



## SPMHS Service User Guide to using MS Teams

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### Introduction

This guide will help you join and manage your Microsoft Teams (MS Teams or Teams) remote appointment with St. Patrick's Mental Health Services (SPMHS) using different devices.

- A. Go to section A if using a laptop or desktop computer
- B. Go to section B if using a smartphone, tablet, or iPad

### Data Protection

In order to adhere with data protection legislation and to ensure confidentiality, audio or visual recording and/or taking screenshots of any online engagements by any means is not permitted. In all circumstances, recording can only occur with the full, expressed and prior agreement, of all parties concerned. This statement will display in video appointment, on-day notifications.

## How to Access Your SPMHS Microsoft Teams Appointment

### A. Using a laptop or desktop computer

You do not need to download anything before your appointment to use MS Teams on your laptop or desktop computer.

#### Web browsers



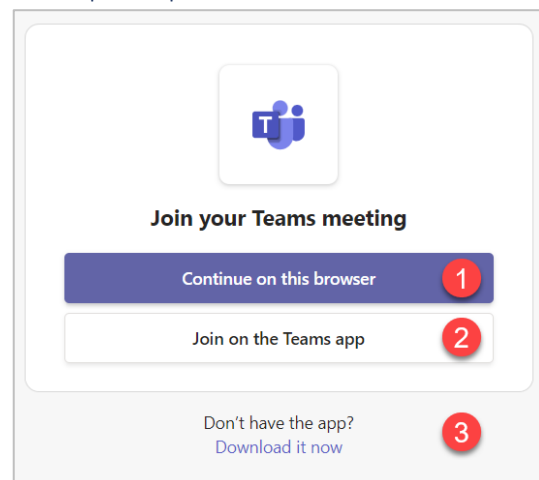
Windows Users: For the best experience, Edge and Chrome are recommended.



Mac Users: While Safari supports Teams, it may require adjustments to settings for optimal performance, and some features may not work properly. It is recommended to use Chrome.

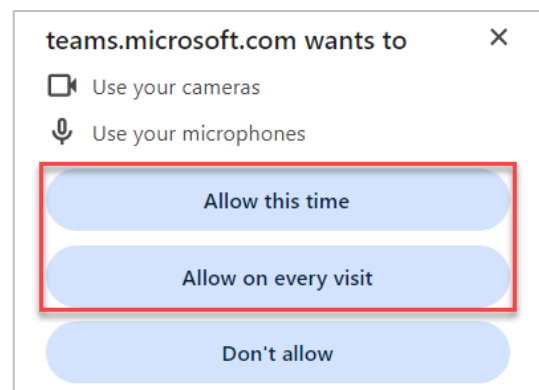
Join your MS Teams appointment from a laptop or desktop computer

1. **Open the email** with the meeting link
2. **Click on the link** in the email
3. Choose how to join the meeting:
  - Option 1: **Continue on this browser** - No download needed. **Recommended.**
  - Option 2: Join on the Teams app - Use if the app is already installed.
  - Option 3: Download the Teams app - Useful if you've had issues with audio, video, or seeing participants in the past. This will take a few minutes.

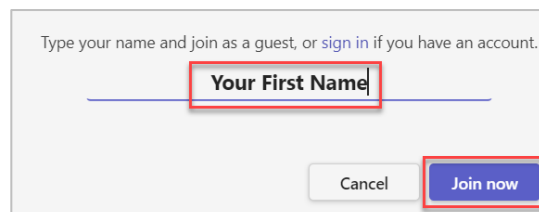


4. **Allow access** to your microphone and camera when prompted.

Note: If you select "Allow on every visit", you will not be prompted to do this the next time you join a call.

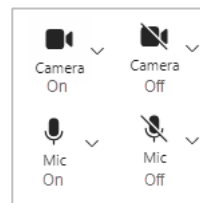
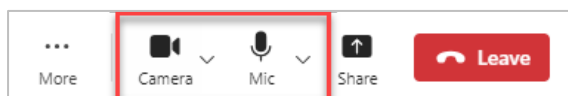


5. **Enter your name** for identification in the meeting to join as a guest.
6. Click **Join now**. The clinician will let you in as soon as they become available.



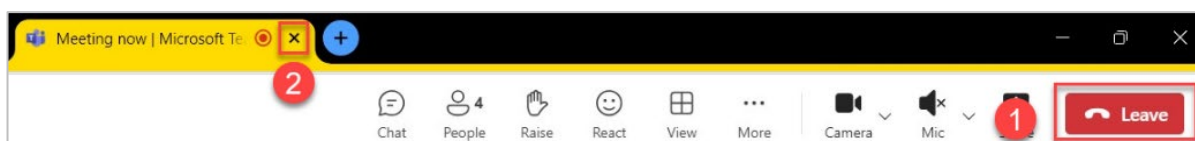
**Note:** If you are already signed in to an MS Teams account, please **sign out** before joining a call with SPMHS. Some call features and permissions may not work correctly if signed in.  
**Please join as a guest.**

Managing your microphone and camera settings from your laptop or desktop computer  
You can turn your camera and microphone on or off during your MS Teams call by clicking on the camera or microphone image at the top of the screen. A line will appear through the image when it is switched off.



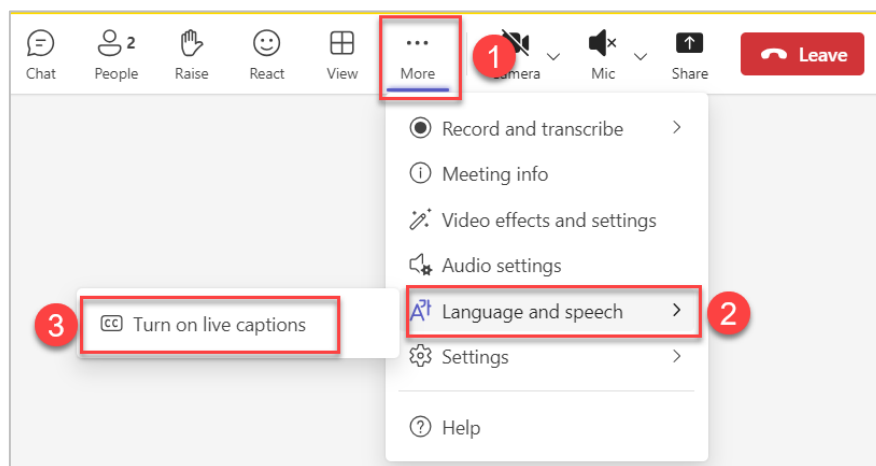
How to leave an MS Teams call from your laptop or desktop computer

1. Select **Leave**
2. **Close the browser tab**



How to turn on closed captions in MS Teams from your laptop or desktop computer  
Closed captions is a feature that translates speech to text. Microsoft Teams offers closed captioning to improve accessibility for participants. You can enable closed captions from a laptop or desktop computer in the following way:

1. During the meeting, click on the **More** (three dots "...") menu.
2. Select **Language and speech**
3. Select **Turn on live captions**.
4. Closed captions will appear at the bottom of the screen.



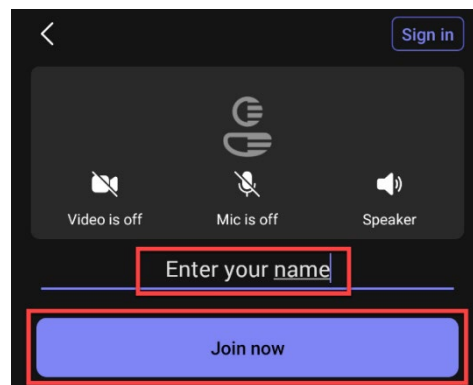
## B. Using a Smartphone, Tablet, or iPad

**Important:** Download the Microsoft Teams App from the Google Play Store or the App Store before your appointment.  
**PLEASE DO NOT SIGN UP OR SIGN IN TO AN ACCOUNT**

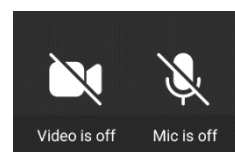
Join your MS Teams appointment from a smartphone, tablet or iPad

1. **Open the email** with the meeting link
2. **Click on the link** in the email
3. **Enter your name** for identification.
4. Select **Join now**

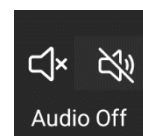
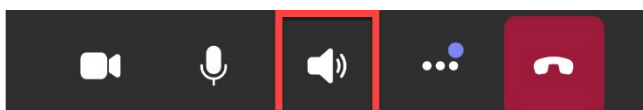
The clinician will let you in as soon as they become available.



Managing your microphone and camera settings from your smartphone, tablet or iPad  
You can turn your camera and microphone on or off during your MS Teams call by clicking on the camera or microphone image at the bottom of your screen. A line will appear through the image when it is switched off.

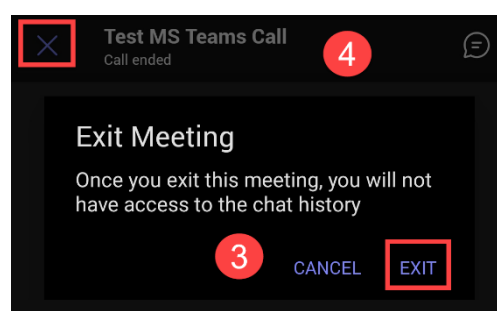
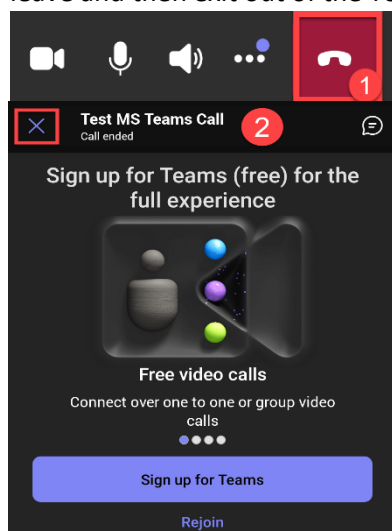


In order for you to hear other call participants and for them to hear you, your audio (speaker icon) must be on. A line or cross will appear with the image when it is switched off.



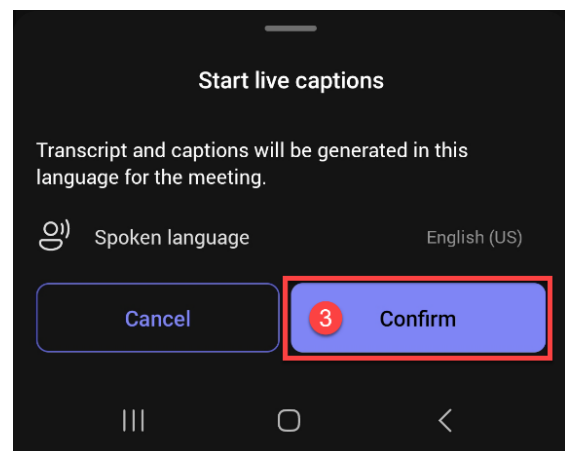
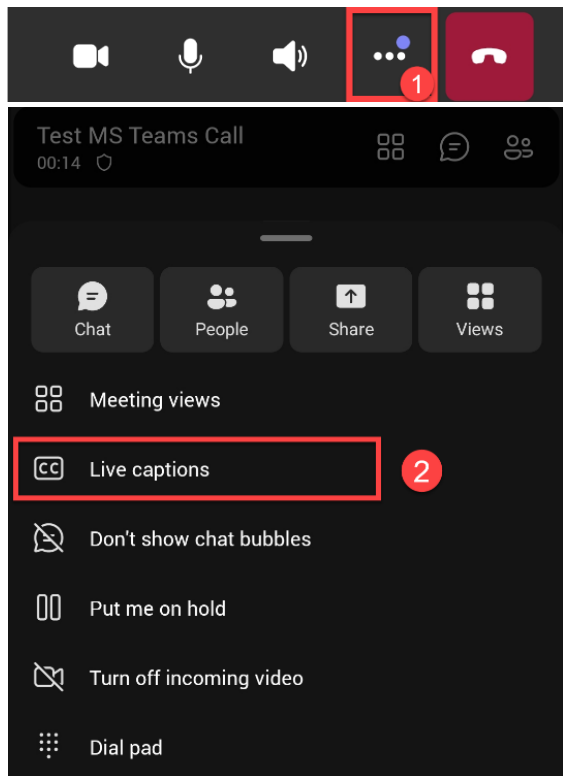
How to leave an MS Teams call from your smartphone, tablet or iPad

From a smartphone, tablet or iPad, when your meeting is finished, click the red **“Hang up”** button to leave and then exit out of the Teams call and the Teams app.



How to turn on closed captions in MS Teams from your smartphone, tablet or iPad  
Closed captions is a feature that translates speech to text. Microsoft Teams offers closed captioning to improve accessibility for participants. You can enable closed captions from a smartphone, tablet or iPad in the following way:

1. During the meeting, click on the three dots (...) menu.
2. Select **Live captions** from the options.
3. Select **confirm**.
4. Closed captions will appear at the bottom of the screen.





## Troubleshooting & Support

### Timed Out

- If you are waiting for your appointment to start, a clinician will let you in to the call as soon as they are available. If they do not let you in within 30 minutes, you may “time out”. If this happens, please click the appointment link within your email to join the call again.

### Not Responding

- If the app is not responding when you are trying to join a call (you see a “**Hang tight!**” message for more than 1 minute), fully close down the MS Teams app and click the appointment link within your email to join the call again.



### Audio Feedback

- If you experience feedback (high pitched noise or echo) in a call, switch off your microphone and/or audio (speaker). Turn the volume down on your device. Feedback can occur if devices are close to each other, with sound on, when connected to the same call. Not all devices need to have the microphone and audio switched on if connected within the same room. See “Managing microphone and camera settings” for your device type either in section A or B.

### I can't hear anyone

- Make sure that the volume on the device you are using is turned up.
- If you are using a smartphone, tablet or iPad, make sure that audio is switched on. See [Managing your microphone and camera settings from your smartphone, tablet or iPad](#).

### Breakout Rooms

Some features or permissions may not work if:

- You are signed into an MS Teams account.
- You do not have the latest version of the MS Teams app installed. We recommend updating your MS Teams app as soon as you can when prompted.

If you experience issues with not being able to join a breakout room:

- Please sign out of your MS Teams account, fully close down the MS Teams app and re-join your call.
- Please check for updates to the app. If any are present, apply them, then re-join your call.

### I want a test call or need additional support

Our Service User IT Support Service (SUITS) is available to assist you with any MS Teams needs or queries you may have.

If you are unsure about using Microsoft Teams and would like additional assistance, please contact SUITS before the day of your first appointment. They can help you prepare and arrange a test MS Teams call.

Call SUITS on 01 249 3629 or email them at [suits@stpatricks.ie](mailto:suits@stpatricks.ie)

More information about SUITS: <https://www.stpatricks.ie/care-treatment/your-portal/service-user-it-support>