



Telehealth Services Client Instructions

Join a Telehealth Visit – Laptop/Desktop/Tablet

1. Please RSVP for your visit by sending a reply to the email invite that you receive indicating “Accepted” (**please do not use the RSVP option in your email, if it appears**). Please save the email invite until your appointment time as you will need it to begin your appointment.
2. At the time of your visit, click on “Join Microsoft Teams Meeting” link in the email invite that you were sent. ***If you are using a Mac computer, please request additional instructions from our office specific for that type of device.***
3. For your initial visit, click the option to Download the Teams App.
4. The Teams app should automatically open after it downloads for your initial telehealth visit.
5. For all subsequent visits, after your first telehealth appointment, click “open MS Teams” after clicking on the link in your email invite. If a pop-up box appears from the antivirus software on your device, please click “Allow”.
6. Please make sure that you allow access to the camera and microphone on your device.
7. After the Teams app opens on your device, enter your first name where indicated and then click “Join Now”.
8. You should receive a message that “Someone in the meeting should let you in soon.” Once your provider arrives, you will enter the visit and your appointment will begin.

Join a Telehealth Visit – Mobile Device

1. Please RSVP for your visit by sending a reply to the email invite that you receive indicating “Accepted” (**please do not use the RSVP option in your email, if it appears**). Please save the email invite until your appointment time as you will need it to begin your appointment.
2. At the time of your visit, tap on “Join Microsoft Teams Meeting” in the email invite that you were sent. ***If you are using an iPhone, please request additional instructions from our office specific for that type of device.***
3. For your initial visit, tap the option to Get Teams App.
4. The first time you download the app, at the time of your appointment, just tap “Open” to open the app. For subsequent visits, just tap “Open Teams app.”
5. Please make sure that you allow access to the camera and microphone on your device.
6. Tap “Join as Guest”.
7. Enter your name where indicated and tap “Join as Guest”.
8. If you are asked to “Allow” or “Deny” audio recording, tap “Deny”. All recording is turned off at the administrative level, so regardless of how you respond your visit will not be recorded.
9. You should receive a message that “Someone in the meeting will let you in soon.” Once your provider arrives, you will enter the visit and your appointment will begin.