STEP 1: Downloading Teams

STEP 2: eCheck-In

STEP 3: Launching Teams Video Visit

Troubleshooting

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STEP 1: Downloading Microsoft Teams

**Desktop Computer** – https://www.microsoft.com/en-ca/microsoft-teams/download-app

Mobile Device
- Android users can download the app from Google Play
- Apple users can download the app from the App Store

STEP 2: eCheck-In

eCheck-In combines online pre-registration and check-in to get you to your appointment faster for outpatient clinics at Mackenzie Health. Once logged in to your account, from the home page, select the upcoming visit you would like to eCheck-In for to confirm and update your registration information (address, phone number, emergency contact, family physician, health card version code/expiration date) and complete any associated pre-visit questionnaires. eCheck-In can be completed up to the time of your appointment. This feature is available for 7 days prior to your appointment date and time. For video visits, it is recommended to complete this at least 10 minutes prior to your appointment.

1) Log in at https://mychart.mackenziehealth.ca
2) Find your scheduled upcoming appointment and select the **eCheck-in** button to begin
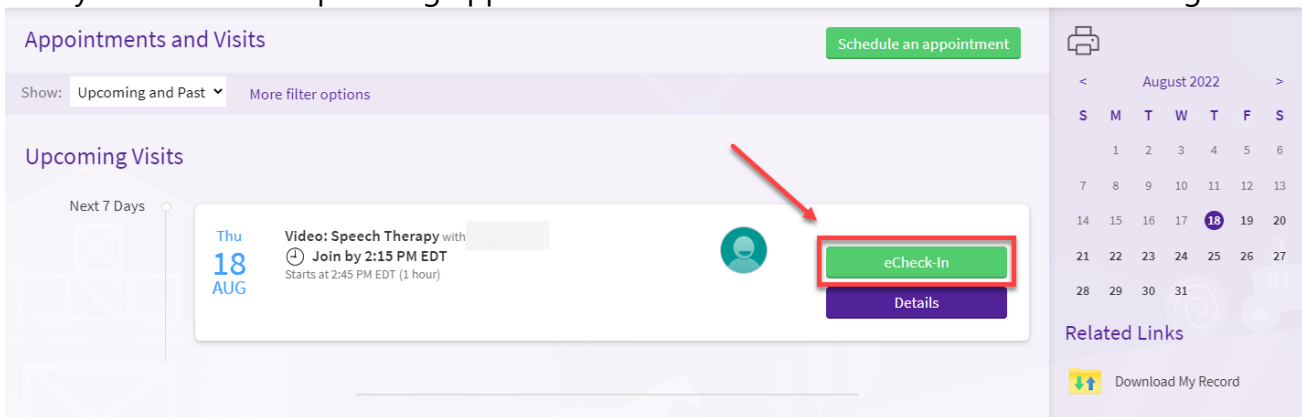

3) Follow the prompts to confirm or update the information we have for you on file

View our video for more information on how to complete the eCheck-in process.

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STEP 3: Launching Microsoft Teams Video Visit

<u>Desktop Computers</u>

A **Begin Video Visit** button will appear 30 minutes prior to your scheduled appointment time in the **Details** section of your appointment and at the end of the eCheck-in process. To access this, go to the **Visits** menu, under **Appointments and Visits** select the **Details** button as shown below.
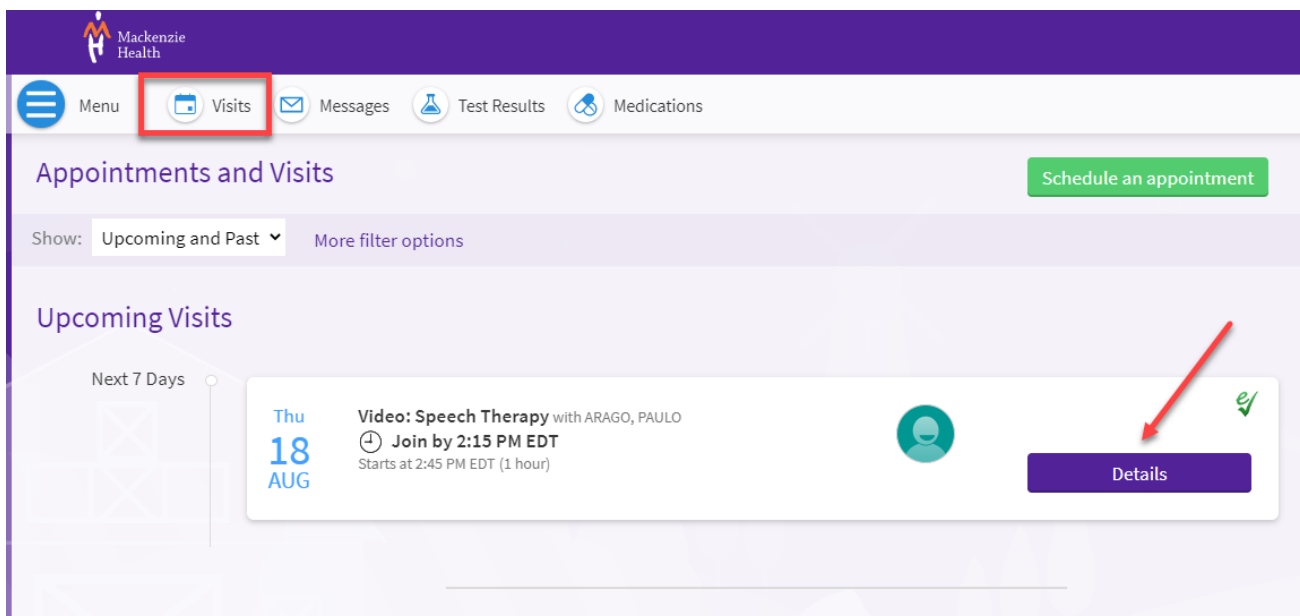

From the Details page, select the **Join Video Visit** to launch your appointment.

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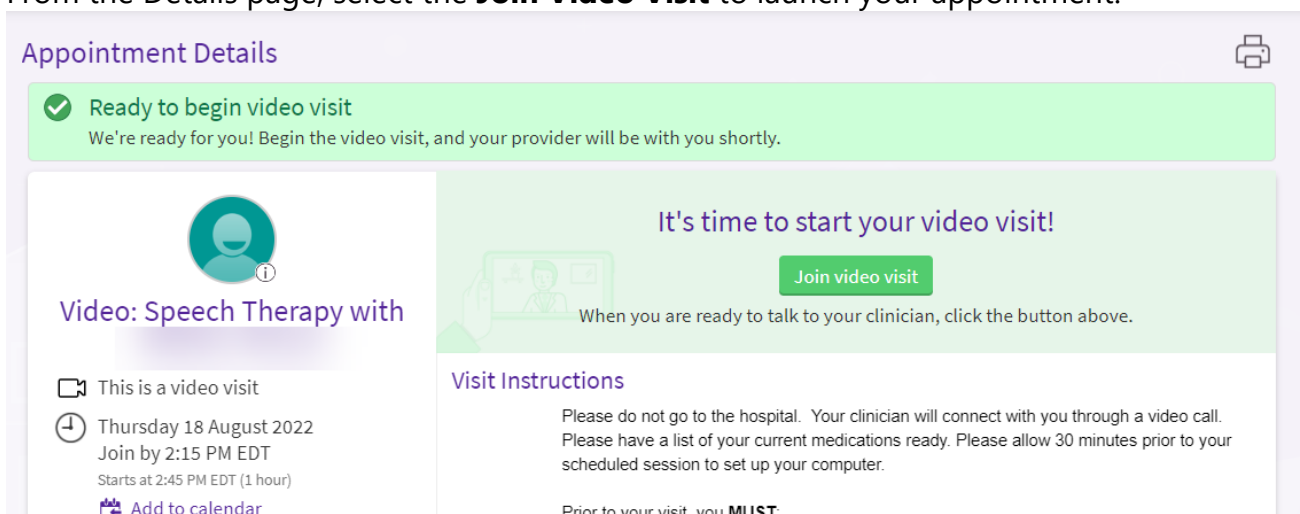
After clicking on the Begin Video Visit button, a new Teams window will launch. **If you have not already installed Teams**, a prompt to download and install the application will appear. Click **Continue on this browser (A) Join on the Teams app (B).**
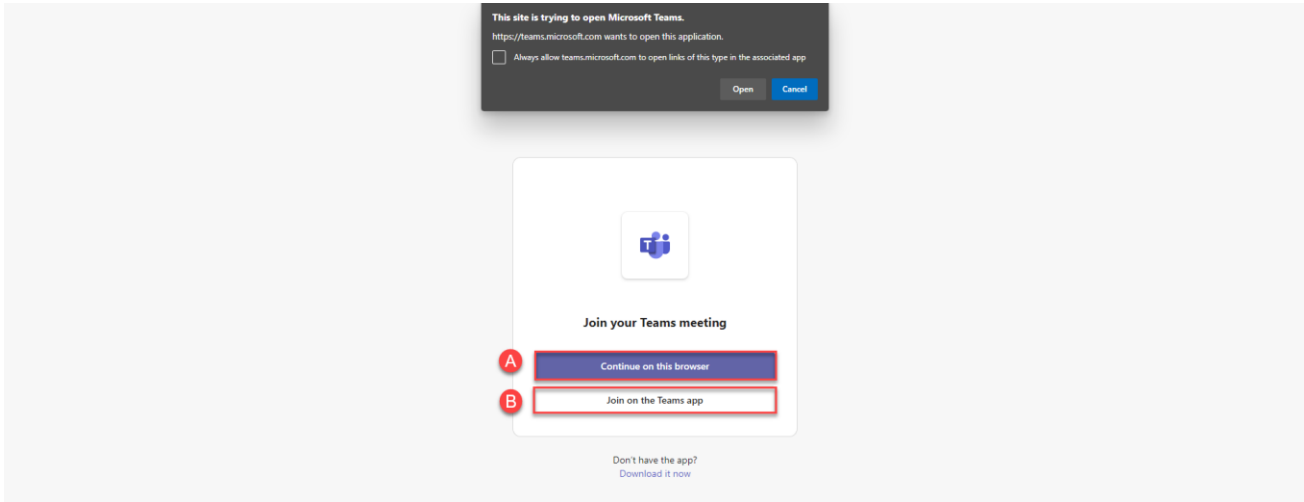
**If you have already downloaded and installed Teams**, click on **Open** to begin your appointment.
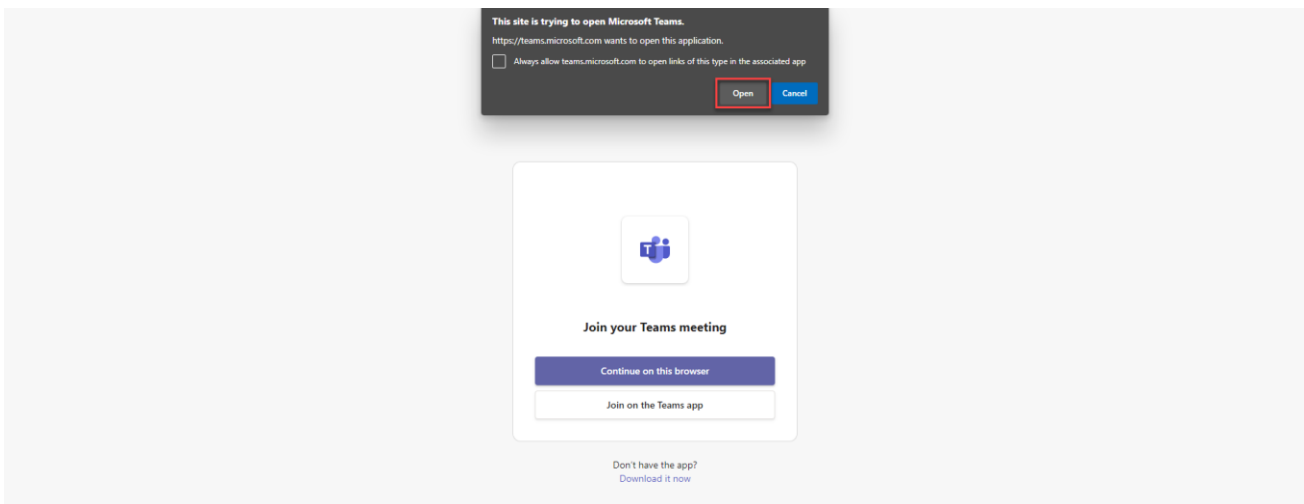
Note: If you have joined your video visit before your clinician has joined, a message will appear advising you to wait for the host (your clinician) to join.
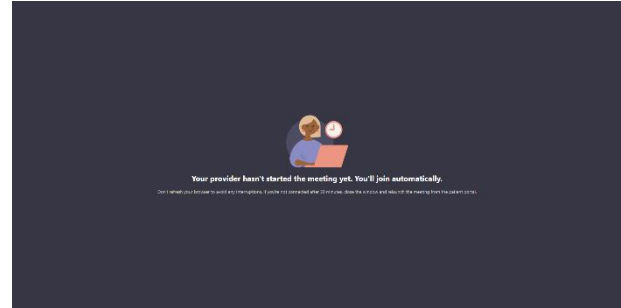
Mobile Devices

Once logged in, tap on the **Visits** icon and select **eCheck-In** to check in for your appointment. Once you have updated your personal information and checked in, a **Begin Visit** button will appear in your appointment details. Click this to launch your video visit.
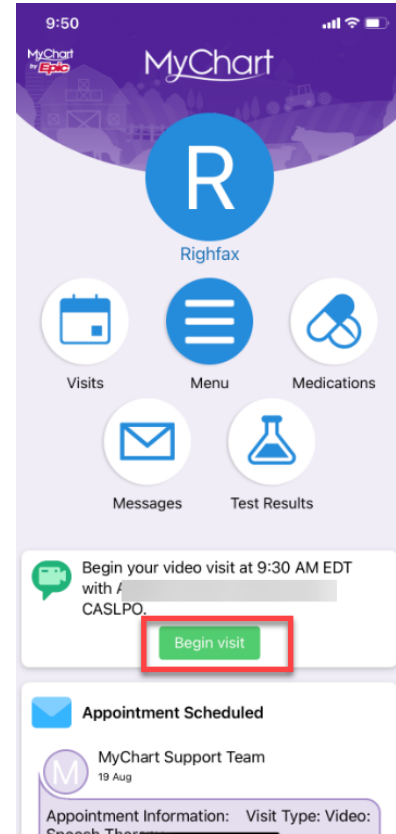
Video and Camera Issues

If your camera is not showing up in the settings, or it is selected and not showing any video, these tips can help you troubleshoot why it is not working.

Computer Tips

- Ensure the camera is not blocked (i.e. tape, privacy blocker, etc)
- If you are using an external webcam, ensure it is plugged in to your computer or device

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- Make sure that your camera is not being used by another program
- Restart your computer

Mobile Device Tips

- Ensure you have downloaded the Teams app to your device
- Once connected, switch between the front and back camera by tapping **Switch Camera**
- Close any other apps that are open that may be using your camera
- Check that Teams has permissions for the camera by accessing your phones **Settings**
  - o **Android Settings** can be accessed by:
    - Open the device **Settings**
    - Tap **Applications**
    - Tap **Teams** If it does not list access to **take pictures and videos**, uninstall, and reinstall the app

  - o **iOS Settings** can be accessed by:
    - Open your iOS **Settings**
    - Tap **Privacy**
    - Tap **Camera**
    - Toggle Teams access to **On (green)**
- Restart your device

Sound is Echoing

If you hear audio echo or feedback during your video visit, there are 2 possible causes:

1) A participant has both the computer and telephone audio active
   a. If you are on the phone, you will need to manually **leave computer audio** on your computer

2) Participants with computer or telephone speakers that are too close to each other
   a. If another participant is too close to you, and you both have speakers on, please *leave audio conference* on one of the computers or hang up one of the telephone connections

You can also try to *mute* yourself to see if the echo is coming from you or another person on the video visit. Also try eliminating any background noise by turning off any radio, television or other devices that may be emitting sounds.

Audio Issues

If you are having issues with the sound working on your device, here are some tips and tricks for you to try:

- Ensure the Teams mobile app is installed if you are using a mobile device (available on the Apple App Store and Google Play)
- Ensure your speaker is turned on. If you see the speaker icon in the top-left corner is turned off, tap it to turn on your speaker
- Increase the volume on your device using the volume buttons or notification panel. Even if the speaker is turned on in your video visit, your device's volume might be set to mute or vibrate only.
- Try using earphones
- Restart your device
- Reinstall the Teams app
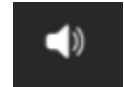
Microphone Issues on Mobile Devices

Here are some tips and tricks to try if you are having issues with the microphone working on your mobile device:

- Ensure the microphone is not on mute. If you see the muted **Audio** icon in the meeting controls, tap it to unmute yourself. If you are still muted, the clinician may have muted you upon entering the meeting. Ask to be unmuted by sending a **chat message** to the clinician.
- Ensure you have connected your mobile device's audio. If you see the following **Audio** icon in the meeting controls, tap it and select **Call via Device Audio**. If prompted, allow Teams to access your microphone.
- Try using earphones with a microphone
- Ensure Teams has access to your device's microphone in your phone's settings
- Ensure no other applications on the device are using the microphone at the same time by closing all background applications
- Restart your device
- Reinstall the Teams app
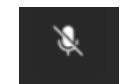
Inviting a Family Member

If you would like to invite a family member or another person to your video visit who is assisting you with your care (including a translator), you can do so by completing the following steps:

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- Click on the **People** icon
- Click on **Share Invite**
- Choose how you would like to send the invite:
  - By **Copy meeting link:** Copy the URL/Invitation and paste it as a message to the person you would like to invite using the application of your choice on your mobile device.
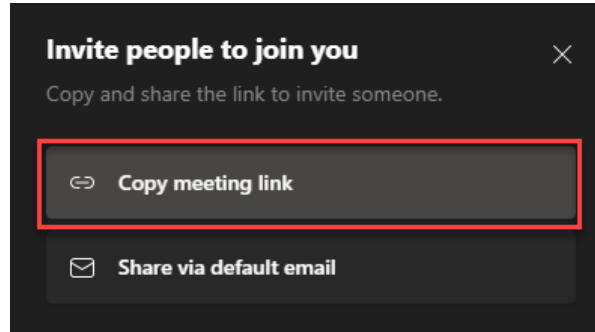
  - By **Email:**
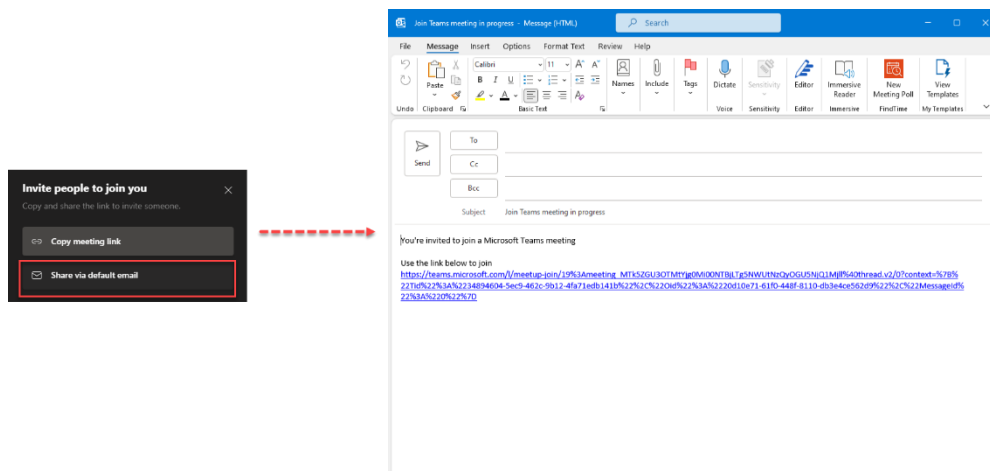
Connection Issues Using an Apple Device

To ensure you can connect to your video visit, you must be using version 9.2.6, or later, of the MyChart app.

To update your version of the MyChart app:

  - Open the **App Store**
  - Click **Updates** in the sidebar

  o Find the MyChart app and select **Update**

To check what version you are on:

  o Open the **Settings** on your device (iPhone, iPad or iPod Touch)
  o Select **General > iPhone Storage**
  o Wait a moment and the screen will populate with storage stats for each of your installed apps
  o Select **MyChart** from the list of apps
  o Next to the MyChart app icon