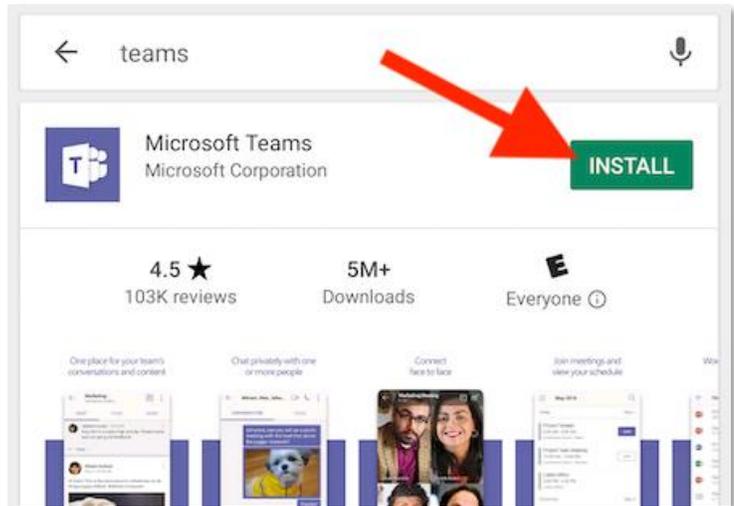


# Downloading Microsoft Teams for Patient-to-Family Visits

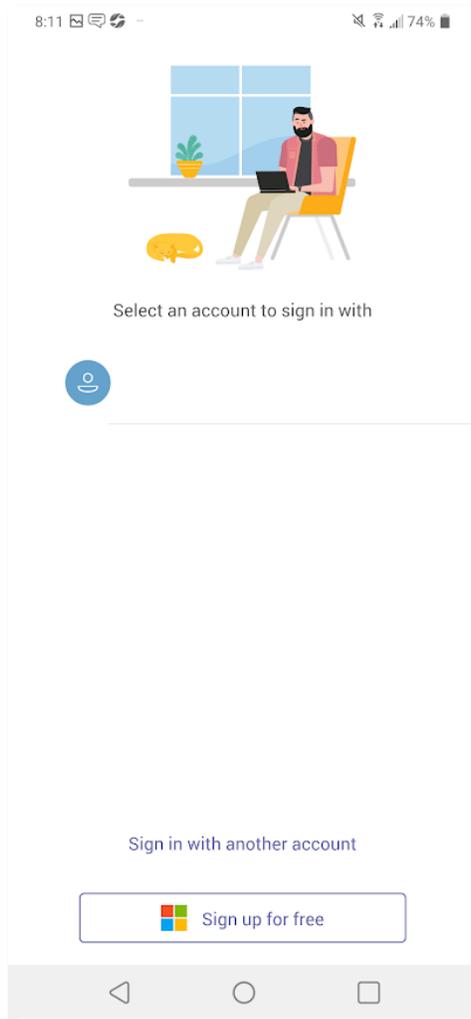
Bronson Healthcare uses Microsoft Teams to provide you and your family a way to stay connected. This tool allows two-way audio and video. To get started, you may download this free application from Microsoft to your smartphone or tablet. Apple iOS devices must run iOS 10.3.3 or later; Android devices must run Android OS 5.0 or later. You also use Teams on a desktop computer with a microphone and web camera.

## Mobile Device Instructions

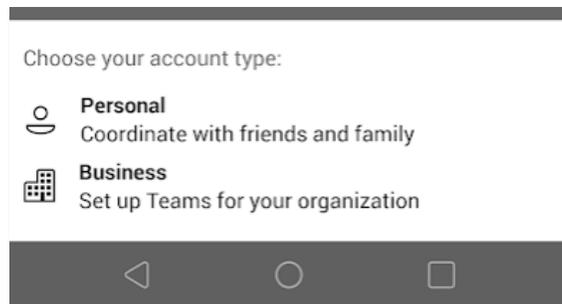
1. Get the Teams mobile app here: <https://pages.email.office.com/GoTo/?r=TeamsMobileApp> or visit the Apple iTunes store on iOS or the Google Play store on Android.



2. Download and launch the application. If you have Microsoft account for School or Work, you can sign in with that account. If not, click **Sign up for Free** at the bottom.

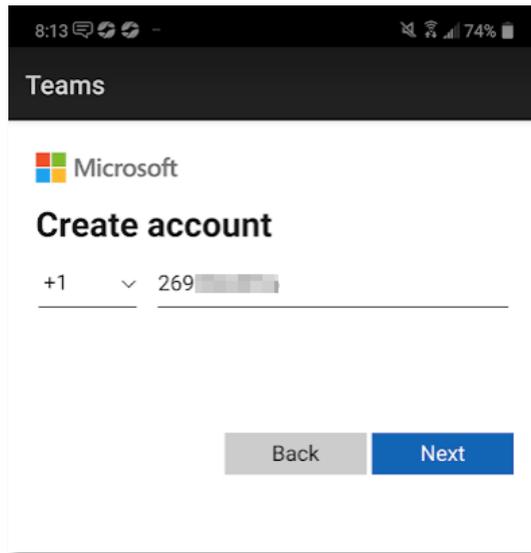


3. Choose **Personal**

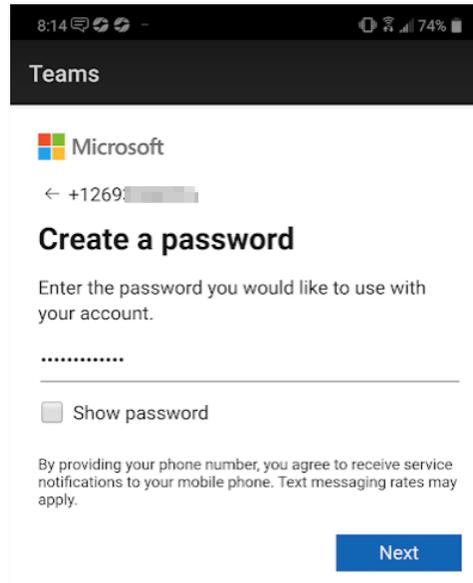


4. In the following screen, enter your phone number of your mobile device. This phone number will receive an SMS text message to verify your identity. This process will not work with a landline or phone that cannot receive SMS messages.

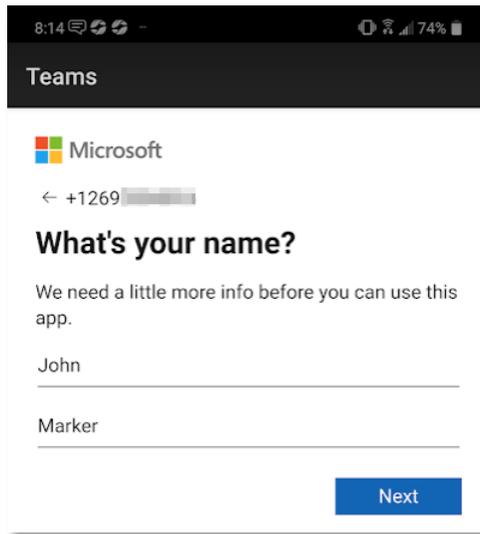
Click **Next** when completed.



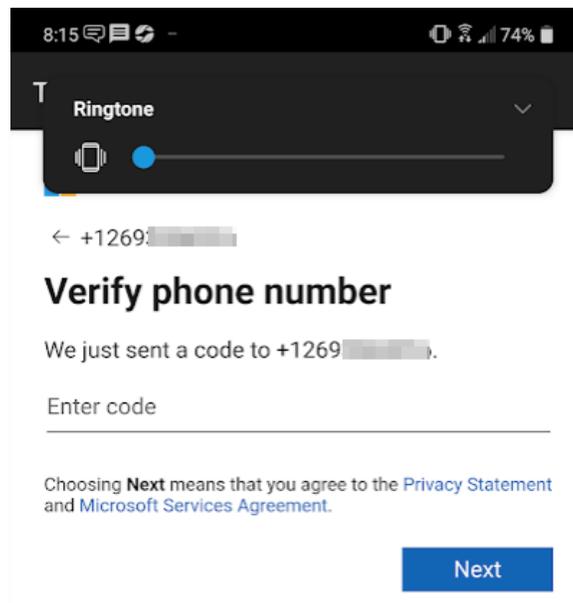
5. Enter a password to use for this account. Best practice is to choose a strong password that you can remember.  
Click **Next** when completed.



6. Enter your first and last name, so that the patient will recognize you.  
Click **Next** when completed.



7. You will now receive an SMS text message with a four-digit code. Enter this four digit code.  
Click **Next** when completed.

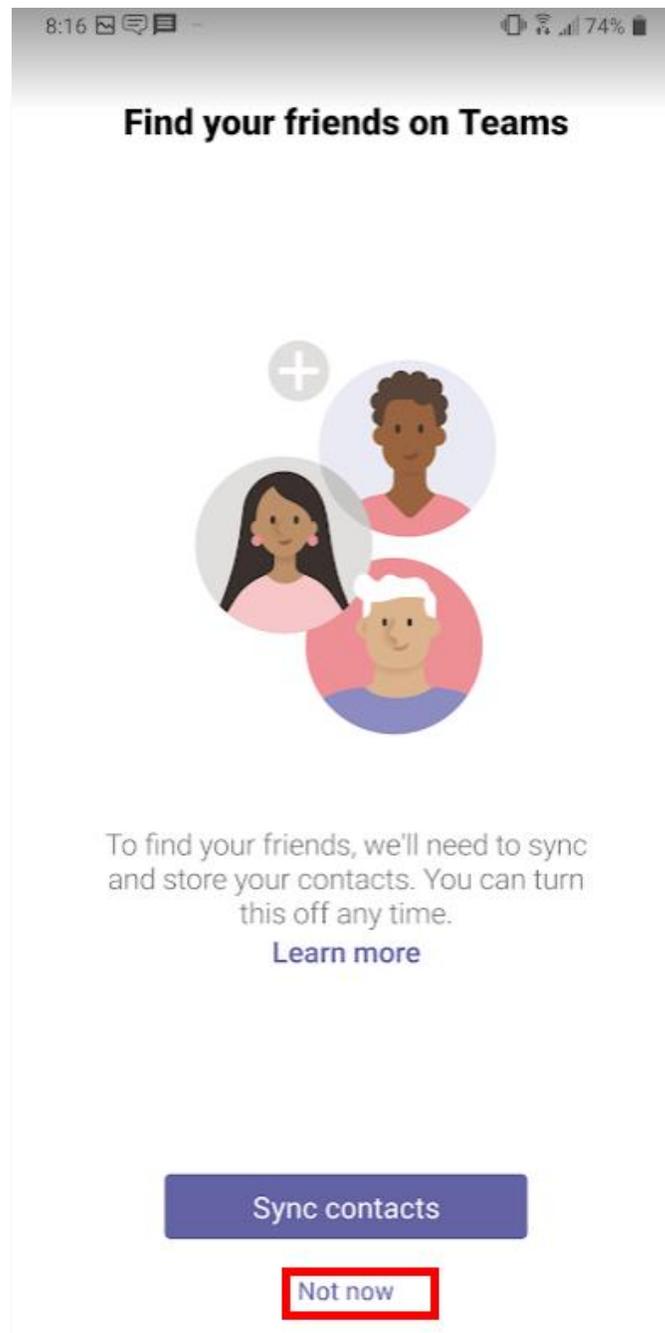


8. Your device is now signed in to Microsoft Teams!



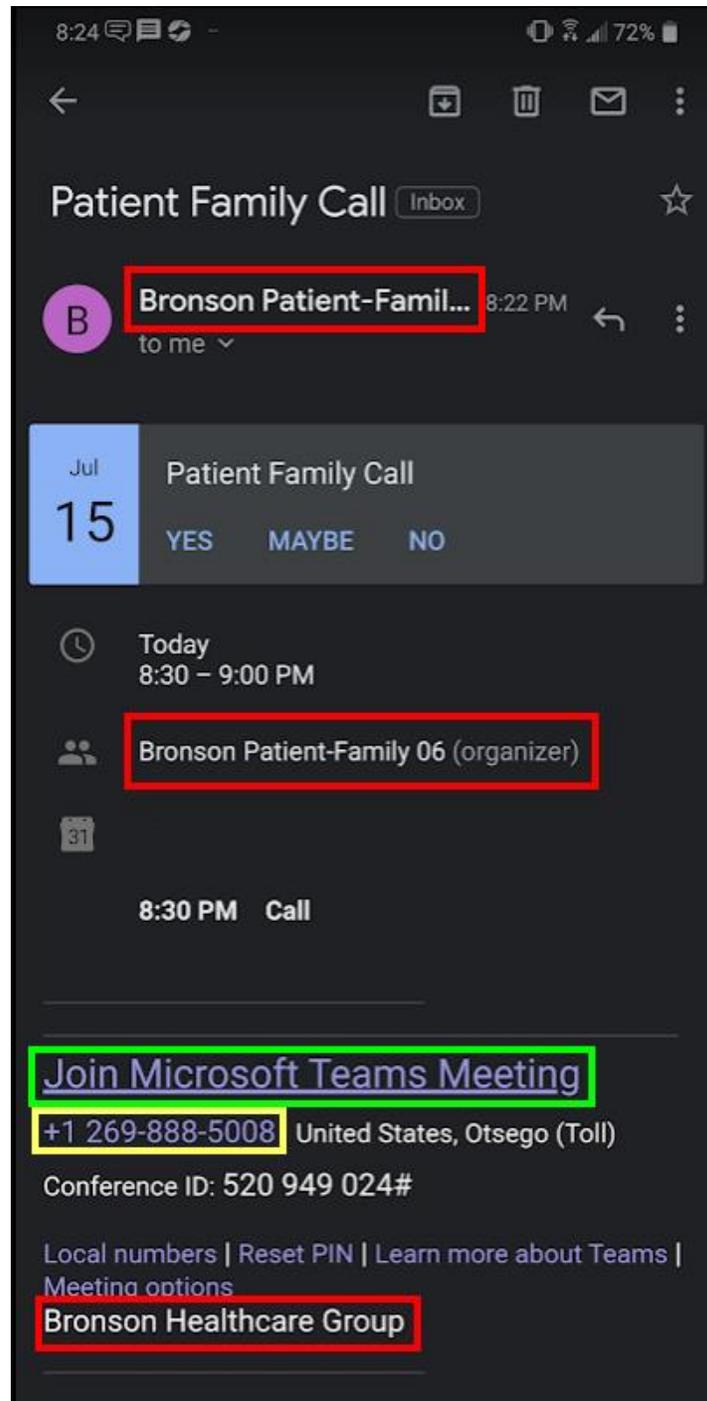
Click **Continue**.

9. On the next screen, click **Not now** to complete the setup process.



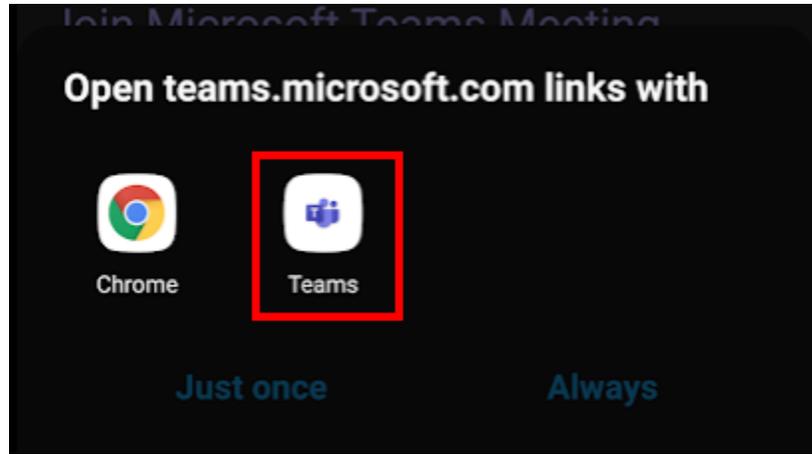
## Joining a Patient Family Call from a Mobile Device

1. When the patient is ready for a meeting, they send a meeting invitation to you. Check your email for the meeting invitation. Be sure to check the invitation for **Bronson** identifiers, such as the ones in the red boxes below. **If the message does not show Bronson Healthcare Group or Bronson Patient-Family, do not click on any links in the message.**



2. To join the meeting, click the **Join Microsoft Teams Meeting** link as shown in the green box. This will launch the meeting with video and use WiFi or your data plan. If you wish to join via phone only, you may click the phone number in the yellow box.

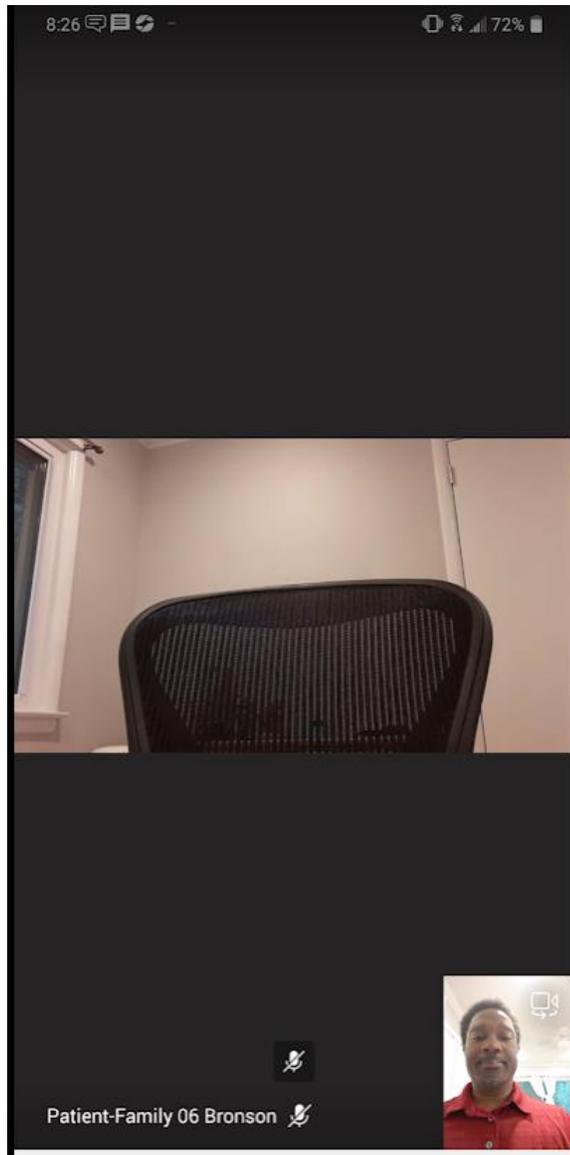
- When you click the link, you may be prompted to launch Microsoft Teams, as shown below. Click **Teams** to begin.



- When you join the meeting, it may take a few moments to begin. Please wait while the meeting starts. When you enter the meeting your video and sound will be on:

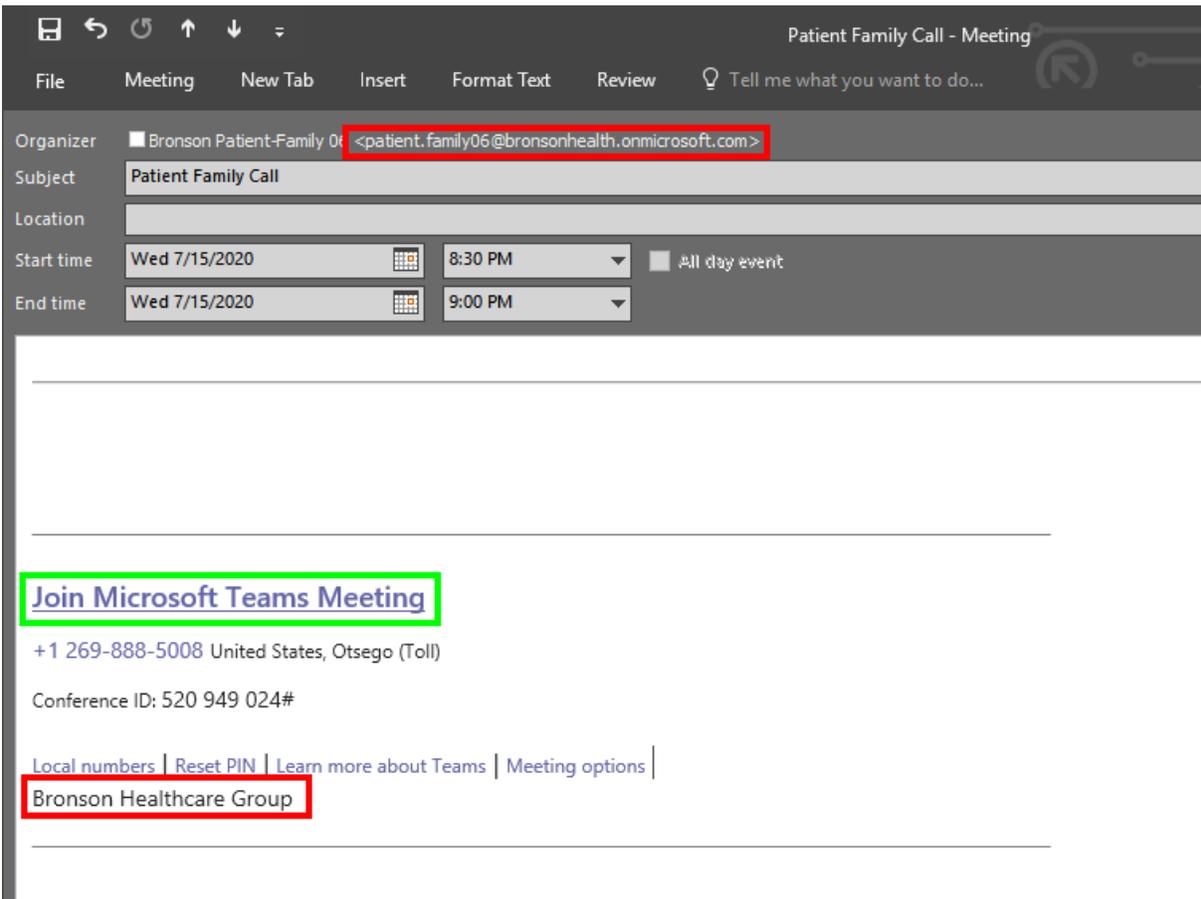


5. During a call, you may mute or unmute yourself by touching the Mute button on the screen.



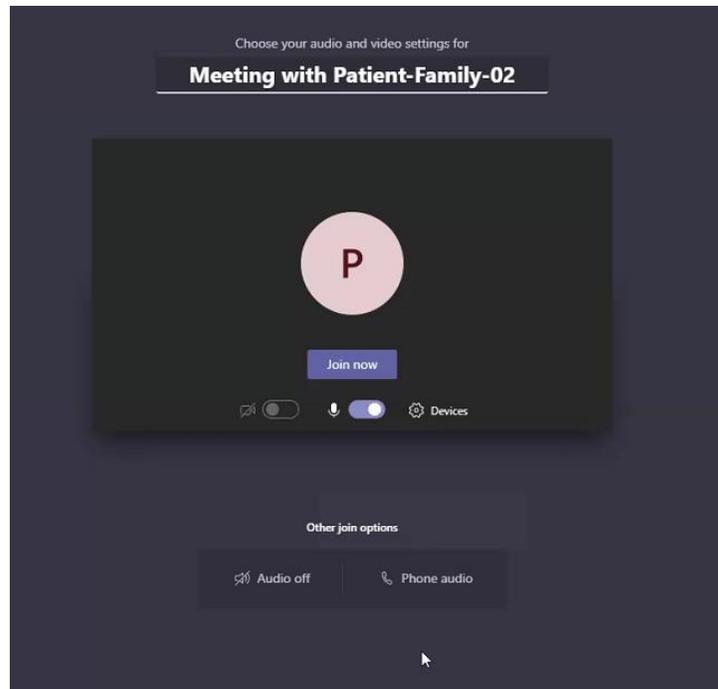
## Joining a Patient Family Call from a Desktop or Laptop Computer

1. Open your email program and look for a meeting invitation. It will include **Bronson identifiers**, such as the Bronson Healthcare Group name and the Bronson Patient-Family email account.



2. Click on the **Join Microsoft Teams Meeting** link highlighted above.
3. This will open a web page, where you'll see two choices: Download the Windows app and **Join on the web instead**. You can join using a web browser such as either **Microsoft Edge** or **Google Chrome**. Your browser may ask if it's okay for Teams to use your microphone and camera. Be sure to allow it so you'll be seen and heard in your meeting.

4. Enter your name and choose your audio and video settings. Select **Phone audio** if you want to listen to the meeting on your mobile phone and the meeting will call your mobile phone.



5. When you're ready, hit **Join now**.

This will bring you into the meeting lobby. We'll notify the meeting organizer that you're there, and someone in the meeting can then admit you.

**If no one admits you to the meeting within 15 minutes, you'll be removed from the lobby. If that happens, you can try joining again.**