

# How to Download and Install Webex Teams

Your step-by-step guide to accessing Telehealth



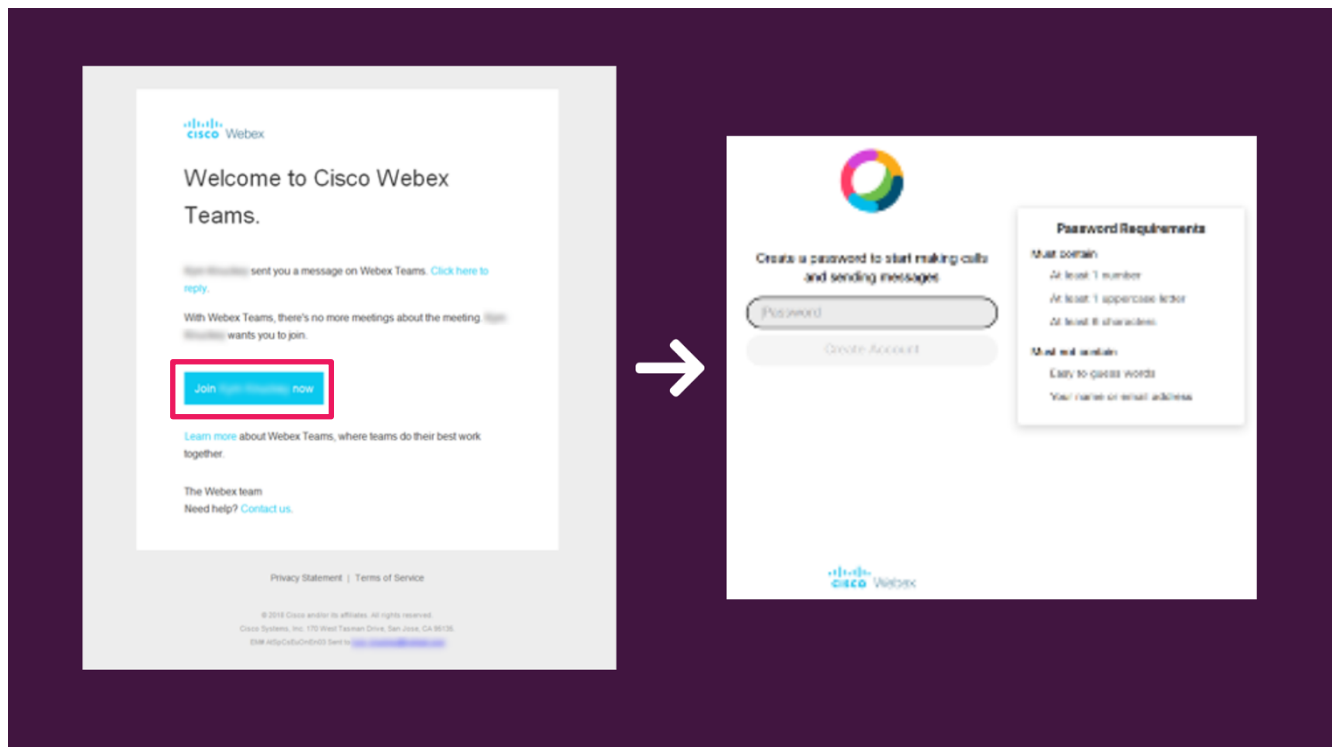
## Accessing Telehealth

Telehealth is how we deliver our support services to you at home via a digital device like a desktop computer, tablet or smart phone. Our evidence-based telehealth service has many benefits for kids, teens and adults living with disability.

Below, we've listed the process of how to access the Telehealth service from an email invitation in just **8 simple steps**.

### Step 1 – Click the Link in the Email

You will receive an email invitation from your primary therapist. Click on '**Join Therapist Name now**' to activate your Webex Teams account and set up your password.



*Instructions continue next page...*

## Step 2 – Download Webex Teams

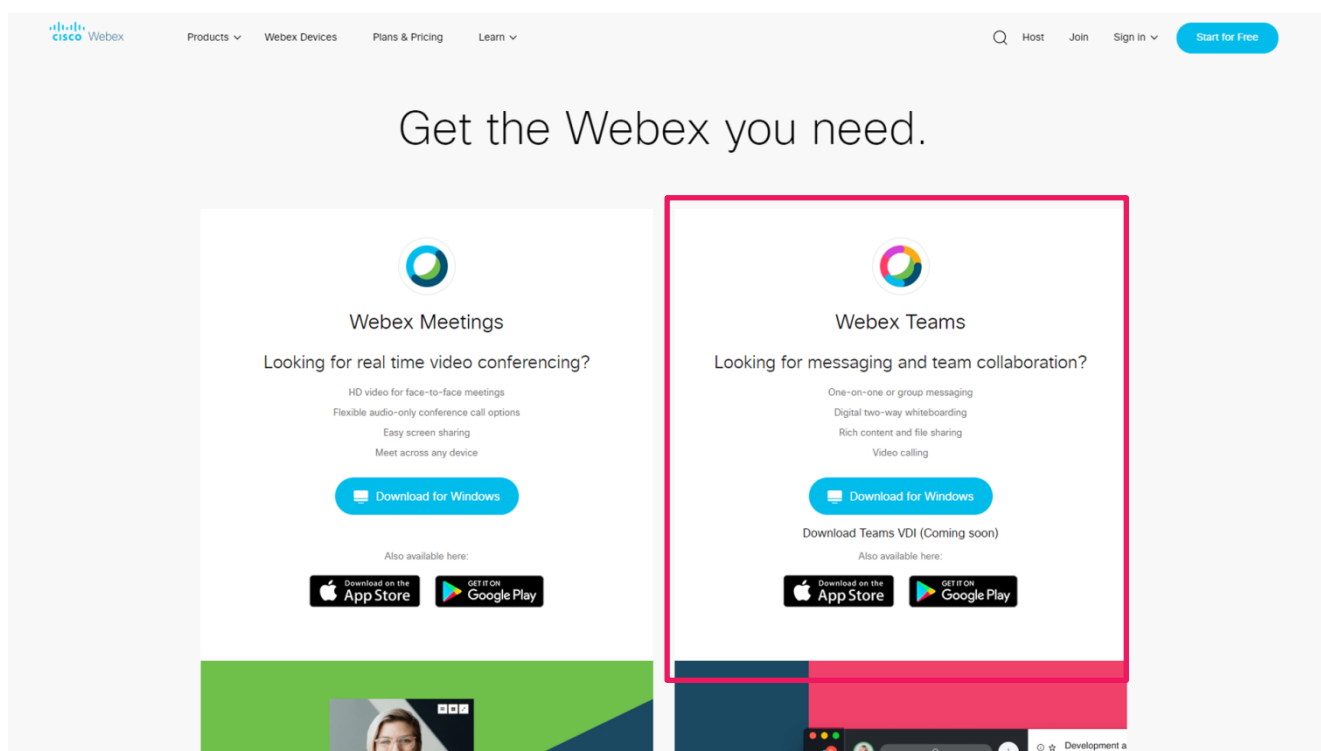
Webex Teams is compatible with desktop computers, tablets and smart phones, so no matter what device you have, we can deliver therapy services to you!

### - Smart Phone / Tablet Users

You will be asked to download the Webex Teams app for the relevant device via the Apple App Store or Google Play.

### - Desktop Computer / Laptop Users

You will be taken to your preferred web browser and you can download and login to Webex Teams for Windows or Mac.



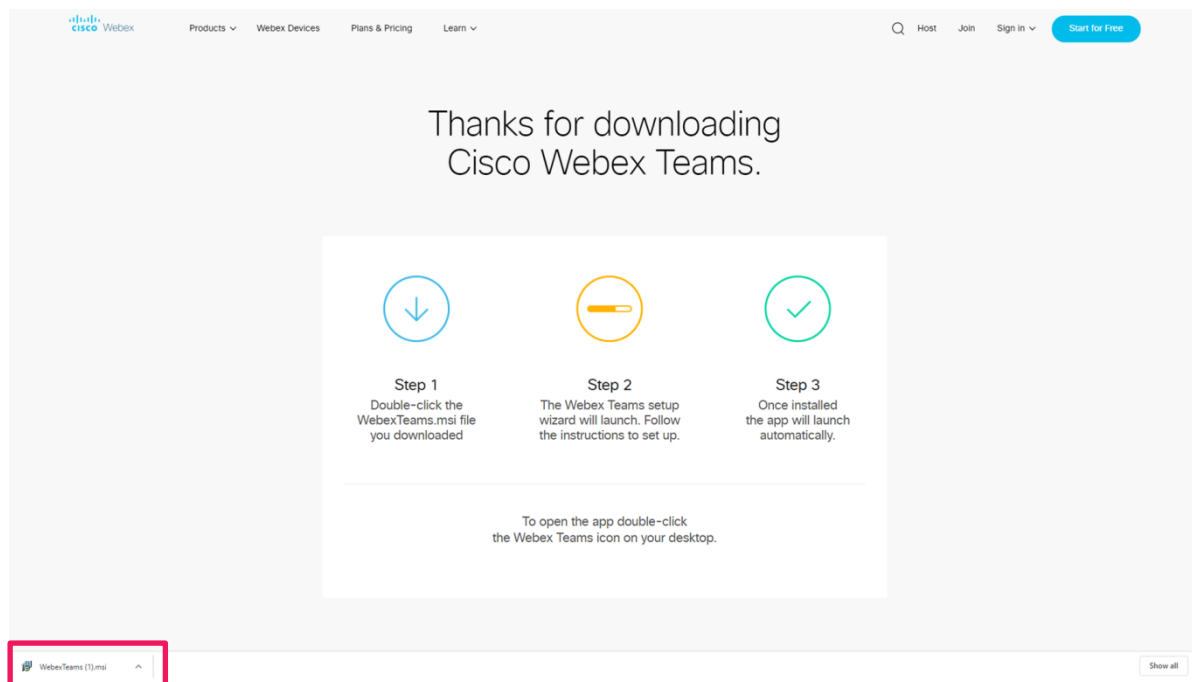
**Please download 'Webex Teams' not 'Webex Meetings' which may appear on the website and is used for other purposes.**

*Instructions continue next page...*

### Step 3 – Install Webex Teams

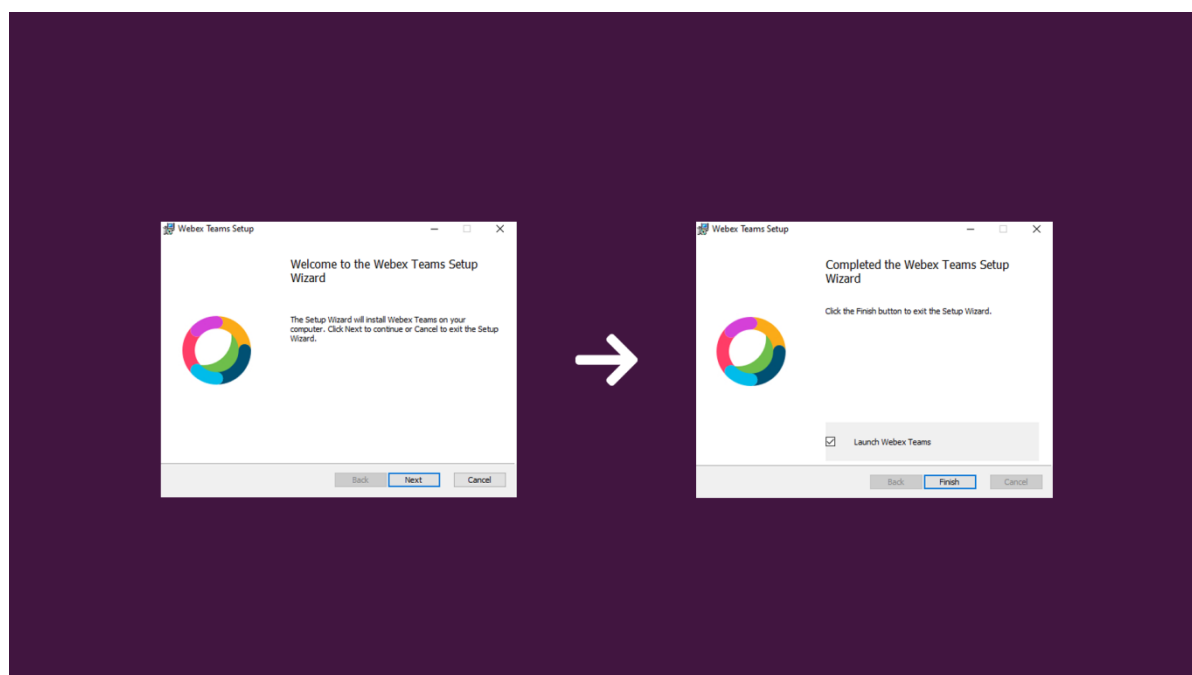
Once Webex Teams has been downloaded, open the **installer file** you downloaded.

This should be located in your **Downloads Folder**, or accessible via the tab at the bottom of your screen.



### Step 4 – Follow the Installation Prompts

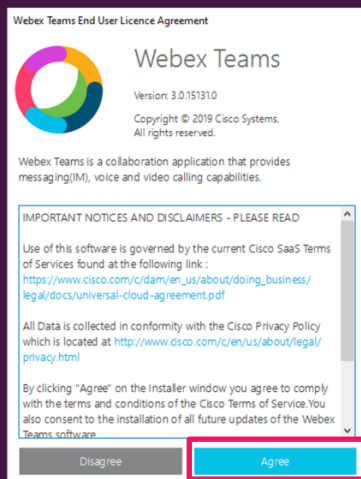
The Webex Teams Set Up Wizard will guide you through the installation process. Simply click **Next** and follow the prompts. Once the software is installed, click **Finish** to launch the program.



## Step 5 – Webex Teams User Licence Agreement

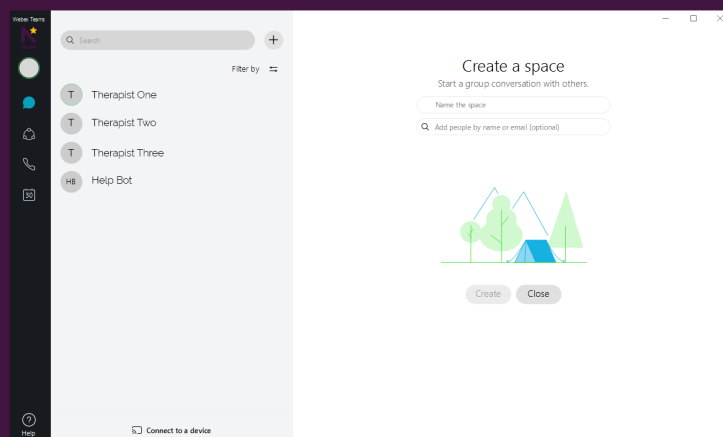
Please carefully read the Webex Teams End User Licence Agreement.

If you are happy, click **Agree** to continue.



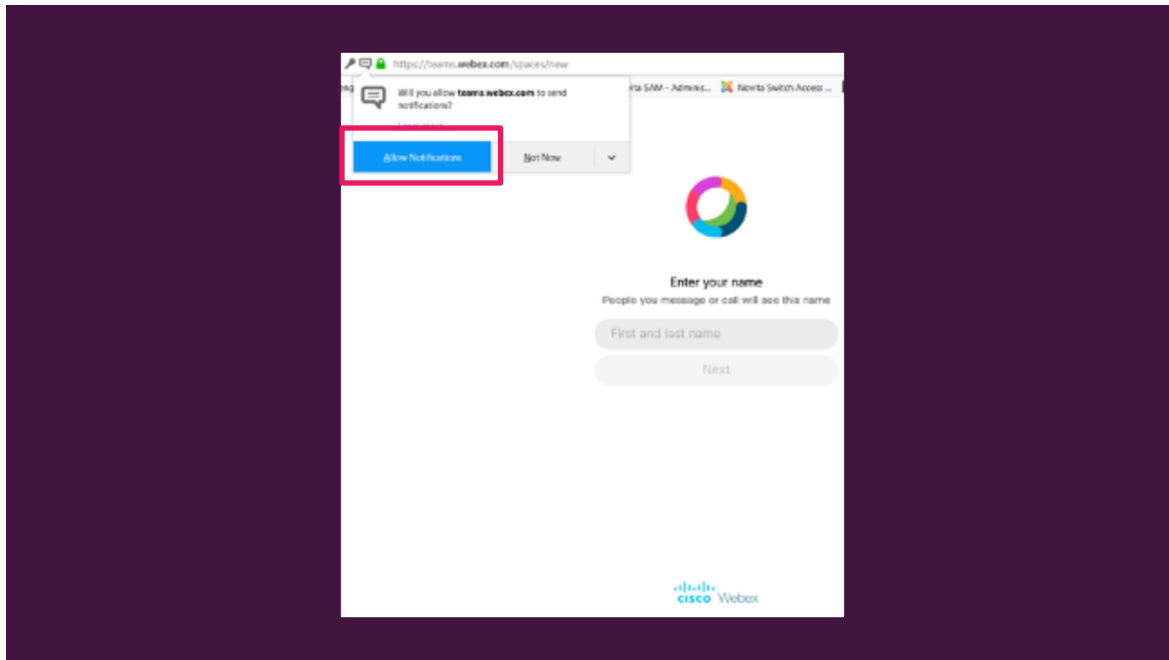
## Step 6 – Open Webex Teams

You're in! Your Webex Teams window should appear similar to the below.



## Step 7 – Set Your Name

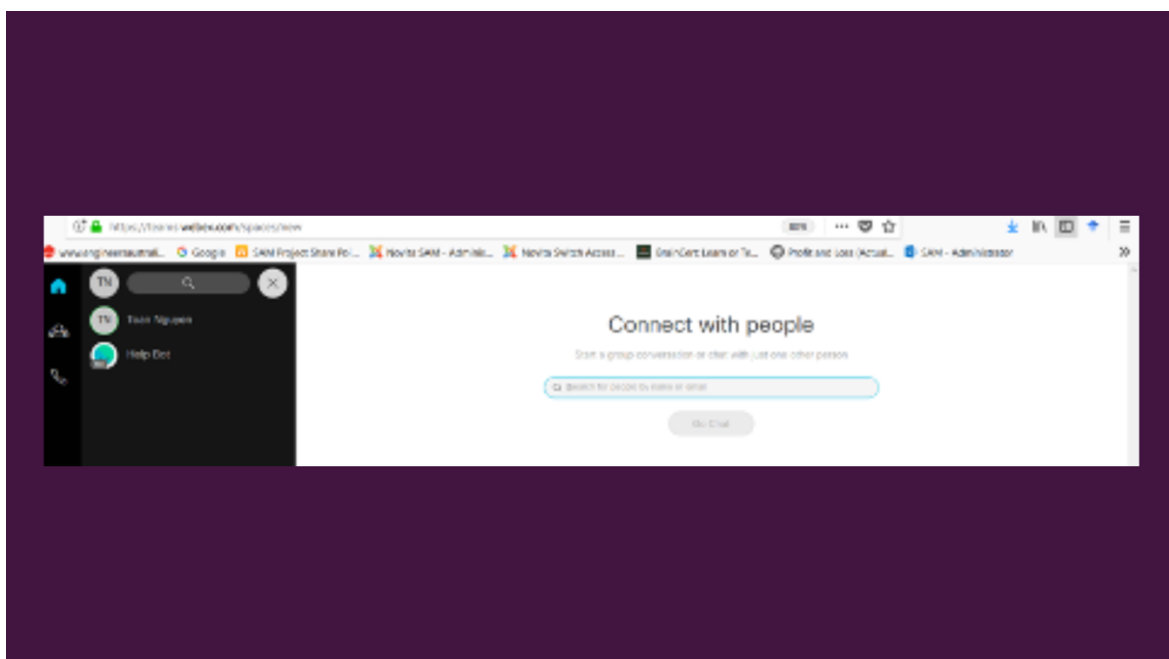
Once you have successfully logged onto your account, you will be prompted to **enter your name** so that people you call or message know who you are.



By accepting 'Allow Notifications' you will be notified when a person has sent you an invitation or messaged you.

## Step 8 – Ready to Video Chat

You will then be taken to home page of Webex Teams. You are now ready to start a chat or video call with people on your 'contacts list' or search for someone by name or email.



## More Information

For further information, installation instructions, and tips-and-tricks for Webex Teams like how to make or receive calls, you can visit the Webex website – <https://www.webex.com/webexremoteessentials.html#webex-teams>

## Troubleshooting

If you've tried everything but still can't seem to install Webex Teams on your computer or smart device, we may be able to support you to troubleshoot over the phone or send a therapist out to your home to provide assistance.

Call us on 1300 668 482 and we'll do our best to get you connected, or let your primary therapist know and they may be able to get you up-and-running during your next appointment.

## Contact Us

Novita

171 Days Road, Regency Park SA 5010

1300 668 482

[services@novita.org.au](mailto:services@novita.org.au)