

Video Consultation




1 Before your appointment download the Microsoft teams app to your smart device.

If you are using a PC/Laptop, please see number 4.

A link to how to download Microsoft teams on your smart device will be on your email invite

2




Go to your app stores and select Microsoft teams



3



Once you have installed Microsoft teams just leave it on your device.

You do not need to open Microsoft teams or sign in with an account to access your appointment

Microsoft Teams

Experience the best of Teams meetings with the desktop app

Download the Windows app | Join on the web instead

Already have the Teams app? Launch it now

4

If you are using a PC/Laptop that does not already have Microsoft Teams installed, you can join the meeting from the email Invite by selecting join on the web instead.

The information about your video appointment will be sent to the email address you have given us

5

Confirmed booking for
hannah prince

Dr Sanjiv Agarwal video appointment with
Sanjiv Agarwal

02 April 2020
16:00 - 16:15
(UTC+00:00) Dublin, Edinburgh, Lisbon, London

Microsoft Teams Meeting

[Join Teams meeting](#)

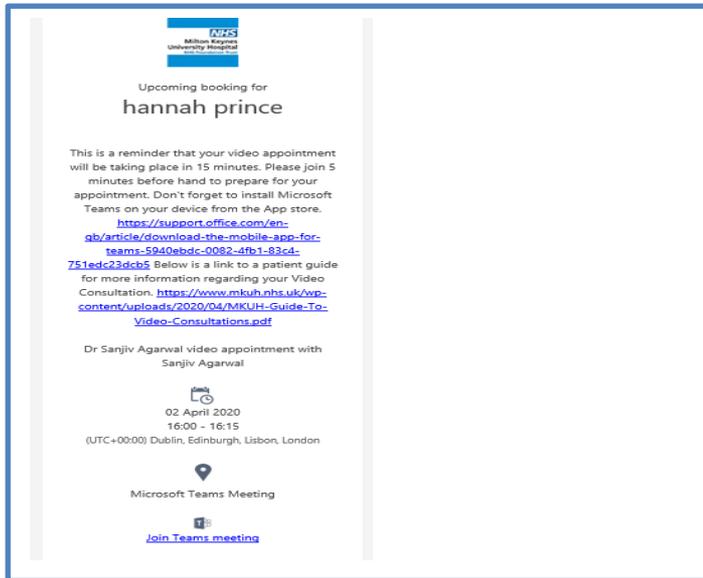
Additional Information

Your Name

Your appointment is with

Date and time of appointment

Link to join your video appointment



You will receive an email reminder 15 minutes before your appointment.

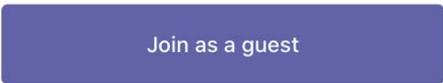
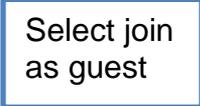
6 At the time of your appointment find a quiet place where you feel comfortable for your appointment to take place.

The image shows a woman in a purple top sitting on a grey sofa, looking at a laptop. The laptop screen displays a video call with a female doctor in a white coat.

Click: - Join Teams Meeting
To join your video appointment

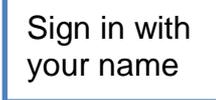
The image shows a close-up of a hand clicking on a laptop screen. The screen displays a Microsoft Teams meeting link, which is the 'Join Teams meeting' link from the email reminder.

Meeting time!
How would you like to join?

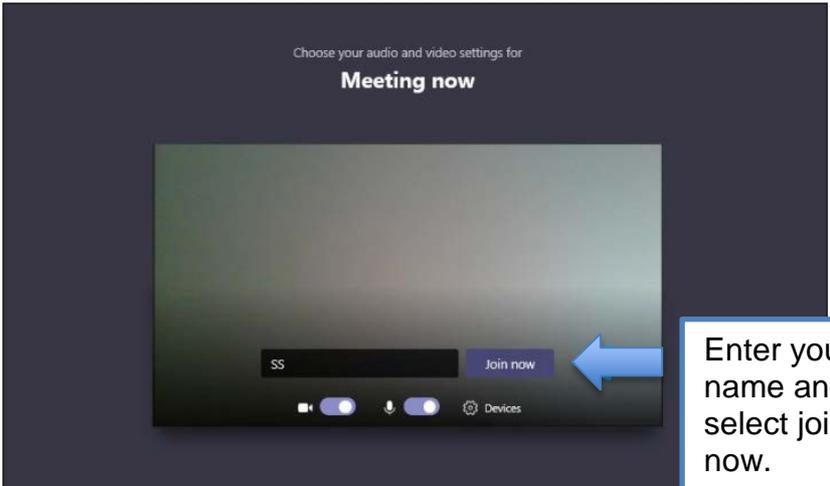
8  

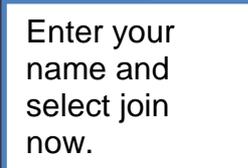


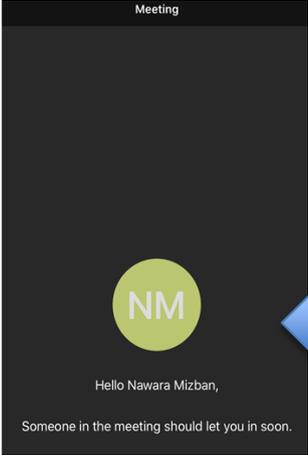
Type your name, then select
Join meeting.

9 Name  

Choose your audio and video settings for
Meeting now





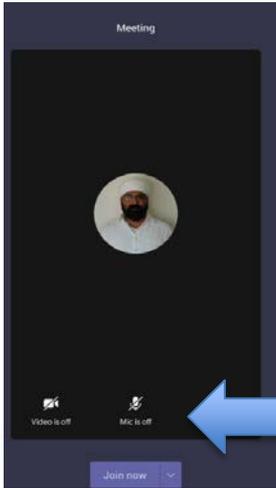


10

Meeting

Hello Nawara Mizban,
Someone in the meeting should let you in soon.

Once you have joined the meeting you will be in a waiting room until the clinician joins the meeting

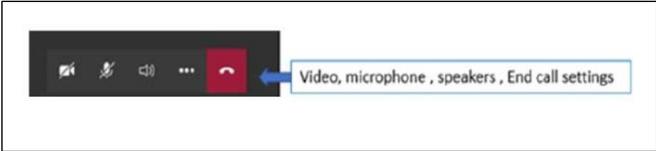


11

Meeting

Video is off Mic is off

Join now



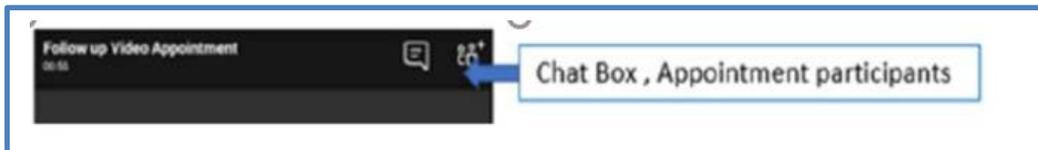
Video, microphone, speakers, End call settings

You will notice a line through the Camera and Microphone icon. Click both the icons to turn them on.



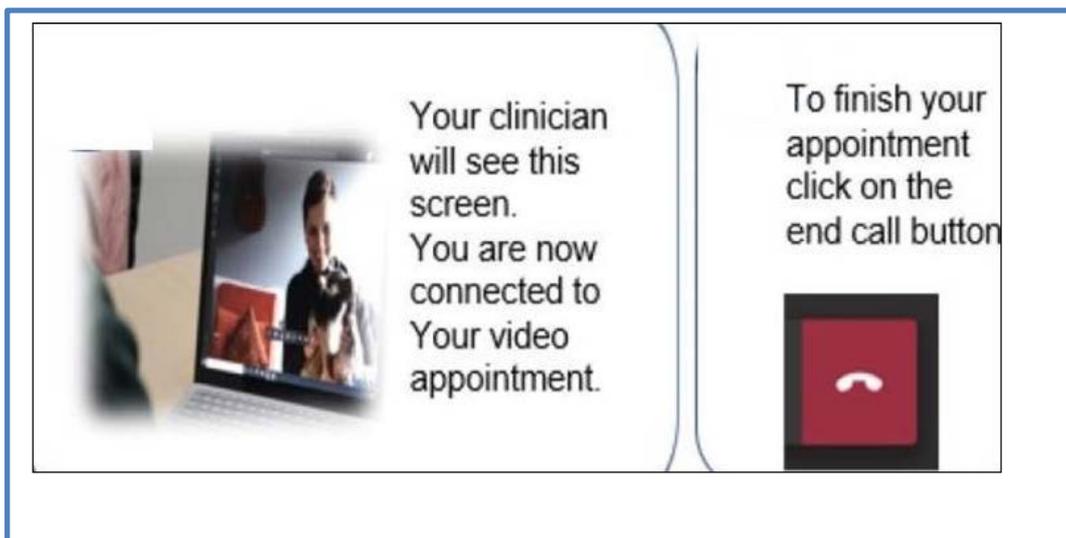
Your camera and Microphone are now active.

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There is the ability to use the chat function by selecting the above icon.

This will open a window on the right side to view and send messages.



FAQs

Q. How do I download Microsoft Teams app?

A. Click on the link in the email invitation reminder. This will show you how to download the app if using a smart device.

Q. How do I join the meeting?

A. In the email invitation select "Join Meeting" select join as quest. If using a PC/Laptop select join by web instead.

Q. How long do I wait until the clinician joins the meeting?

A. Join the meeting 5 minutes before to prepare. Occasionally, when you join your video appointment at the allotted clinic time, the clinician may not yet have joined. It maybe they are running late from their previous appointment and so please stay in the waiting area until the clinician joins the appointment. If they have not joined after 30 minutes, please hang up and call the number on the email below

Q. Who can I contact if having issues joining the meeting?

A. Please call the Booking team on the number on the email invitation

Q. I'm in my appointment but we cannot see or hear each other.

A. Very occasionally if the clinician joins after the patient, they cannot see/hear you, but you may be able to see/hear them. If this happens and you are not able to switch on the camera function, you may be asked to end the call and re-join the meeting, which usually resolves the issue.

If this doesn't work or there are other technical issues, the clinician will try to contact you by telephone