

How to Setup Microsoft Teams & Joining a Meeting

We use Microsoft Teams for meetings with clients. Microsoft Teams is software that allows meetings to take place by video call. In your meeting you will be able to receive shared resources, send typed chat questions or comments, much more. It is free for you to use and our preferred way to provide services via electronic means. *Microsoft Teams is our preferred way to connect with you, but if we have difficulty, we will attempt to reach you by phone.*

Download Microsoft Teams

If you are going to be using your smartphone or tablet:

- Go to the App store and search for Microsoft Teams
- Click on Install – Once installed, you will be prompted to Sign in or create an account (it is free to create an account)
- Create an account

If you are going to use your desktop computer:

- you will need the latest version of Google Chrome or Microsoft Edge.
- You also have the option to download the Microsoft Teams desktop app.
- Download here: ([Download Microsoft Teams Desktop and Mobile Apps | Microsoft Teams](#))

Check your email

- You will be sent a Microsoft Teams meeting request by email prior to your appointment.
 - You will receive an email invitation for your appointment time.
 - Please RSVP “Going” to the invitation.
- In the email there will be a link to join the meeting.
- Click on the link to join the meeting – but check the time of your meeting before joining!

If you have setup a Microsoft Teams account

- You will be taken to the meeting in the app or your browser.
- You may have to sign in.

If you haven't setup an account

- Click 'Join as a guest'
- Type in your first name.

Join the meeting

- Check that your camera and microphone are working using the toggle buttons, then click 'Join now'.

Tips for a Successful Online Appointment:

- 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
- Use headphones for better call audio
- Make sure you are using a fast internet speed or Ethernet cable***
- Close out of unused programs
- Use the latest version of web browsers Google Chrome or Microsoft Edge
- Adjust the lighting so you can be seen clearly.

For further information and troubleshooting suggestions please visit this link: [Microsoft Teams Basics](#)