



Client Introduction to Microsoft Teams

Introduction:

Microsoft Teams or most commonly referred to as “Teams” within SPARC, is a virtual meeting platform that is used by businesses. Teams allows participants to hold meetings, share presentations, meet with clients, and so much more regardless of the location of the participants. The only thing participants need are a computer with access to the internet. In simple terms, Teams is basically the business version of Skype, and is similar to other platforms such as WebEx and Zoom.

Why Use Teams?

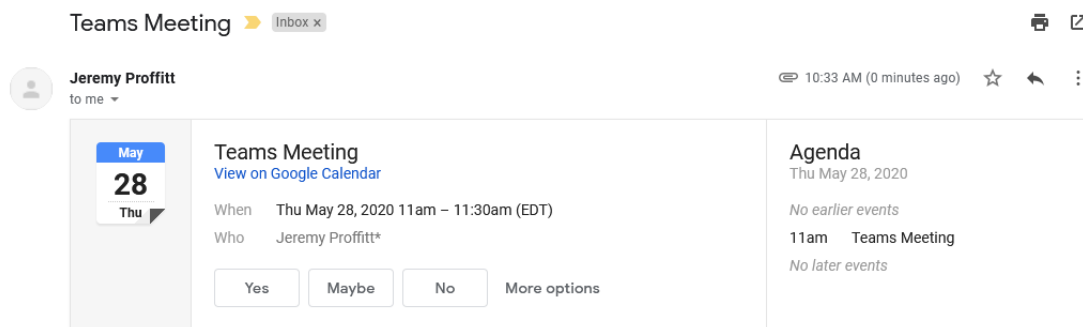
Microsoft Teams is a very secure and easy to use platform that does not require any download or cost for our clients. In addition, SPARC clinicians are trained in teams and use it daily and are able to help troubleshoot any issues you may experience.

What Equipment Do I Need?

SPARC clients only need access to a computer, phone, or tablet with a camera and microphone that will typically be built in. In addition, an email account and internet connection are also needed.

How do I connect?

1. Your SPARC clinician will setup a date and time for your meeting. Once the date has been confirmed your clinician will send you a Teams invite to your chosen email address. Your email will look similar to the following screenshot below.



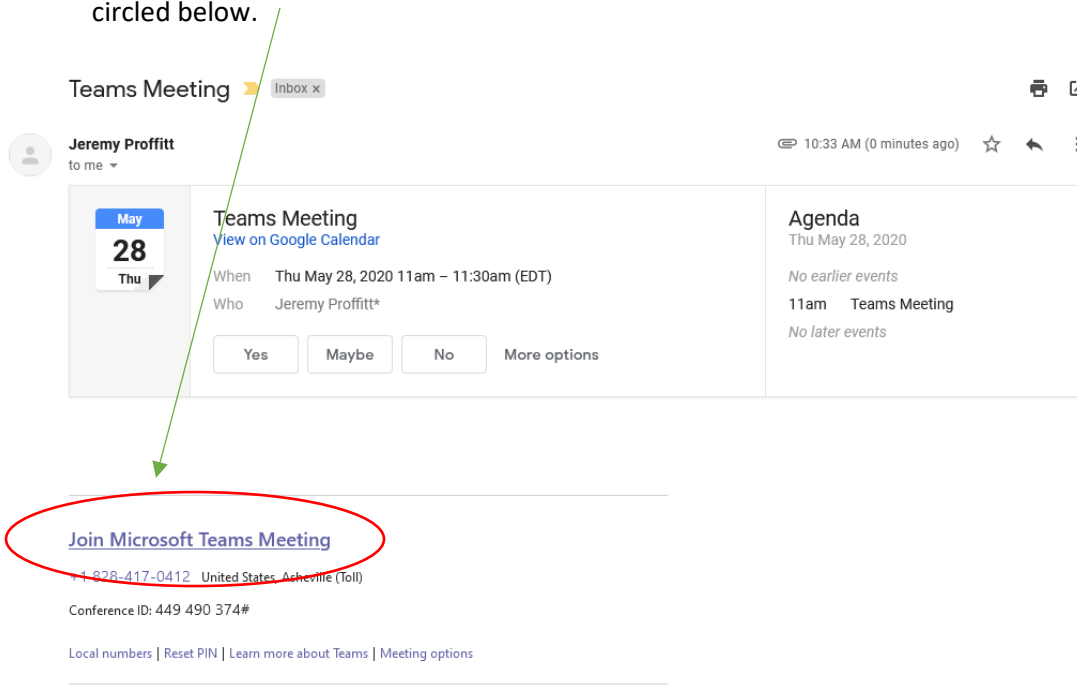
[Join Microsoft Teams Meeting](#)

+1 828-417-0412 United States, Asheville (Toll)

Conference ID: 449 490 374#

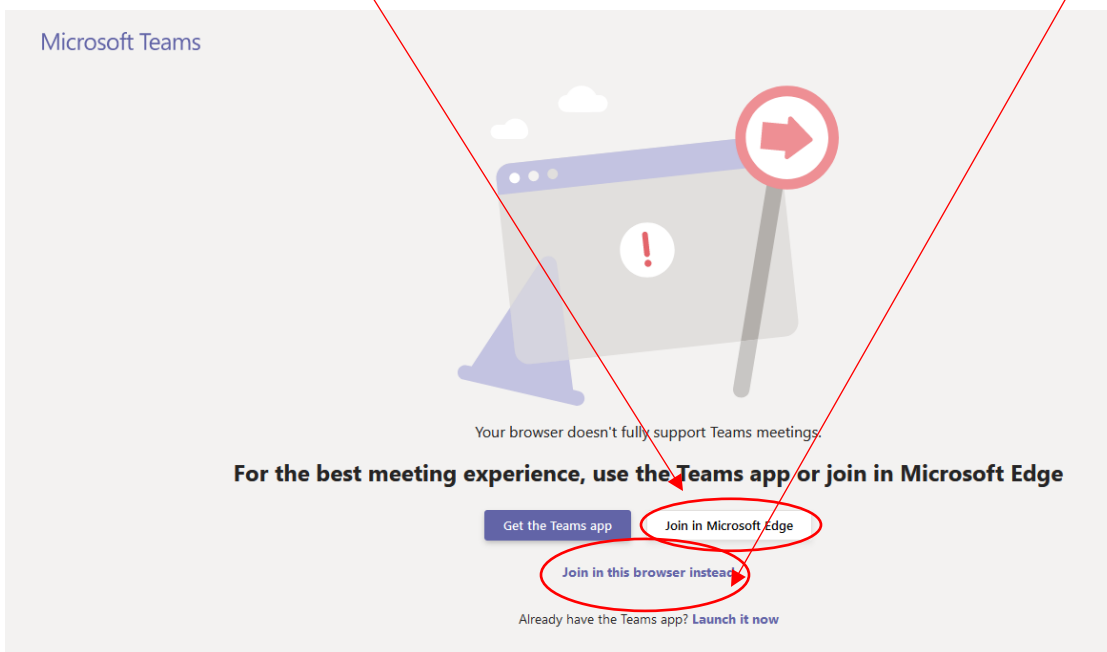
[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

2. Once you receive your email you will want to note the date and time of your meeting, and when it is time for your session you will simply click on the link “Join Microsoft Teams Meeting” as circled below.

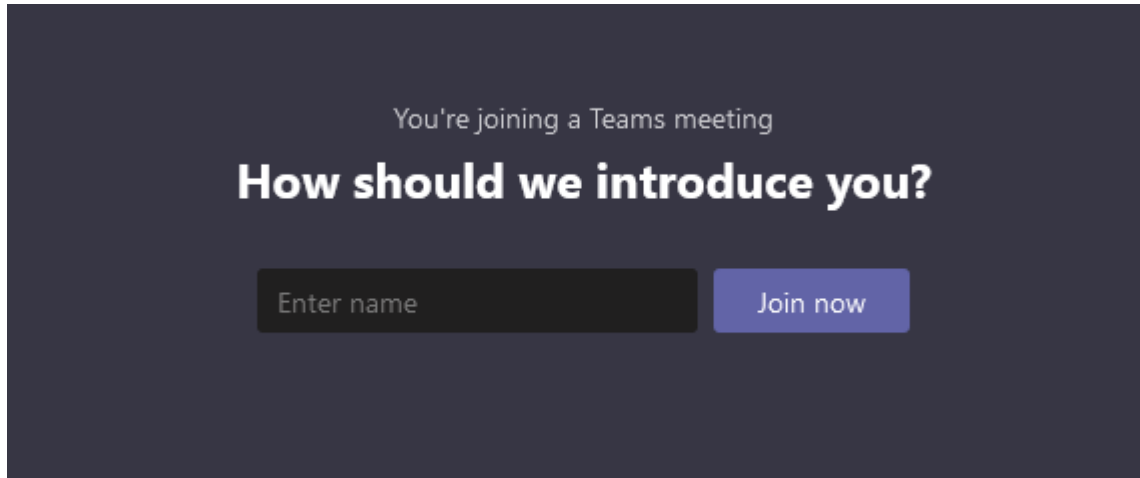


3. Once you click the join link you will be presented with a couple of different options. Clients will need to select either:
- Join in Microsoft Edge if you are using a different browser **OR**
 - Join in this browser instead

If you are using Google Chrome, Firefox, or Safari you can click the option “Join in this browser instead” as they are compatible. However if you run into any glitches or issues, simply go back and choose the option “Join in Microsoft Edge”.



4. Once you choose your preferred method of joining you will be asked to enter your name and then you will simply click “Join Now”

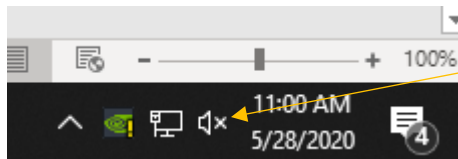


5. Once you click “Join Now” your clinician will admit you to the session once they are present. You may be presented with a message that says “You will be admitted into the session soon” if your clinician has not already connected to the Teams meeting. Simply wait and your session will start as soon as your clinician arrives.

Troubleshooting Tips:

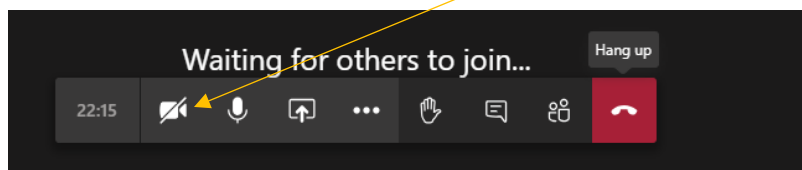
Q: Why can't I hear anyone speaking?

A: Your speakers may be muted. Check and see if your speakers are muted or the volume is turned really low. Your speaker indicator icon is located at the bottom right of your screen next to your clock. If the speaker has an **X** beside of it or on top of it, then your speakers are muted.



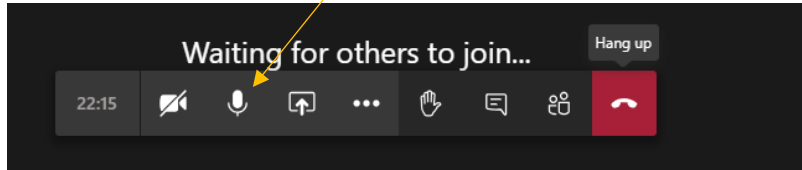
Q: How do I turn my camera on?

A: In the middle of the Teams screen if you hover your mouse in the middle you will see a camera on and off icon. Simply click it to turn on or off.



Q: I am talking but no one can hear me! What's the problem?

A: Chances are you just simply have your audio muted. If you hover your mouse in the middle of the Teams screen you will see an audio speaker. If it has an X over it, then your audio is muted. Simply click to mute or unmute yourself.



We are here to help!

If you are experiencing any technical difficulties please reach out to your clinician for solutions and assistance troubleshooting.