

HFCI Virtual Programming Patient Set-Up Guide

Thank you for participating in virtual programming at the Henry Ford Cancer Institute!

Please follow the instructions below **at least 15 minutes but preferably 24 hours or more before the group happens**. This will allow us to help you troubleshoot any technical difficulties you may have. We use Skype because of the extra security it offers- we want our participants to feel safe and protected participating in any of our online programming.

There are 3 ways you can join our virtual programming:

- Mobile device or tablet
- Computer
- Phone (not recommended)

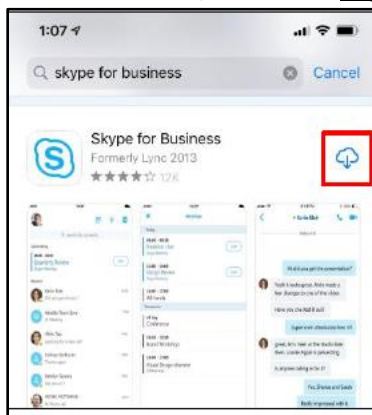
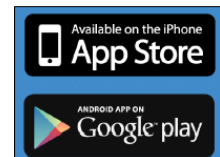
The following pages outline how to set up each of these ways- choose your preferred method.

If you have questions, please email cancersupportinfo@hfhs.org and someone from the cancer support services team will get back with you.

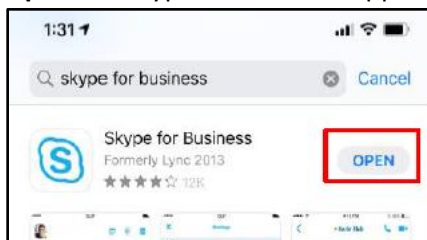


Setting up Skype on your Mobile Device or Tablet

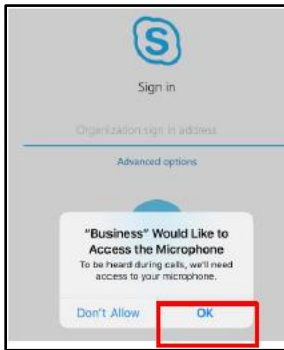
1. From your smartphone or tablet, open the Apple App store or Google Play store
2. Within the store, search for Skype for Business and **install** the app. The app is free.



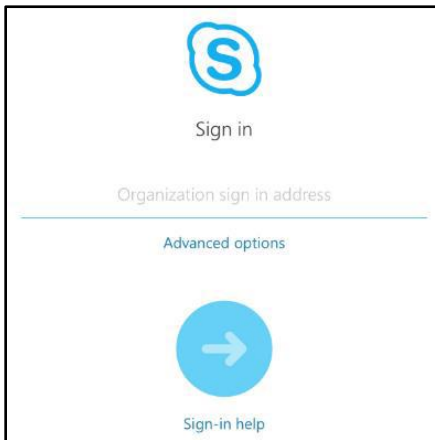
3. **Open** the Skype for Business app once it has been installed.



4. Several pops-up will appear. Please select **OK** for **"Business" Would Like to Access the microphone.**

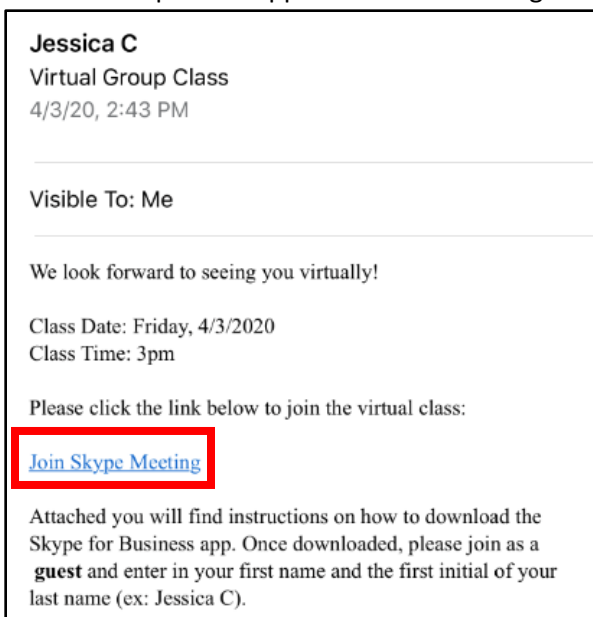


5. You do **not** need to enter an organization sign in address or log in. If you are just getting set up and it is not time for your meeting, close out of the Skype for Business app.

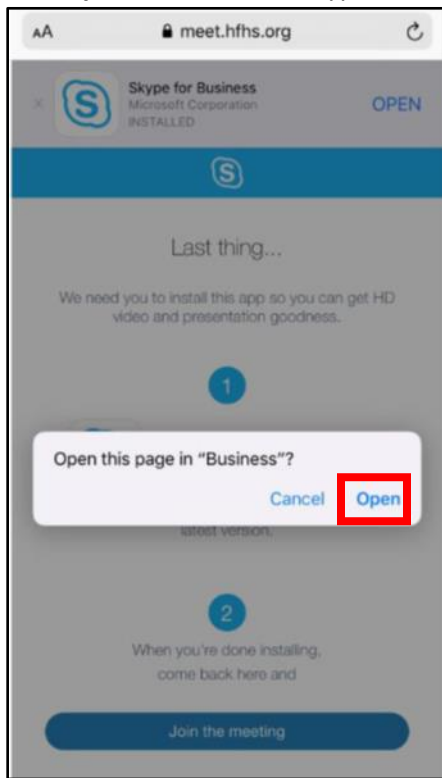


Day of Virtual Group or Event

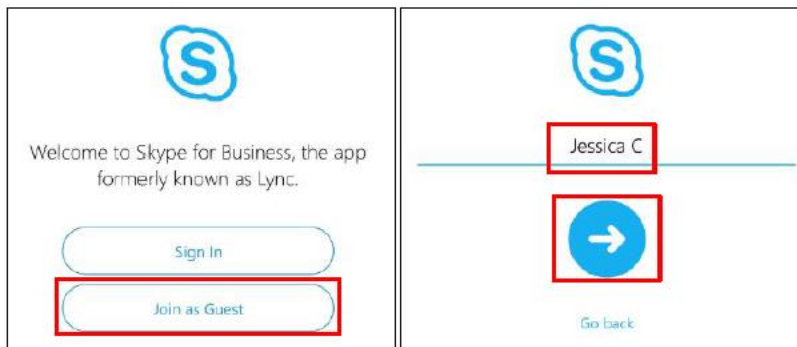
1. Locate and open the applicable email message. Click **Join Skype Meeting** hyperlink.



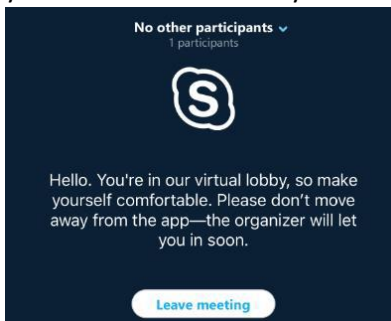
2. Click **open** to launch the Skype for Business app.



3. Select **Join as Guest**. Enter your first name and the first initial of your last name. Click arrow icon to join.



4. You may be placed in a virtual waiting room until the organizer/presenter has joined. Otherwise you will be taken directly into the meeting.



5. Depending on level of participation allowed by the presenter, you may be able to utilize the following features:
- **Video** – enables your camera, all participants will be able to see you.
 - **Mute/Unmute**
 - allows you to unmute to ask questions. Please keep yourself muted at all times unless asking a question or participating in a discussion.
 - **Send an instant message (IM)**
 - allows you to send an instant message within the chat box. All participants will be able to see the message. To utilize, click the message icon in the top right corner. To return back to the main screen after submitting a message, click the phone icon in top right corner.
 - Please note, the meeting organizer may have disabled some or all of these features.

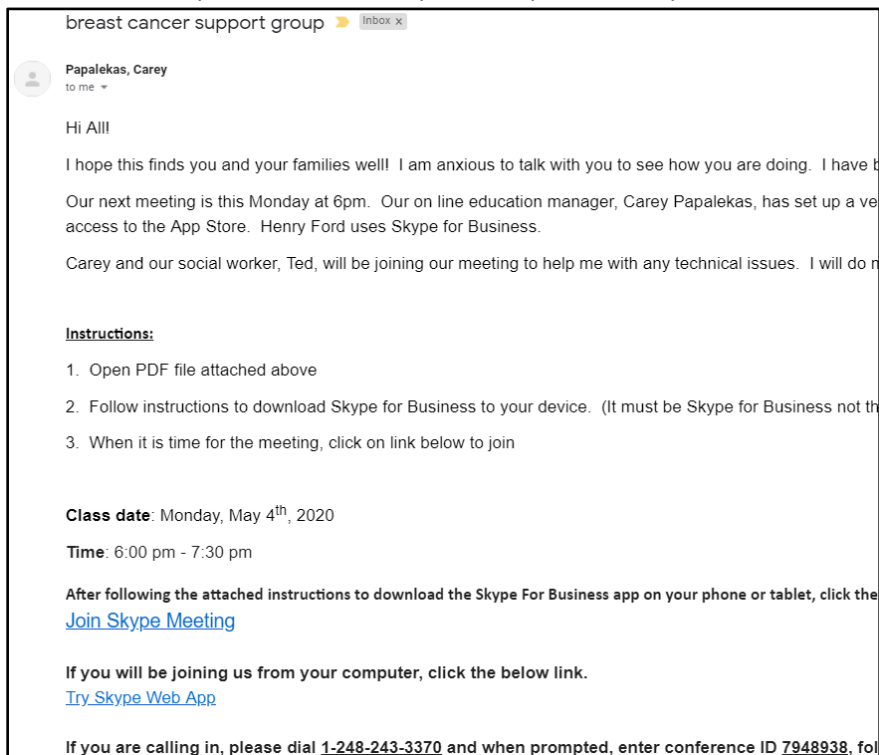




Setting up Skype on your Computer

1. Find the email you were sent with the links to your support group. **You should do this at least a half hour before the group is set to begin** so you can troubleshoot any computer problems.

*Make sure your computer has a microphone and speakers. If you are using headphones, make sure those headphones work with your computer microphone or have a built-in microphone.

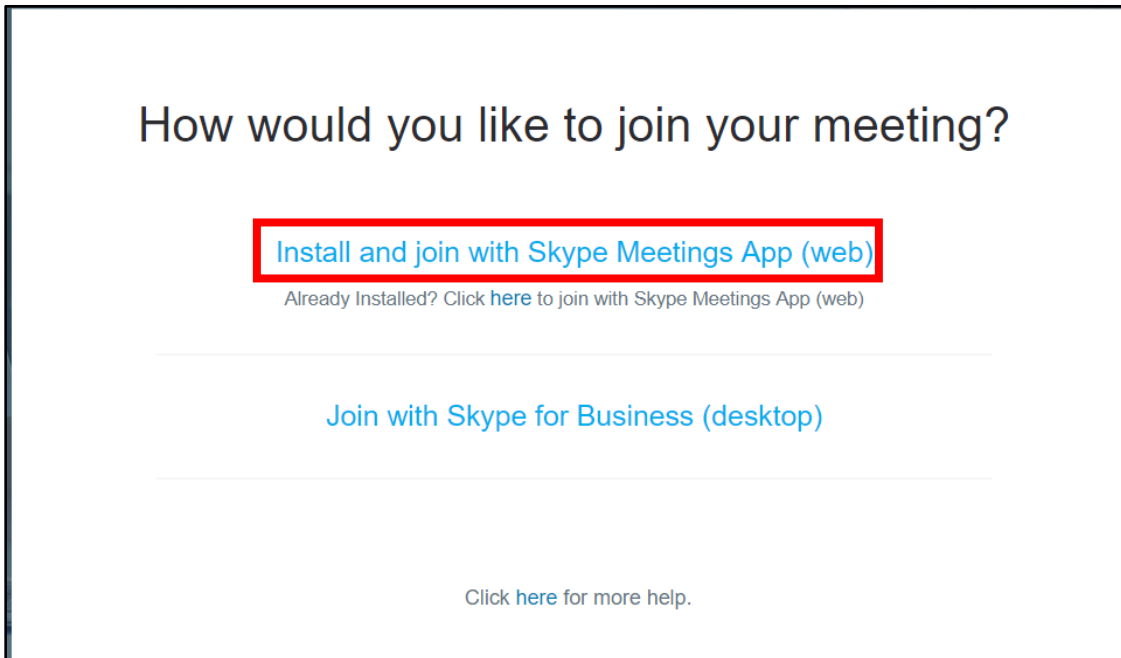


2. Click on the **Try Skype Web App**.

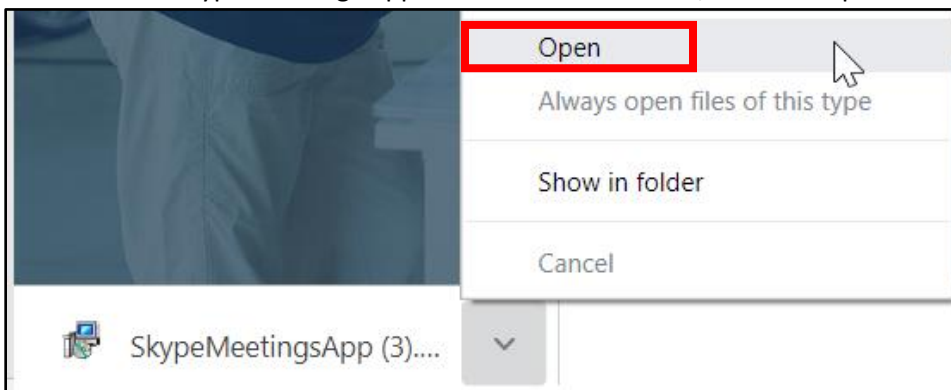
If you will be joining us from your computer, click the below link.

[Try Skype Web App](#)

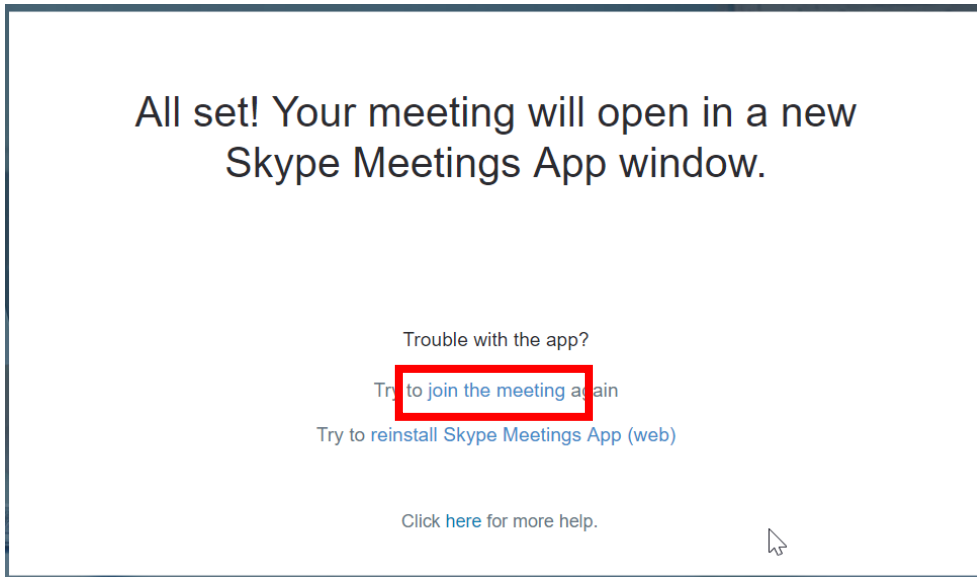
3. When your web browser opens, choose **Install and join with Skype Meetings App (web)**.



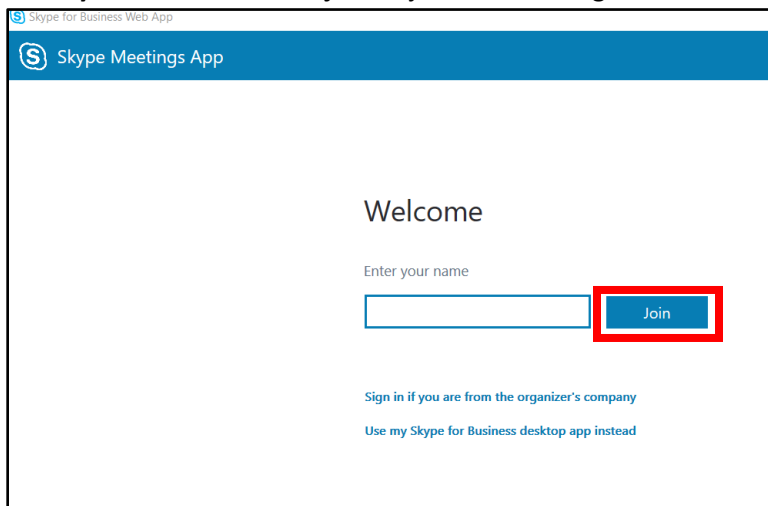
4. Wait until the Skype Meetings App installer is downloaded, and then open it to install the app.



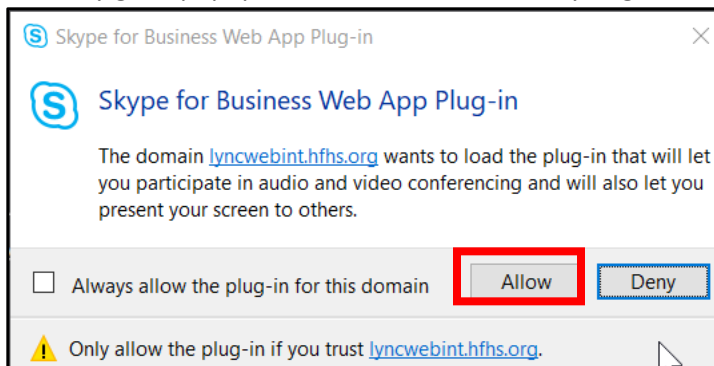
5. Once the app is downloaded, your meeting should open in a new window. If it doesn't, click the **join the meeting** again link.



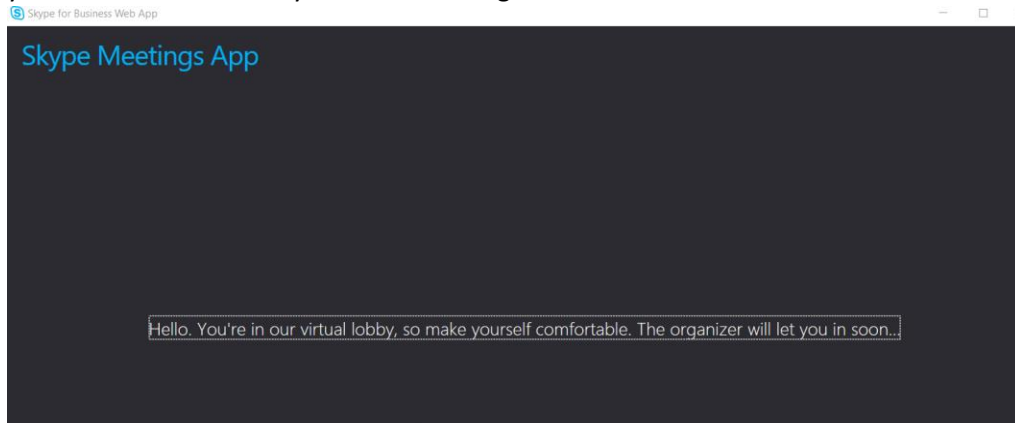
6. **Enter your name** and click **join** to join the meeting.



7. You may get a popup like the below window. If you get this, click **allow**.



8. You may be placed in a virtual waiting room until the organizer/presenter has joined. Otherwise you will be taken directly into the meeting.





Calling into a Skype Meeting on your Telephone

To get the full experience of a group meeting, you are encouraged to set up Skype on your mobile device, tablet or computer. If you don't have access to those devices, your internet is down, you forgot to charge your device, etc. you can call into the meeting on your telephone.

1. Find the email you were sent with the links to your support group. **Find the conference ID.**
2. Call **1-248-243-3370.**
3. When prompted, enter the conference ID number from the email, followed by the # sign.

Make sure you let the facilitator know your name when you're on the call, as only your phone number may show up on the Skype meeting.