



Video Therapy Instructions

Given the current health concerns surrounding the Corona Virus (COVID-19), all Pinebrook Family Answers therapy services are fully transitioned to video therapy. Microsoft Teams is a secure and easy to use virtual communication service that will us to communicate with you in a way that is easy to use and is also secure, meeting all applicable legal and privacy related requirements.

Existing clients can reach out to their therapist or call the appropriate therapy office.

In order to participate in a video session with your provider you will need to have the following available:

1. A computer, desktop, tablet or smartphone.
2. If using a computer, the computer needs to have a camera, speakers and a microphone.
3. An internet connection
4. An e-mail address.

Teams on Your Smartphone or Tablet:

1. Download the Teams app from the Apple App Store or Google Play Store on your smart phone or tablet.
2. Make sure that the camera and speakers on your device are working.

Teams on Your Computer:

1. Download Teams for your computer here: <https://teams.microsoft.com/downloads>.
2. Make sure that your camera, speakers and microphone are working.

Joining Your Session:

1. Your provider will send a meeting invitation to your email account.
2. At the time of your session, click the blue link in the e-mail invitation labeled "[Join Microsoft Teams Meeting](#)"
3. After clicking the "[Join Microsoft Teams Meeting](#)" follow/click any additional prompts.
4. Your computer, tablet, or smartphone will automatically ask you to open the Teams app.
5. Once the Teams app opens, click "Join as Guest," enter your name, and click "Join."
6. The app will then take you to your video session and you will see and hear your provider once they arrive.