



**Do not connect your device (workstation, cellphone or iPad) to BellMTS Guest Wifi while at the hospital (other than at these locations: CCMB MacCharles or 700 Elgin); it will break your connection to MS Teams, Connection Dialer (Virtual Visit Provider Portal) and MyMBT Messaging (Cortext).**

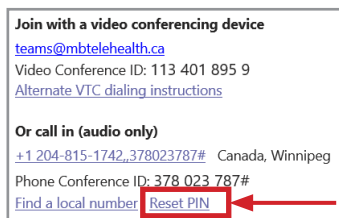
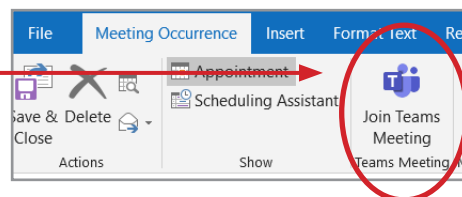
Visit our website for all of our Quick Reference Guides and videos <https://mbtelehealth.ca/training/>.

For Microsoft Teams video training by Microsoft [click here](#).

## Join a Meeting

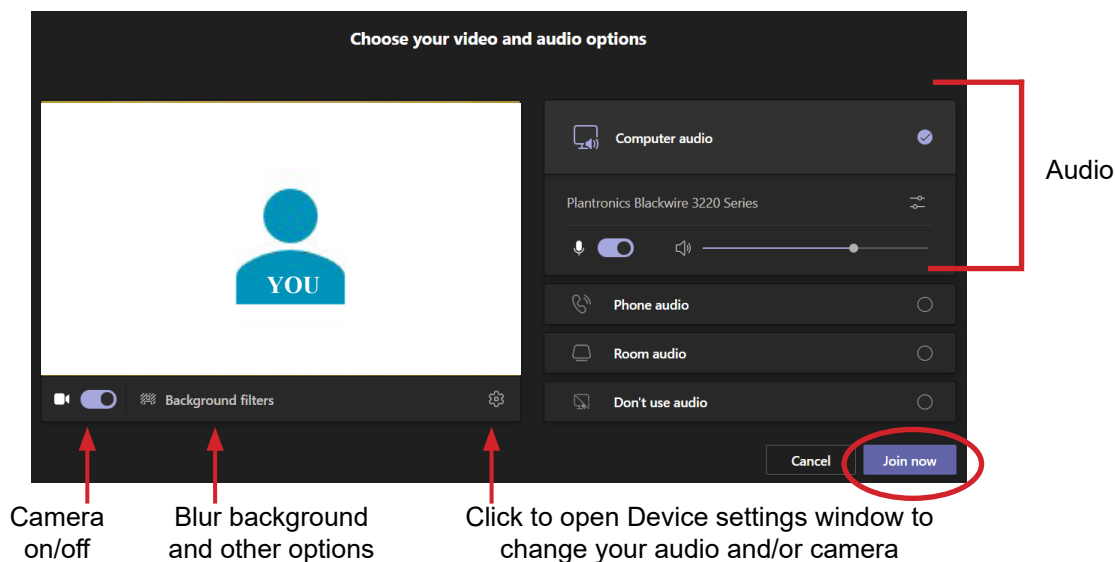
1 Open your Outlook calendar and double click on the meeting to select it.

2 Click the **Join Teams Meeting** icon in the Outlook toolbar.



In the body of the invite, click here if you are the host and forgot your PIN and need to reset it. (Note: a PIN is only needed if you have attendees joining by phone.)

3 Select your options as shown in the image below and then click **Join now**.

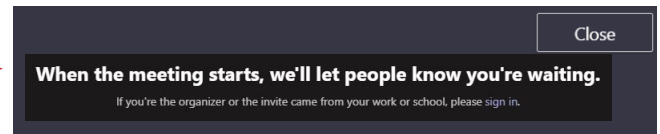


**When joining a Teams meeting from a conference room, only the host/presentation laptop should be connected to the Teams meeting.**

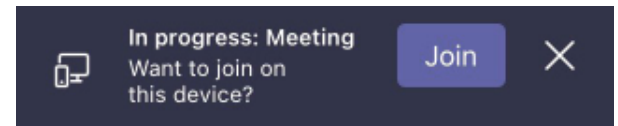
If it is necessary to connect a 2nd laptop to the Teams meeting, ensure the attendees follow these steps to avoid audio feedback and meeting disruption:

- turn off laptop sound and microphone prior to joining Teams meeting
- when connecting to Teams, the meeting may re-connect your microphone and it will need to be muted again

- 4 If you connect before your host, you will see this message at the top of your screen. They will admit you to the meeting as soon as they are ready to start.



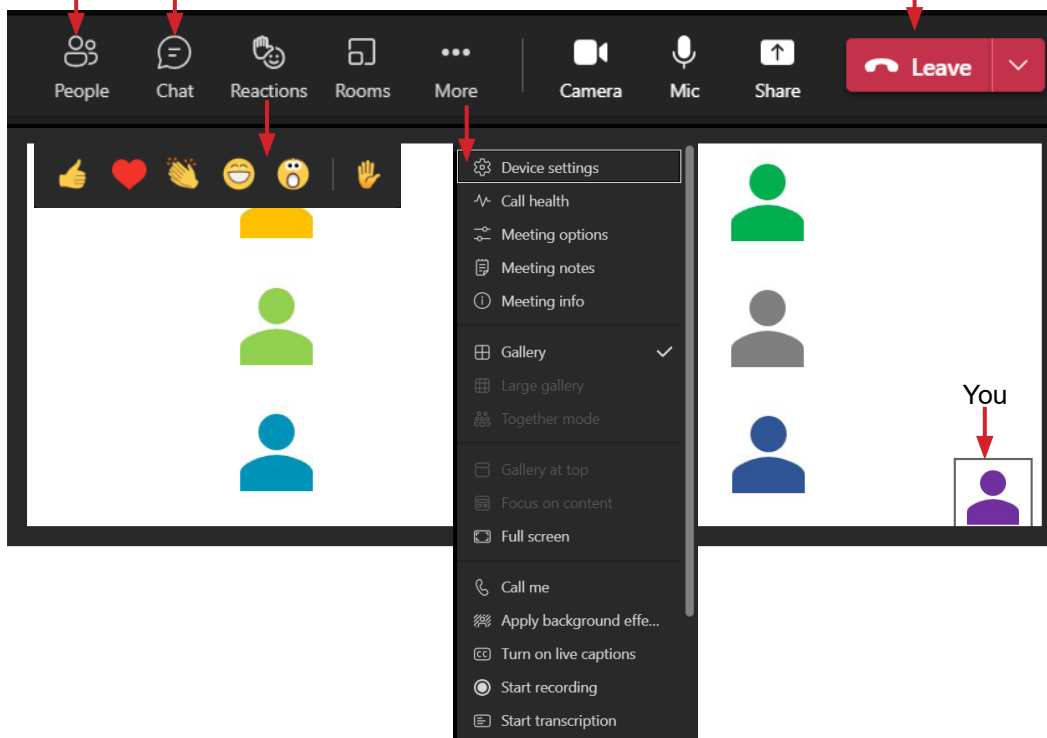
- ! If you have Teams open on multiple devices, you will see this message. You can **Join** and then either **Add this device** or **Transfer to this device** (you may have content you need to share from the other device for instance).



- 5 You will see the host full screen or the participants in a grid if there are multiple participants.

Participant or chat pane will open on the right.

Disconnect at the end of **every** call.



### (CC) Live Captions

can be turned on during a meeting under **More ...**

You'll see the captions at the bottom of the screen along with the person's name. These are only available during the actual meeting (similar to TV Closed Captioning).

**Share Content** - when content is being shared you will see it full screen and participants will appear in a ribbon.

### Troubleshooting

#### Minimum System Requirements

- PC with Google Chrome
- access to high speed internet, webcam and headset


OR

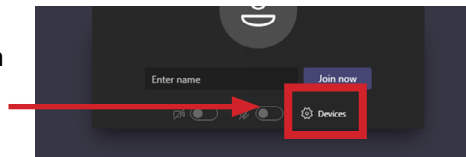
- IOS or Android device (smart phone or tablet)
- smartphone/tablet mic and speaker

**Dropped call** If you receive a message that your call was disconnected, click the purple **Rejoin** button.

#### Camera/Mic settings

1

Click on the **Devices** icon  which will open a new window on the right.



2

Pick a microphone and camera from the drop-down fields.

