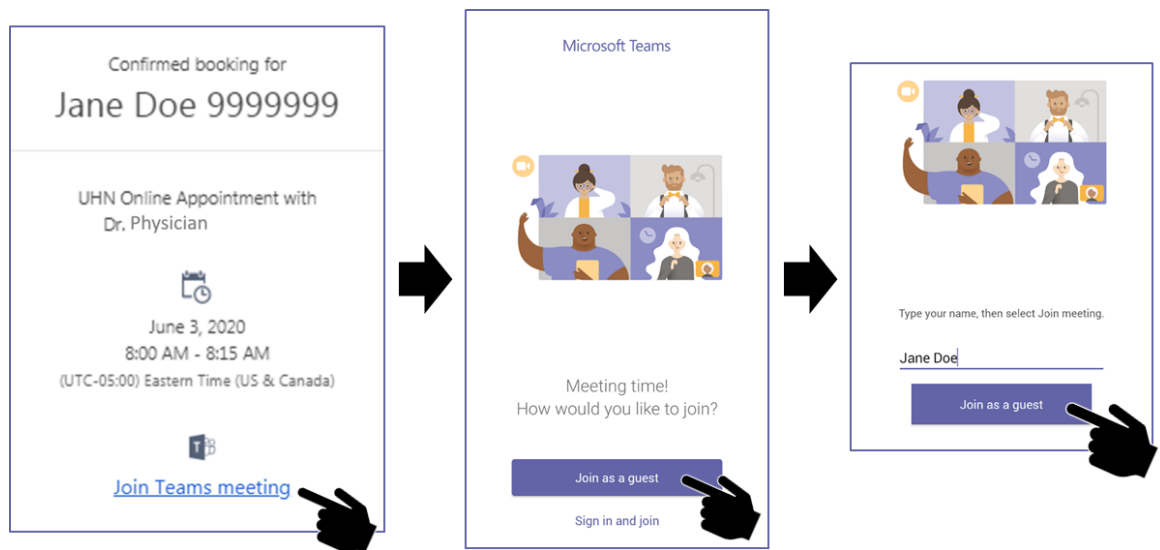
Yes!

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. We recommend typing first name only.
  - 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.

## Camera and Video Settings

### Should I give Teams permission to access my camera?

A camera is required for this group as the facilitators need to watch your movements and provide direction.

Click **Yes**. Teams will need permission to access your camera. Follow these instructions to give Teams permission to access your camera:

#### Mac:

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

#### Windows 10:

5. Open **Settings** (Windows Key + I)

6. 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:

7. 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:

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

### Mobile devices:

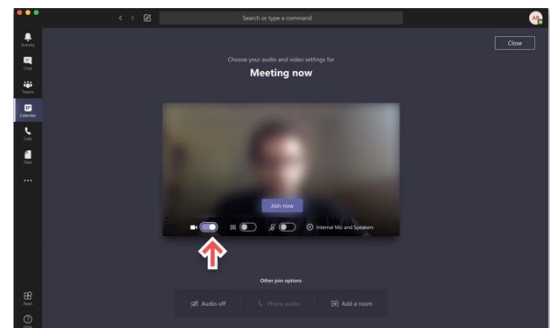
11. Check that you have allowed access to your camera in your device settings

## 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.

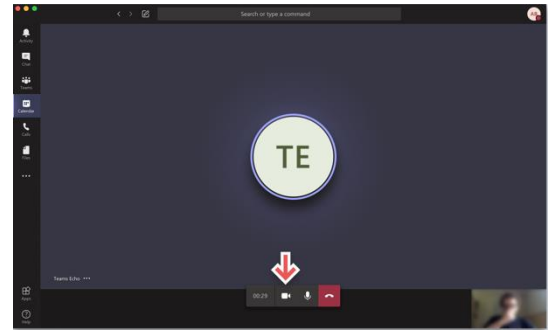
### Before the class

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:

12. Make sure your video is on by clicking the camera button in the meeting controls
13. Close and reopen the Teams app and rejoin the meeting
14. You can change your camera settings during the meeting by selecting **More device settings** > **Show device settings** in your meeting controls
15. 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:**

16. Open System Preferences
17. Click on **Security & Privacy** > select the **Privacy** tab



18. Select **Microphone** on the left bar and ensure **Microsoft Teams** is selected

### **Windows 10:**

19. Right click on the speaker icon on the bottom right on your taskbar

20. Select **Open Sound settings**

21. 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:**

22. 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:**

23. Click on your **account** icon in the top right corner

24. Click **Settings > Permissions**

25. Click the toggle button (switch) next to **Media (Camera, microphone, speakers)** to move it to the right (green)

### **Mobile devices:**

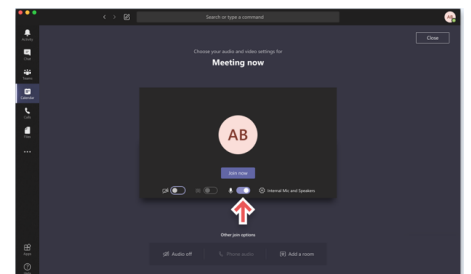
26. Check that you have allowed access to your microphone in your device settings

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

Once you have allowed Teams to access your 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?

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

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

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

For Microsoft Tech Support: <https://support.microsoft.com/en-us/contact/virtual-agent/?flowId=smc-ivr-entitlement&userInput=request%20Microsoft%20assistance&partnerId=smc>