



Telehealth Log In Instructions and Troubleshooting Tips

General Guidelines how to join using a Phone:

- Please note depending on what browser you use on your phone, the steps may slightly vary.

1. Open the link that was sent
2. You will be taken to the ABS Kids Welcome Page. Enter your name in the Name field, then tap to get started.

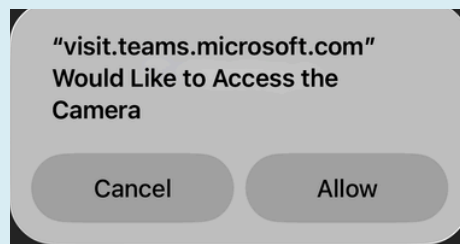
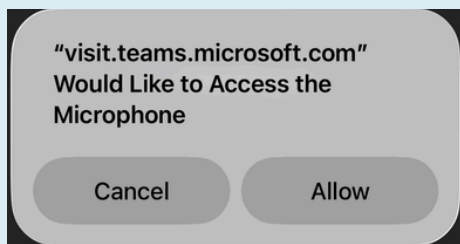
A screenshot of the ABS Kids Welcome Page. At the top is the ABS Kids logo. Below it, the text reads: "Welcome to your appointment. Enter your name to let us know you're here." There is a text input field with the placeholder text "Your name". Below the input field is a blue button with the text "Get started".

Welcome to your appointment. Enter your name to let us know you're here.

Your name

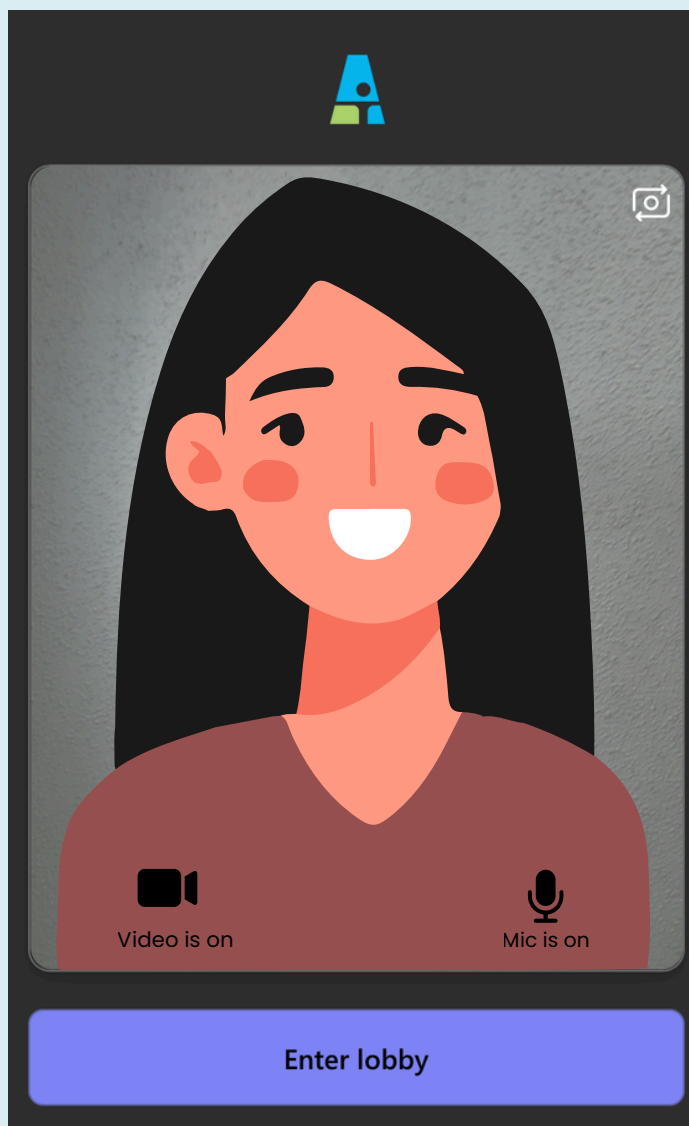
Get started

3. When prompted, tap Allow to give your browser access to your Microphone and Camera



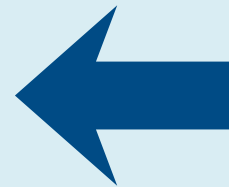
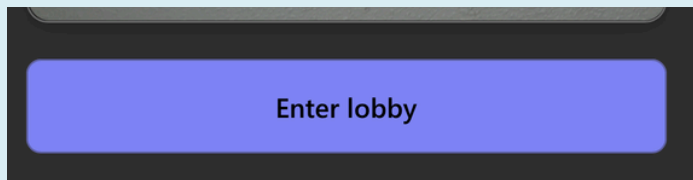


4. After allowing access to your camera and microphone you will then see a preview screen where you can check your camera and make sure you are positioned comfortably before joining the appointment





5. When you're ready, tap Enter Lobby.



6. After entering the lobby, please wait while your provider admits you into your appointment. Once they do, your visit will begin.

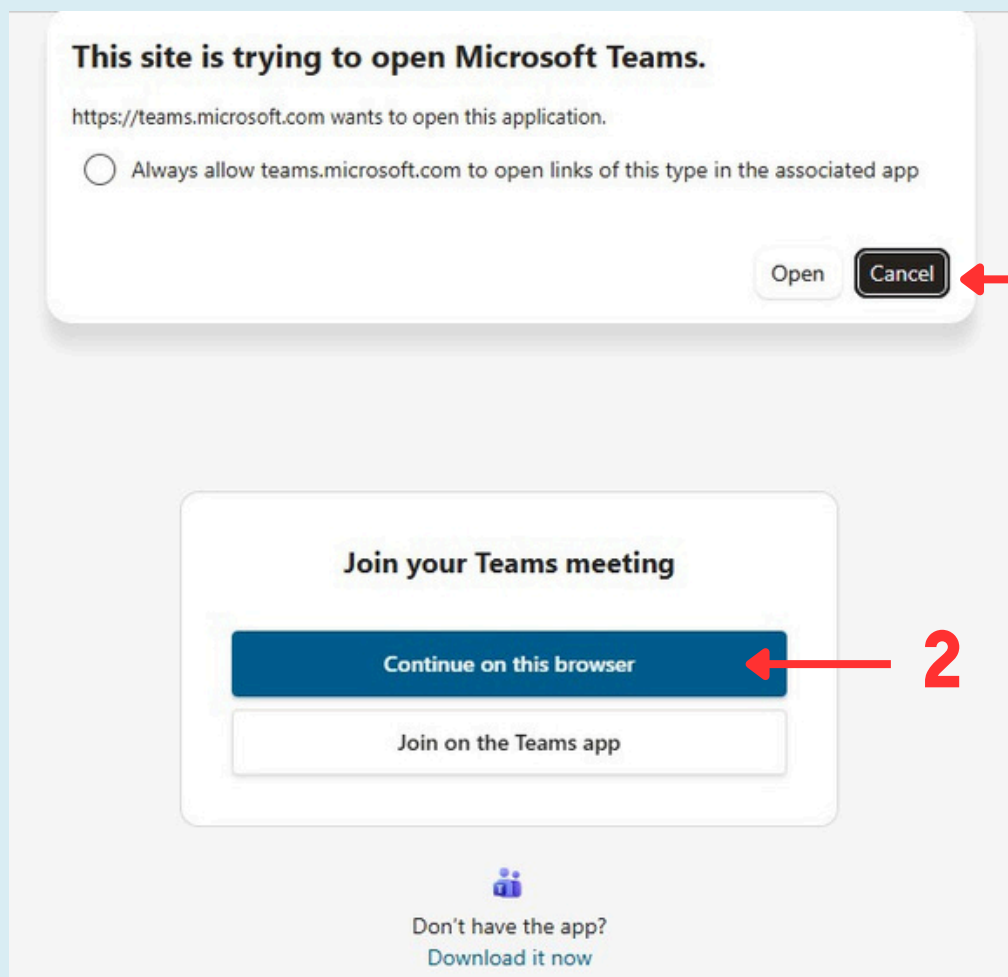
General Guidelines how to join using a Computer:

- Please note depending on what browser you use on your phone, the steps may slightly vary.

1. Open the link that was sent

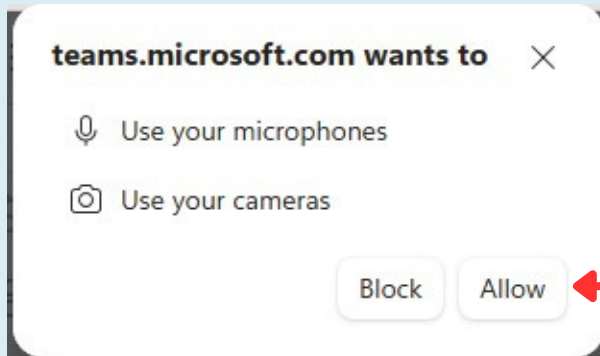


2. A new tab will open in your web browser. If prompted to open the Microsoft Teams app, select Cancel, then choose Continue on this browser to join without downloading the app.

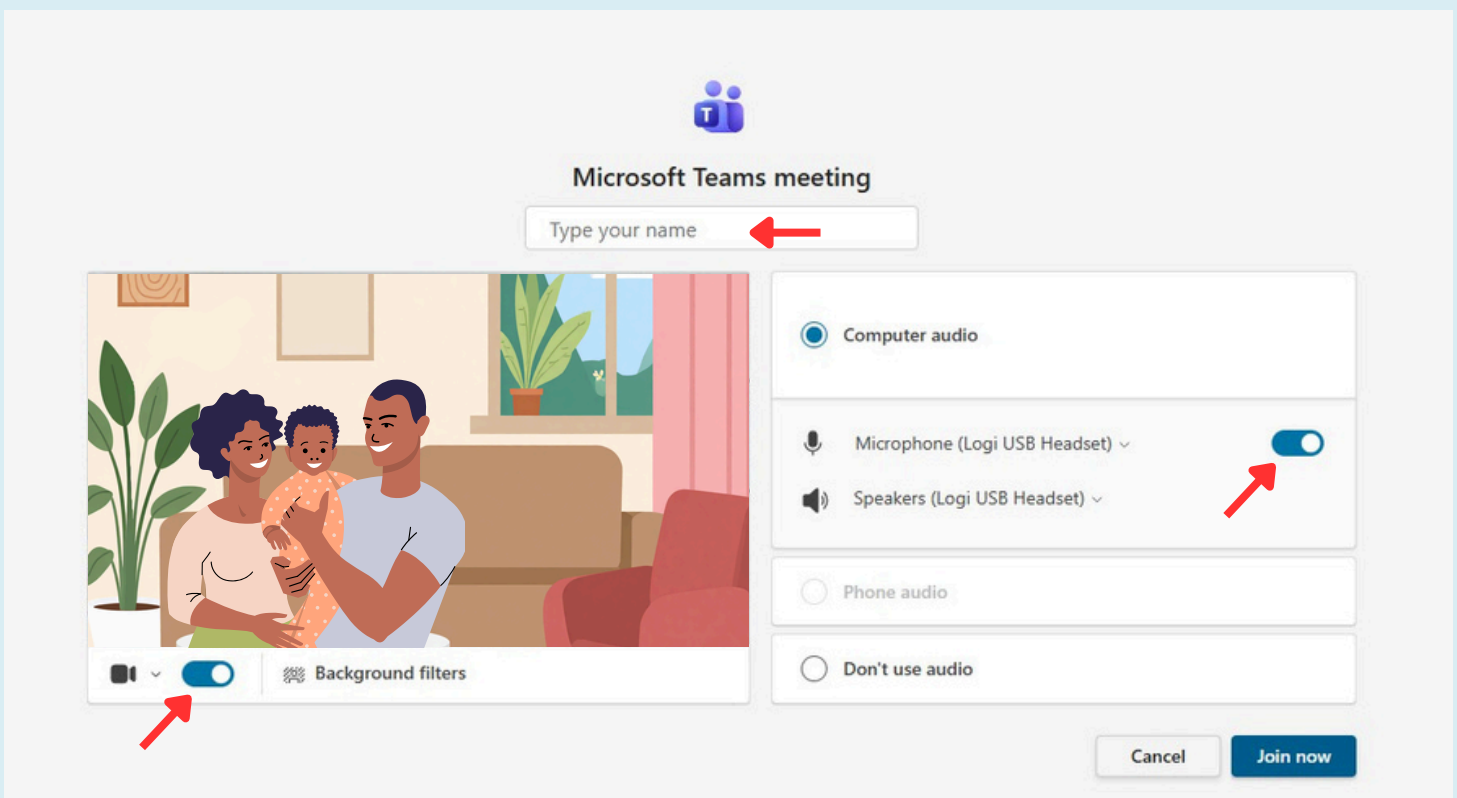




3. When prompted, select Allow to give your browser access to your Microphone and Camera



4. You will then see a preview screen where you can enter your name. Toggle the microphone and camera on, then make sure you're comfortably positioned before joining the appointment.





5. Select Join now.

6. After entering the lobby, please wait while your provider admits you into your appointment. Once they do, your visit will begin.

Troubleshooting Guide:

Audio Issues:

- Make sure the audio is toggled on in the meeting.
- Make sure the volume on your device is turned all the way up.
- If you're using speakers or headphones, make sure they are properly connected, turned on (if applicable), and selected as your device's audio output. You can test them by playing audio from another website or application.
- Make sure microphone access is enabled in your **browser settings** for Microsoft Teams.



Video Issues:

- Make sure your camera is toggled on in the meeting.
- Make sure your camera is not being used by another application, as this can prevent Microsoft Teams from accessing it.
- Make sure camera access is enabled in your **browser settings** for Microsoft Teams.
- If you have multiple cameras connected, make sure the correct camera is selected in the Microsoft Teams device settings.
- If your camera is covered by a privacy shutter or lens cover, open it before joining the meeting.
- If your video still isn't working, refresh your browser, close and reopen the meeting link, or restart your device and try joining the appointment again.

Wi-Fi & Connection Issues:

- Try moving to another room, preferably closer to your Wi-Fi router, to improve your wireless signal.
- Disconnect your device from Wi-Fi, then reconnect and try joining the appointment again.
- Restart your Wi-Fi router by unplugging it for about 30 seconds, then plug it back in and wait for the connection to be restored.
- If your Wi-Fi connection is still unstable, disconnect from Wi-Fi and use your mobile data (if available) as a last resort.
- If you're still unable to connect, try joining the appointment from another device, such as a smartphone, tablet, or computer, if one is available.



Web Browser Settings:

- If your camera or microphone isn't working during your appointment, you may need to enable browser permissions. Follow these steps:

***Please note depending on what browser you are using, the steps may slightly vary.**

1. Open your web browser and navigate to Settings.
2. Select Privacy and Security.
3. Click Site Settings.
4. Select Camera.
5. Turn on Sites can ask to use your camera.
6. Select Microphone.
7. Turn on Sites can ask to use your microphone.
8. Close your browser settings and rejoin your Microsoft Teams appointment. When prompted, click Allow to grant Microsoft Teams access to your camera and microphone.