



# Using Microsoft Teams<sup>®</sup>

A Guide to Remote Counseling for Azimuth Counseling Clients



## Remote Counseling With Microsoft Teams®

The recent outbreak of Covid-19 has forced many businesses to take precautionary measures, including ours. We have been put into a position where we have to discontinue face-to-face counseling services. Realizing our services are important and needed during these times, we are enabling the ability to provide remote counseling over the internet.

However with that said, it is important that we maintain compliance with the Health Insurance Portability and Accountability Act (HIPAA) and respect the privacy of the individuals with whom we are collaborating.

We have chosen Microsoft Teams® as the video/audio collaborative application to use for remote counseling. This application is compatible with MacOS, Windows, Linux, iPadOS, IOS, and Android allowing installation on most all devices. This document will describe how to download, setup and use the application.

## Downloading and Installing Microsoft Teams®

To download Microsoft Teams in a browser on your device go to <https://teams.microsoft.com/downloads>

You need a Microsoft account to use this application. If you don't already have one click on the 'Sign up for free' button located at the upper right of the page. Once you have an account, download and install the appropriate version for the device you will be using during the session.

If you are using an Apple iPad (which now has the iPadOS operation system) you can use the IOS version.

After installation there will be an icon on your desktop



## Using Microsoft Teams®

The free version of Microsoft Teams® has limited function and doesn't allow meeting scheduling. All Azimuth Counseling clinicians have a registered business version of Microsoft Teams® with full functionality. This means all sessions will be scheduled by your clinician. Upon scheduling, you will receive an Email at the address you have provided to him/her with session dates and times.

5– 10 minutes before the scheduled session you should open Microsoft Teams and Sign In (if requested) with your Microsoft account Email address. In many cases you will only be asked to Sign In once. Make sure your audio is turned on.

When your clinician is ready and sees you are available, he/she will invite you to join. The incoming invitation notification varies by device. Your device may ring/vibrate or be silent. However, all devices will display a message on the screen allowing you to 'Accept' or 'Decline' the invitation.

## Using Microsoft Teams® (cont'd)

When 'Accept' is clicked you will be able to see your clinician and the session will start.

The clinician will end the session.

**Please Note:** There are many different devices that may be used and we are unable to verify operation on all. If this procedure is not adequate, please make your clinician aware of the issue. Include with the issue, the device, the operating system and the operating system version.