

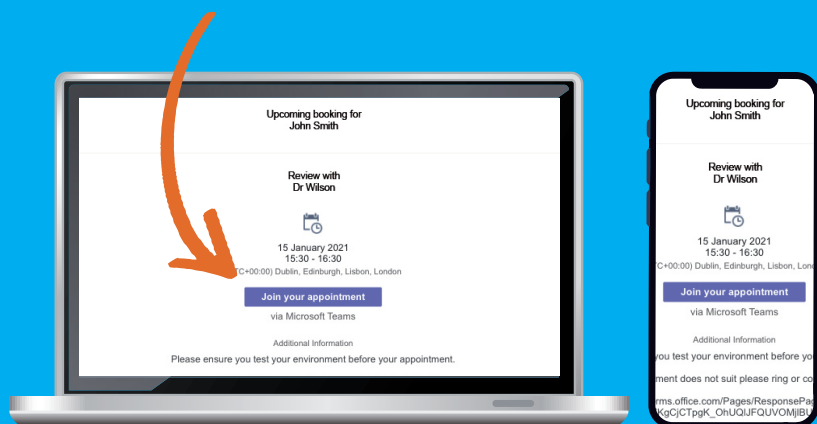
Joining your video group session using Microsoft Teams™



You have been invited to attend a video group session

Video group sessions can be used for many reasons, for example to deliver group therapy sessions, to provide advice, education or training or to facilitate information and awareness events.

- 1 You will receive your email from Belfast Health and Social Care Trust (BHSCT)
- 2 You can open the email from your mobile device, tablet or computer. You will see your information and a highlighted link saying ***'Join your appointment'***
- 3 Click on ***'Join your appointment'***



Please remember to check your junk/spam folder regularly.

Joining using a Mobile Device e.g. Phone or Tablet

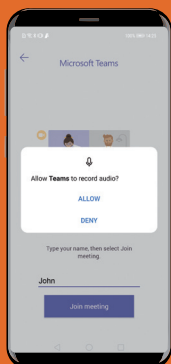
If you are using a mobile device or tablet, you will need to download a free application (App) for **Microsoft Teams** (MS TEAMS) from your device's Application store e.g. **Google Play, App Store**. It is a good idea to do this a few days before your appointment.

The App allows you to connect to the video group session by clicking on the link on your device.

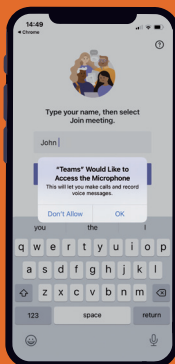


Once the Application has downloaded to your device, you will be asked to give it access to your **microphone** and **video**.

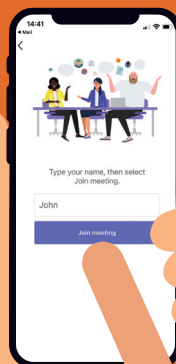
ANDROID:
You will see a message like this
- hit '**ALLOW**'



APPLE:
You will see a message like this
- hit '**OK**'

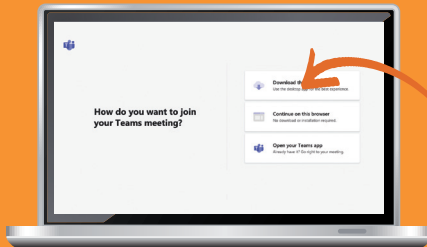
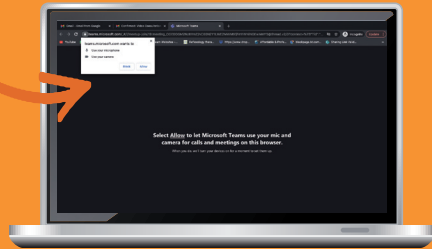


Enter your
first name only
and click
'**Join meeting**'



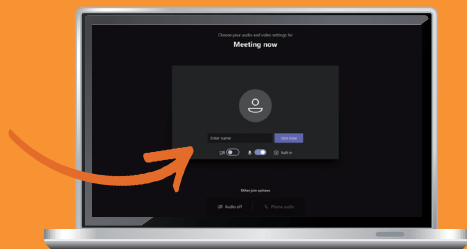
Joining using a Computer e.g. Laptop or Desktop

If you are using a computer, the first time you click on the **'Join your appointment'** link you may be prompted to **'Allow'** Microsoft Teams to use your **microphone** and **camera**.



If you already have a Microsoft Teams account or use the Teams desktop app, you will need to open a web browser in private browsing mode to allow you to join the group session as a guest. You may see this screen, click **'Continue on this browser'**.



You can now enter your first name and hit **'Join now'**.



Microsoft Teams works best with
Google Chrome or Microsoft Edge.

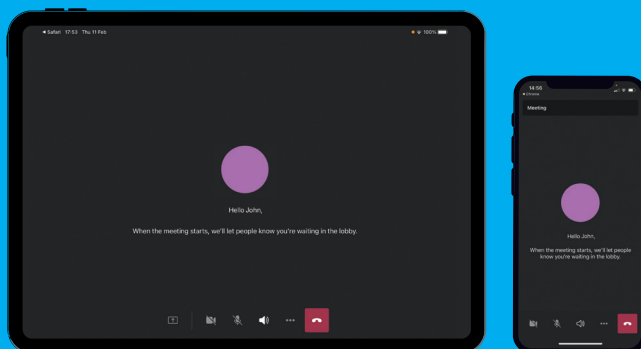
When joining your video group session

When you join your video group session, whether it be by mobile device, tablet or computer you will wait in a virtual waiting room or lobby.

Make sure your
video  and **mic** 
are both set to '**off**'

If you are required to turn your video or mic to '**on**', your clinician or group session organiser will ask you to. Please remember that there will be other people on the video call attending the group session.

You are now in the virtual waiting room or lobby.



Your clinician or group session organiser will receive a notification that you are waiting to be admitted. They might be running late, ***please do not refresh your screen, leave or close the meeting.***

If you are not admitted to the meeting, you will see a message saying '***Sorry, but you were denied access to the meeting.***' Please try rejoining the meeting using only your first name.

Getting ready for your video group session

Internet Connection: Video group sessions work best with a strong internet connection. If your connection is poor, this can affect the quality of your call.

Location: A well lit, quiet, private space is best for your appointment.

Appointment Time: Please join your appointment at the correct time, you will wait in a virtual waiting room. You might need to wait for your clinician or group session organiser - please do not leave or close the meeting.

Friend or Relative: A friend or relative can help you with the technology to get ready for your video group session. Your clinician or group session organiser will advise you if you can have someone with you during your appointment.

Questions: Have a think about questions you might have for your clinician or group session organiser. It is also a good idea to have a pen and paper handy to make any notes. Please remember when asking questions that you will be in a group session with other people.

Frequently asked questions

What if I get cut off during my group session?

If this happens your email link will still work to reconnect to the service. Please ensure that you have a good internet connection before calling to prevent this from happening.

How confidential is my video group session?

The appointment uses an encrypted link and is completely secure. **Your clinician or group session organiser will advise you if the session is being recorded and when to turn your camera and mic on.** It is very important to remember that you are in a group session. Joining the video call using your first name only will help ensure your privacy.

Why have I been invited to a video group session?

Your clinician or group session organiser decided that you and this appointment or event type were suitable for a group session via a video call.

What if I can't attend my group session?

If you are unable to attend your group session video appointment please contact us to rearrange on the telephone number provided on your email.



Working together



Excellence



Openness & Honesty



Compassion



Belfast Health and
Social Care Trust

caring supporting improving together