Teams Help Guide for Children's Mercy Telehealth

This help guide contains instructions on checking your Teams settings to ensure that it is ready for your telehealth appointments. If the troubleshooting steps in this document do not work for you, please see the "Joining Teams Telehealth Meetings" document attached to your email invitation for steps on joining the meeting by calling a phone number.

If joining the meeting this way is not a good option for you or if you have any other questions, please call the Children's Mercy Patient Family Support technical line at **1-816-302-7895**.

Table of Contents:

Teams for Mobile

In order to access CMH telehealth meetings with the Teams app, please follow the steps below.

<u>iOS</u>

1. Open the App Store.
2. Search for "Microsoft Teams".
3. Install the app.
4. If the app prompts you for permissions to use your microphone and camera, accept these permissions.

If the camera or microphone permissions are accidentally denied, please reenable them using the steps below.

1. Open the "Settings" app on your device.
2. Select "Privacy".
3. Select "Microphone".
4. Allow Teams to have access to microphone.
5. Repeat steps 3 & 4, but for "Camera" permissions.
6. Your permissions should now allow your device to use Teams properly.

<u>Android</u>

1. Open the "Play Store" app.
2. Search for "Microsoft Teams".
3. Install the app.
4. If the app prompts you for permissions to use your microphone and camera, accept these permissions.

If the camera or microphone permissions are accidentally denied, please reenable them using the steps below.

1. Go to the "Settings" app on your device.
2. Find the Teams app either by searching for it or scrolling through the list.
3. Select "Permissions".
4. Select "Camera", and then "Allow".
5. Select "Microphone", and then "Allow."
6. Your permissions should now allow your device to use Teams properly.
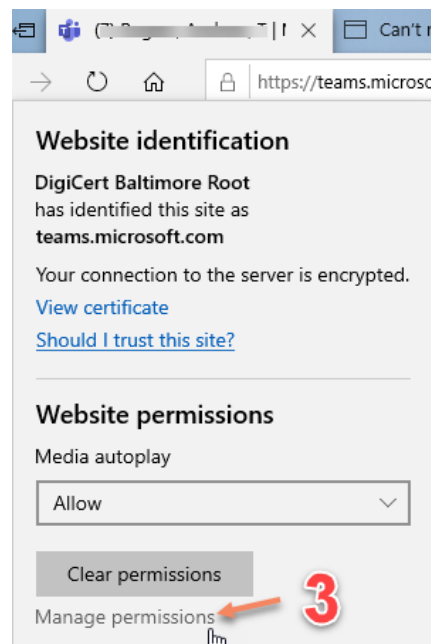
Teams on the Web

If you run into audio or video issues while using the web version of Teams, please ensure that you are using Edge or Google Chrome and verify the settings below.
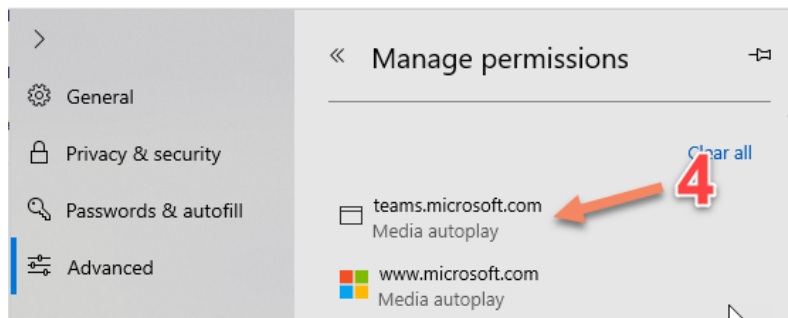
Verifying Edge Settings:

1. Click the lock icon on the address bar.
2. Under the "Website Permissions" section, select "Media Autoplay Settings".
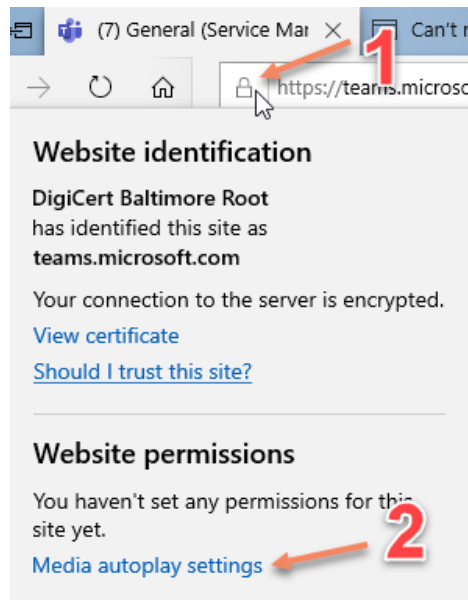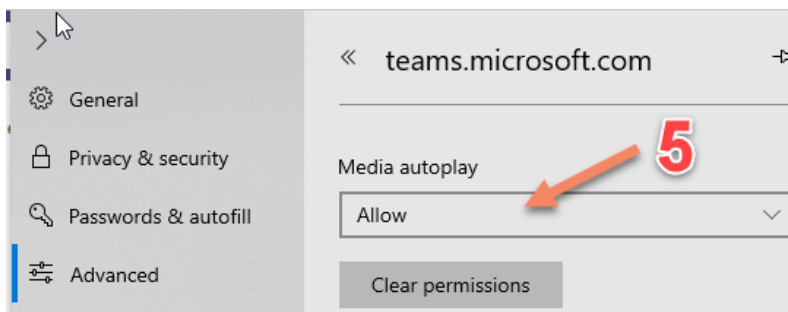

3. Select "Manage Permissions"

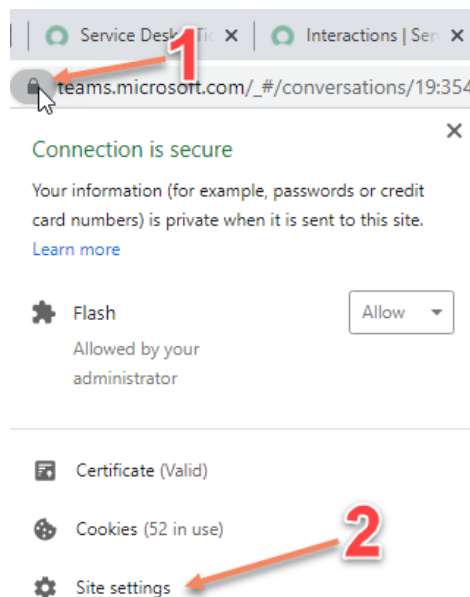4. Find "teams.microsoft.com" on the list and select it.

5. Change dropdown to "Allow".

6. Edge's permissions for Teams should now be correct and you can move on to "Checking Teams Settings & Joining the Meeting".
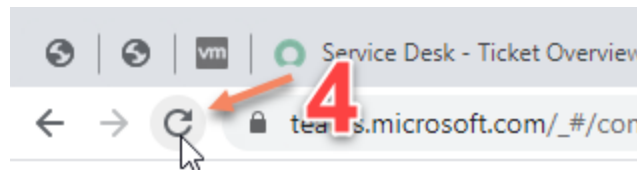
Verifying Chrome Settings:

1. Click the lock icon on the left of the address bar.
2. Select "Site Settings".

3. Change "Camera" and "Microphone" permissions to "Allow".

4. Refresh the page by clicking the icon to the left of the address bar.

5. Chrome's permissions for Teams should now be correct and you can move on to "Checking Teams Settings & Joining the Meeting".

Checking Teams Settings & Joining the Meeting

After verifying that the permissions for your browser are correct, please verify that Teams has the camera and microphone turned on.


Next, enter your name and click "Join Now" to be connected to the telehealth meeting.

If your camera or microphone does not work after joining the meeting, please click on the icon of the three dots and then "Show device settings".
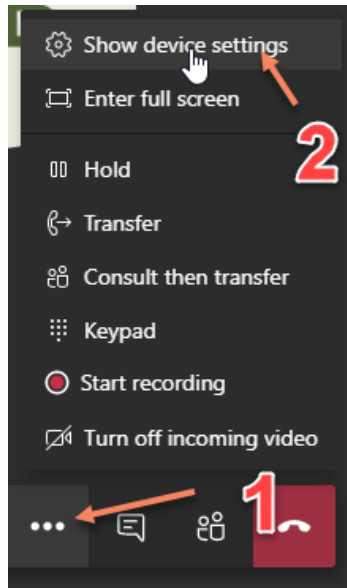
In the device settings menu, make sure that the device for your camera, microphone, and speakers are set the correct device by changing them through the dropdowns.
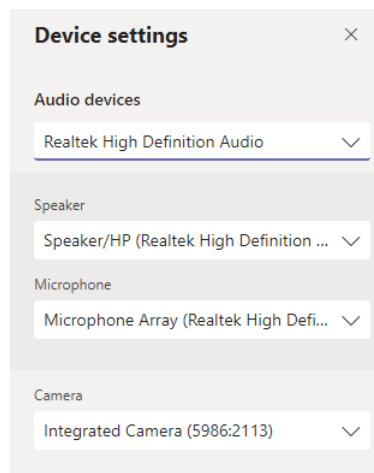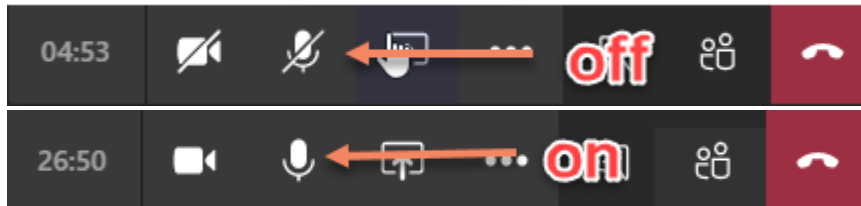

If you are not sure which device is the correct one, try switching between the available devices until one of them works.

Teams for Desktop

If you are using the Teams app on a Windows 10 or MacOS computer, please follow the steps below after joining the Teams meeting.

1. Verify that the camera and microphone are turned on in Teams.

2. If prompted to allow access, select "allow".
3. Enter your name and select "Join Now" to be connected.

Once you are connected to the meeting, if you are having any camera, speaker, or microphone issues, verify your device settings by following the steps below.

1. Click on the three dots icon on the top bar.
2. Click on "Device Settings".
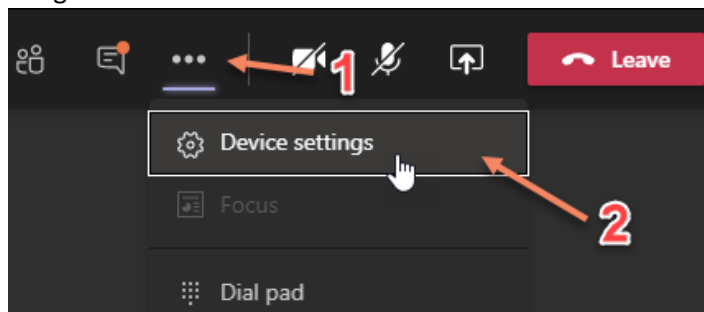
3. Verify that the device selected for your camera, microphone, and speakers is correct.
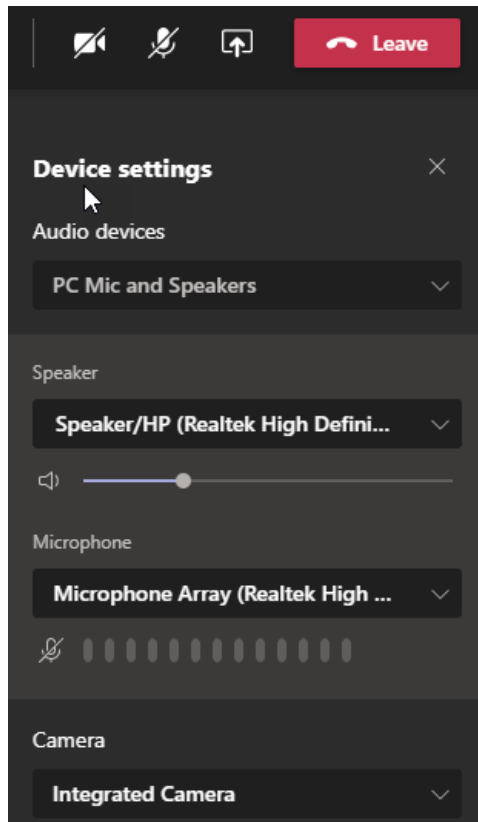
4. If you are not sure which device is the correct one, try switching between the available devices using the dropdowns until one of them works.

Additional Assistance

If the troubleshooting steps in this document do not work for you, please see the "Joining Teams Telehealth Meetings" document attached to your email invitation for steps on joining the meeting by calling a phone number.

If joining the meeting this way is not a good option for you or if you have any other questions, please call the Children's Mercy Patient Family Support technical line at **1-816-302-7895**.