

Welcome to Teams

Group sessions are taking place using online video conferencing software called Microsoft Teams. This will mean that you are not in the same room as other people but can see and hear them by video link.

In order to take part you either need access to a smartphone with a camera or computer with camera and microphone.

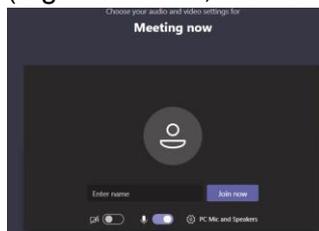
Before the call please choose a private, quiet space.

Think about where best to take the call. If you are using video then anyone in your background could be seen by people in the group session. Anything behind you may be visible to others on the call. So, have a look to check there isn't anything that you do not wish to be seen.

To help with background noise it usually works best if you can wear headphones and speak into a microphone. But don't worry if you do not have these to hand – they are not essential.

Already using Teams?

If you already use Teams and have a username then when you join the call, Teams will share some of your personal information e.g. your full name and company name. We therefore recommend logging out of the Teams app and joining as a guest. When you join as a guest this is the login screen and you can choose how you wish to be identified on the call (e.g. first name, nickname, initials etc.):



Using a mobile phone to join?

If you are going to join the call on your mobile phone then you need to first download the Microsoft Teams app and install it onto your phone. You do **not** need to register or login to this app – you can just join the meeting as a guest.

Using a Mac to join?

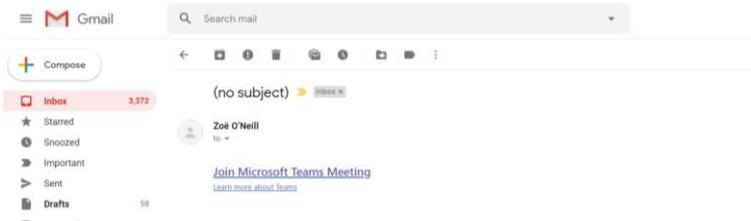
If you are using a Mac we would recommend using Google Chrome instead of Safari as your browser.

Alternatively, you can download the Microsoft Teams app onto your computer.

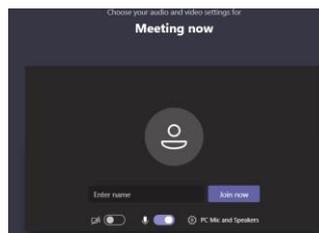
Joining a group session on Teams

Your clinician will arrange the dates and times for your video calls and you will receive an meeting invitation with a link that says 'Join Microsoft Teams Meeting'. If you haven't received this link let the person know who is arranging the session so it can be sent to you again.

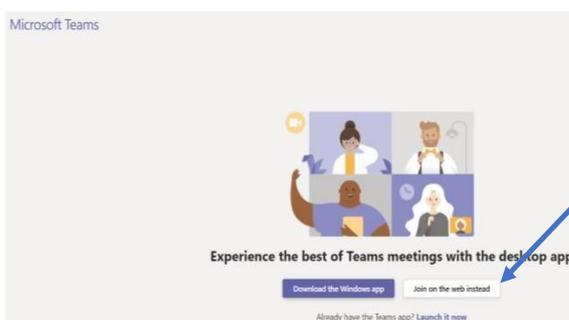
1. Shortly before the call is due to start click on the link 'Join Microsoft Teams Meeting'. This will launch a browser window.



2. If you have downloaded the app it will open automatically. This is the screen you will see. You can choose how you wish to be identified on the call (e.g. first name, nickname, initials etc.)



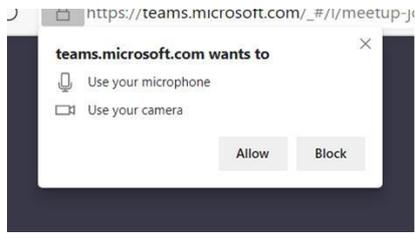
3. If you have not downloaded the app then Click the grey button "Join in the web instead" and



DO NOT choose 'Download the Windows app'

4. The first time you join the conference it will advise you that the application will use your microphone and camera.

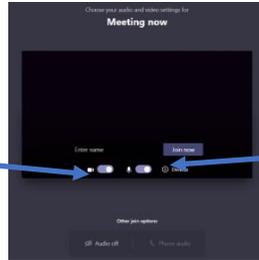
Click "Allow" to enable your microphone and camera devices – if you say Block then you won't be able to join but there is an option later on to turn off your camera if you prefer.



Select **Allow** to let Microsoft Teams use your mic and camera for calls and meetings on this browser.
When you do, we'll turn your devices on for a moment to set them up.

The following window will show. It allows you to decide how and when to join the

Video
This icon with a purple line shows you will join **with** video enabled – click to join with no video (🚫).

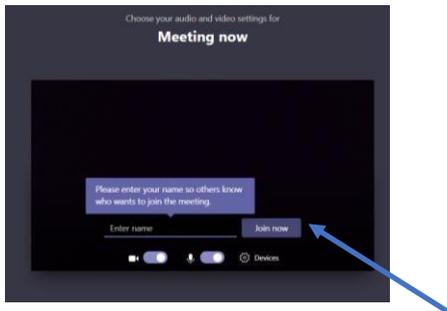


Audio
This icon with a purple line shows you will join **with** audio enabled – click to join with mute enabled (🔇).

conference.

Note: You don't have to enable video. If you do use video please choose a private, quiet space. Remember anyone or anything in your background could be seen by anyone in the conference session.

5. **Enter your name.** Whatever you write will be seen by all participants of the session, some of whom you may not know. You may prefer to use only your first name, initial or a nickname rather than your full name. These settings will be remembered for next time.



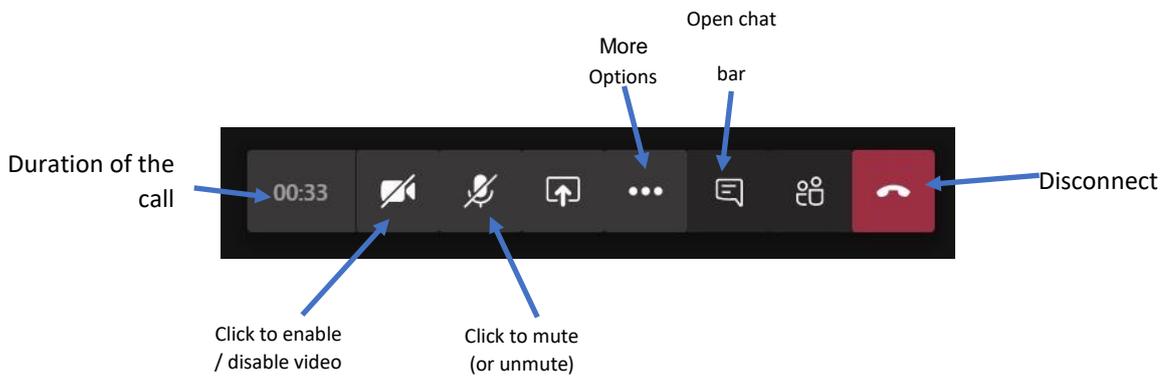
6. When you are ready, click "Join Now"

7. The following window will appear. As soon as your session is ready, your host will accept you into the conference and you will join the other participants.

Someone in the meeting should let you in soon

During the call

You will have the following tool bar whilst on the video conferencing session.



Using Chat



When you click on “Open Chat Bar” (shown above) you can write a note.

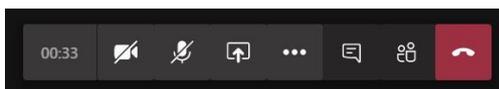
This can be really helpful to write something e.g. if you are finding it difficult to hear what is being said or you have a specific question you would like to ask.

Be aware that all participants of the video conference can see the chat message – it is **not** confidential between you and the clinician who arranged the call.

Anything written in Chat is recorded for 90 days.

Ending the call

Click on the red telephone button to end the call:



Confidentiality Guidelines

As with our face to face sessions, it is important that everyone commits to maintaining the confidentiality of the group. The identity of people in the session and the information that is discussed must not be shared outside of the group.

Please do take time to read the guidelines below:

1. You must not record the session.
2. Please ensure there is no-one else in the room with you or within earshot
3. Please wear headphones
4. The name you enter when you join the group will be visible to other participants in the group. When naming yourself on entry, please put your first name followed by the name of group e.g. Steve Overcoming Worry. This will ensure the facilitator can identify you as a group

member in order to let you in to the group and also help protect your confidentiality within the group. If you would like to use another name, please let your facilitator know in advance so that they can still recognise you as you arrive in the virtual waiting room. If your facilitator does not know who you are, they will not let you into the group.

5. If you would prefer for your face not to be visible, please let your facilitator know in advance of the group starting. Your facilitator can discuss options with you, such as lighting yourself from behind so that you will present on screen as a silhouette.

We will review the confidentiality guidelines at the beginning of every session.