



## **Telepractice Information Sheet for Parents/Guardians**

The agency uses a program called Teams to run sessions. This program allows us to send you an invitation via email with a link and a password which will open the video session and allow you to participate.

### **How Do I Prepare for the Session?**

- Please choose a quiet space for the session – perhaps one with a door.
- Remove distractions from the room (for example, turn off the TV/radio).
- Gather materials needed for the session:
  - toys/objects that your child is interested in
  - a book your child enjoys
  - a snack/drink for your child
  - any other items that you and the clinician have determined together
- Be sure that your child has had a washroom break/diaper change as needed prior to the session.
- Be prepared for the session about 10 minutes beforehand.
- Determine a good seating spot – on the floor for younger children, at a table for older children. Be sure to have the computer, tablet or smartphone positioned so that the clinician can see you and your child.

### **What do I need to be able to connect to the session?**

You can open the link to your session on a smartphone, tablet or computer. You'll need a device with a camera and a microphone. You'll also need a connection to the internet. We want you to be aware of your internet usage limits. If you do not have unlimited data/Wi-Fi allowances you may incur overage charges from your cell phone/internet provider. If you have concerns or questions, please contact your provider.

For your protection, we also recommend that you:

- Make sure your device's operating system has been updated to the most recent version.
- Install Antivirus/Antimalware software.
- Use a private internet connection that is password protected.

### **How will the session work?**

Prior to the session, you will receive an e-mail with a link to the session (it will also have a meeting ID code and a password if you don't join directly from the link). The invite will look like this:

### Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 269 142 176 292

Passcode: g2UBfr

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

+1 437-291-4239-817024743# Canada, Toronto

Phone Conference ID: 817 024 743#

lumenus.ca

be seen. be heard. be well.

On the day of the session, you would join the session by selecting “click here to join the meeting”

### Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 269 142 176 292

Passcode: g2UBfr

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

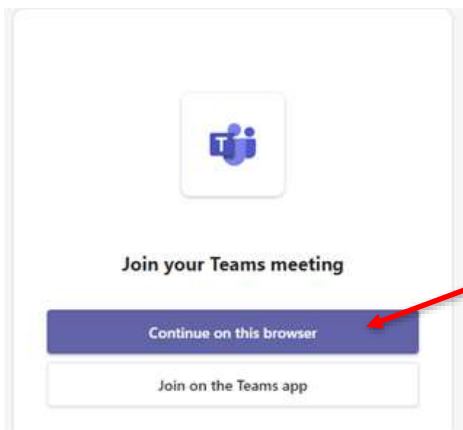
+1 437-291-4239-817024743# Canada, Toronto

Phone Conference ID: 817 024 743#

Click on this link to join

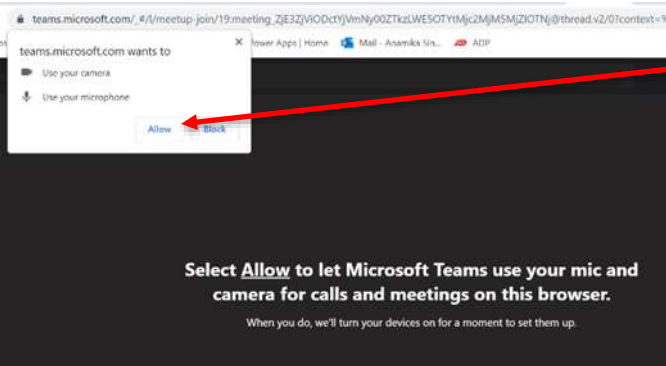
If you are joining from a computer and do not have the Teams app, you will be given the choice to either join on the web or join on the Teams app. If you are joining from a cell phone or tablet you will need to join using the app.

### Joining on the Web:



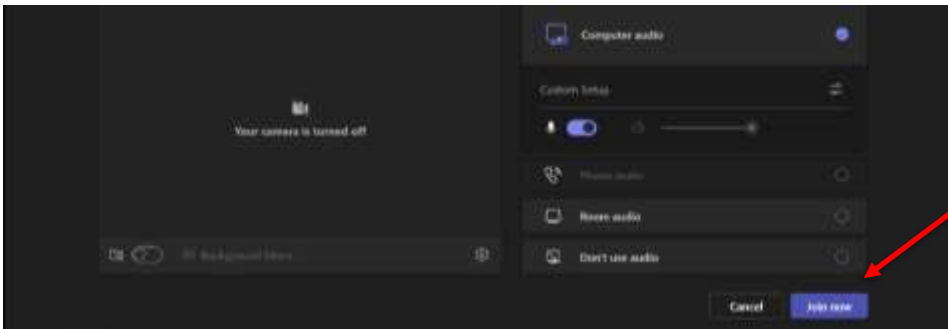
Click here to join on the web

You will then see the following screen:



Please select “allow” in order to use your camera and microphone during the session.

You will then see a screen where you can enter your name and join the session



Please click here to join the session

## Joining with the App

If you do not have the app already, you will need to download the app before you can join the session.

### **To Get the App**

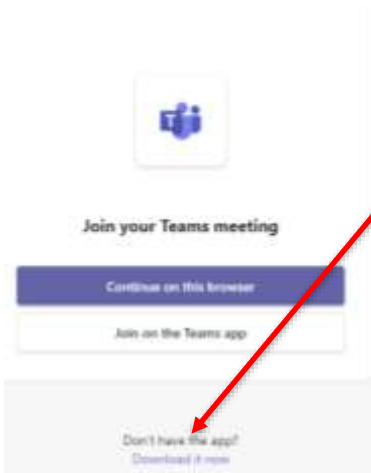
After you have chosen “click here to join the meeting”,



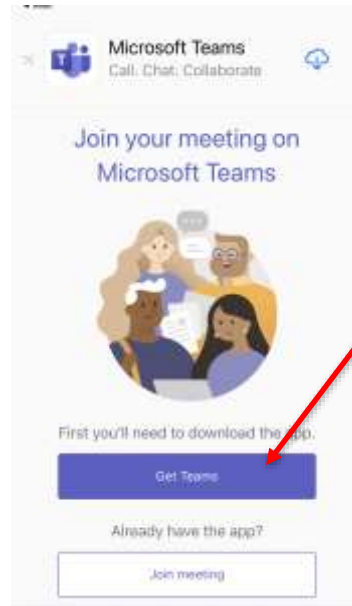
you can get the app.

To get the app on your computer:

To get the app on your cell phone or tablet:



Click here to get the app

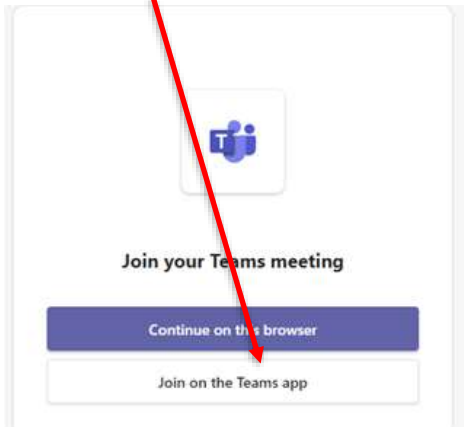


You will get a prompt to download the app – click there

### ***To Join With the App***

Once you have the app, you can join as a guest (you do not need to create an account).

To join with the app on your computer:  
click here:



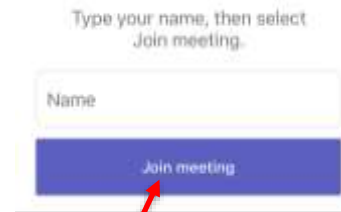
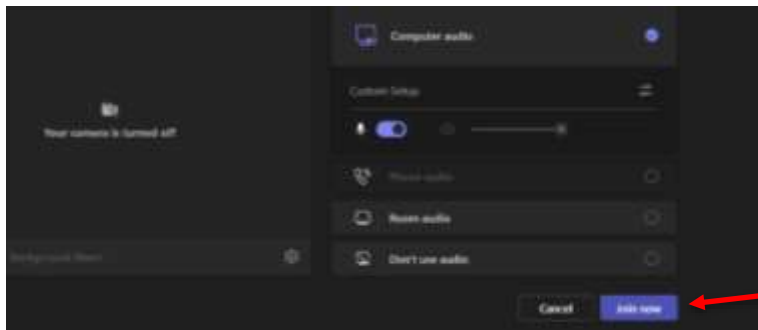
To join with the app on your tablet or phone  
click here:



You may be asked to “allow” use of camera and microphone – if this happens, please select “allow”

You will then see screen where you can enter your name and join the session:

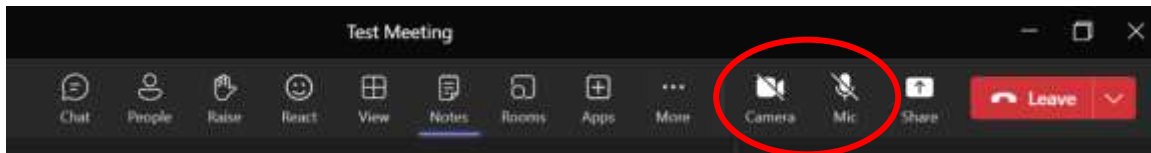




Click here to join the meeting

## Troubleshooting

If we have trouble hearing you when you join the session, check and see if there are lines through the camera and microphone. If there are, that means they are off. Please click on the camera and microphone to turn them on.



If you cannot see or hear the clinician, please contact them at the email or number provided to you in advance.

