

Microsoft Teams CREATE A PATIENT VIRTUAL VISIT (Join on the Web)

Service Desk 204-940-8500 Option 4, Option 1
or toll-free 1-866-999-9698 Option 4, Option 1

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:

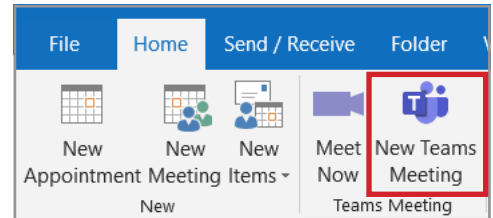
- they may already be signed into a Teams work account or their child's school account, so when they join, they don't see what they're expecting to and often won't connect.
- some patients have multiple appointments scheduled so they may end up saving the wrong link, or click on the wrong day in their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

A screenshot of the Outlook appointment window. The 'Send' button is highlighted with a red arrow. The appointment details are: Subject: Microsoft Teams Meeting, Location: Microsoft Teams Meeting, Start time: Wed 9/21/2022 10:00 AM, End time: Wed 9/21/2022 10:30 AM.

Microsoft Teams meeting

Join on your computer, mobile app or room device
[Click here to join the meeting](#)

Meeting ID: 245 128 419 836
Passcode: rjBMUK
[Download Teams](#) | [Join on the web](#)

Join with a video conferencing device
teams@mbtelehealth.ca
Video Conference ID: 115 282 611 3
[Alternate VTC instructions](#)

Or call in (audio only)
+1 204-815-1742,986412816# Canada, Winnipeg
Phone Conference ID: 986 412 816#
[Find a local number](#) | [Reset PIN](#)

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.

A screenshot of the Outlook appointment window body. The 'Join on the web' link is highlighted with a red box. The text in the body is: Microsoft Teams meeting, Meeting ID: 245 128 419 836, Passcode: rjBMUK, Join on the web.

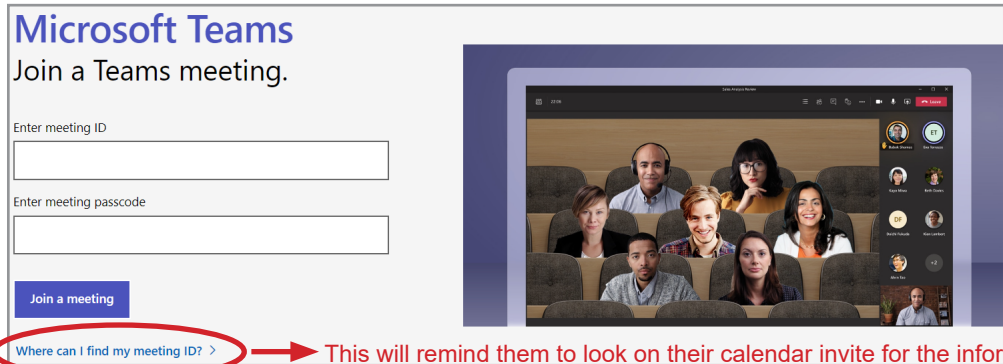
Microsoft Teams meeting

Meeting ID: 245 128 419 836
Passcode: rjBMUK
[Join on the web](#)

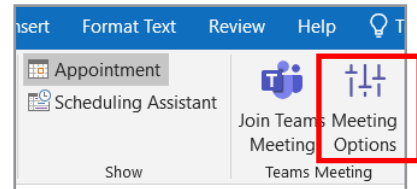


You can add some basic text if you want to provide more information to your patient.

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**.

