

Tip Sheet for Patient Video Guests

Oregon State Hospital understands how important face-to-face communications are to you and to our clients. For this reason we are providing an opportunity for video visits over *Microsoft Teams meetings*. Because of a wide range of computers and configurations, as well as the limited support resources, OSH is unable to provide technical support to visitors. We hope the instructions below will be helpful and suggest that you seek out help from friends and family if there is more need. You may wish to test the meeting link before the time of the video visit.

1. Computer Requirements

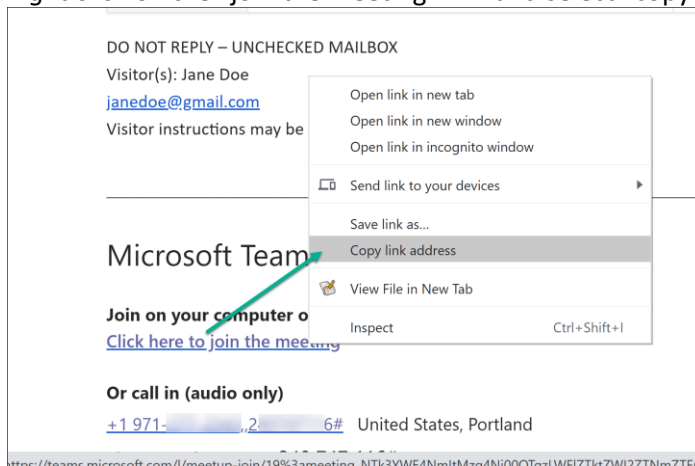
- You do NOT need a Microsoft Teams account to use this service. Teams will use your internet browser, web cam, mic, and speakers. A USB headset provides the best sound quality.
- You may use Windows, Mac, Android, or a mobile device (iPad, Android phone, iPhone, etc.) as long as you have a web camera.
- You need a stable, high-speed internet connection.
- You may need help from friends or family for technical support on your device.
- You will need to open the OSH email invitation on the device you will use in order to click on the link to join this visit. Use only link for the visit you are attending. No other will work.
- Teams meetings work best on the Microsoft Edge browser. Other browsers may not work well. Even Edge for Apple computers works best. Please seek technical assistance from family or friends for this, if necessary.

2. Environmental Requirements

- A quiet, private space.
- Only approved visitors may be present in the room, on or off camera.

3. Joining the Visit Session

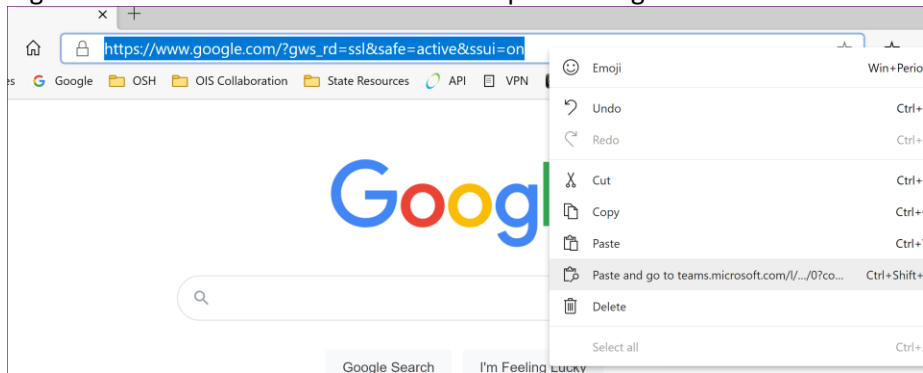
- You will receive two emails. One will not have a meeting link but will have the date and time of the visit along with a link to the support tip sheet and other information. The other email will be the calendar appointment with link. No other links from previous meetings will work.
- Right click* on the “join the meeting” link and select “copy link address.”



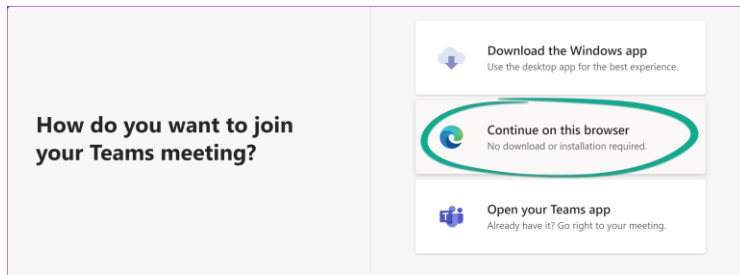
- Open your Microsoft Edge web browser. Any other browser may have limited functionality.

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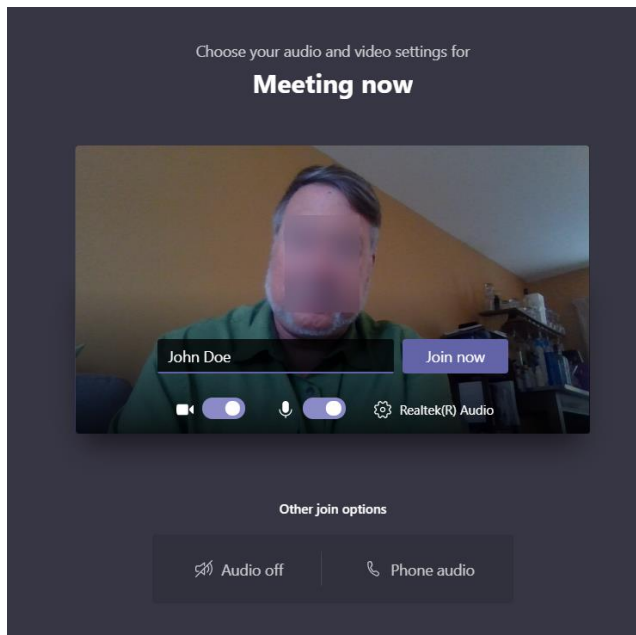
- d. Right click in the address field and select “paste and go to Teams...”



- e. Choose “Continue on this browser”.



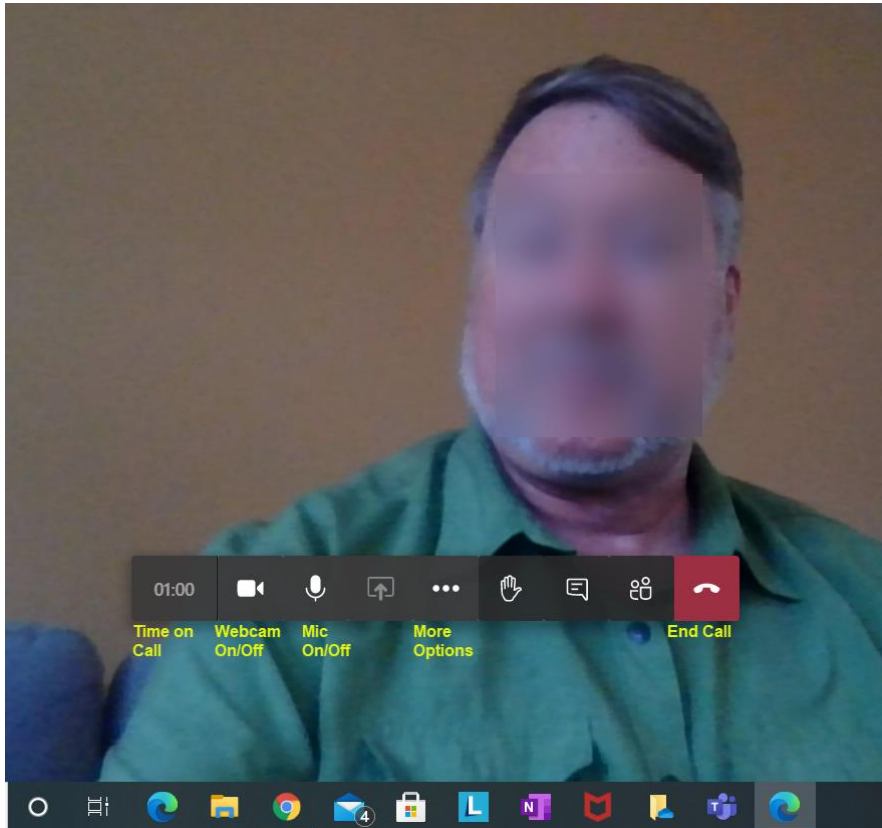
- f. Enter your name, turn on webcam and unmute, if necessary, and click “Join now” to join.



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- g. Once OSH joins the visit, your image and that of OSH will be shown.
- h. Moving your mouse will show the tool bar for call time, web cam and mic controls, more options (device settings are here in case you need to select the proper audio devices), and end call button.



Other Useful Information

- If the sound is not working, click “...” for more options and select Device Settings. Check each item selected for webcam, mic, and speakers to see they are correct. Check to see if you sound is turned down or your mic muted.
- Using a USB headset will provide the best audio experience for the call.