

How to Attend Your MS Teams Appointment

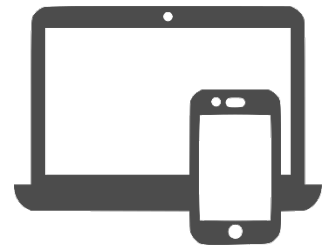


San Mateo County Behavioral Health and Recovery Services (BHRS) uses a HIPAA-compliant version of Microsoft Teams.

To ensure that you are using the HIPAA-compliant version of Microsoft Teams, please use the appointment link sent to you by your SMC BHRS provider.

There are multiple ways to access your MS Teams Appointment:

- 1) On your computer by downloading the app. Click [here](#) to skip to this section (Page 2).
- 2) On your computer without downloading the app. Click [here](#) to skip to this section (Page 3).
- 3) On your mobile device (e.g., tablet or smart phone). Click [here](#) to skip to this section (Page 4).



Learn more about the features on MS Teams!

Click [here](#) to skip to the section of this guide that shows you how to:

- Turn your audio/video on and off (Page 5-6)
- Turn on your virtual background (Page 5-6)
- Use the chat feature (Page 5-6)

Click [here](#) if you want to learn how to:

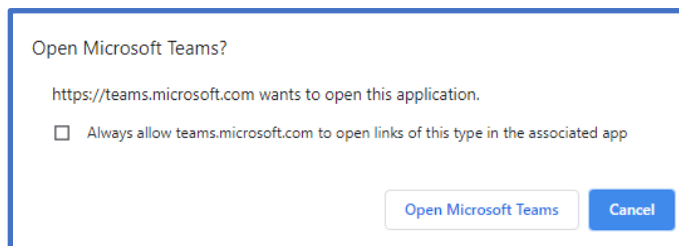
- Share your screen (Page 7)

How to Attend Your Appointment via Computer (with app)

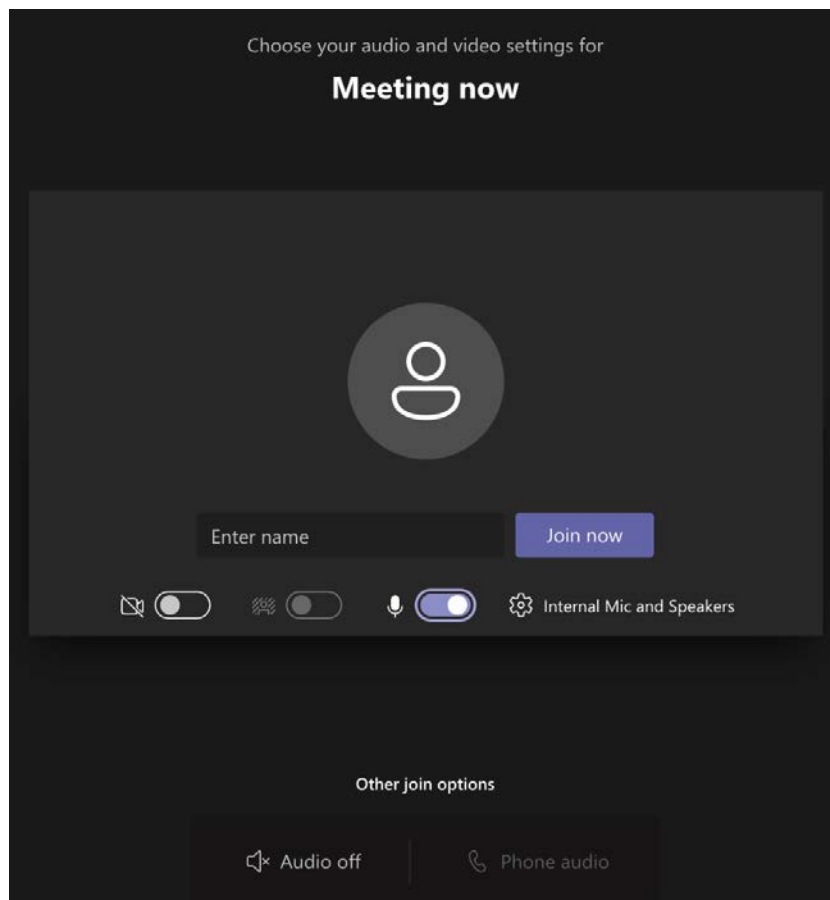
Download the Microsoft Teams App through your computer App Store or by going to: <https://www.microsoft.com/en-us/microsoft-teams/teams-for-home>

You do not need to create a Microsoft Account. You only need to download the app.

1. Download the app.
2. Click on the appointment link that was sent to you by your provider.
3. A pop up will show up on your screen. Click “Open Microsoft Teams”



4. Sign on as a guest. If you are joining a group session, to ensure your privacy, do not type your full name. Only type your First name and Last Initial.

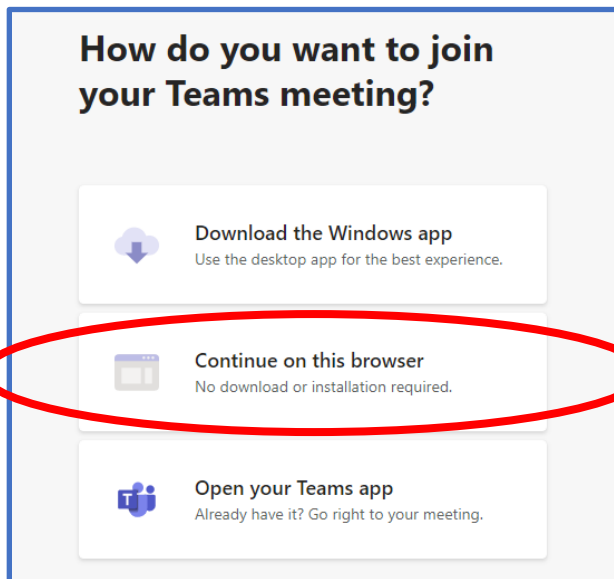


How to Attend Your Appointment via Computer (no app)

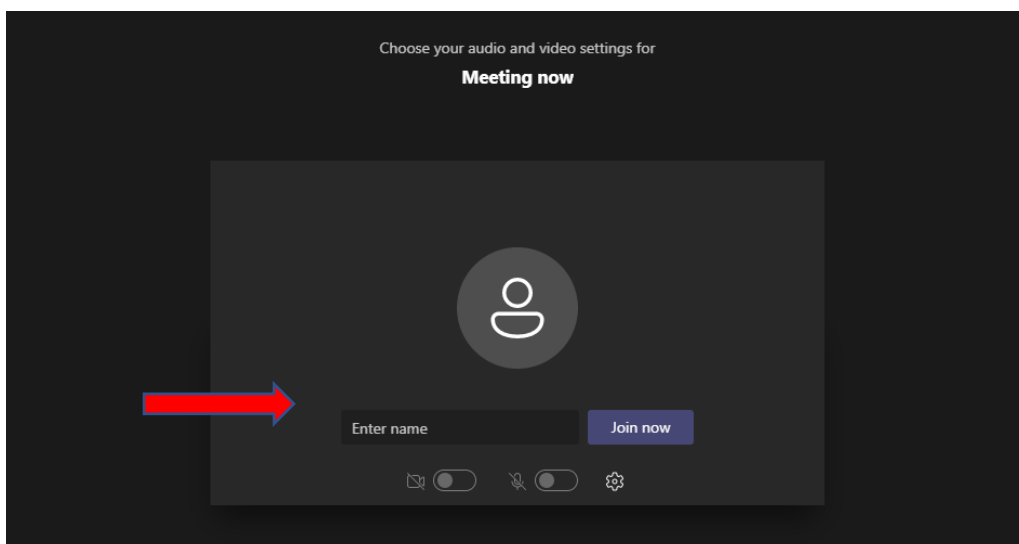
If you are unable to download the app, you can join via your web browser. Some functions are not available on the web browser (for instance, you will not have the option to blur your background).

This option is only available if you are using a desktop computer or laptop. This option is not available if you are connecting via mobile device.

1. Click on the appointment link that was sent to you by your provider.
2. A website will open on your screen. Click “Continue on this browser.”



5. Sign on as a guest. If you are joining a group session, to ensure your privacy, do not type your full name. Only type your First name and Last Initial.

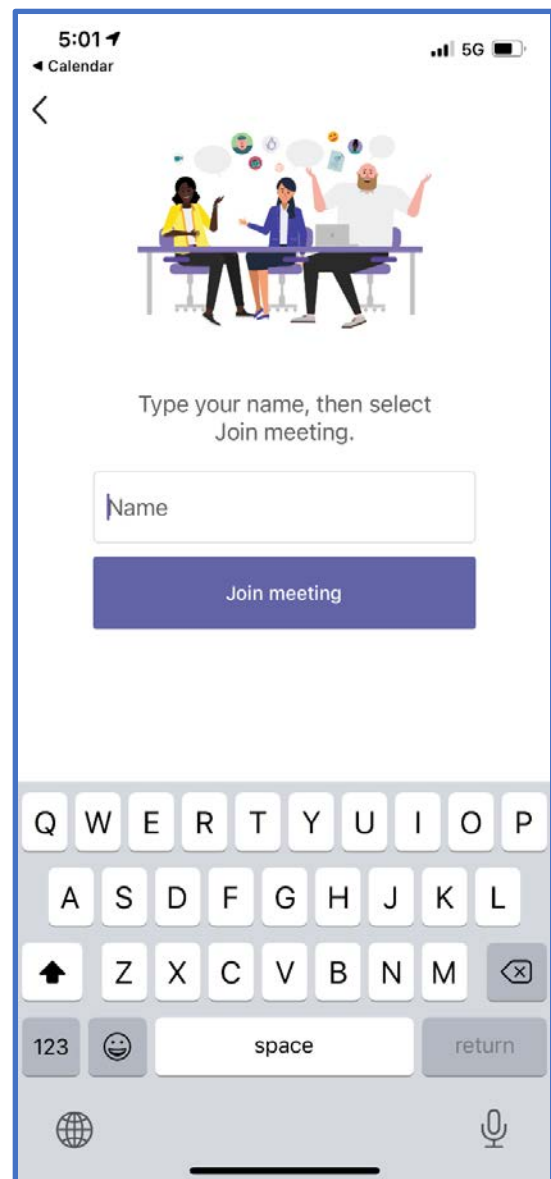
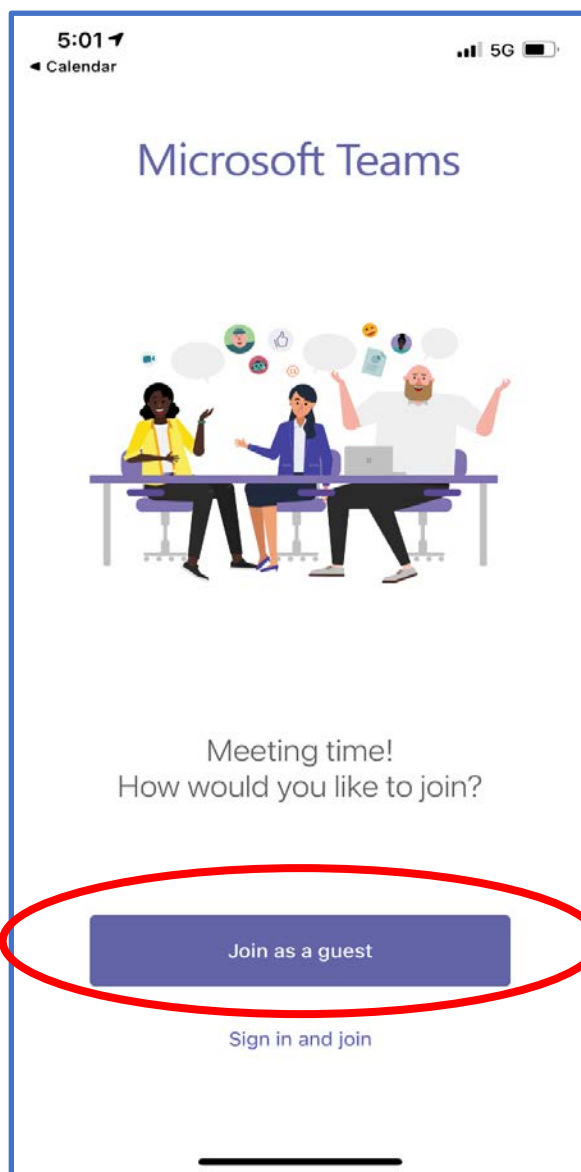


How to Attend Your Appointment via Mobile Device (Cell Phone, Tablet)

Download the Microsoft Teams App through your computer App Store or by going to: <https://www.microsoft.com/en-us/microsoft-teams/teams-for-home>

You do not need to create a Microsoft Account. You only need to download the app.

1. Download the app.
2. Click on the appointment link that was sent to you.
3. Click "Join as a guest."
6. Type your name. To ensure your privacy, do not type your full name. Only type in your First name and Last Initial.



Get to Know the Features on TEAMS

You can choose to show yourself on video or not, and you can mute/unmute yourself. You can set this up prior to entering the meeting or during the meeting.

Before entering the meeting...

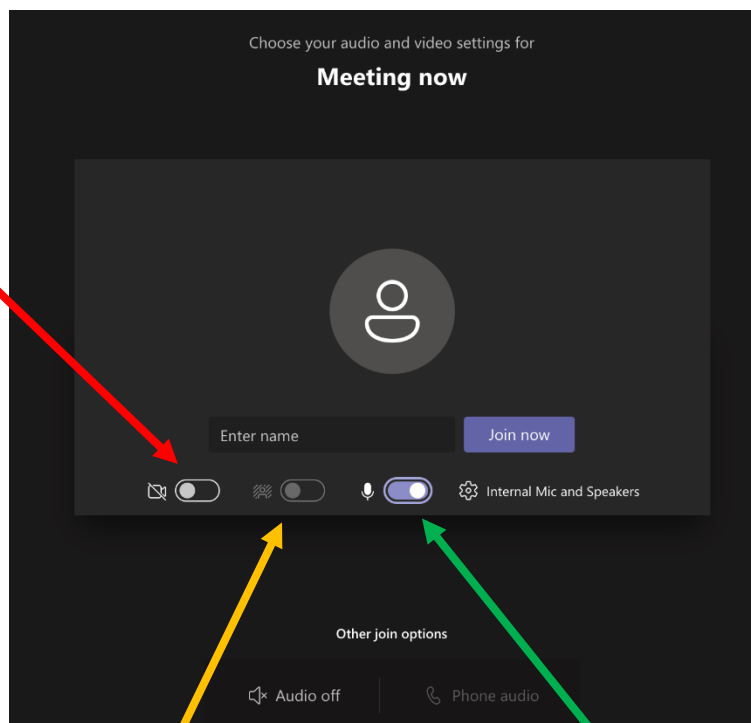


This means this feature is “off.”



This means this feature is “on.”

Turn your camera on/off by clicking this button.



Turn your mic on/off by clicking this button.

This is only available through the computer app. It is not available through the web browser or mobile app.

This button can only be used if your camera is turned on. Turn this button to the “on” position and select your virtual background if you want to show yourself but not your surroundings.

Get to Know the Features on TEAMS cont.

You can choose to show yourself on video or not, and you can mute/unmute yourself. You can set this up prior to entering the meeting or during the meeting.

If you are already in the meeting...



If there is no line through the icon, this means this feature is “on.”

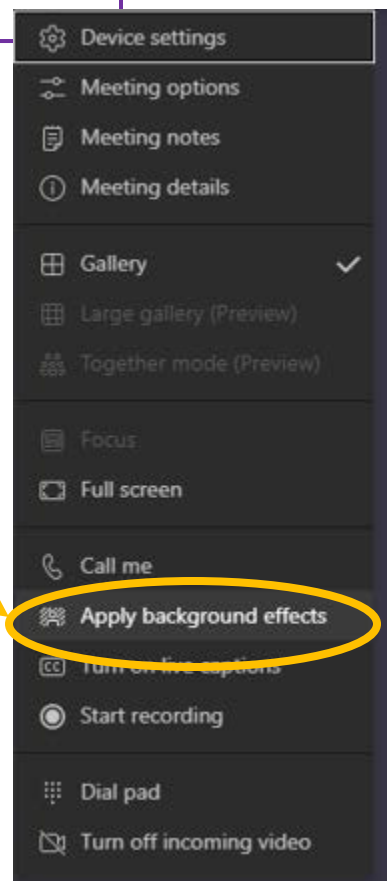
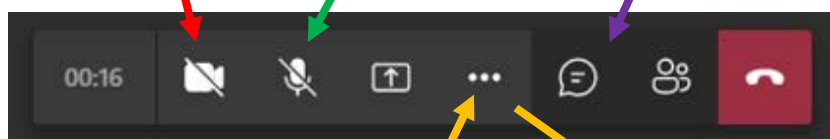


If there is a line through the icon, this means this feature is “off.”

Turn your camera on/off by clicking this icon.

Turn your mic on/off by clicking this icon.

Your provider might want to send you some information to you via the chat feature. You can access the chat box by clicking on this icon.



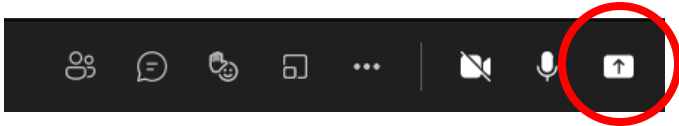
This is only available through the computer app. It is not available through the web browser or mobile app.

If you want to show yourself but not your surroundings, you can click on this icon. A menu will pop up. Select “Apply background effects” to change your background.

How to Share Your Screen

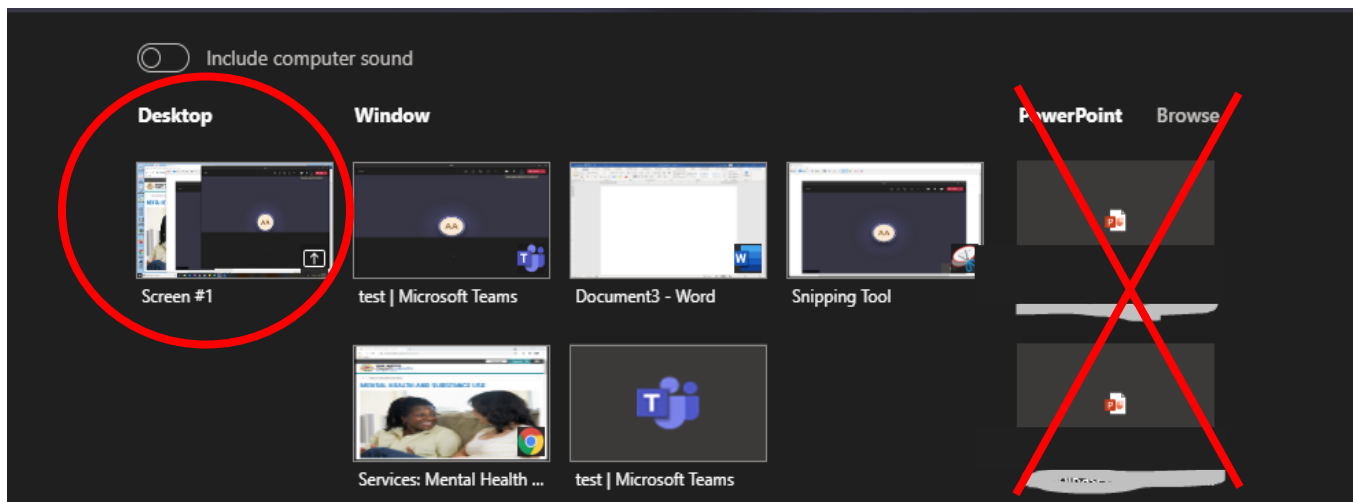
Video Tutorial: <https://support.microsoft.com/en-us/office/show-your-screen-during-a-meeting-90c84e5a-b6fe-4ed4-9687-5923d230d3a7>

1. Click **Share** .



2. Pick what you want to share:

- **Desktop** shows everything on your screen.
- **Window** shows only a specific app.
- Don't worry about the **PowerPoint** or **Browse** options.



3. Click **“Stop presenting”** or  to stop showing your screen.

