

Virtual visits

User guide

This guide has been designed to help you book 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.

Booking a virtual visit

1. Grab your device, ensure you're connected to the internet.
2. Click this link to open our online booking service:
<https://outlook.office365.com/owa/calendar/CubroVirtualVisitService1@cubro.co.nz/bookings/>
3. You'll come to a screen that looks a little like the one below.
To book a virtual visit with your preferred Cubro team member, follow steps **A – I**

A. Select your preferred date for the virtual visit by clicking on a month/day. Note that at least 1 working days' notice is required. If you need urgent advice, please give us a call.

B. Use the 'Select staff' dropdown list to choose the Cubro team member that you would like to participate in the virtual visit.

Next to a team member's name, you will see if they are 'available' or 'unavailable' for a virtual visit on the date you have selected.

If you are unsure who your Cubro representative is, or if you're happy to speak with any team member who is available then please select 'Anyone' from the list.

C. Once you've selected your preferred date and Cubro team member, you will see what times they are available for a virtual visit. Click on your preferred time.

If you cannot find a date or time that works for you, please get in touch with our team and we'll do our best to accommodate your request.

Booking a virtual visit (cont.)

Virtual Visit Service

CC equipment specialists Virtual Visit
1 hour

16 April

< > April 2020

Mo	Tu	We	Th	Fr	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Select staff (optional)
Anyone

10:00 a.m. 11:00 a.m. 12:00 p.m.
1:00 p.m. 2:00 p.m. 3:00 p.m.

All times are in (UTC+12:00) Auckland, Wellington

Add your details

Name

Email

Phone number

Address (optional)

Please let us know if you have any special requests. Thank you.

Notes (optional)

Provide additional information

Organisation you are representing (optional)

Name and email address of additional participant(s) (optional)

☒ This booking function captures your contact details so we can stay in touch and also improve our service to you. Please indicate your consent for us to store this information by clicking on the check box and placing your booking.
By clicking below you agree to these terms and conditions and privacy policies.

Book

D. Enter your contact details here. Please include a mobile number so that we can get hold of you if anything changes in relation to this visit.

E. You can use this area to note special requests or information relating to this virtual visit.

F. Please provide as much additional information as you wish. The more information you provide helps our team to best prepare for the virtual visit.

G. Please enter the names and email address of any person(s) you are inviting to take part in this virtual visit (i.e. client, carer, clinician etc.). Please separate the details of each person with a comma.

H. Ticking this box gives consent for us to capture the information provided in this booking. This ensures we can confirm and manage your booking request.

E. Click 'Book' to send your request.

4. Once you've hit the 'Book' button, you'll see the following confirmation on your screen:

You should see:

Your name → Upcoming booking for Lou Eaton

The date and time of your virtual visit booking → Thursday, 16 April 2020 11:00 a.m. (1 hour)

The name of the Cubro team member who will join you on the virtual visit → Sharon Woodward | Cubro.

Virtual Visit Service

Upcoming booking for Lou Eaton

CC equipment specialists Virtual Visit

Teams video meeting

Sharon Woodward | Cubro.

Reschedule
Cancel booking
New booking

All times are in (UTC+12:00) Auckland, Wellington

5. You'll also receive an email from Cubro with confirmation of your booking. This message contains important information and a link to join the virtual visit, so please keep it somewhere safe. In this email, you'll find...

An ICS attachment that you can use to add your virtual visit to your calendar

Confirmed: CC equipment specialists Virtual Visit



Virtual Visit Service
To: Lou Eaton | Cubro.



booking.ics
4 KB



Confirmed booking for
Lou Eaton

CC equipment specialists Virtual Visit with
Sharon Woodward | Cubro.

The date and time of your virtual visit



Thursday, 16 April 2020
11:00 AM - 12:00 PM

(UTC+12:00) Auckland, Wellington



Teams video meeting



[Join Teams meeting](#)

Additional Information

Please retain all emails relating to this booking - they contain useful links so you can quickly make changes to the meeting details or schedule.

[Manage booking](#)

The '[Join Teams meeting](#)' link. Simply click on this link to join the video call and connect to the Cubro team. The link is live and available for everyone to join up to 15mins before the appointed time.

The '[Manage booking](#)' button allows you to make changes to your booking. You can use this button to reschedule or cancel your virtual visit if things change.

Inviting others to join a virtual visit

You may wish to invite a client, carer, family member, clinician or medical professional to join your virtual visit. To invite another participant, simply forward them your booking confirmation email with the link to the Teams meeting. They can then join the meeting by clicking the '[Join Teams meeting](#)' link, through their device.

Please let them know that the link will be live 15 mins before the scheduled time.

What happens if you don't receive an email?

If you don't receive a confirmation email from us, please check to see if it's landed in your junk mail folder. If you can't locate the email there, then you may need to add the Cubro virtual visit service to your safe senders list.

If you get stuck at any point, you're welcome to call us on **0800 656 527** or email sales@cubro.co.nz

Changing your virtual visit

You can change or modify your virtual visit at any time, by clicking the **'Manage booking'** button in the confirmation email.

When you click on the **'Manage booking'** button, it will take you through to our online booking system. The booking system gives you a number of options:

The image shows two screenshots of the Cubro booking system. The left screenshot is a confirmation email for Lou Eaton, showing the booking details and a 'Manage booking' button. The right screenshot is the 'Virtual Visit Service' page, showing the booking details and three buttons: 'Reschedule', 'Cancel booking', and 'New booking'. Arrows point from text boxes to the relevant buttons and details.

Confirmed booking for Lou Eaton
CC equipment specialists Virtual Visit with Sharon Woodward | Cubro.
Thursday, 16 April 2020
11:00 AM - 12:00 PM
(UTC+12:00) Auckland, Wellington
Teams video meeting
[Join Teams meeting](#)
Additional Information
Please retain all emails relating to this booking - they contain useful links so you can quickly make changes to the meeting details or schedule.
Manage booking

Virtual Visit Service
Upcoming booking for Lou Eaton
CC equipment specialists Virtual Visit
Thursday, 16 April 2020
11:00 a.m. (1 hour)
Teams video meeting
Sharon Woodward | Cubro.
All times are in (UTC+12:00) Auckland, Wellington
Reschedule
Cancel booking
New booking

Use this button to make changes to your booking.

Here are the details of your virtual visit booking.

Click the **'Reschedule'** button if you'd like to select a different date/time for your virtual visit.

Click this button to cancel your appointment.

Click this button to leave the original booking in place and create an additional booking.

If you do not want to use any of these options, or have finished updating your booking, simply close your browser to leave the system.

Rescheduling your virtual visit

To change the date or time of your visit, select the **'Reschedule'** button. You will see the following options:

The image shows two screenshots of the Cubro booking system. The left screenshot is the 'Virtual Visit Service' page, showing the booking details and a 'Reschedule' button. The right screenshot is the 'Add your details' page, showing the booking details and the 'Update booking' button. Arrows point from text boxes to the relevant buttons and details.

Virtual Visit Service
CC equipment specialists Virtual Visit
16 April, 11:00 a.m. with Sharon Woodward | Cubro.
Select staff (optional)
Sharon Woodward | Cubro.
10:00 a.m. 11:00 a.m. 12:00 p.m.
1:00 p.m. 2:00 p.m. 3:00 p.m.
All times are in (UTC+12:00) Auckland, Wellington

Add your details
Lou Eaton
lou@cubro.co.nz
0800656527
149 TAURIKURA DRIVE
Please let us know if you have any special requests. Thank you.
Notes (optional)
Provide additional information
Organisation you are representing (optional)
Cubro
Name and email address of additional participant(s) (optional)
louise.eaton louise.eaton@cubro.co.nz
This booking function captures your contact details so we can stay in touch and also improve our service to you. Please indicate your consent for us to store this information by clicking on the check box and placing your booking.
By clicking below you agree to these terms and conditions and privacy policies.
Update booking **Back**

This shows your existing appointment date and time.

You can see when your preferred Cubro team member is available.
Note: if your preferred team member is not available at the new date and time you would like, you can select **'Anyone'** from the **'Select staff'** dropdown list and we will ensure another team member is available to help.

Select a new date and time.

Click the **'Update booking'** button to confirm your changes.

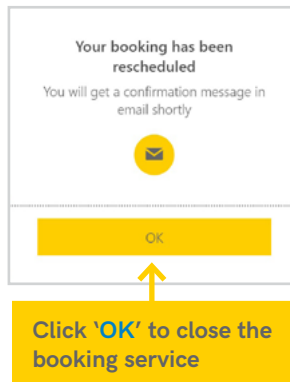
Click **'Back'** to return to the 'Options' screen, without saving your changes.

If you are unable to book a virtual visit at your preferred date and time, then please get in touch and we'll do our best to make it happen.

Check that your details and additional information about contacts you are inviting to the call are correct and the consent option is checked. Feel free to add new contacts or update details if required.

Rescheduling your virtual visit (cont.)

When you click on 'Update booking' you will receive a message advising that the booking has been successfully updated, followed by an email with the updated details.



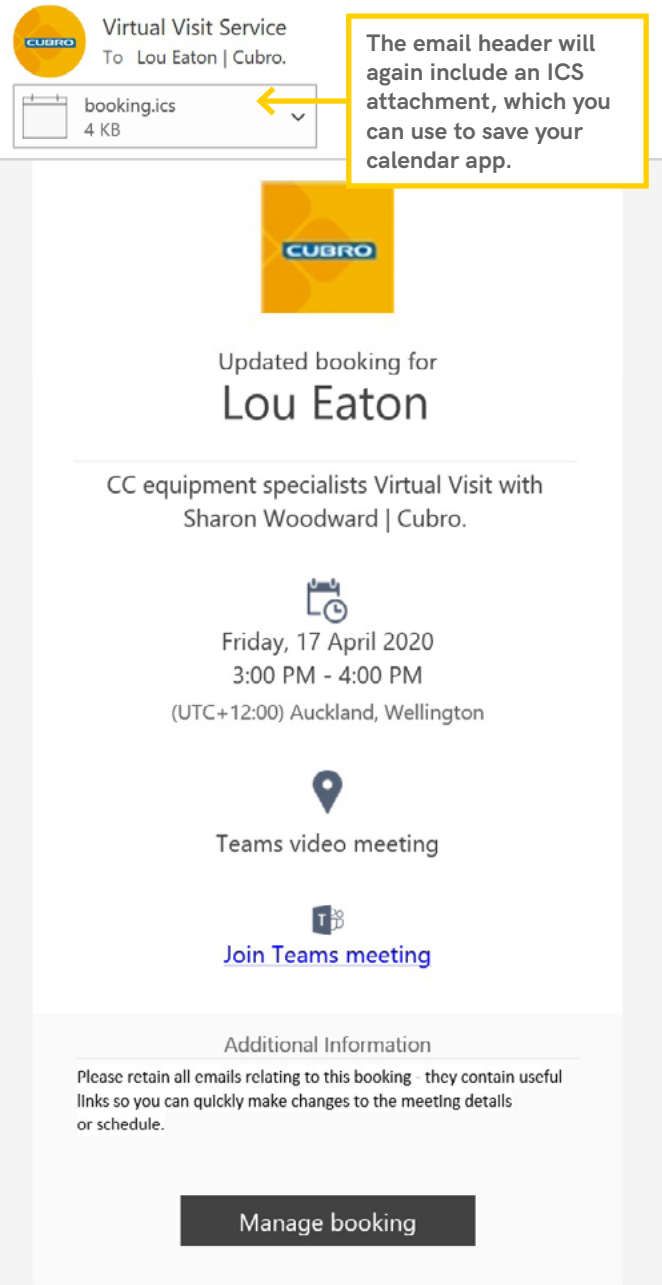
The email you receive will be very similar to the initial confirmation and indicates this an updated confirmation of your virtual visit with Cubro.

This message contains the updated details and links relevant to the meeting. As with the original confirmation email, you still have the option of modifying this booking if there is a need to make further changes to your scheduled virtual visit.

You can repeat the booking process as many times as you need to settle on a time that works for you.

Please keep this most recent update email and use it to connect to the Cubro team at the appointed time or to make any other changes required.

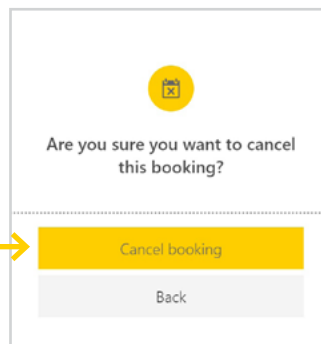
Updated: CC equipment specialists Virtual Visit



Cancelling your virtual visit

We understand you may need to cancel your virtual visit. To do this, simply selected the 'Cancel booking' option in the booking system. You will be asked to confirm that you'd like to cancel your booking.

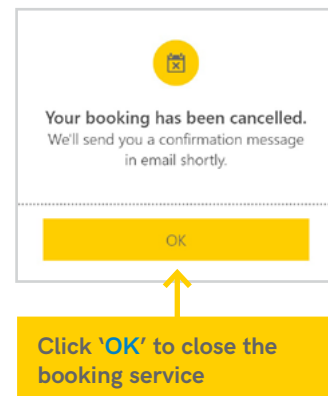
Click here to confirm you'd like to cancel your booking. Once you do this, you will not be able to access or modify the original booking. If you'd like to book a virtual visit, please return to the online booking homepage to make a new booking.



Are you sure you want to cancel this booking?

Cancel booking

Back




Your booking has been cancelled. We'll send you a confirmation message in email shortly.


OK

Click 'OK' to close the booking service

You will receive an email to confirm that you've cancelled the virtual visit. The email will look something like this:


Cancelled: CC equipment specialists Virtual Visit


 Virtual Visit Service
To Lou Eaton | Cubro.



Booking cancellation for
Lou Eaton

CC equipment specialists Virtual Visit with
Sharon Woodward | Cubro.

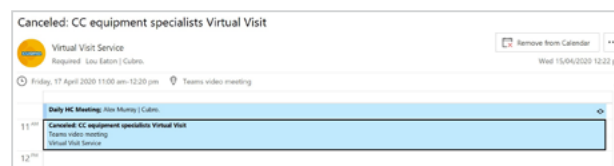

Friday, 17 April 2020
3:00 PM – 4:00 PM
(UTC+12:00) Auckland, Wellington


Teams video meeting

Additional Information

Please retain all emails relating to this booking - they contain useful links so you can quickly make changes to the meeting details or schedule.

Depending on the setup of the device you are using to access our booking system, you may also receive an additional email containing an automated function to remove the appointment from your personal calendar.



Friendly reminders

Leading up to your confirmed virtual visit, you will receive a few friendly email reminders from Cubro. The first of these will be one day prior to your scheduled visit.

We will send you a final email reminder an hour before your virtual visit is due to start.

Date and time reminder.

Your 'Join Teams meeting' link, so you can join the virtual visit.

Reminder: CC equipment specialists Virtual Visit



Virtual Visit Service
To Lou Eaton | Cubro.



Upcoming booking for
Lou Eaton

CC equipment specialists Virtual Visit with
Sharon Woodward | Cubro.



Friday, 17 April 2020
3:00 PM - 4:00 PM
(UTC+12:00) Auckland, Wellington



Teams video meeting



[Join Teams meeting](#)

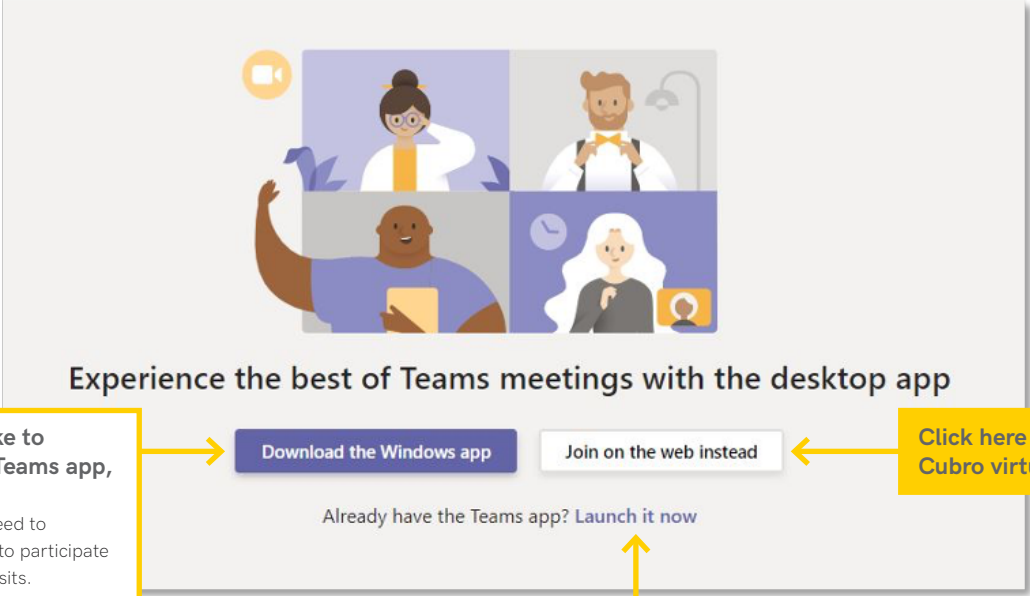
Additional Information

Please retain all emails relating to this booking - they contain useful links so you can quickly make changes to the meeting details or schedule.

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:

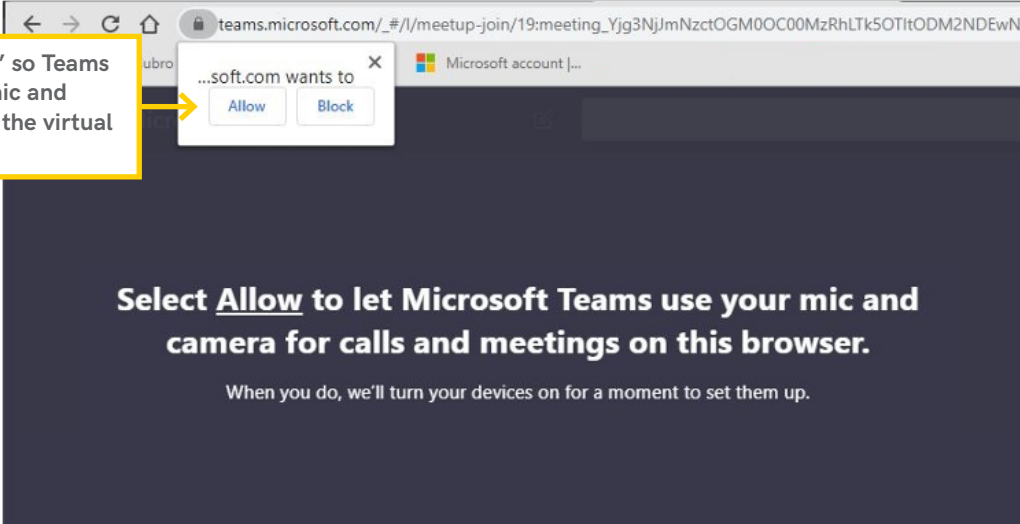


The screenshot shows the Microsoft Teams join interface. At the top, there's a grid of four avatars representing participants in a meeting. Below this, the text reads "Experience the best of Teams meetings with the desktop app". There are three main options: "Download the Windows app", "Join on the web instead", and "Already have the Teams app? Launch it now". Annotations with yellow boxes and arrows point to these options:

- Download the Windows app:** "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."
- Join on the web instead:** "Click here to join the Cubro virtual visit."
- Launch it now:** "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". A permission prompt from "soft.com" is displayed, 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." An annotation with a yellow box and arrow points to the "Allow" button in the permission prompt:

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

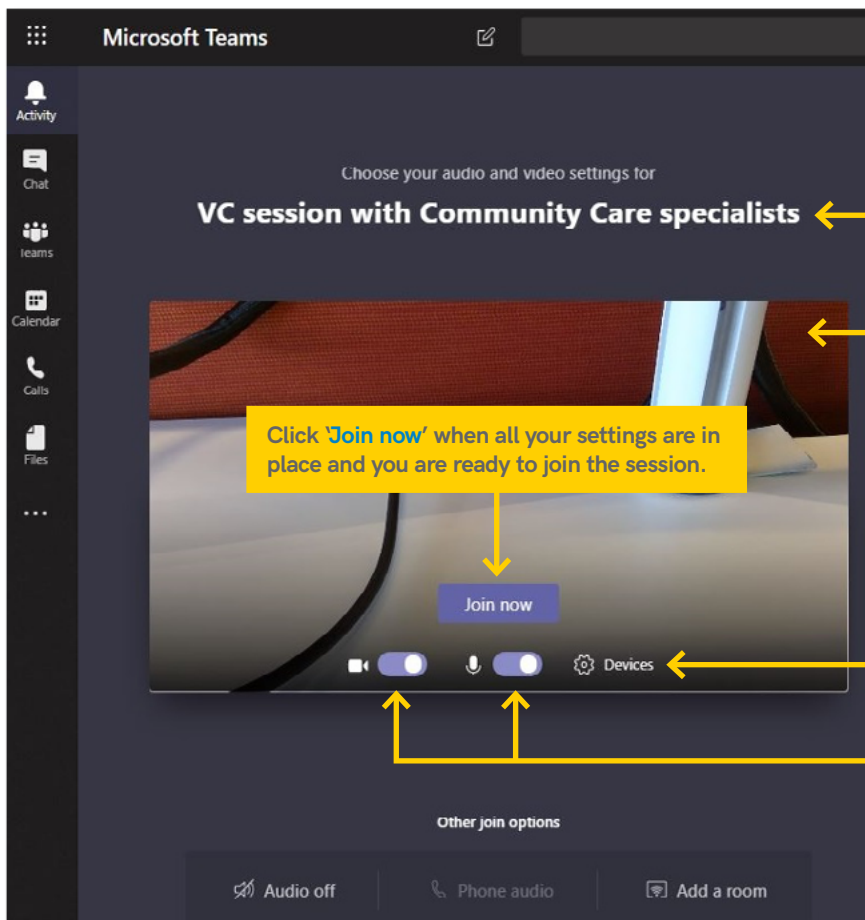
After you click 'Join now' you will be presented with the Teams screen expanded out to use the full screen of the device you are using. If you are the only participant, wait for the Cubro team to join. You will be advised when the Cubro team participants have joined the session.

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 during a virtual visit. The main heading is "VC session with Community Care specialists". Below this is a video feed area. 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 interface also shows "Other join options" at the bottom: "Audio off", "Phone audio", and "Add a room".

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

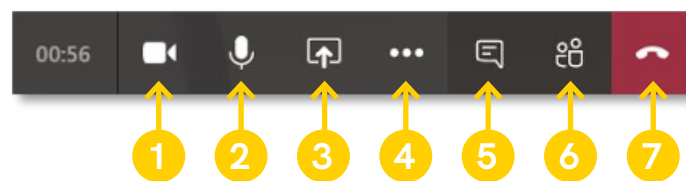
This is the image being captured by your camera. Move the camera, your laptop or mobile device until you are visible to the Cubro team.

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

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

 facebook.com/cubro.co.nz

 nz.linkedin.com/company/cubro

CUBRO