For Patients:

How to Join Your Stony Brook Telehealth Medical Visit Using Microsoft Teams App

What is it?

Telehealth allows you to use the internet and video to connect to your health care provider. Think of it as a virtual 'live Facetime' patient/doctor visit using your mobile phone or computer. The platform runs on the **Outlook 365 Microsoft Teams** application , which is best utilized, if possible, from your mobile phone..

What you need to start?

- You'll need a mobile phone or computer that can download **Microsoft Teams App**, free of charge.

- The mobile phone or computer will need to have a microphone/speaker, a webcam and internet connection. Most devices already have these features built in. Please make sure to enable the microphone/speaker and webcam in advance.

- Make sure that your phone is charged or connected to a power source and that you have an internet connection.

- You must have an active email address on your computer, mobile phone or tablet for your Telehealth visit.

For application support, please review the tutorial video on *stonybrookmedicine.edu/patientcare/telehealth/ your_telehealth_visit* or call one of our representatives at (631) 638-0597 Monday through Friday from 8 am to 6 pm. They will be happy to assist you.

I. How to Access Microsoft Teams Office 365 on your Mobile Device

*Note: Follow the Red arrows to help direct you
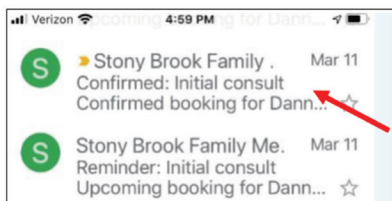
STEP 1: Download Microsoft Teams App

- Go to your email and open the email invitation sent to you from the **Stony Brook Medicine group**. *(Fig. A)*
  (If you have not received the email invitation, please check your spam folder.)

- Click on the Microsoft link, ***https://teams.microsoft.com/downloads***. It will prompt the download of the application. *(Fig. B)*

- You will see **Get Teams on iOS** screen. Click on **'Download on the App Store'** button and **'Cloud'** icon for iPhone. *(Fig. C and D)*

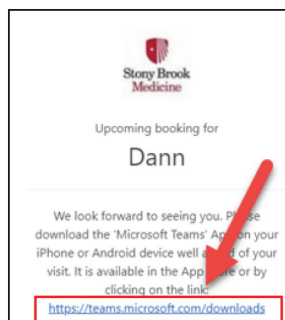 **OR** click **'Google Play'** button for Android.

  OR you can open the **App Store** icon, search for **Microsoft Teams**. It will direct you to the **Office 365 TEAMS** App.

- It's **free of charge** to download, but you may need your Apple ID and password for your iPhone/Mac or ID and Password for your Android.
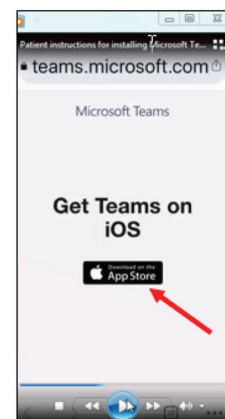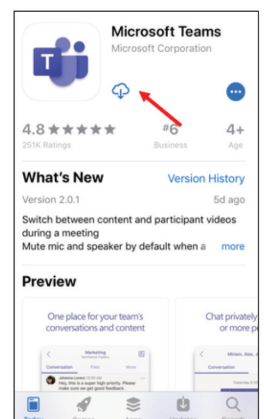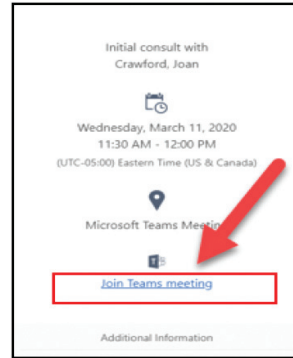
(Fig. C)

(Fig. D)

(Fig. B)

(Fig. A)

**STEP 2:** Download Microsoft Teams App

- Open your email from the Stony Brook Medicine group again. (Check your **Junk or SPAM Folder** if you don't see it.)

- If you receive a web browser pop-up about address being invalid, just **click OK** and it will close.

- Click on the second link at the bottom of the scheduled appointment email **'Join the Teams meeting'**. *(Fig. E)*
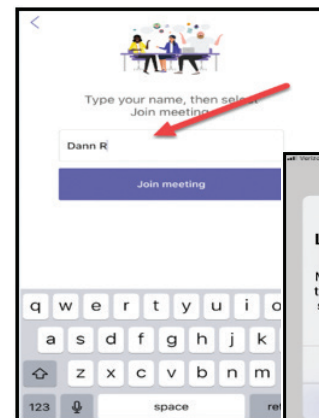

(Fig. E)

STEP 3: Click **'Join as Guest'** button. *(Fig. F)*
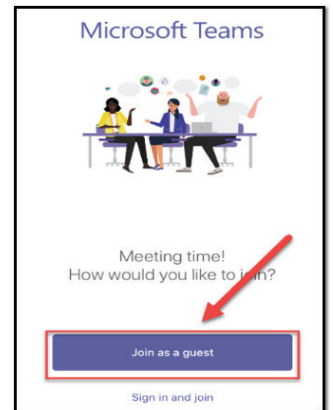
STEP 4: Type in your name and click **'Join meeting'** button. *(Fig. G)*

STEP 5: You may be prompted to allow access to your **Microphone** on the mobile device. Select **OK**. *(Fig. H)*


(Fig. F)

STEP 6: Check the **Video & Microphone button lower pane**. *(Fig. I)*

- Make sure they are NOT muted or inactive. The icons should not have a slash through them.

- Click on to **Activate** and/or **Unmute**.

- Note the statement: **'Someone in the meeting (provider) should let you in soon'**. Please wait.

- When the provider logs in, you'll see their image on the screen and they will see you.
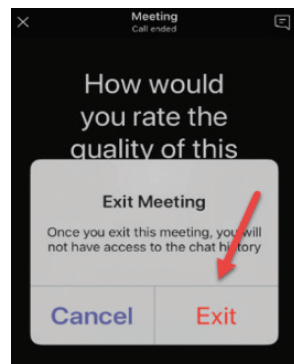

(Fig. G)

(Fig. H)

STEP 7: To **'End'** the Visit, click the **Red/White Phone** icon. *(Fig. I)* You'll be asked to rate the quality of this call, and can click **'X'** in upper left corner to dismiss it. Then, select **Exit**. *(Fig. J and K)*
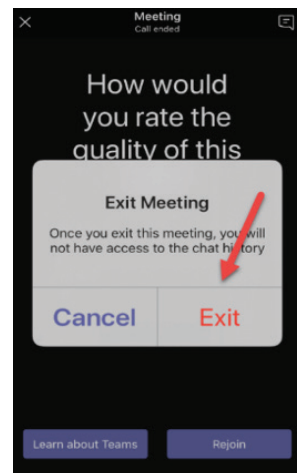
(Fig. I)
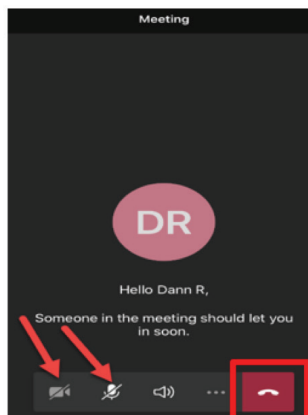
(Fig. J)

(Fig. K)

II. How to Download Microsoft Teams Office 365 onto your Computer

*Note: Follow the Red arrows to help direct you

STEP 1: Go to the website to download the Microsoft Teams App, *https://teams.microsoft.com/downloads*.

STEP 2: Select **'Download Teams'** button. *(Fig. L)*

STEP 3: It's recommended that you download the App **BEFORE** your visit since it takes a few minutes.

STEP 4: For your **Telehealth visit**, open your email from the Stony Brook department. This will also prompt the download. *(Fig. M)*

STEP 5: As on the Mobile App, click the website's **download link** if you have not joined Microsoft Teams yet. *(Fig. N)*

STEP 6: If you have, click the **'Join Teams meeting'** link. *(Fig. O)*

STEP 7: The **'Meeting Now'** screen opens. Click the **'Join Now'** button. *(Fig. P)*
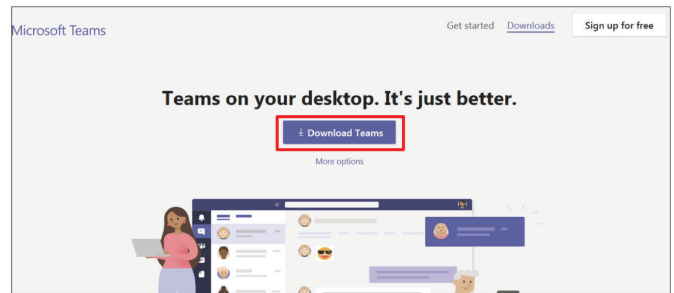
STEP 8: Now your image will display on screen; states **'Waiting for others to join'**.

STEP 9: Once the provider logs-in and starts the meeting, you will see both yourself and the provider's image on the screen. *(Fig. Q)*
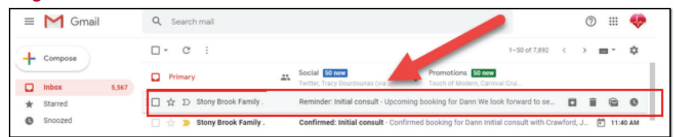
STEP 10: Note the **video/camera, microphone and speaker icons** on the lower screen. Check to make sure they're active and not muted/inactive. The icons should not have a slash through them. *(Fig. R)*

STEP 11: Patients can mute, unmute, pause or end the call using the lower toolbar icons.
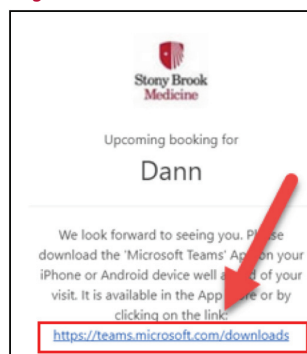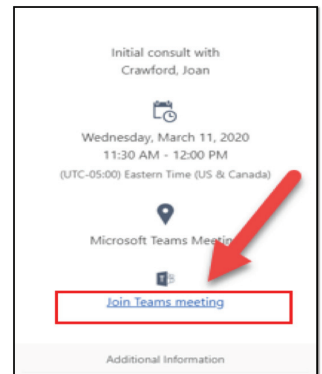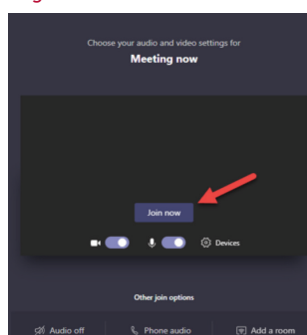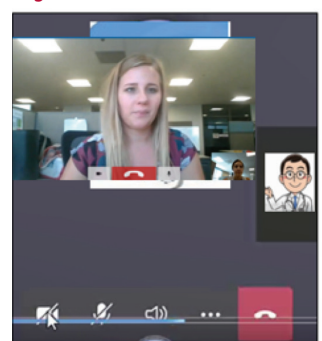
(Fig. L)

(Fig. M)

(Fig. N)

(Fig. O)

(Fig. P)

(Fig. Q)

(Fig. R)