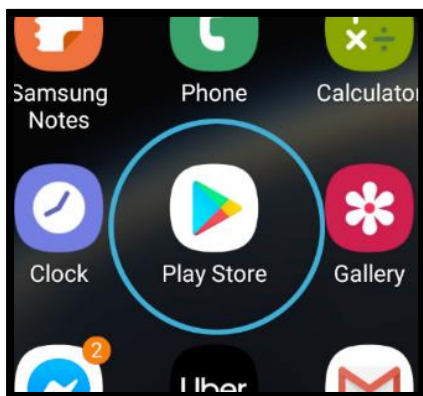


## A Guide to Accessing the Virtual Group

**Tip! - If you are accessing from a mobile device, you will first need to download the Microsoft teams app by following the steps from section one. If you are using a laptop or desktop computer skip straight to section 2.**

### Section 1 – Downloading the Microsoft Teams App

1. Tap on the google play store icon (see left) or the App Store icon (see right) on your device

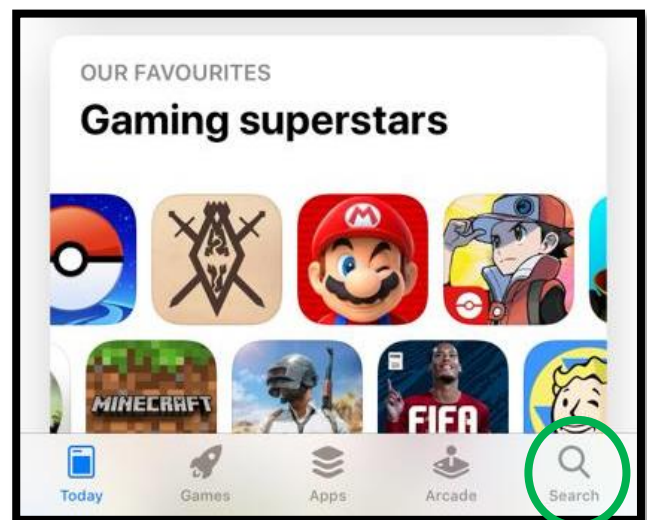
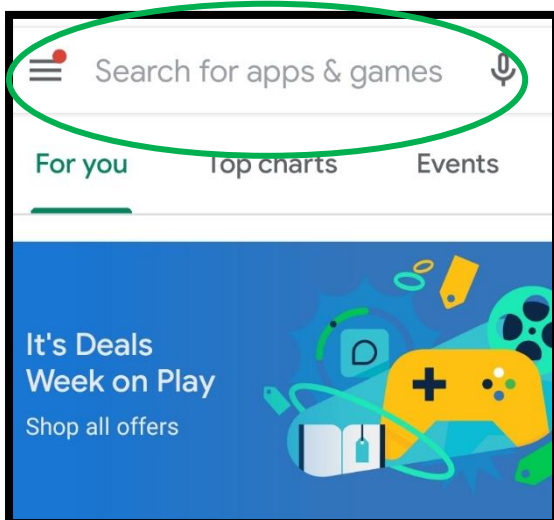


Google Play Store

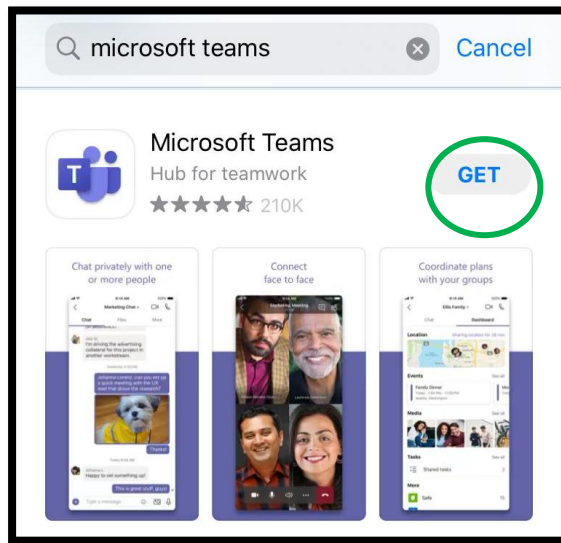
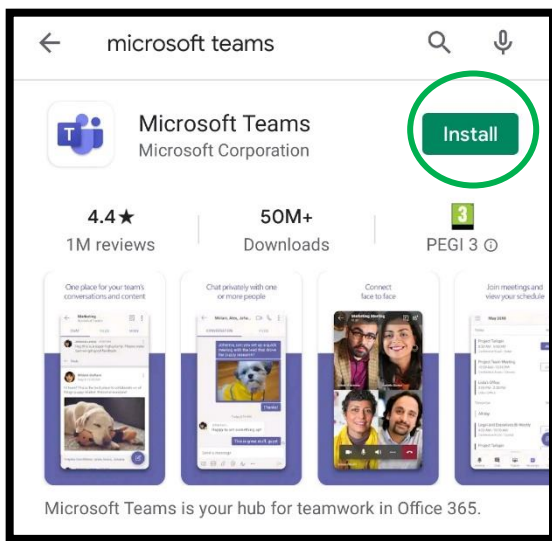


App Store

2. Tap the search bar (for Android devices – see left) or tap the search icon (for Apple devices – see right) and type in 'Microsoft Teams'



**3. Tap the green 'Install' button for Android devices - see left) or the 'Get' button (Apple devices – see right)**



**Section 1 complete!**

**Section 2 – How to access the virtual group on the day of your appointment**

**Tip! – If you are more than 15 minutes late to your appointment, you will be unable to access the virtual group.**

- 1. Find the email sent from a member of our team containing the link to the virtual group and tap/click 'Join Microsoft Teams Meeting'.**

**Tip! – If you are using a phone and you are asked which application to use, click on the Microsoft team icon as shown below.**



Microsoft Teams Icon

## Step 2

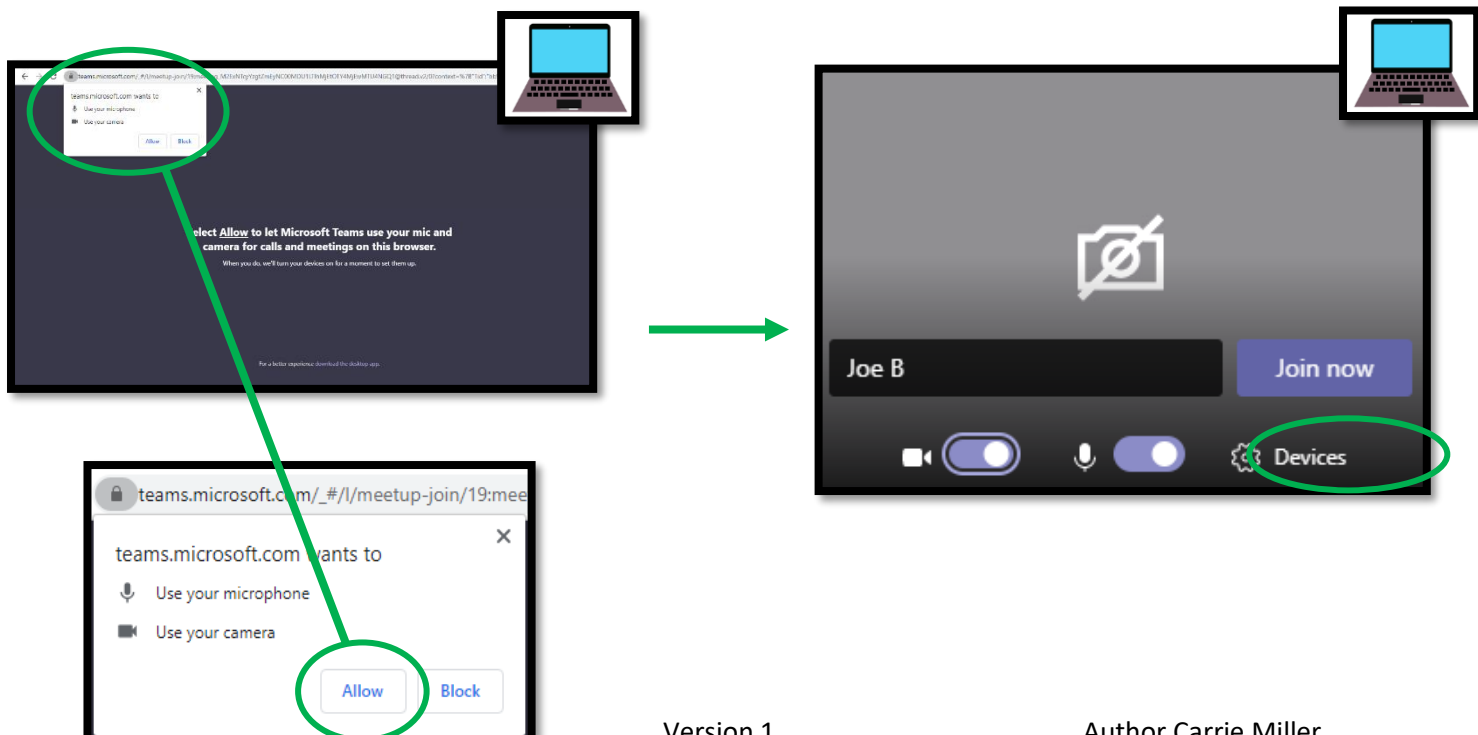
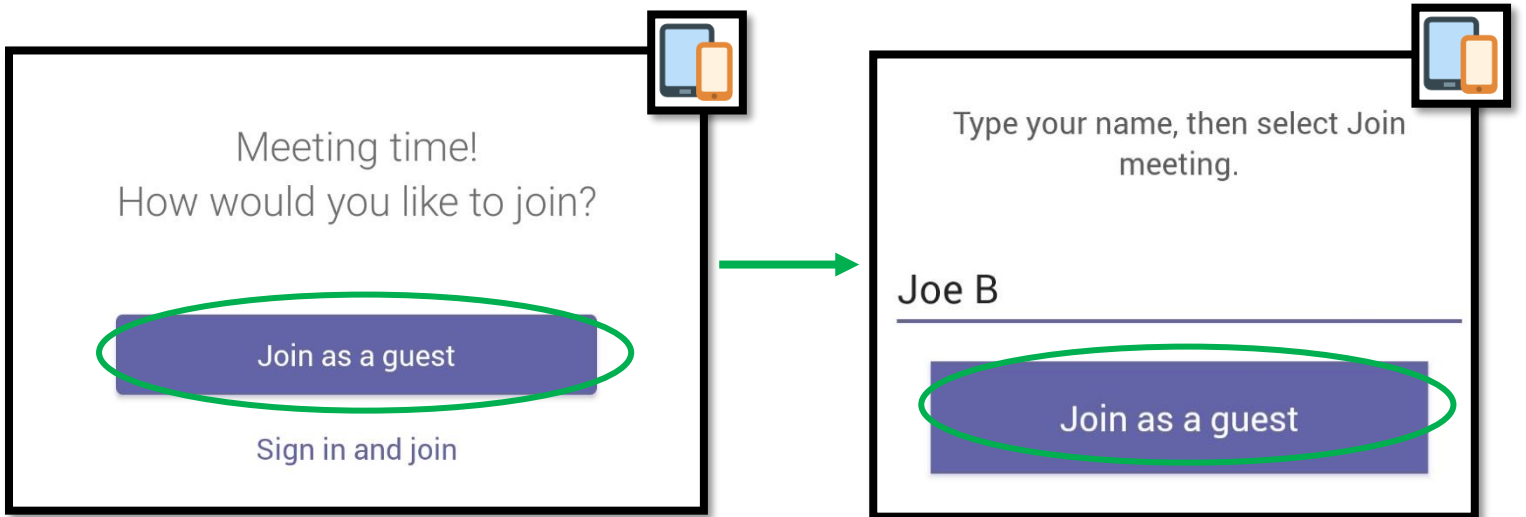


**Mobile Devices - Tap 'Join as a guest', then type in your name, then tap 'Join as guest' again.**

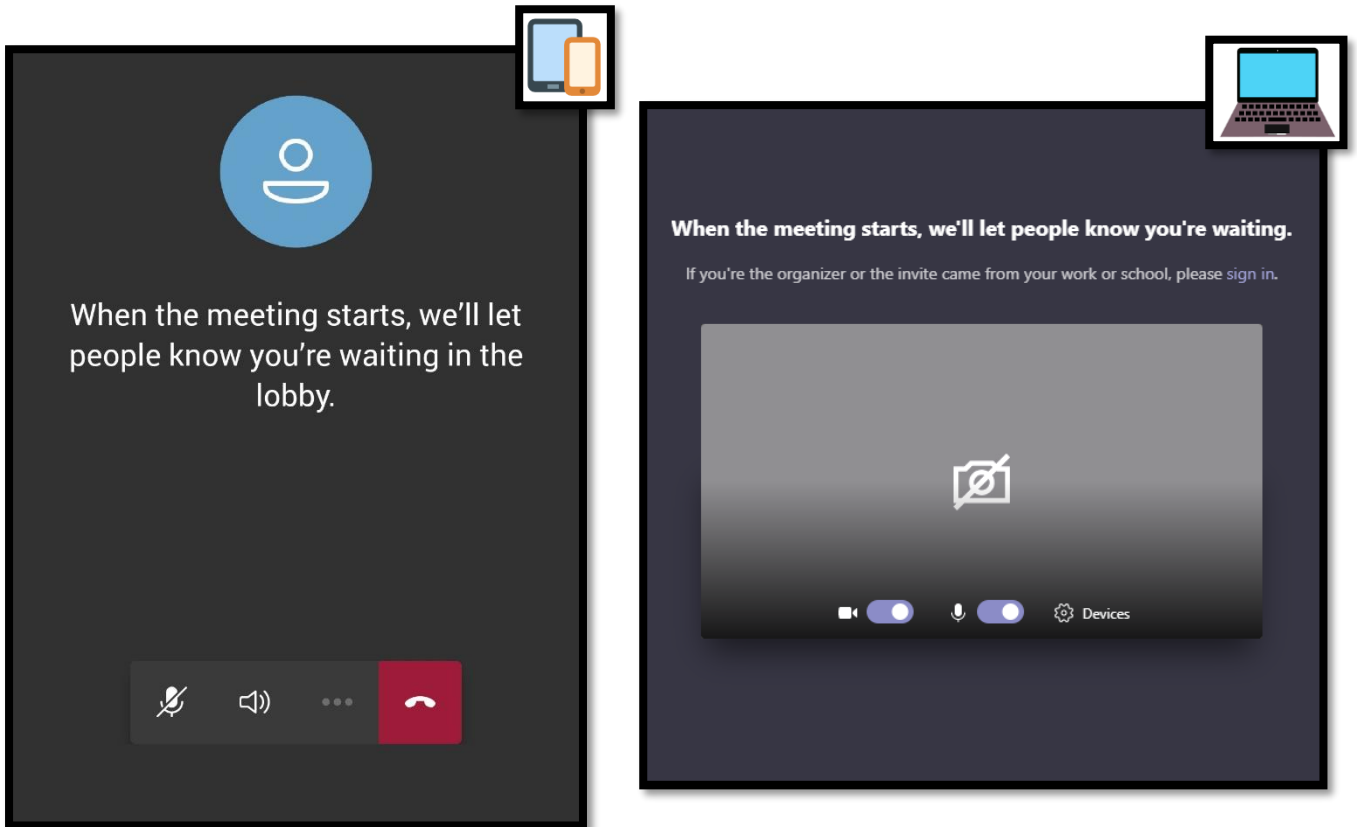


**Laptop/Desktop – Select to use Microsoft teams on your current web browser and click 'Allow' then enter your name and click 'Join now'**

**Tip! – Everyone in the virtual group will be able to see your name so add the name you are normally known by.**



**You are now in the virtual waiting room! When all members of the group are ready, your group leader will start the programme.**



**Tip! – If you have any problems accessing the virtual group or would like to arrange a practice run with a member of our team beforehand please call 01633 431 779.**

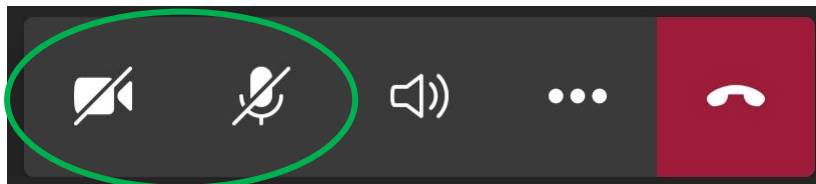
**Section 2 Complete!**

## Section 3 – Using Microsoft Teams mobile functions

### Turning your camera and microphone on and off

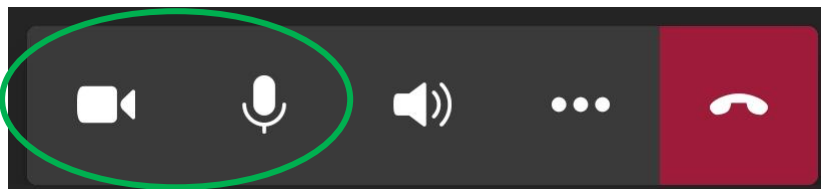
When you first join the virtual group you will need to turn on your microphone and camera so we can see and hear you

1. **Tap/move your mouse anywhere on your screen to make the function buttons appear at the bottom of your screen.**



*The camera button and microphone button have a line through them to show when they are switched off.*

2. **Tap/click both the camera and microphone button to turn them on. We will now be able to see and hear you.**



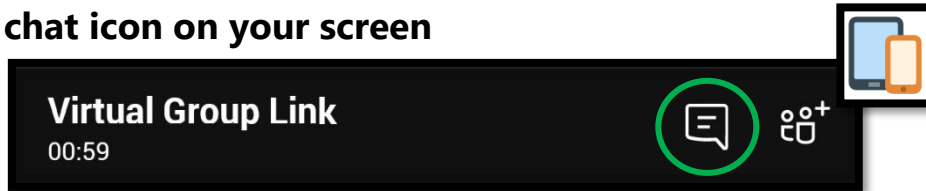
*The camera and microphone button now have no line through them to show when they are switched on.*

**Tip! – The group leader may ask you to switch of your microphone later on to avoid any background noises. Tap/click on just the microphone button to do this.**

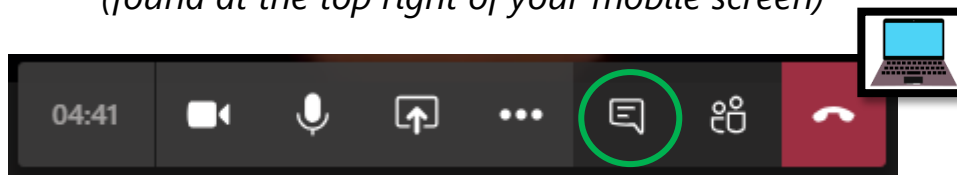
## Asking questions

During the group we invite you to ask questions or offer comments!

- 1. To type a question or comment for everyone to see tap/click the chat icon on your screen**

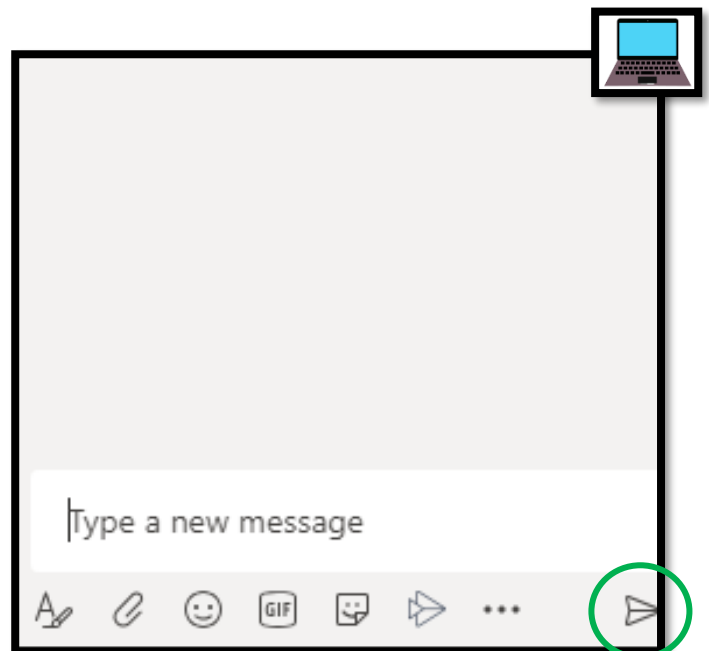
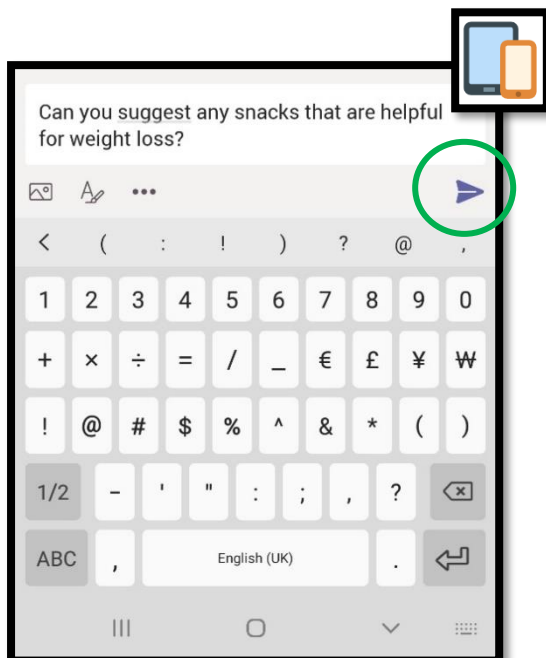


*(found at the top right of your mobile screen)*



*(found at the bottom of your computer screen)*

- 2. The chat box will then appear on your screen. Type your question in the white search bar and tap/click the arrow to send it. The group leader will be able to see this and will respond as soon as possible.**



**Tip! – Everyone in the group will be able to see you message. If there is anything confidential you would like to share with the group leader please telephone 01633 431 779 when the group has finished and ask to speak that member of the team.**