



Microsoft Teams – Accessing Telehealth Services

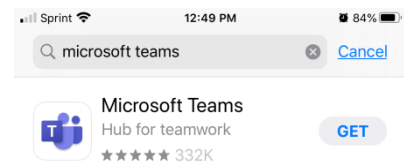
CBH has implemented telehealth services utilizing Microsoft Teams, a secure, HIPAA compliant platform. Your clinician or case manager will be contacting you to seek your consent for telehealth (phone and/or video) services. To receive telehealth video services, you will need to provide a valid email address to receive a telehealth email invite. To ensure delivery, please add **telehealth@colonialbh.org** to your contacts or the safe sender list in your mail settings. Please do not reply to the email. The **telehealth** mailbox is not monitored.

Accessing Teams by Smartphone

Open your email account and the telehealth email invite, and then click on the **Join Microsoft Teams Meeting** link - at least five minutes before your scheduled appointment.

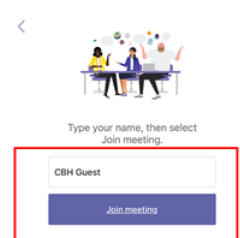
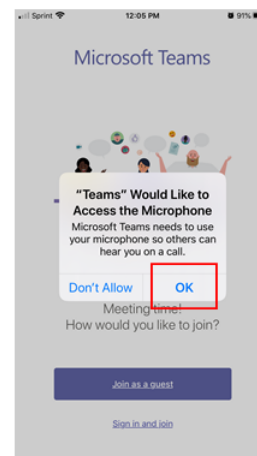
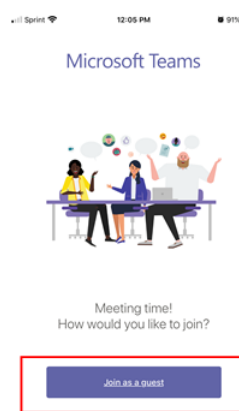
[Join Microsoft Teams Meeting](#)

You will be prompted to **Get the Teams app**. For Android phones, click on the **Get it on Google Play** icon, for iPhones, click **Download on the App Store** icon.



Once the Teams app is downloaded, it will automatically open and ask you how you would like to join – you **DO NOT** need to **Sign in and Join**.

1. Click on the **Join as a Guest** button.
2. A window(s) may appear asking for permission to access your microphone and camera, click **Allow**.
3. Type in your name and click **Join meeting**.
4. You have now entered the meeting.

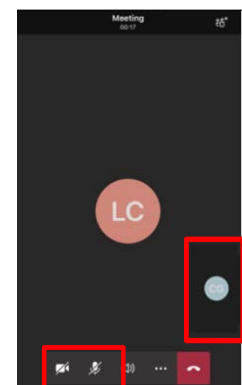
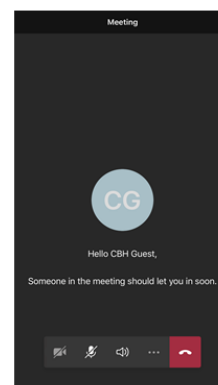


You will see a welcoming prompt letting you know that someone in the meeting should let you in soon. Once your clinician has joined you in the meeting, you will have the option to turn on your video. Simply click on the video icon.



Once the video is turn on – you will see yourself in the lower right-hand window. Your clinician will be in the main window.

To reduce background noises, mute the microphone. Unmute to speak.





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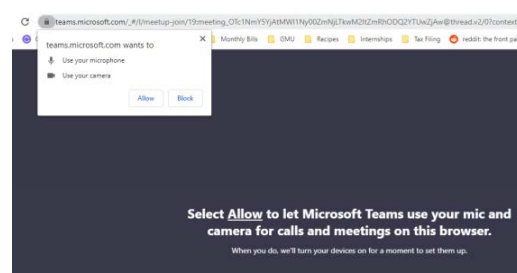
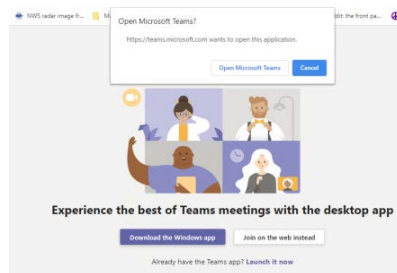
Accessing Teams by Computer/Laptop

To access Teams via your computer/laptop, open your email account and the telehealth meeting invite and click on the **Join Teams Meeting Now** link. Teams will open in the Chrome browser by default.

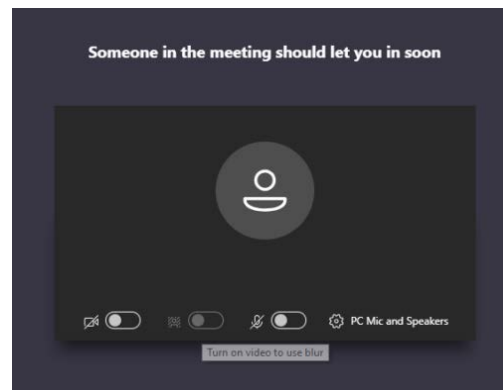
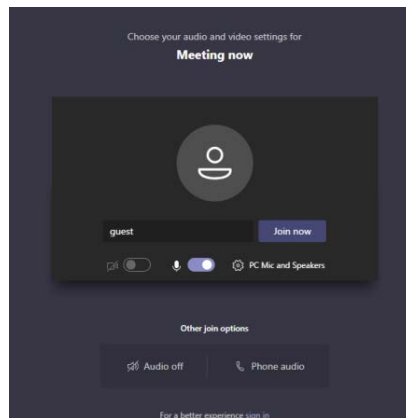
Depending on your system, you may receive a pop-up window asking permission to **Open Microsoft Teams?**, click on the **Open Microsoft Teams** button. Otherwise, click on the **Join on the Web Instead** button.



You may receive another pop-up window asking permission to use your microphone and camera, click **Allow**.

[Join Microsoft Teams Meeting](#)




Teams will now launch in a new tab, enter your name and click **Join now**. Wait until your clinician lets you into the meeting.



Once your clinician has joined you in the meeting, you will have the option to turn on your video and microphone. Simply click on the video  and microphone  icons.

Once the video is turn on – you will see yourself in the lower right-hand window. Your clinician will be in the main window.

To reduce background noises, mute the microphone.  Unmute to speak.

