



PATIENT GUIDE



Teleconsultation - Procedure to use the Teams application as a guest on a computer or mobile device

This document explains the steps required to join a teleconsultation (virtual consultation) requested by a healthcare professional, using a computer or mobile device via the Microsoft Teams application. Usage tips will be provided by your healthcare professional so that this teleconsultation takes place under the best conditions and is thus most efficient.

Prerequisites

Using the Teams application for a teleconsultation does not require the creation of an account or subscription for you. It can be used via a web browser on a computer or via the free installation of the application. For use on a mobile device, installation of the application is required.

To participate in a teleconsultation, you will need a computer or a mobile device:

- **Computer**
 - A computer ([Windows PC or Mac](#))
 - A recent web browser (Chrome or Edge)
 - A webcam
 - A Head set
- **Mobile device**
 - Android or iOS mobile devices
- An internet link allowing the use of [a minimum 1.5 Mbps bandwidth](#) for the teleconsultation.

BEFORE THE TÉLÉCONSULTATION

1. Receipt of an invitation email

In the inbox of your email application, you will receive an email from your healthcare professional inviting you to participate in a teleconsultation. Open the invitation email. Depending on your email application, the appearance may differ, but the information below will be there:

- 3. Sender
- 3. Subject of the appointment
- 3. Date and time of the appointment
- 3. Appointment confirmation options
- 3. Appointment link

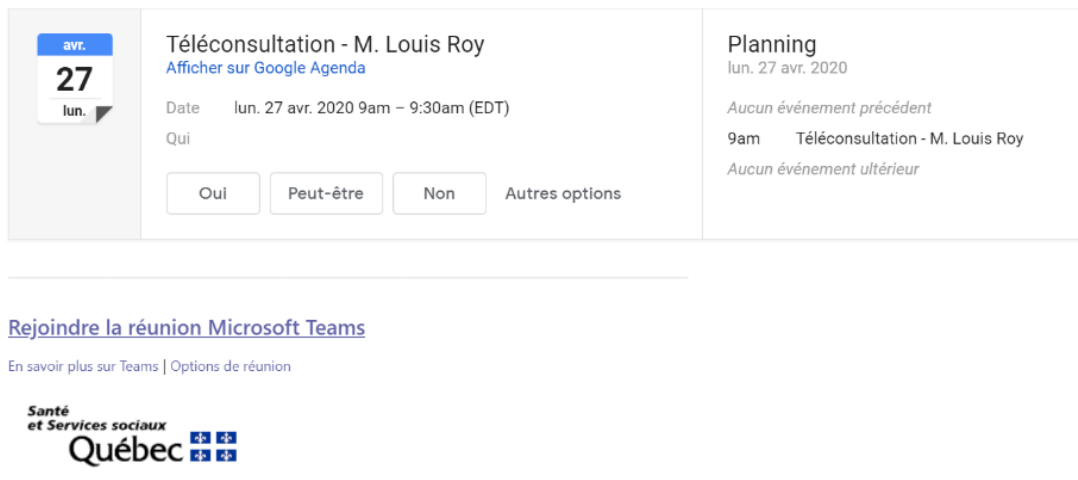


Figure 1

2. Validation of the date and time of the appointment

Should a response to the event be displayed, validate the time and date of the appointment. If these are correct, confirm your presence by clicking on **[Yes]**.



Figure 2

Note: In some email applications, confirming the response to an invitation, as shown in Figure 2, will remove the email from the inbox.

3. The appointment appears in your calendar. Your healthcare professional is also informed that you have accepted the appointment.



Figure 3

A few minutes before the teleconsultation

4. Open your invitation email or the appointment in your electronic calendar, then click **Join Microsoft Teams Meeting**.



Figure 4

5. Accessing a teleconsultation from a computer

- a) Select the option **Participate on the web** option instead.
You don't need to download the app to respond to the invitation.

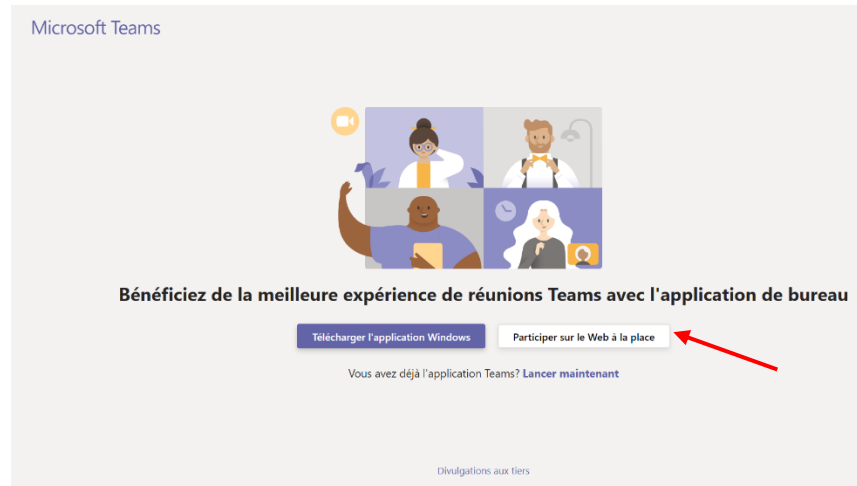


Figure 5

Note: Depending on your computer, a popup window may appear, in which Microsoft Teams asks for your permission to access your microphone and your camera.

- b) Enter your first and last name to allow the host to identify you. Then click **Join Now**.

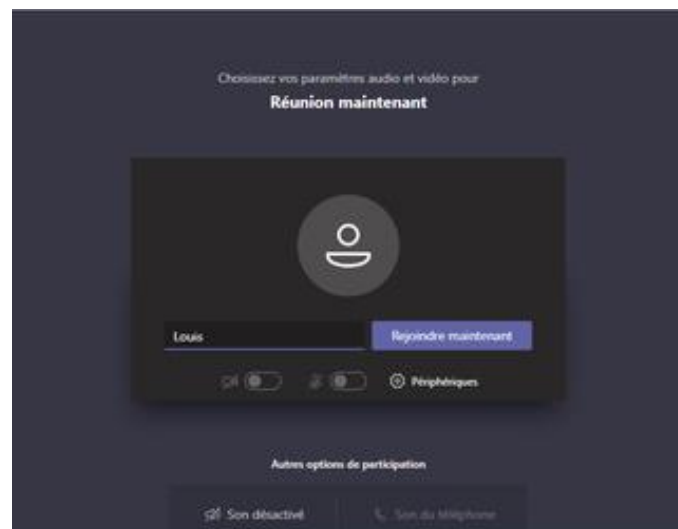


Figure 6

You will then see the meeting home screen. Three situations are possible:

- The host is already connected and waiting for you. The teleconsultation can begin.

- You are the first to join the meeting. You will then be alone until the host in turn joins the teleconsultation.
- You may be placed in a waiting room until the host admits you to the teleconsultation.

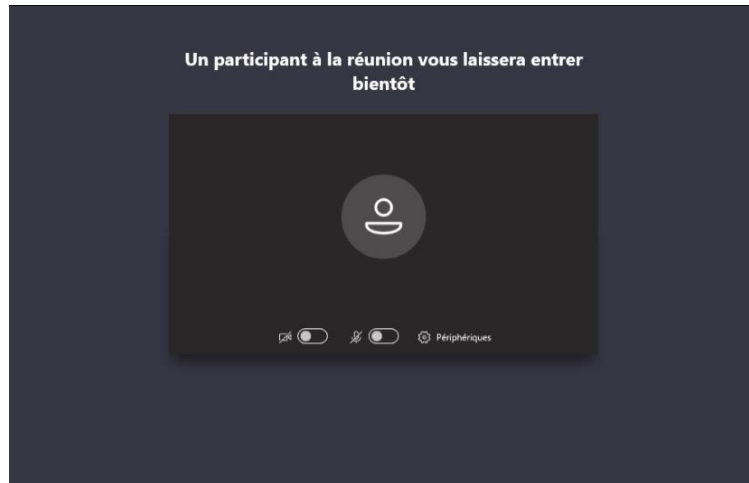


Figure 7

c) At the end of your teleconsultation, simply click on the **Hang Up** icon.

6. Accessing a teleconsultation from a mobile device

1. **Before joining the meeting**, download the Teams app on your smartphone or tablet from the Apple App Store or the Google Play Store.
2. A few minutes before the time of your teleconsultation, open your invitation in the email received or in your electronic calendar, then click on **Join Microsoft Teams Meeting**.



Figure 8

Note: The following screenshots are from an iOS mobile device. However, the steps are similar for an Android mobile device.

3. You are then asked how you would like to participate in this meeting. Click **Join as a Guest**.

Microsoft Teams



La réunion va commencer.
Comment voulez-vous vous...

Se joindre en tant qu'invité

[Se connecter et participer](#)

Figure 9

4. Enter your first and last name to allow the host to identify you. Then click **Join Meeting**.



Saisissez votre nom, puis
sélectionnez Se joindre à la réunion.

Se joindre à la réunion

Figure 10

DURING THE TELECONSULTATION

1. You will then arrive at the meeting home screen. Three situations are possible:
 - Your healthcare professional is already connected and waiting for you. The teleconsultation can begin.
 - You are the first to log in. You will then be alone until the host joins the teleconsultation.
 - You may be placed in a waiting room until the host admits you to the teleconsultation.

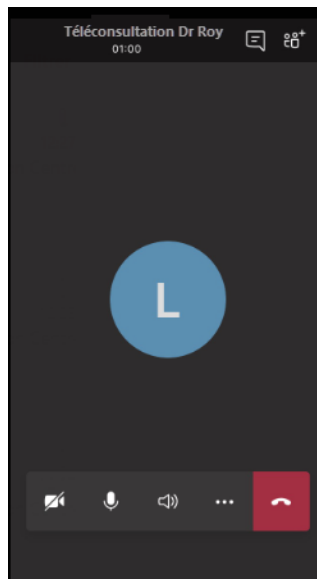
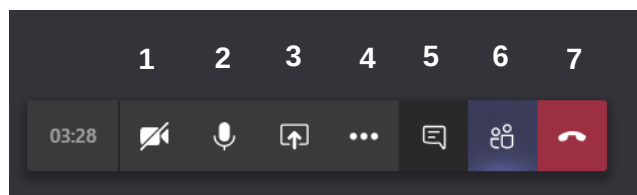


Figure 11

It should be noted that if your healthcare professional does not admit you within 15 minutes of your connection to the teleconsultation, you will be disconnected from the waiting room. You will have to reconnect via the **Rejoin** button, which will be displayed to you.

2. At the end of your teleconsultation, simply click on **Hang up** icon.

During your teleconsultation, here are the main options available to you:



MEANING

1. Activate or deactivate the camera to allow other participants to see you or not.
2. Activate or deactivate the microphone to allow participants to hear you or not.
 **Tip:** Closing the microphone makes it possible, especially if there are many of you, to have better sound quality when another participant speaks.
3. Allows you to share your screen, if necessary, or display other content, such as Word documents.
To end sharing, click **Stop Sharing**.
Note: On a mobile device, click on the suspension points to access the sharing option.
4. Provides access to several options. You can choose the "full screen" view, for example. You can also change your audio or video settings.
Note: The options offered differ depending on whether you are on a computer or a mobile device.
5. Allows you to display a window in which each of the participants can write messages or ask questions during the teleconsultation, without directly interrupting the person speaking. It is also possible to share documents or web links.
6. Allows you to consult the list of participants.
7. Ends the teleconsultation.