

Virtual visits

Quick tips

This guide has been designed to help your client prepare for a Cubro virtual visit.

If you hit any roadblocks or need help at any point, please give our friendly team a call on **0800 656 527** or email sales@cubro.co.nz.

Thanks for choosing to use Cubro's virtual visit service.

Helping your client to prepare for a Cubro virtual visit

- Before your client participates in a Cubro virtual visit, it's important to check that they have access to a device that can connect to the internet. The device must have a camera and it pays to check that this is working, as well as the microphone and speakers.
- We recommend that you encourage clients to use mobile device, as the camera can be pointed in any direction which provides a complete view of the environment.
- Check your client has an active email address so you can forward them the virtual visit confirmation email with the 'Join Teams meeting' link to access the video call.
- You client can access the video call 15 minutes before it starts. If they are new to video calls, encourage them to jump on 5-10 minutes before the call starts, so that they can familiarise themselves with the tool and adjust their settings if necessary.
- Good lighting is important for video calls, so please ask your client and/or their carer to turn the lights on.
- It is a good idea for your client to have a (soft) measuring tape handy. If they are unable to hold a measuring tape, then you may need to ask a carer or family member to help. You will also need to consider who will hold the device if the person helping is taking measurements. In some cases, you may require two people to help.

Using Microsoft Teams

If your clients are unsure about how to use Microsoft Teams, feel free to forward this information to them.

We're here to help

We want to ensure you get the most out of our virtual visit service. If you need help at any time, please contact us at sales@cubro.co.nz or call **0800 656 527**.

If you have any feedback about our online booking system, we'd love to hear it. Please email us at hello@cubro.co.nz

Get in touch

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Using Microsoft Teams

Launching the Teams connection

When you click on the 'Join Teams meeting' link, your browser will take you to the Microsoft service platform. You will see the following screen:

The screenshot shows the Microsoft Teams join interface. At the top, there's a grid of four avatars. Below it, the text reads "Experience the best of Teams meetings with the desktop app". There are three main buttons: "Download the Windows app", "Join on the web instead", and "Click here to join the Cubro virtual visit." (which is highlighted in yellow). Below these buttons, it says "Already have the Teams app? Launch it now".

If you would like to download the Teams app, click here.
Note: you do not need to download this app to participate in Cubro's virtual visits.

Click here to join the Cubro virtual visit.

If you already have the Teams app, launch it by clicking here, and join the Cubro virtual visit.

Allowing Teams to access your camera and microphone

After joining from the app or the web option, you will be presented with a final prompt to allow Teams to use the microphone and camera on your device:

The screenshot shows a browser window with the URL "teams.microsoft.com/_#/l/meetup-join/19:meeting_Yjg3NjJmNzctOGM0OC00MzRhLTk5OTItODM2NDExN...". A permission prompt from "soft.com" is visible, asking to "Allow" or "Block" access to the microphone and camera. Below the prompt, a large dark blue box contains the text: "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."

Click on 'Allow' so Teams can use your mic and camera during the virtual session.

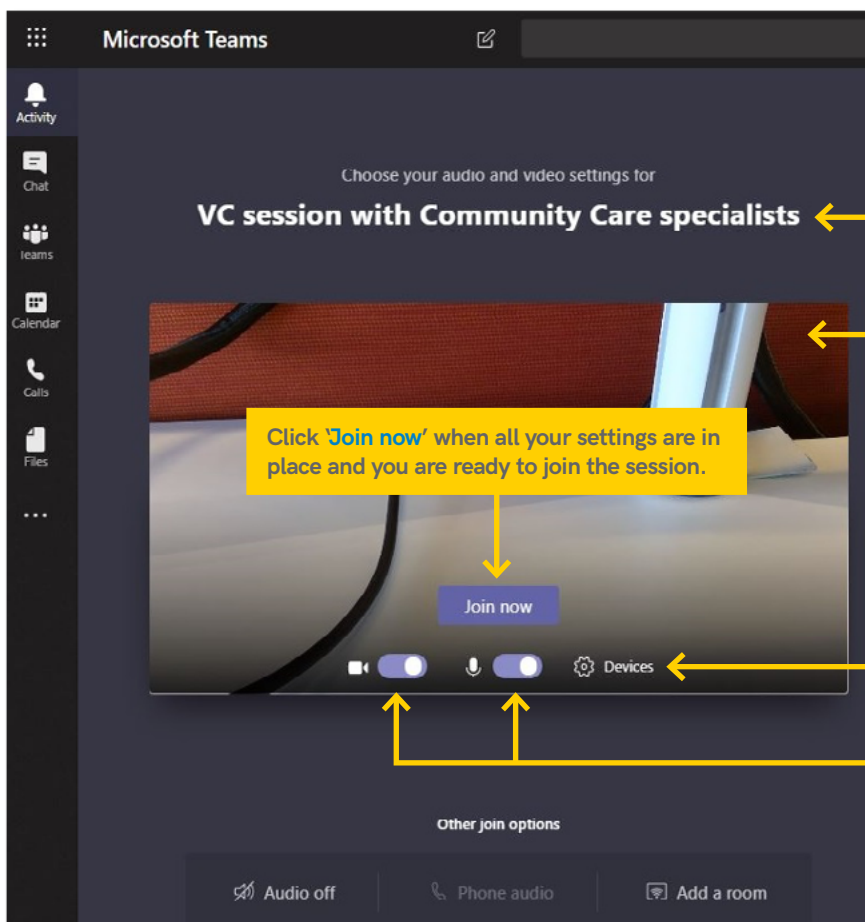
After you click 'Join now' you will be presented with the Teams screen expanded out to use the full screen of the device you are using. If you are the only participant, wait for the Cubro team to join. You will be advised when the Cubro team participants have joined the session.

While in this screen, you can adjust your settings for the use of camera, microphone, etc. Some of you may be familiar and confident with video conference tools. For those of you who are new to using video tools, we have included some additional notes below to help guide you through the experience.

If there is any aspect of the Teams tool that you are unsure of, the Cubro team will be on the call to help guide you through. We encourage you to ask if you have any questions.

Helpful tips for using Microsoft Teams

Using Microsoft Teams is easy. If you're unsure of anything, then our team is on hand to guide you through the process. Here are a few helpful tips to support your virtual visit experience.



The screenshot shows the Microsoft Teams interface. At the top, it says 'Choose your audio and video settings for VC session with Community Care specialists'. Below this is a video feed of a person. A yellow box with an arrow points to the 'Join now' button, stating: 'Click 'Join now' when all your settings are in place and you are ready to join the session.' Another yellow box with an arrow points to the video feed, stating: 'This is the image being captured by your camera. Move the camera, your laptop or mobile device until you are visible to the Cubro team.' A third yellow box with an arrow points to the 'Devices' button, stating: 'Use this to control which speakers, microphone and camera are being used. This is useful if you have multiple devices connected to your PC or smartphone.' A fourth yellow box with an arrow points to the 'Join now' button, stating: 'You can move these buttons across to turn the camera and microphone off and on as required.'

The heading will confirm this is the Cubro virtual visit you have booked.

This is the image being captured by your camera. Move the camera, your laptop or mobile device until you are visible to the Cubro team.

Click 'Join now' when all your settings are in place and you are ready to join the session.

Use this to control which speakers, microphone and camera are being used. This is useful if you have multiple devices connected to your PC or smartphone.

You can move these buttons across to turn the camera and microphone off and on as required.

During the virtual visit, you will see a control panel that allows you to change various settings dynamically. Here's a quick overview of what you can do:



1. Turn the camera off/on
2. Turn the microphone off/on
3. Share your screen with participants and/or share the video visit with other devices (if available)
4. More options, like switch to/from full screen, change device settings, etc.
5. Online 'chat' feature. You can use this to type messages if you're finding it hard to hear or are having.
6. See who's participating in the virtual visit
7. Hang up once the visit has ended

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