

HealthyNS Virtual Appointments: A Guide for Program Participants



How to prepare for your appointment

- Review the appointment invitation to confirm the appointment's date/time and any special instructions.
- Choose a well-lit, quiet, private and comfortable location to set up your device.
- For all HealthyNS programs/appointments, video is highly encouraged. Please be advised that if you choose to turn on your camera, you will be seen by other participants in the group.
- Join a few minutes early to test your technology (device, internet connection, camera, microphone, speakers/headset).

Privacy and Confidentiality

- All efforts are made to ensure that video/audio technology used by Nova Scotia Health and IWK Health is private and secure.
- The appointment will not be recorded.
- Employees and physicians take all reasonable steps to protect privacy and confidentiality.
- Personal health information is governed under the [Personal Health Information Act](#) and will be handled in accordance with [Nova Scotia Health Privacy Statement](#) or [IWK Health Privacy, Confidentiality, and Access to Information](#).

Risks of using video/audio technology

- Equipment, software or internet could fail.
- Participants could incur data charges if device is connected to cellular instead of a secure Wi-Fi network.
- Confidential conversations could be overheard if the participant is not in a private location.
- Unauthorized access could occur if the participant's device does not have anti-virus software installed.

How you can reduce risks

- Test equipment, internet connection, update software regularly (e.g., internet browser).
- Use a secure Wi-Fi network; public Wi-Fi is not secure.
- Charge your device fully.
- Don't share appointment details with others.
- Maintain a private space to attend your appointment.

! IMPORTANT

It is important that you are NOT SIGNED INTO any Microsoft account (Outlook.com, Hotmail.com, work or school). This is required for privacy reasons. If you are, you will not be able to join the program.

Not sure if you're signed in? If your email address appears on the Teams screen, choose *Change* or *Switch*, then select *Join without signing in*.

How to join a virtual appointment using different devices

BEFORE YOUR APPOINTMENT

If you choose to participate using a **Smartphone or Tablet**, follow these instructions to download the Teams app:

1. Open the App Store (iPhone/iPad) or Google Play Store (Android)
2. Type Microsoft Teams into the search bar
3. Tap Download/Install and wait for the app to install.
4. **DO NOT** create a Teams account.

When it's time to join your HealthyNS program



Join from the App using an Android or Apple Smartphone or Tablet

Open the email invitation that you received from HealthyNS and follow instructions below:

1. Tap the **Meeting Link**.
2. If you have an account please select the option '**Join without signing in**'. If you don't have an account, go to step 3.
3. The Name field will appear. Type your name as you would like it to be seen. Your name will be visible to everyone in the meeting. Tap '**Join now**'. The following message will appear: **Someone in the meeting should let you in soon.**
4. Tap Leave or  when the appointment has ended.



Join from a web browser using a computer

Open the email invitation that you received from HealthyNS and follow instructions below:

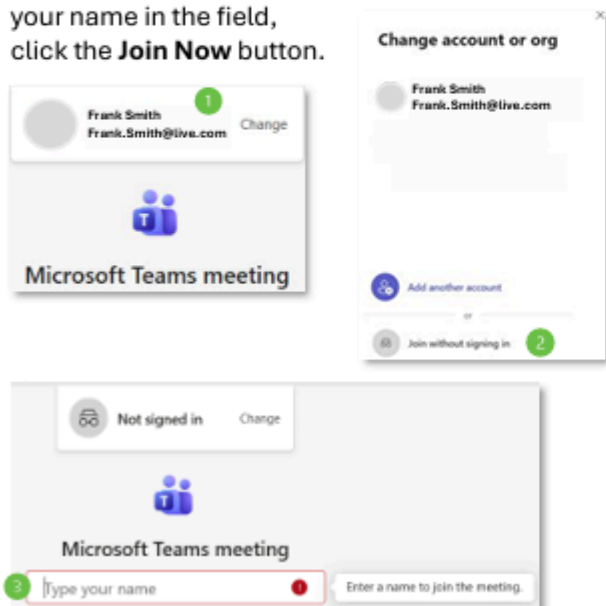
1. Tap the **Meeting Link**.
2. Choose the option to '**Continue on this browser**' or '**Join on the web**' rather than downloading the app.
3. Allow microphone and camera permissions.
4. The Name field will appear. Type your name as you would like it to be seen. Your name will be visible to everyone in the meeting. Tap '**Join now**'. The following message will appear: **Someone in the meeting should let you in soon.**
5. Tap Leave or  when the appointment has ended.

If you are having trouble joining your HealthyNS program, this checklist can help you check a few common issues. Most of these are easy to fix and you don't need to be an expert to follow along.

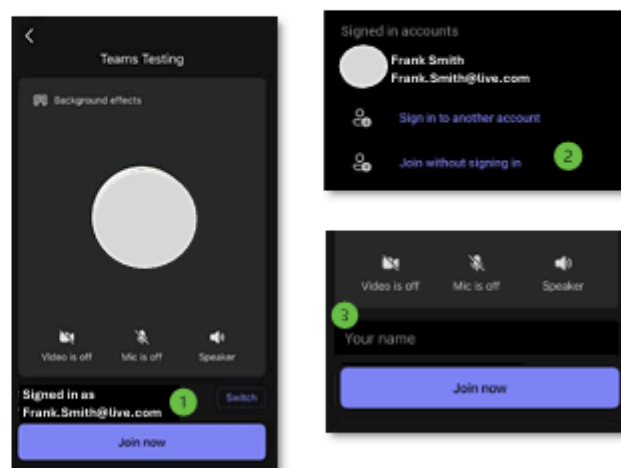
An easy way to check to see if you are signed into a Microsoft Teams account:

- Click on the Meeting Link in your email invitation to open the pre-join screen (where you adjust your camera and microphone).

COMPUTER: ① Check at the top of the screen and if your email address appears (work, personal or school), click **Change**, ② select **Join without signing in**, ③ type your name in the field (as per instructions), click the **Join Now** button. If it reads "Not signed in", click the **Join Now** button, type your name in the field, click the **Join Now** button.



MOBILE: ① Check under your profile picture and if your email address appears (work, personal or school), click **Switch**, ② select **Join without signing in**, ③ type your name in the field (as per instructions), click the **Join Now** button. If your email address does not appear, click the **Join Now** button, type your name in the field, click the **Join Now** button.



If you get the pop-up message "Teams would like to find and connect to devices on your local network" when installing the Microsoft Teams app on your mobile device:

- iPad/iPhone: Settings > Apps > Microsoft Teams > Local Network > toggle ON
- Android: Settings > Apps > Microsoft Teams > Permissions > Nearby Devices > choose Allow

Other troubleshooting tips:

- Make sure your device (computer, cell phone, tablet) is connected to the internet or cellular.
- Ensure that you are trying to access your HealthyNS program on the correct date and time (check your email invitation).
- Use a supported browser – Microsoft Teams works best with Google Chrome or Microsoft Edge.
- Check that your Microsoft Teams app is up to date. If it isn't, click on the app and agree to download any available updates.
- If audio is not working: Check the volume on your device to ensure that it is not muted/turned down and/or check your audio settings on the Microsoft Teams meeting screen to ensure that the correct speakers/microphone are selected.
- If video keeps freezing or audio is choppy, turn off your camera or close other applications, such as games.