

## NeuroBehavioral

SPECIALISTS OF JACKSONVILLE, INC.

### **INSTRUCTIONS FOR USING TELEHEALTH: Patients**

Below are instructions for using Microsoft Teams to conduct a Telehealth Meeting with your doctor.

*\*Please note that these are general guidelines for what you can expect to encounter for setup and connectivity procedures. However, actual conditions may vary depending on the computer, hardware, and software that you are using. Therefore, we cannot guarantee any exact experience or results.*

- 1) **Computer Requirements:** Ensure you have a microphone and webcam connected to your computer. If you are using a laptop, the microphone and camera may be built-in.
- 2) **Accepting the Meeting:** Open your email and click on the message you received from your doctor ( [DrP@nbsjax.com](mailto:DrP@nbsjax.com) ; [DrHall@nbsjax.com](mailto:DrHall@nbsjax.com) ; [DrRitter@nbsjax.com](mailto:DrRitter@nbsjax.com) ) OR our office manager, Donny ( [fd@nbsjax.com](mailto:fd@nbsjax.com) ) .  
Make sure to Accept the meeting by clicking the Yes check below RSVP. (Circled in green)

## Your NBSJAX Appointment



Sun 3/22/2020 10:21 PM  
Dr. Prosje; Youremail@here.com



**Your NBSJAX Appointment**

Tue 3/24/2020 9:00 AM - 10:00 AM

Microsoft Teams Meeting

No conflicts

RSVP to this event Email organizer

Yes  ? Maybe  X No

[Join Microsoft Teams Meeting](#)

[Learn more about Teams | meeting options](#)

- 3) **To Join the Meeting:** When it comes time to attend your appointment. Open the email or calendar appointment and Click on the “Join Microsoft Teams Meeting” link. (above: Circled in Purple)
- 4) This will open a web browser – it is preferable to use Microsoft Edge or Chrome to insure compatibility.  
*If the white box shows up click Cancel (Circled in orange)  
Then Click Join on the web instead (Circled in light blue)*

Microsoft Teams

This site is trying to open Microsoft Teams.

https://teams.microsoft.com wants to open this application.

Open

Cancel



Experience the best of Teams meetings with the desktop app

Download the Windows app

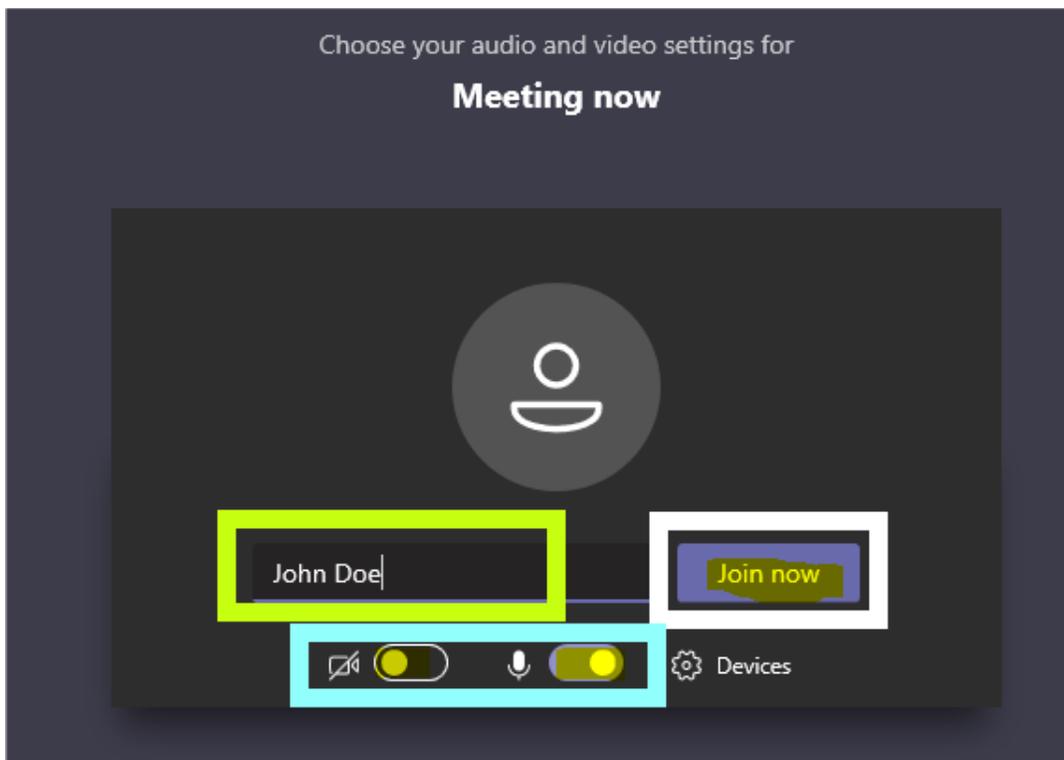
Join on the web instead

Already have the Teams app? Launch it now

- 5) **Enabling Video Capabilities:** When prompted, click “Yes” to allow and enable your webcam and microphone:  
(Circled in yellow)

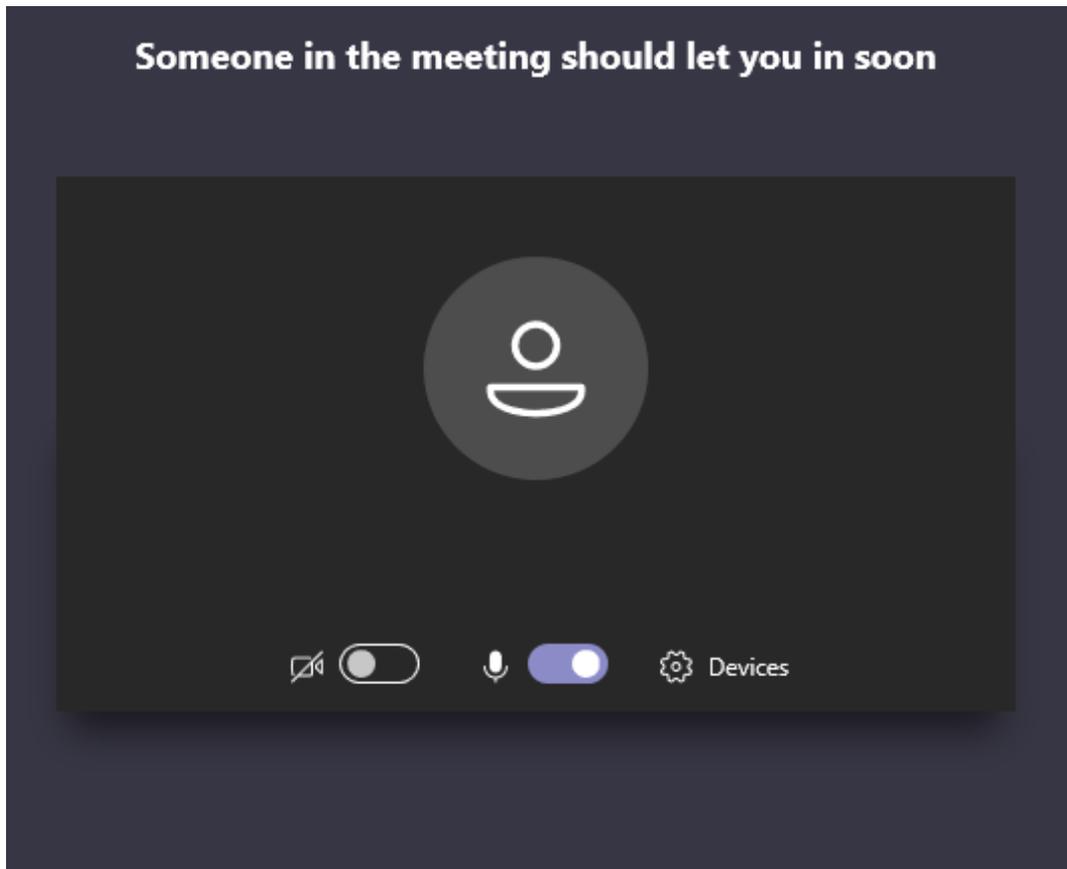


- 6) **Getting Started:** Type your name (green), make sure the webcam and microphone buttons are enabled (teal), and then click the “Join now” button: (white)





- 7) **\*If your doctor has already joined the meeting,** you will enter the meeting, see, and hear her.  
If she is not there yet, you will see the message below and she will admit you once she arrives.



- 8) **Ending the Session:** When the session terminates, click the RED hang-up button.



00:21       