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

Although patients can join a Teams Meeting/Virtual visit using a **Click here to join the meeting** link in the body of the Microsoft Teams calendar invite, it often causes problems for them when they try to connect on the day of their appointment. Here's a few examples of why this happens:

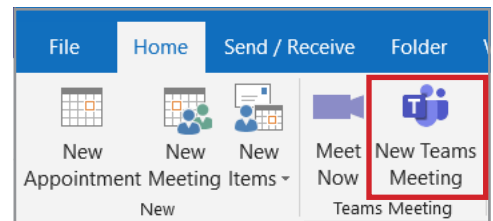
- they may already be signed into a Teams work account or their child's school account, so when they join, they don't see what they're expecting to and often won't connect.
- some patients have multiple appointments scheduled so they may end up saving the wrong link, or click on the wrong day in their calendar and end up joining a meeting which is inactive, meaning they will end up sitting in the lobby.

We recommend that your patients join using a meeting ID and passcode. You can edit the body of the calendar invite so that they only have this one option; this will also give them a better understanding that each meeting is unique as they can visibly see that they must enter a unique meeting ID and passcode to connect.

Create a Meeting

- 1 Open your Outlook calendar and click **New Teams Meeting**.

(If you have recently installed Microsoft Teams and you do not see this icon, you may have to restart your computer.)



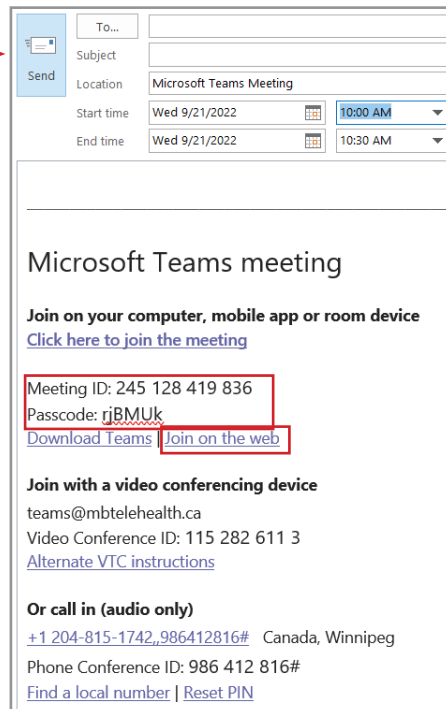
 Teams meetings can only be created using a managed workstation. You cannot create the meeting using Outlook Web Access (OWA), Teams client or mobile devices.

- 2 The appointment window will open where you can fill in the applicable information.

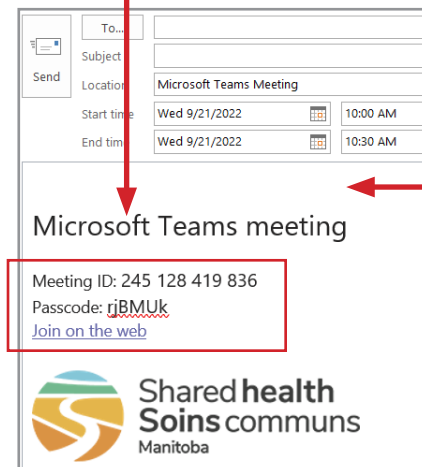
The body of the invite is automatically pre-populated with a few different join options.

Delete all of the options except:

- **Meeting ID**
- **Passcode**
- **Join on the web** link.

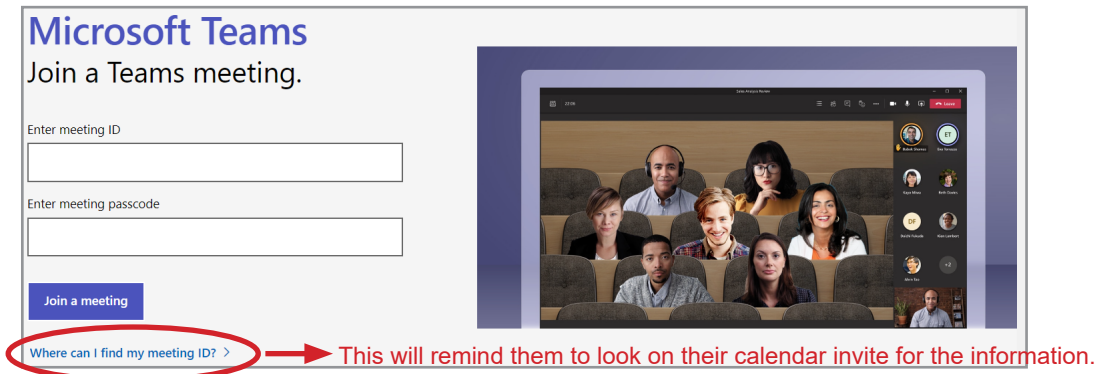


The body of the invite should now look like this.

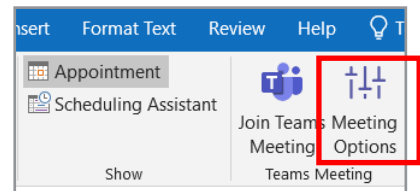


You can add some basic text if you want to provide more information to your patient.

When they click the **Join on the web** link in the invite, they will see this screen where they will enter in the unique meeting ID and passcode for the appointment.



- 3 Select **Meeting Options** from the Outlook ribbon menu to make changes such as who can bypass the lobby or present.



Cancel a Meeting

To cancel a meeting, open the meeting and click **Cancel Meeting** from the Outlook ribbon, and click **Send Cancellation**.

