Here at Kent State University when a provider schedules a remote video conference session with you the meeting will be scheduled using Microsoft Teams. Microsoft Teams is a fully HIPAA compliant video conferencing solution that the university has decided to standardize on for a consistent, safe, and secure experience for all our constituents.

Please note that we strongly encourage you to use your computer and an internet browser for all Microsoft Teams meetings. While there is an app available for iOS and Android it is not fully functional for most users at Kent State University.

1. You will receive an email at the email address you provided to your provider. As an example, most Kent State University students will receive the email in their KSU Gmail accounts, which you may access by signing in to https://flashline.kent.edu. Open the email.

2. Near the bottom of the message will be a link named “Join Microsoft Teams Meeting”. When it’s time to meet for your appointment click this link.
3. A new tab will open in your internet browser once you have clicked the above link. On this page will be two option buttons – “Download the Windows app” and “Join on the web instead”. We strongly encourage you to use the “Join on the web instead” option for the best experience. Click the “Join on the web instead” button.

![Image of Teams meeting interface]

4. A new page will load and the first thing you will need to do to continue is give the Microsoft Teams’ website permission to use your computer’s microphone and camera. Click “Allow”.

![Image of web permission dialog box]
5. Once you’ve allowed the site to use your camera and microphone, you’ll see the below screen used for preparing your meeting session.
   1. Enter your first name and last initial. We recommend using just your last initial as a means to offer additional privacy.
   2. Make sure your camera is on (the button should be moved to the right)
   3. Make sure your microphone is on (the button should be moved to the right)
   4. When you’re ready, click the “Join now” button to enter the meeting session. You should now be admitted into the meeting session.

If you see the below message after you click “Join now”. Please wait a few moments for your provider to start the meeting session and admit you into the meeting.