

MultiCare Health System **Microsoft Bookings FAQs and Troubleshooting Guide**

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MultiCare 

FAQS

WHAT IS MICROSOFT BOOKINGS?

Microsoft Bookings is an online and mobile platform that will allow patients and providers to connect virtually, via video conference through Microsoft Teams. Microsoft Bookings is a MultiCare approved platform for video visits.

IS MICROSOFT BOOKINGS HIPAA COMPLIANT?

Yes, Microsoft Bookings is a HIPAA compliant MultiCare approved telehealth platform when used for virtual visits.

WHAT EQUIPMENT DO I NEED?

You will be able to join virtual visits from an up-to-date computer, laptop or mobile device. Your device needs to have working audio and video resources (speaker, camera, microphone).

WEB BROWSER REQUIREMENTS

- **Windows/Android Devices** — Google Chrome and Microsoft Edge are the recommended web browsers for Windows/Android computers, laptops and devices.
- **Apple Devices** — Safari is the required web browser for Apple computers and devices.

DO I NEED TO DOWNLOAD AN APP?

No, every effort is made in scheduling so that no request for an app download is initiated. If you are using the preferred web browser for your device and are unexpectedly asked to download the Teams app, likely there was a hiccup with scheduling. You may proceed with the download (no account creation is required) or speak to your provider to reschedule so that no download prompt is initiated.

WILL THE MICROSOFT TEAMS PLATFORM USED FOR MY VIRTUAL VISIT SHARE INFORMATION WITH MY WORK OR PERSONAL MICROSOFT TEAMS ACCOUNT?

No, your virtual appointment through Microsoft bookings uses an independent HIPAA compliant version of Microsoft Teams. It will not launch or mix with any other Microsoft Teams account; personal or business.

I CAN'T FIND MY EMAIL INVITATION

If you know that the invitation has been sent to you, but it is not in your inbox, please check your email spam folder. If still not found, please contact your clinic or provider and ask that the invitation be resent.

CAN I REQUEST THAT MY CAREGIVER/GUARDIAN BE INVITED?

It is possible for additional attendees to be invited at the time of scheduling, or from within the meeting environment once the appointment has started. However, your provider is the best resource to determine the appropriateness of adding guests to your appointment.

Troubleshooting

BASIC TROUBLESHOOTING

Some issues can be easily fixed. Make sure your battery is fully charged. Close all unnecessary apps, videos and/or websites on your device prior to your virtual visit. If multiple people use the internet in your household, ask household members to stop unnecessary internet activity during your virtual visit.

NETWORK/BANDWIDTH ISSUES

A common problem during video conferences or webinars is poor network connection or a “lack of bandwidth.” Some indications of this are: freezing video and video/audio lag. Make sure your signal strength for wi-fi or cellular is strong. You can complete a free speed test using [speedtest.net](https://www.speedtest.net) to confirm your upload and download speeds are suitable.

FUNCTIONALITY ISSUES

Make sure your device and web browsers are updated. Updates ensure that your product is operating smoothly, secure and bug-free.

AUDIO ISSUES

Check for loose wires and ensure all the connections are tight. Ensure that volume is up and not muted. Check your device settings to make sure that your audio source or speakers are engaged properly. Make sure that your device does not have a competing audio source (via Bluetooth or an app, for example).

AUDIO/VIDEO: POOR QUALITY, DROPPED CONNECTION AND/OR DELAYS

Often, poor connectivity is responsible for A/V issues, dropped calls and frozen screens. Initially when establishing connection, A/V may be delayed or fuzzy. If the connection is good, then quality should improve after a few minutes. If it does not improve, consider the information below:

- **Use Required Web Browser** — Web browser requirements vary depending on your computer/device. (Refer to web browser requirements on page 2).
- **Check device signal strength and connection.**
- **Close unnecessary desktop applications or mobile apps.**
- **Log out then log back in** — See if a better connection can be established.
- **Free up storage space** — If there is not enough available storage, processing power of the device will become sluggish, or even unresponsive.
- **Reboot or restart.**
- **Check the router indicators** — If the router displays do not show a healthy connection (usually a green light) it may need to be restarted or reset. If you do not feel comfortable doing this, contact your Internet Service Provider (ISP) for support.

Troubleshooting: Common Scenarios

Note: Some troubleshooting points are specific to either a computer or a mobile device.

VIDEO WON'T LOAD AND/OR PROVIDER CANNOT SEE PATIENT; PATIENT CANNOT SEE SELF

- **Connection check** — Confirm that external/mounted camera wires are plugged in and that there are not any loose connections.
- **Camera check** — Open the control panel or settings menu under “devices” to identify the camera (either internal or external).
- **Obstructed view** — Confirm that the camera is turned on and that nothing is covering the lens.

OTHERS CANNOT HEAR ME

- **Permissions not enabled** — Make sure camera is enabled and that all other video conferencing platforms are closed.
- **Volume Settings** — Confirm volume is engaged, turned up and not routed to another source (headphones, blue tooth, etc).
- **Unmute** — Confirm that the device is unmuted.
- **Connectivity** — Poor connectivity can interfere with audio transmission. Turn off your camera to see if audio improves.
- **Work around options** — Each provider should have an acceptable work around for unanticipated technical issues.