

# Joining your dietetic group session on Microsoft Teams

Information for patients, families and carers



You have been invited to take part in a group session online through Microsoft Teams (or MS Teams for short). This leaflet will explain how to join a Teams meeting and provide information on what you should expect. You may be using other video chat platforms for your social and leisure contacts already and Microsoft Teams will not be that different.

**You will need a device with a camera, speakers, and a microphone. Microsoft Teams can work on any phone, laptop, PC, iPad, or tablet.**

Make sure your device is charged or plugged in before your session starts. To avoid high data charges, use Wi-Fi if you can.

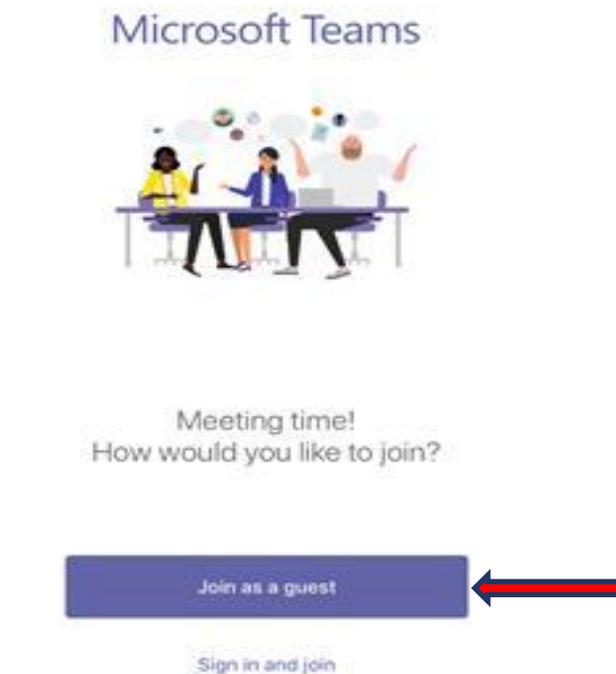
You will be invited using your **personal email address** (e.g. a hotmail/gmail/yahoo account) rather than a business or work associated account. Please keep this email and meeting link private and do not share it with anyone.

If you would like to watch a video demonstration on accessing Microsoft Teams, please click on the relevant links below:

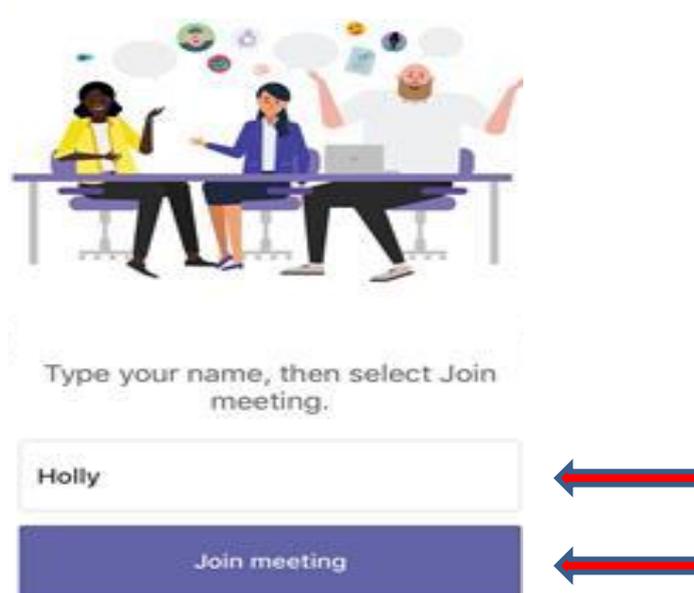
- If you access MS Teams through a **desktop app**: [Install Teams app on your desktop](#)
- If you access Teams through a **desktop browser**: [Join on your desktop without an app](#)
- If you access Teams through a **Mobile app**: [Install Teams app and join on your phone](#)

## How to access MS Teams through an App

- 1) Click on the link within the email invite, it looks like this: [Join Microsoft Teams Meeting](#)
- 2) Click to 'Join as a Guest'



- 3) Type your first name only and click 'Join meeting'

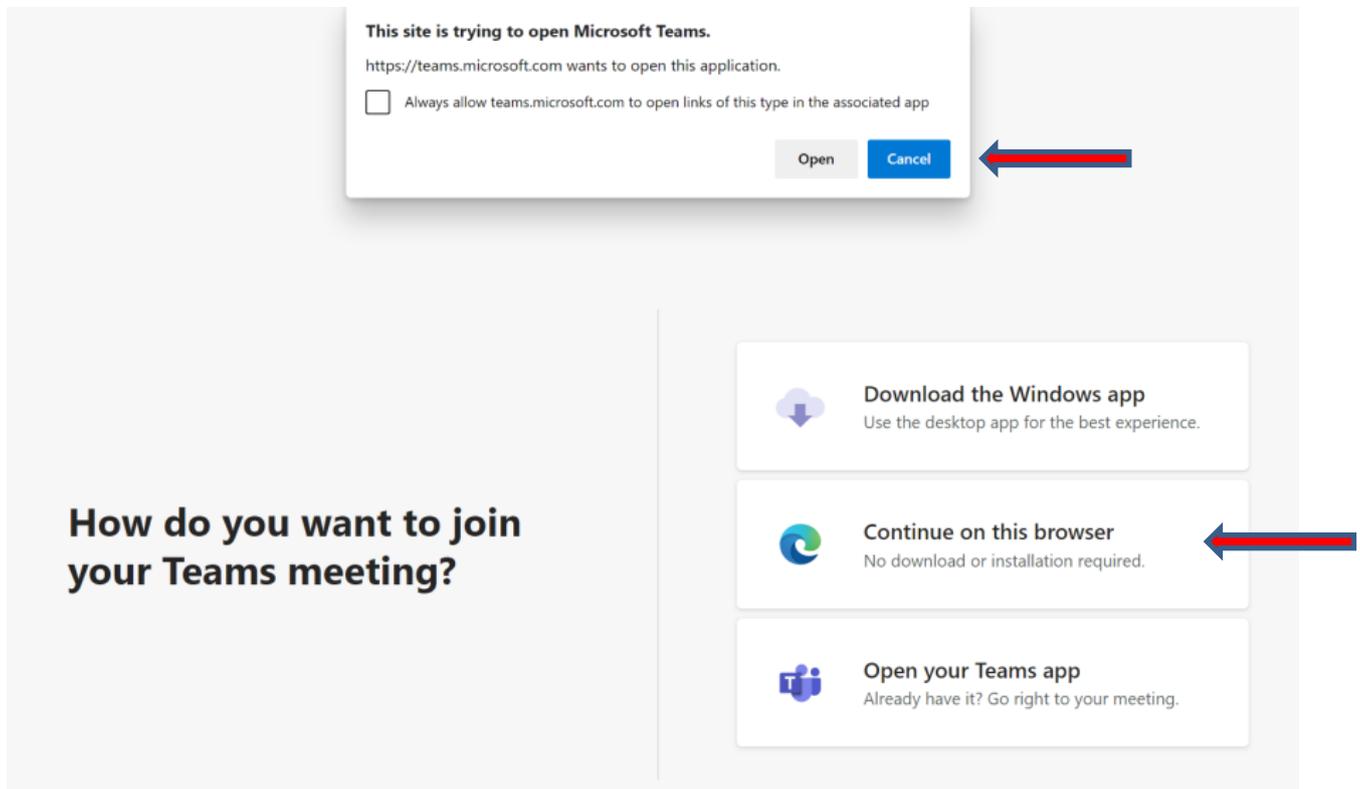


- 4) You will enter a lobby screen until the clinician admits you into the appointment.

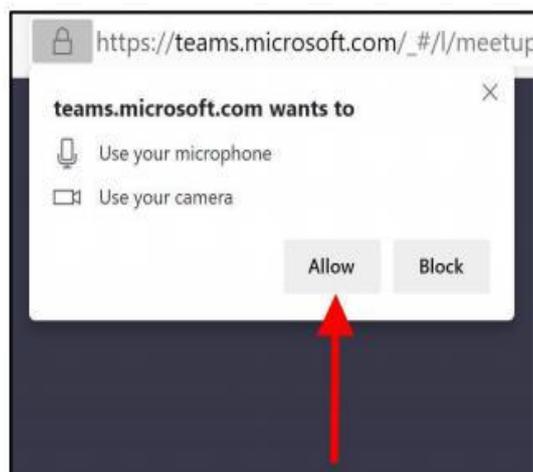
**If you have any technical problems please call: 0131 312 1075**

## How to access MS Teams without downloading the app

- 1) Microsoft Edge (which comes with Windows 10) or Google Chrome are supported browsers. At the time of your appointment, click the [Join Microsoft Teams Meeting](#) link sent to you by the department. When you see the following screen, click **'Cancel'** on the prompt, and then click **'Continue on this browser.'**



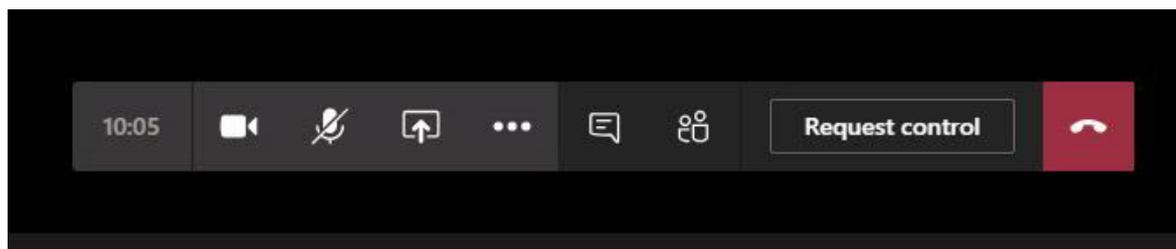
- 2) Your browser may ask if it's okay for Teams to use your microphone and camera. Be sure to allow it so you'll be seen and heard in your meeting.



- 3) Enter your name and choose your audio and video settings.
- 4) When you're ready, click "Join now". You will enter a lobby screen until the clinician admits you into the appointment.

## 'Functions' in Microsoft Teams

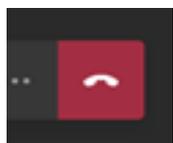
This bar is usually near the bottom of your screen and you can control your camera and microphone.



**To 'mute' and 'unmute' yourself:** Click on the microphone icon at the bottom left of your screen. If there's a line through the microphone icon, it's muted. Start meetings muted and keep your microphone off unless you are speaking (it makes the sound better).

## Ending a call

Once the call is complete, disconnect by pressing the red phone icon:



## Important to know

Meetings will be set up to protect your privacy as much as possible although privacy may not always be maintained (e.g. first name/ID may be shared with others on the call)

Education sessions will contain no personal clinical content.

Messages shared through the chat function are stored indefinitely and will remain accessible to others on the call.

## If you are joining a group session on MS Teams, we would kindly ask that you:

- Make sure you are ready and familiar with the technology before your first group
- Join the group on time
- Plan for a private space that is comfortable and where you don't have to worry about being interrupted- consider what is in your background
- Ensure you have everything you need before the session (e.g. pen and paper, glasses)
- Be respectful of confidentiality issues
- Log in using your first name only
- Be aware that the 'chat function' won't be used nor monitored
- Ensure you have considered privacy notices
- Give yourself plenty of time before and after the group to both prepare and unwind
- Make a hot drink to enjoy whilst in the group or have a glass of water nearby.

## We would respectfully ask that you do not:

- Rejoin a meeting you have left, attend a meeting you have not personally been invited to or interfere with the management of the meeting (such as muting other participants, allowing access from the lobby or removing participants)
- Record the session or take screenshots
- Eat during the session.

## What to do when you have technical problems

- Check your internet connection
- Try again to join the meeting via the link in the email
- If that does not work, turn your computer/device off and then restart and try again
- In the event of poor sound quality, the group therapist may suggest putting microphones on mute when you don't speak
- Don't worry – technical problems are common and will be sorted with a bit of help.

## Security issues to consider

- Some groups will be set up with a **chat function** enabled. Chat messages and uploads (e.g. pictures) created by you during the call remain visible to the other participants after the call has ended. We recommend that you don't use the 'chat function'. The chat dialogue will not be monitored and can't be deleted.
- Normally only the name you choose to display will be visible to others on the call. MS teams may share other patient contact information (for example a Skype ID may be shared and stored by others on the call). **We will remind participants that this is a confidential group**, and ask all members respectfully to agree not to use any contact information for any purpose outside the group.
- If you use MS Teams from a work device, this will create a call history showing your attendance at an NHS meeting. Please be aware that participating in a MS Teams meeting will leave a history of attendance on the device. The content of the meetings remains private though. One way around this could be to use your personal email for joining the group.

## Contact information

If you have any queries or problems, please phone:

: **0131 312 1075**

