

## Attending your PCN virtual workshop using Microsoft Teams

Below are some instructions for having a virtual workshop with your PCN facilitator. Remember, your PCN virtual workshop is a private meeting between you and your workshop group. As much as you can, work to protect your own privacy when discussing your health issues. It is important that you join the session at least **10 minutes in advance** for each session in case of technical difficulties.

### What you will need for your virtual class:

- Computer, phone, or tablet that has both a camera and sound, so you and your health care provider can hear and see each other
- Fast, reliable, and (if possible) password-protected internet connection, such as a home wireless network
- Private space where you will not be overheard. Consider using earphones in your mobile device or computer to ensure your meeting stays between you and your PCN health care provider
- Google Chrome or Microsoft Edge if using a home computer
- The Teams **app installed** on your computer or handheld device

### What you will get from your PCN health care provider

- A class confirmation, sent via email with a link to your virtual appointment in Microsoft Teams, sent via email
- Class handouts, if applicable

### What are the group norms during the class?

A virtual class environment is different than in person. For that reason, we ask that you:

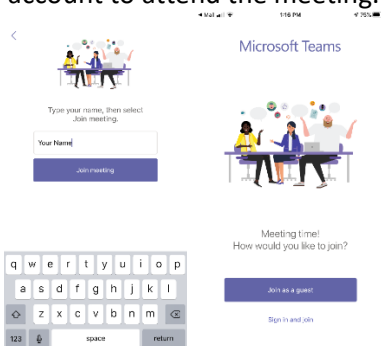
- Test all technology (including camera/video, Wi-Fi, and screen sharing) *before* the class
- Please only use your first name when signing into the class
- Turn off all notifications and make sure your cell phone is on silent
- We recommend using headphones if you have them so that the conversation can stay confidential
- Make sure you are in a quiet area free from unnecessary distractions
- Mute yourself when you are not talking, to avoid background noise or echo
  - Note: our facilitators can mute you if there is a lot of background noise. Please unmute yourself if you would like to talk
- Raise your hand if you would like to contribute
- Use the chat box so the facilitators know that they can come back to your question
- Ensure that no one else is in the room when you are on the class. Due to confidentiality, we would appreciate only the participants who signed up to join the session

## How to use Microsoft Teams

If you are new to using Microsoft Teams, please start this process 15 minutes before your appointment to make sure you are ready at your appointment time. Your health care provider will admit you from the lobby once your meeting begins.

### Using iPhone, iPad or Android mobile device

1. Take into consideration the length of the program and that you may wish to have something to prop up your device if you are using a mobile device
2. Download the Teams application from the [Apple App store](#) (for iPhone/iPad) or [Google Play store](#) (Android)
3. Click the link from your health care provider (sent via email with these instructions)
4. Enter your first name and select Join Meeting. Please note: You do **NOT** need to set up a Teams account to attend the meeting.



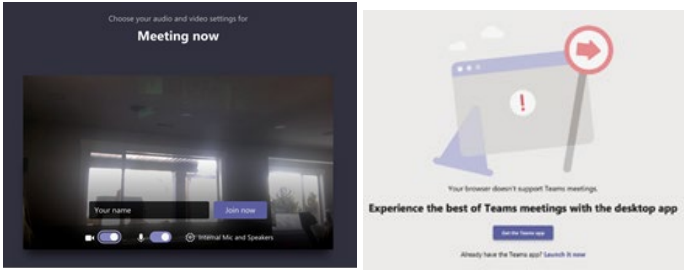
5. Ensure both your video and audio are turned on. Tap on bottom of screen to see camera and microphone buttons. Chat function is in the upper right corner as below.



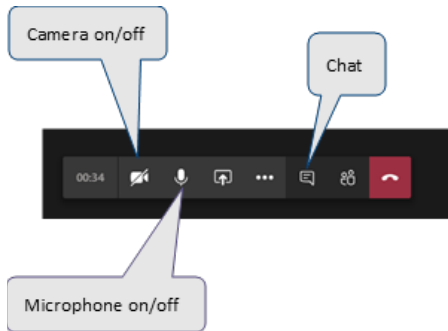
6. Need more help? [Full instructions are available on the Microsoft website](#)

### Using a computer

1. Click the link from your health care provider (sent via email with these instructions)
2. Your web browser will ask you to get the Teams app for your computer (works best with Chrome)
3. Follow the screen instructions to install the Teams software
4. Enter your name and click Join now. Please note: You do **NOT** need to set up a Teams account to attend the meeting



5. Ensure your camera and microphone are on. You may need to click the bottom of the screen to see the camera and microphone buttons



6. Need help? [Full instructions are available on the Microsoft website](#)

### Having trouble?

- Make sure your speakers and camera are turned on/working
- Make sure the volume is set to a level you can hear
- If the sound quality degrades or the meeting freezes, turn off your camera.
- Visit the Teams website for more troubleshooting: <https://support.office.com/en-us/article/join-a-meeting-in-teams-1613bb53-f3fa-431e-85a9-d6a91e3468c9>