

## How do I reach customer support?

In the U.S., call (877) 484-9119 for the Technical Assistance Center. Users can access support resources at <https://intouchhealth.com/support/admin-provider-resources/>

## Is real-time help available?

Yes, click on the **Chat** tab and take a tour, or click on **Help** to view topics.

## How do I access Solo from Teams?

Solo with Teams must first be setup for your Solo account and then installed into Microsoft Teams by your administrator. (A Microsoft Teams tenant is your company's Microsoft Teams account. It is a dedicated logical instance of Microsoft Teams and your organization data for Microsoft Teams stored within a specific location.) Once you have been granted access, you will find Solo in the Apps section in the lower left corner of the screen. We recommend you right click the App and pin it. You will then be asked to log in to your Solo account.

## What is the role of the Admin?

The Practice Admin Role is responsible for setting up Solo services.

## What are the requirements?

Your organization must have a Teladoc Health Solo subscription and a Microsoft Teams subscription. You will need to contact Teladoc Health to enable the Teams integration. Once installed, your Solo users will be able to access Solo from the Solo App in Microsoft Teams.

## What are features of Solo with Teams?

On demand sessions (i.e. virtual encounters), Enterprise analytics, configurable services and intake, scheduled and same day appointments, Smart Notes, and access to patient imaging.

## What are the features of Teams?

Session recording, screen sharing, virtual backgrounds, multiparty virtual encounter, transcriptions, and more.

# Teladoc Health Solo with Teams App FAQs for Practitioners

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## How do I view a Queue?

Select the **Queue** tab from Solo within Teams. A list of appointments for patients who have registered for clinical services for your practice will be displayed.

## How do I view a Service?

Select the **Services** tab from Solo within Teams. All Services within your organization for which you are a member will be displayed. A service link can be shared with patients enabling them to request an appointment. Your practice admin manages services.

## How do I view a patient profile during a session (i.e. virtual encounter)?

Select the **Solo** App in Teams while attending an in-session appointment (i.e. virtual encounter) to view a patient's profile.

## How do I select a Care Location?

If your Practice Admin enabled Care Locations for your practice within Solo, you can use the **Care Location** tab to select a Care Location.

## What are the differences between Solo with and without Teams?

The primary difference, besides being able to access Solo within Teams, is that the practitioner will use Microsoft Teams to conduct a real-time telehealth consult or virtual encounter.

## How do I manage patient information?

Select the **Patient** tab. Click on the **Add Patient +** button to add a new patient. Select the patient's name from the **Patient** panel. Then, click on the pencil edit icon to edit their information.

## How do I schedule an appointment?

Use the **Service** or **Patient** tab to select **Schedule +**. Enter the patient information in the **New Visit** form. From the **Patient** tab, select a patient. Then, select the **Add Visit +** icon from the right patient panel to bring up the **New Visit** form.

**In the U.S., contact Teladoc Health 24/7 Live Support at (877) 484-9119**