



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 [stonybrooktelehealth.com](http://stonybrooktelehealth.com) 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

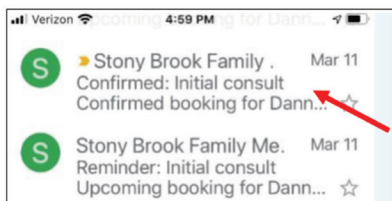
- Go to your email and open the email invitation sent to you from the **Stony Brook Medicine group**. (Fig. A)  
(If you have not received the email invitation, please check your spam folder.)
- Click on the Microsoft link, <https://teams.microsoft.com/downloads>. It will prompt the download of the application. (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.

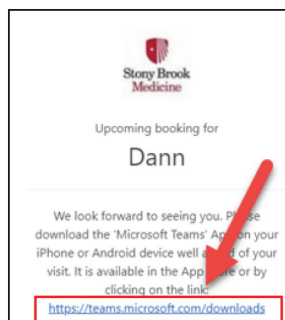
**OR** you can open the **App Store** icon, search for **Microsoft Teams**. It will direct you to the **Office 365 TEAMS** App.

- 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.

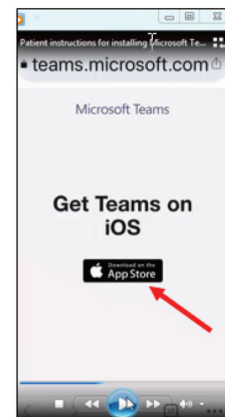
(Fig. A)



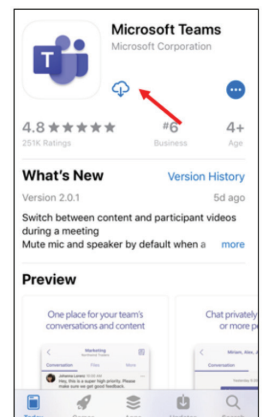
(Fig. B)



(Fig. C)



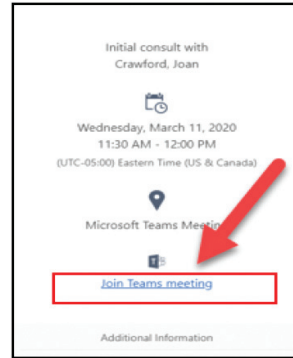
(Fig. D)



## STEP 2: Download Microsoft Teams App

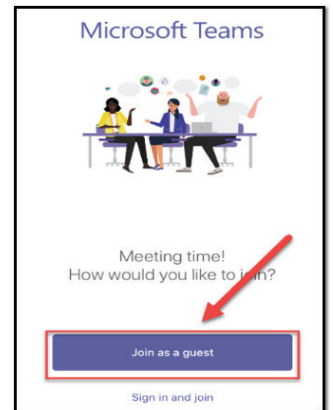
- Open your email from the Stony Brook Medicine group again. (Check your **Junk or SPAM Folder** if you don't see it.)
- If you receive a web browser pop-up about address being invalid, just **click OK** and it will close.
- Click on the second link at the bottom of the scheduled appointment email **'Join the Teams meeting'**. (Fig. E)

(Fig. E)



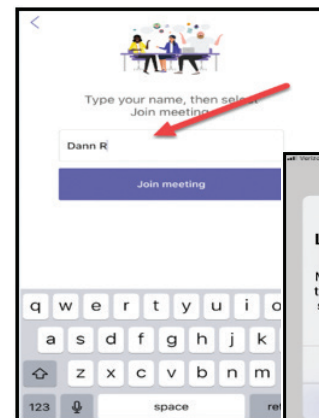
## STEP 3: Click 'Join as Guest' button. (Fig. F)

(Fig. F)



## STEP 4: Type in your name and click 'Join meeting' button. (Fig. G)

(Fig. G)



(Fig. H)



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

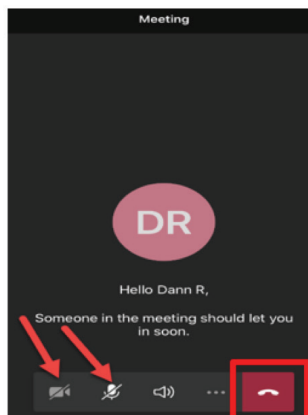
## STEP 6: Check the Video & Microphone button lower pane. (Fig. I)

- 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.

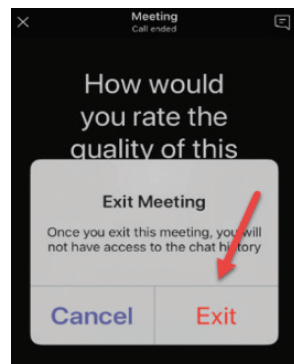
## STEP 7: To 'End' the Visit, click the Red/White Phone icon. (Fig. I)

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)

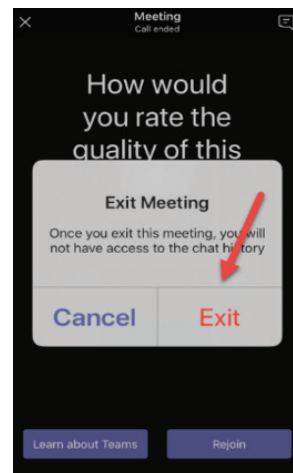
(Fig. I)



(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)

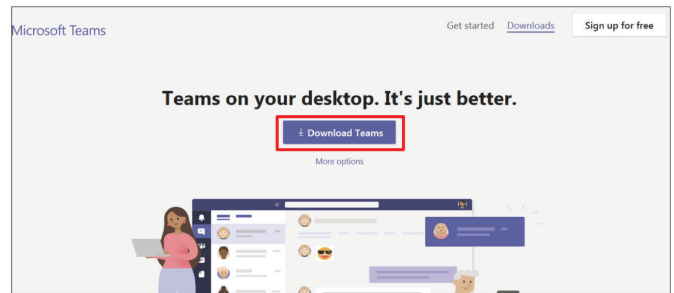
**STEP 8:** Now your image will display on screen; states 'Waiting for others to join'.

**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)

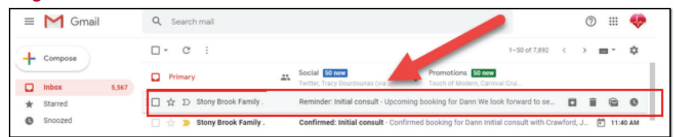
**STEP 10:** Note the video/camera, microphone and speaker icons on the lower screen. Check to make sure they're active and not muted/inactive. The icons should not have a slash through them. (Fig. R)

**STEP 11:** Patients can mute, unmute, pause or end the call using the lower toolbar icons.

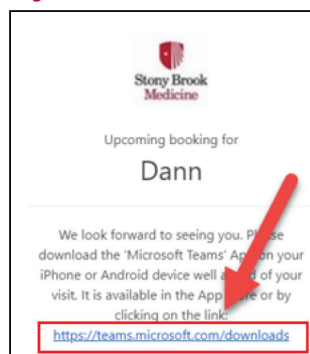
(Fig. L)



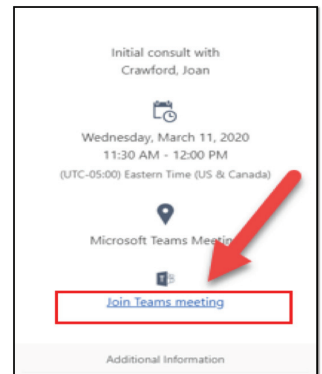
(Fig. M)



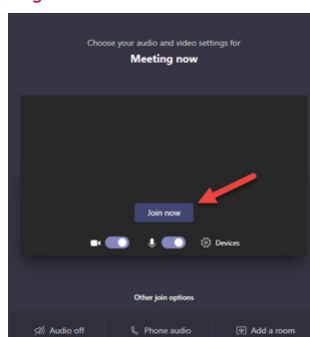
(Fig. N)



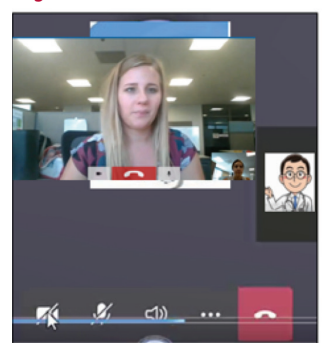
(Fig. O)



(Fig. P)



(Fig. Q)



(Fig. R)

