



It starts  
with kids

## Instructions for Zoom

In order to continue to support you and your family during the COVID-19 situation, we are adding a new option for your meetings with Early Intervention Services (EIS) staff. While we do not normally use virtual meeting tools, we are now using [Zoom](#), a cloud-based video conferencing platform. This will allow us to continue providing you with timely services during the COVID-19 pandemic. If you prefer not to use this virtual meeting tool, your EIS team can continue to support you through telephone visiting.

Zoom video communication is not secure and there are potential risks related to unauthorized disclosure or interception of personal health information. In order to mitigate these risks, we are using [Zoom for Business](#), which has settings that maximize privacy and security. These measures include generating a random meeting ID, using a meeting password, enabling the waiting room and requiring only authenticated users to join the meeting. Please discuss any questions or concerns you may have with your EIS team member. EIS will not use Zoom without your consent. To protect the safety and privacy of our staff, please do not record any of our meetings. There are several ways to use Zoom such as a computer, laptop, smart phone or tablet, as long as they have a webcam and microphone.

### To connect to our meeting

In preparation for your virtual meetings with EIS, your Early Interventionist will send you a meeting link with the nine-digit meeting ID and password. You can click on the meeting link in the email invitation to join the meeting. Find more tips on Joining a Meeting [online](#).

- 1) **Tablet or smart phone:** You can download the Zoom app to your tablet or phone through the [App Store](#) or [Google Play](#). A few minutes before our virtual meeting, open the Zoom app, select “Join a Meeting” and copy and paste the link provided or type in the nine-digit Meeting ID and password.
- 2) **Computer or laptop:** Go to the Zoom website at [zoom.us](#). Click “Join a Meeting” at the top right corner and copy and paste the Meeting ID and password. This works on any web browser.

### Things to consider before your meeting

1. **Position of device:** Select a place where you can see/hear us well and we can see/hear you well. Is there somewhere you can place your device so that you can be hands free if needed?
2. **Wi-Fi connection:** Is your connection reliable? Are there certain places in your home where connectivity is better? It may help to minimize the number of other devices connected to your network during our video call.
3. **Using cellular data:** If you are connecting via a smart phone and are not connected to a Wi-Fi network during the video call, it will use data from your wireless plan. We recommend connecting to Wi-Fi if available as video calls use up data quickly.

# TEAMS GUIDE FOR EIS MEETINGS FOR CLIENTS

## Reference Guide

Microsoft Teams is an easy-to-use collaboration platform that provides a rich experience for remote meetings via video conferencing. This will be very useful for Early Intervention Services employees to hold video conferences with clients, observe behavior, share and validate meeting notes. It will offer a healthy and safe way to provide services while allowing staff to spend more meaningful time with clients by eliminating commuting time.

## CLIENT SETUP

### FIRST-TIME CLIENT TO INSTALL TEAMS

Teams must be downloaded on a desktop, tablet or mobile phone or accessed through a browser. The specialist and client must both complete the process.

If you need support contact your Early Intervention Services specialist.

**Guidance for Clients: Download the app and install on your tablet, phone or laptop**

#### Install the Mobile App on your Tablet or Mobile Phone

A mobile version of Teams is available. To install the mobile app on your tablet or smartphone, go to the official app store (Apps / Google Play), and search for Microsoft Teams.

OR

Have the link sent to you.

1. Go to <https://teams.microsoft.com/downloads>
2. At Download Microsoft Teams, click **Download for mobile**
3. Enter your email address and you will be sent a download link

Download for mobile

#### Install the Desktop App on your Laptop or Computer

1. Go to <https://teams.microsoft.com/downloads>
2. At Download Microsoft Teams, click Download for desktop
3. Select Download Teams

Download for desktop

Download Teams

4. In the bottom left corner when the download is finished, select Teams\_windows\_x...exe



5. Follow the prompts to install Teams

## Test Teams

Before the meeting, test your audio and video devices. After signing into Teams, perform a test to ensure your video and audio are working. Normally, your system will identify whether you are using your computing device speakers and mic or a headset. If you encounter problems try another device.

1. In the upper right hand corner, select your initials or picture



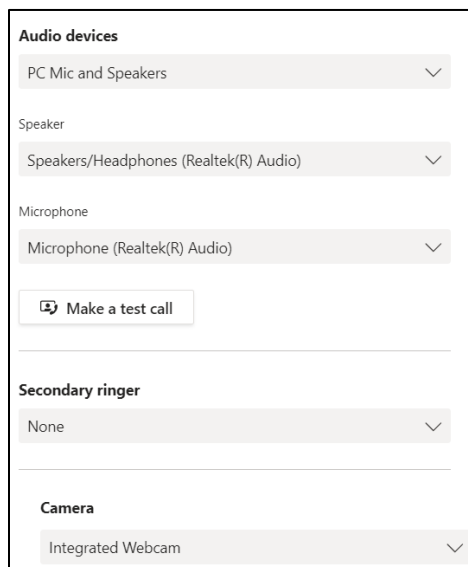
2. Select **Settings**



3. Select **Devices**



4. Select **Make a test call** to test your audio devices (microphone and speakers)
5. Under Camera, you should see yourself if your web camera is installed and working



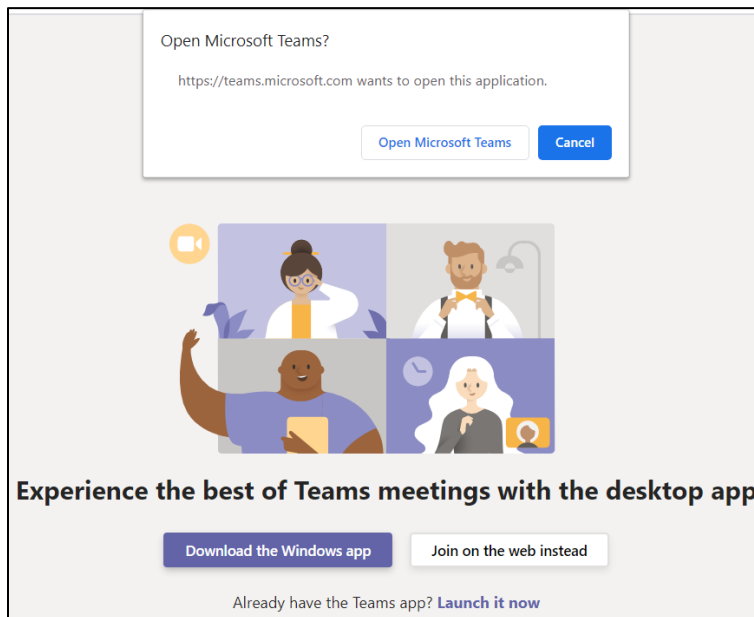
## CLIENT TO ACCESS A TEAMS MEETING ON A COMPUTING DEVICE BEFORE A MEETING

There are several ways to join our Teams meeting. The full experience with TEAMS is on a desktop client. If you are going to download Teams before attending a meeting, complete the following steps in advance at least 15 minutes. Please be advised that if technical issues can't be resolved in time the meeting will be rescheduled.

To download Teams on your computer or laptop (desktop client), while joining the meeting:

1. Open your email invite, scroll down until you see the meeting link
2. Select **Join Microsoft Teams Meeting**. You will be presented with 3 choices
  - Download the Windows app

- Join on the web instead
- Open Microsoft Teams?



### If this is your first time using Teams:

1. Select **Download the Windows app**, and then, **Download the Teams app**.
2. In the bottom left corner when the download is finished, select Teams\_windows\_x...exe and **Allow** teams to download files
3. A Teams icon should appear minimized on your status bar. Select the icon to maximize Teams.
4. Enter your name and select **Join now**

If you are the first to arrive, you will see "**Someone in the meeting should let you in soon**" above your video preview.

Please be patient and the meeting organizer will be with you shortly.

### Join the Meeting on the web instead:

Please Note: to join the meeting in your browser, you must have a compatible web browser (Edge, Internet Explorer, Chrome or Firefox) installed.

#### Option A

If you have a compatible browser set as a default browser then click **Join Microsoft Teams Meeting**

#### Option B

Right click **Join Microsoft Teams Meeting** and select **Copy Link**, then open a compatible browser and paste the link into the address bar.

1. Click the button labeled **Join on the web instead**.
2. Enter your name then click the button labeled **Join now**.

If you are the first to arrive, you will see "**Someone in the meeting should let you in soon**" above your video preview. Please be patient and the meeting organizer will be with you shortly.

### **Join the Meeting on your iPhone or Android Smartphone:**

1. If you don't have it already, download the **Microsoft Teams** app from the App Store (iPhone) or Play Store (Android).
2. Click **Join Microsoft Teams Meeting** to launch the Teams app and join your Virtual Visit with York Region.
3. When the Teams app opens, click the button labeled **Join as a guest** to join the meeting.
4. Enter your name then click the button labeled **Join meeting** to join the meeting.

If you are the first to arrive, you will see "**Someone in the meeting should let you in soon**" above your video preview.

Please be patient and the meeting organizer will be with you shortly.

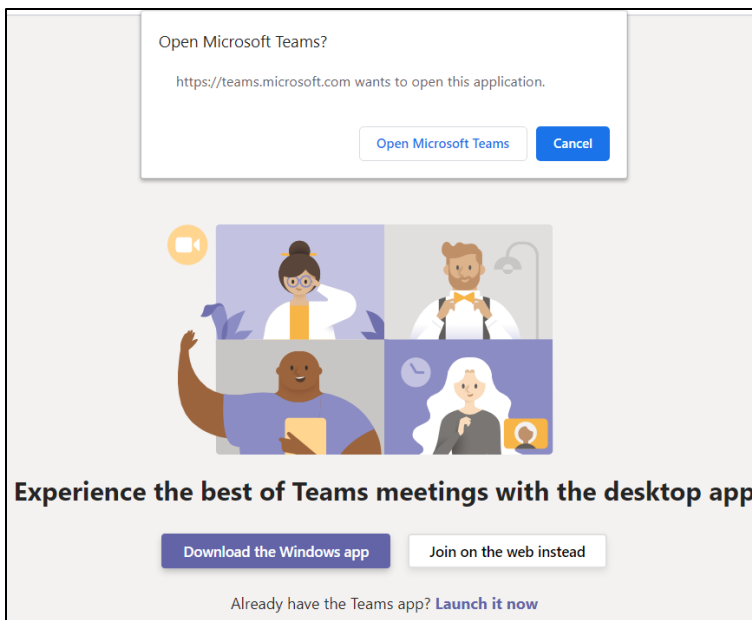
**Having trouble joining the meeting? Reply to this email to contact the meeting organizer.**

## **CLIENT JOINS THE MEETING**

There are several ways to join the meeting. The full experience with TEAMS is on a desktop client.

To download Teams on your computer or laptop (desktop client), while joining the meeting:

1. Open your email invite, scroll down until you see the meeting link
2. Select **Join Microsoft Teams Meeting**. You will be presented with 3 choices
  1. Download the Windows app
  2. Join on the web instead
  3. Open Microsoft Teams?



**If this is your first time using Teams and you have not downloaded Teams:**

1. Select **Download the Windows app**, and then, **Download the Teams app**.
2. In the bottom left corner when the download is finished, select Teams\_windows\_x...exe and **Allow** teams to download files
3. A Teams icon should appear minimized on your status bar. Select the icon to maximize Teams.
4. Enter your name and select **Join now**

If you are the first to arrive, you will see "**Someone in the meeting should let you in soon**" above your video preview.

Please be patient and someone will be with you shortly.

**Join the Meeting on the web instead:**

Please Note: to join the meeting in your browser, you must have a compatible web browser (Edge, Internet Explorer, Chrome or Firefox) installed. See the trouble shooting guide for a list of Microsoft approved browsers.

**1. Option A**

If you have a compatible browser set as a default browser then click **Join Microsoft Teams Meeting** (below)

**Option B**

Right Click **Join Microsoft Teams Meeting** (below) and select Copy Link, then open a compatible browser and paste the link into the address bar.

2. Click the button labeled **Join on the web instead**.

3. Enter your name then click the button labeled **Join now**.

If you are the first to arrive, you will see "**Someone in the meeting should let you in soon**" above your video preview.

Please be patient and someone will be with you shortly.

**Join the Meeting on your iPhone or Android Smartphone:**

1. If you don't have it already, download the **Microsoft Teams** app from the App Store (iPhone) or Play Store (Android).
2. Click **Join Microsoft Teams Meeting** to launch the Teams app and join your Virtual Visit with York Region.
3. When the Teams app opens, click the button labeled **Join as a guest** to join the meeting.
4. Enter your name then click the button labeled **Join meeting** to join the meeting.

If you are the first to arrive, you will see "**Someone in the meeting should let you in soon**" above your video preview.

Please be patient and someone will be with you shortly.

If you are having trouble joining the meeting, reply to this email. If will go back to your EIS specialist, the meeting organizer. Support is listed in the back of this guide under FAQ and Trouble Shooting.

# FAQ and Trouble Shooting Guide

## SPECIFIC ISSUES

### You or your client cannot be heard

#### Ask or check:

- Are either of you muted in Teams?
- Have either of you muted your headphones?
- Is the mic close enough to the mouth to be heard? Are they sitting close enough to the microphone?
- Is the computer volume high enough? In Windows, click on the volume in the right-hand corner, next to the time.
- Did they test it prior to the meeting? Is the microphone working properly?
- Is the bandwidth high enough? The client's own internet may not be working correctly.

### You or your client cannot be seen on webcam

#### Ask or check:

- Is the webcam working properly? Was it tested before the meeting?
- Is the camera blocked in some way? Some devices have a covering to open and close their webcam- ensure this is open.
- Is the bandwidth high enough on your or the client's internet?
- Try turning off webcam(s) to see if the bandwidth improves; this can be a cause of low bandwidth

### My client cannot access Teams—they are using Internet Explorer, version 11.

Be sure to check the client's browser—not all browsers are supported for all Teams functionality, including Internet Explorer 11 and Firefox.

See this table for details on supported and unsupported browsers.

#### **Browsers**

Teams fully supports the following internet browsers, with noted exceptions for calling and meetings. This table applies to operating systems running on desktop computers.

Browser	Calling - audio, video, and sharing	Meetings - audio, video, and sharing
Internet Explorer 11	Not supported	Meetings are supported only if the meeting includes PSTN coordinates. To attend a meeting on IE11 without PSTN coordinates, users must download the Teams desktop client.  Video: Not supported  Sharing: Incoming sharing only (no

		outgoing)
Microsoft Edge, RS2 or later	Fully supported, except no outgoing sharing	Fully supported, except no outgoing sharing
Microsoft Edge (Chromium-based), the latest version plus two previous versions	Fully supported	Fully supported
Google Chrome, the latest version plus two previous versions	Fully supported	Fully supported  Sharing is supported without any plug-ins or extensions on Chrome version 72 or later.
Firefox, the latest version plus two previous versions	Not supported	Meetings are supported only if the meeting includes PSTN coordinates. To attend a meeting on Firefox without PSTN coordinates, users must download the Teams desktop client.  Video: Not supported  Sharing: Incoming sharing only (no outgoing)
Safari 11.1+	Not supported	Meetings are supported only if the meeting includes PSTN coordinates. To attend a meeting on Safari without PSTN coordinates, users must download the Teams desktop client.  Video: Not supported  Sharing: Incoming sharing only (no outgoing)  Safari is enabled on versions higher than 11.1 in preview. While in preview, there are <a href="#">known issues</a> with Safari's Intelligent Tracking Prevention.

Teams meetings on browsers are limited to a single incoming video feed of active speaker.

**Note**

As long as an operating system can run the supported browser, Teams is supported on desktop computers. For example, running Firefox on the Linux operating system is an option for using Teams. For mobile operating systems, we recommend that you run the Teams app, available from the Android and iOS stores. Running Teams in a mobile operating system is supported, but many features are unavailable.

## **MS Teams isn't recognizing my webcam or doesn't appear to be connected.**

In MS Windows, the webcam may work in the web version of MS Teams but not in the application version of Teams; this issue may also occur in Skype.

Note that you may need Administrative rights on your computer to perform this fix.

1. In the lower left hand corner of your screen, click the magnifying glass (Search ).
2. Type in "Device Manager"
3. Click on **Cameras**.
4. Find the camera you use on the laptop. Right click on it and choose **Update driver**
5. Choose **Browse my computer for device software**.
6. Click **Let me pick from a list of available drivers on my computer**
7. Click **USB Video Device**
8. Click **Next**. Windows will update your driver.
9. Click **Close** to finish and 'x' to close any windows.
10. Re-test your webcam in MS Teams.