

Preparing for your Outback Active exercise session

[CHECKLIST]

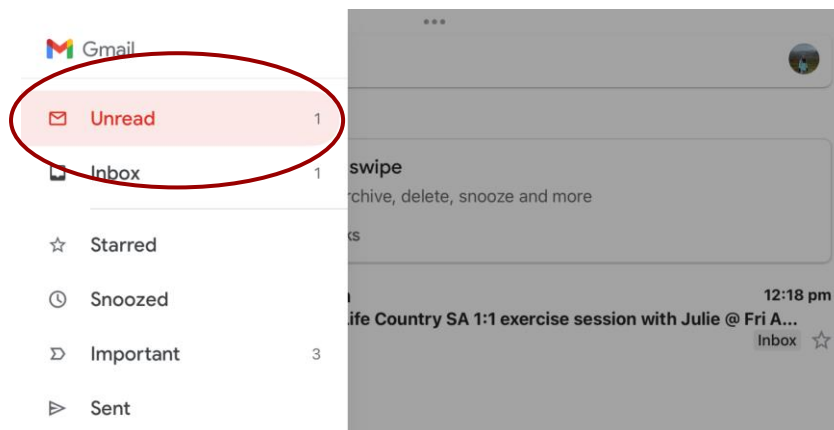
1. First of all, check that your device is fully charged for the session.
If you are using an internet dongle, make sure that is charged as well.
2. Check that your internet is stable, if it is not working as usual and you're finding it is lagging - refer to the Troubleshoot Unstable Internet factsheet.
3. Make sure you have your gym bundle and water bottle ready by your side.
4. Wear comfortable clothing.
5. Make sure you are in a quiet and spacious area for exercise. We suggest a 2m x 2m space.
6. If you have any pets, keep them aside. We don't want to be stepping on toes or tails, do we?
7. Also set aside any tripping hazards such as chords on the floor, we want to make sure you are safe and comfortable.
8. A dining chair will be used for some of the exercises. Please bring this to your exercise space.
9. Place your device on a bench top or dining table, make sure the Exercise Physiologist can see your movements so that they can assess you accurately.
10. Finally check that the volume levels are right for you, and you can hear your trainer.

Don't forget to bring your energy and pump it through!

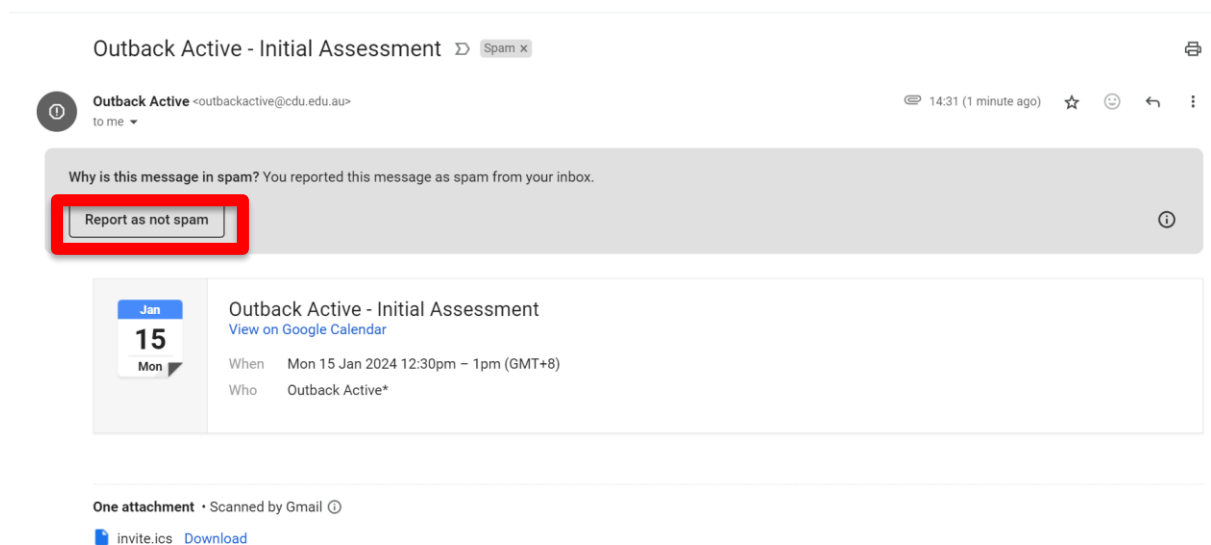
IT Support Hotline: 08 8973 9944

How to join a Teams Meeting:

1. Login to your email address
2. Tap **inbox**, in your inbox list there will be an email from **outbackactive@cdu.edu.au** inviting you to a Teams meeting for your session with the Exercise Physiologist.



NOTE: If you cannot find the email, check your **Spam folder**. If it has gone into the Spam folder, click “**Report as not spam**”. This way, the email will go into your inbox going forward.



3. Tap the email in the inbox list to view the contents. The email will look something like:

Initial Assessment – Appointment Confirmation
Inbox x Email x

Outback Active <outbackactive@cdu.edu.au> 9:4 8:34 AM (2 minutes ago)

to me

Dear John,

Thanks for booking your Outback Active appointment with CDU Wellness Centre ESS Service. Here are all the details you need:

Appointment date on
Thursday, 11 January 2024

Appointment time at
1:15pm

Service
Outback Active – Initial Assessment

Practitioner
Veronica Mok

Mary Lee

Online. To join the appointment, just click on this link:
https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F_%23%2F%2Fmeetup-join%2F19%3Ameeting_MTK0NGM1YTctN2VkJi00MzE0LTlkN2YtNDExOWFmZDcxZWVj%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2527%253a%25229f248767-8e1a-42f3-836f-c092ab95ff70%2522%252c%2522Oid%2522%253a%2522c0be7f1f-4e98-45cf-86e2-555eae111106%2522%2527d%26anon%3Dtrue&type=meetup-join&deeplinkId=cee20ada-eadc-42ab-ad2f-7e39001b5668&directDl=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true

I've also attached a checklist and a step-by-step guide for joining the online appointment.
[Check List + Digital Guide for Participants.docx](#)

Exercise Equipment

Please collect your FREE equipment bundle BEFORE THE APPOINTMENT, at Charles Darwin University's Katherine town campus (Katherine Region Training Centre, 19 Second Street, Katherine NT 0850), between **8:30am-1:00pm and 2:00pm-4:00pm, Monday to Friday (except public holidays)**.

If you need to cancel your appointment, reply to this email, or call us at 8946 7176.

Please let us know if you have any questions.
We look forward to seeing you then!

Kind regards,
CDU Wellness Centre - ESS Service
Faculty of Health
T: 08 8946 7176
E: outbackactive@cdu.edu.au

**CHARLES
DARWIN
UNIVERSITY**
AUSTRALIA

You make CDU

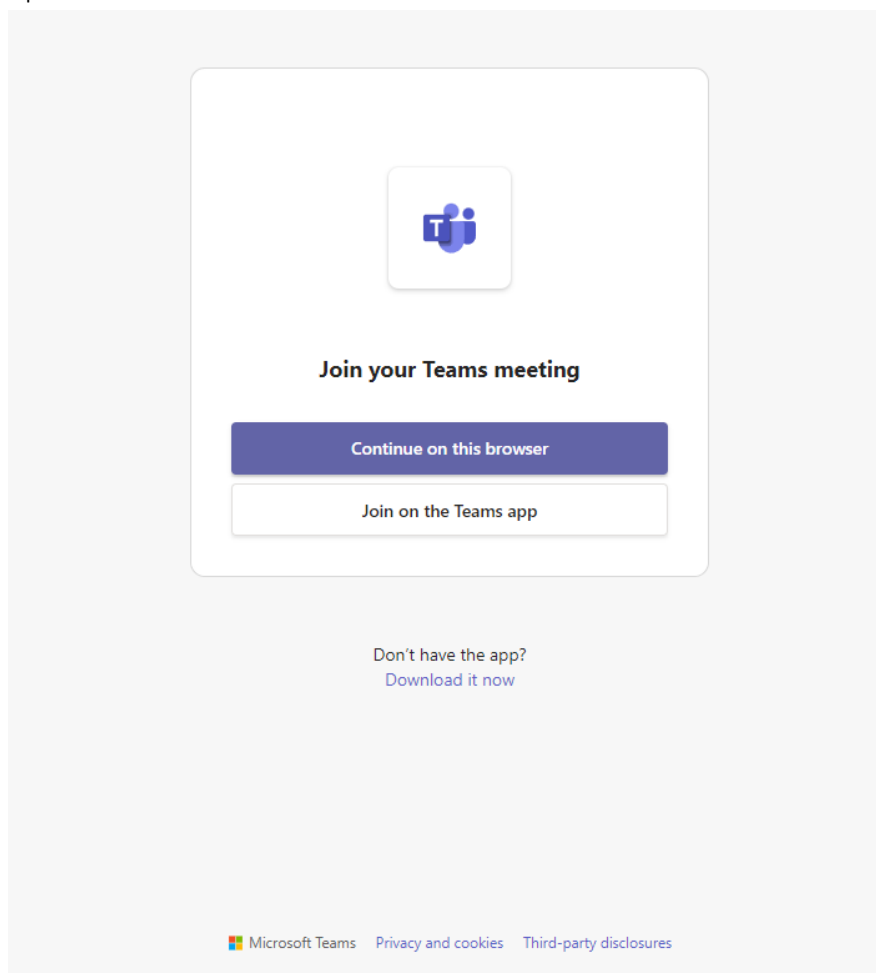
4. Review if the time and the date is suitable for you, otherwise inform us so we can work with you to identify a better suited time.
5. To join in the video conference, tap the [blue underlined text](#), this is the hyperlink, it will direct you to join the Teams Meeting.

Location

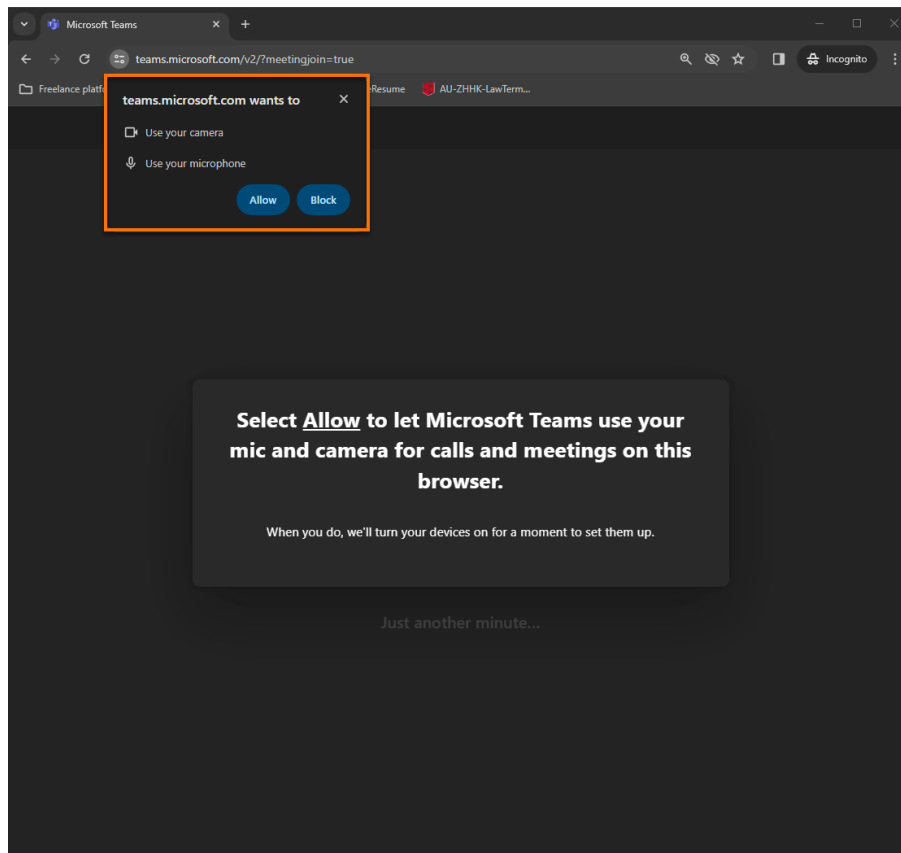
Online. To join the appointment, just click on this link:

https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F_%23%2F%2Fmeetup-join%2F19%3Ameeting_MTk0NGM1YTctN2VkNi00MzE0LTlkN2YtNDEwOWFmZDcxZWJ%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%25229f248767-8e1a-42f3-836f-c092ab95ff70%2522%252c%2522Oid%2522%253a%2522c0be7f1f-4e98-45cf-86e2-555eae111106%2522%257d%26anon%3Dtrue&type=meetup-join&deeplinkId=cee20ada-eadc-42ab-ad2f-7e39001b5668&directDl=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true

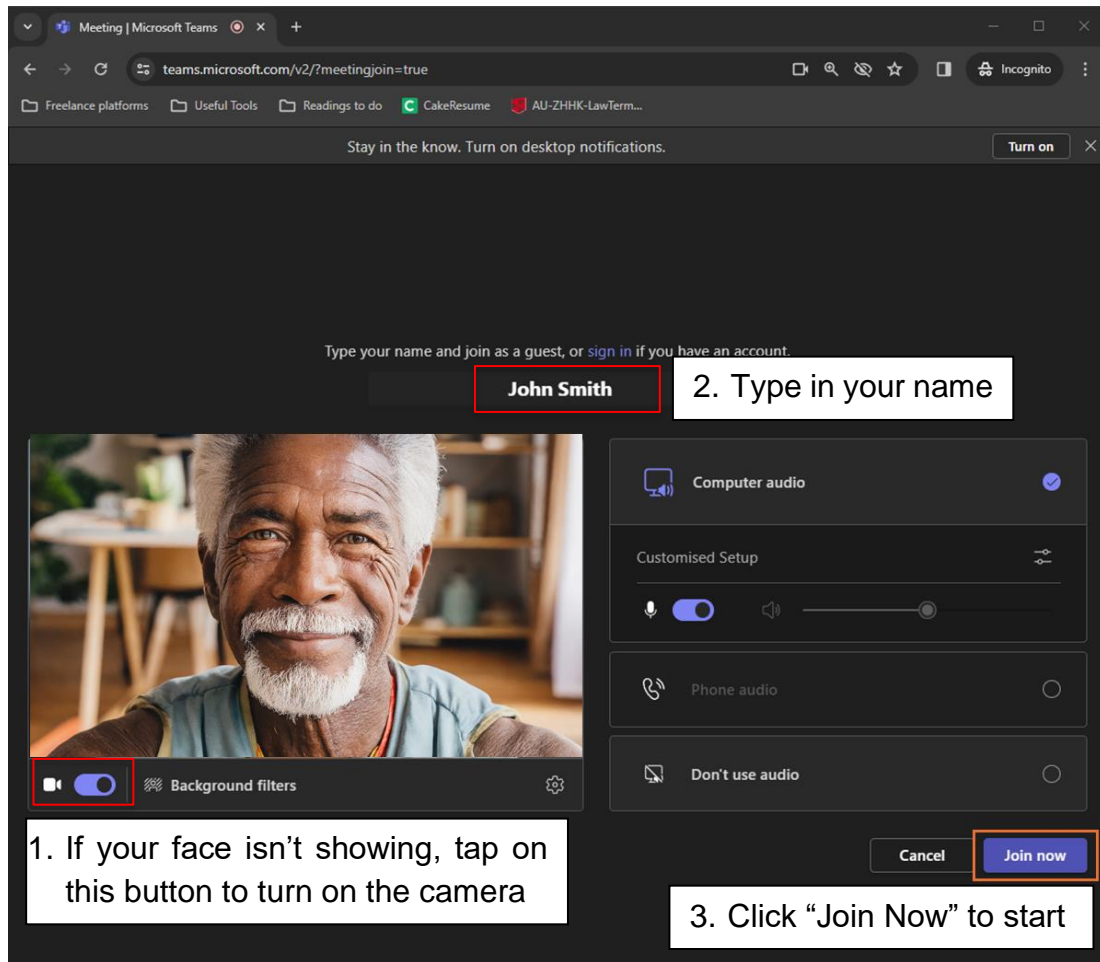
6. The Teams Meeting will open in your browser, and you will be given an option to either 'Continue on this browser' or 'Join on the Teams app'. Select either of the options.



7. A pop up will appear on your screen requesting to access the camera and microphone, please press OK.



8. You should be able to see yourself on the camera now and just press **Join Now** (the blue button on the lower right) when you are ready to come online!

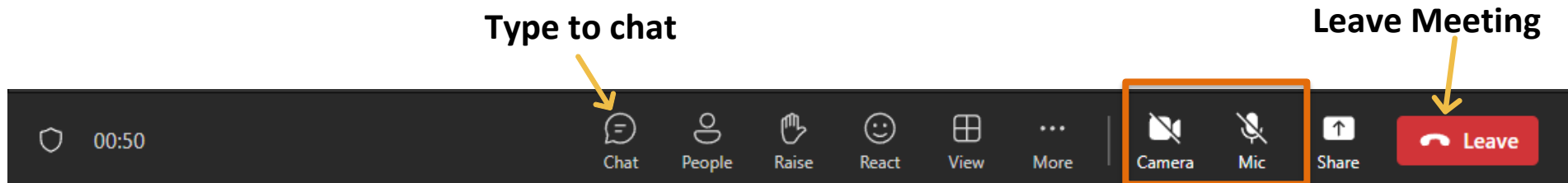


9. You may be asked to wait until your clinician starts the meeting.



Teams Meeting: Icons and Functions

Type to chat

Leave Meeting



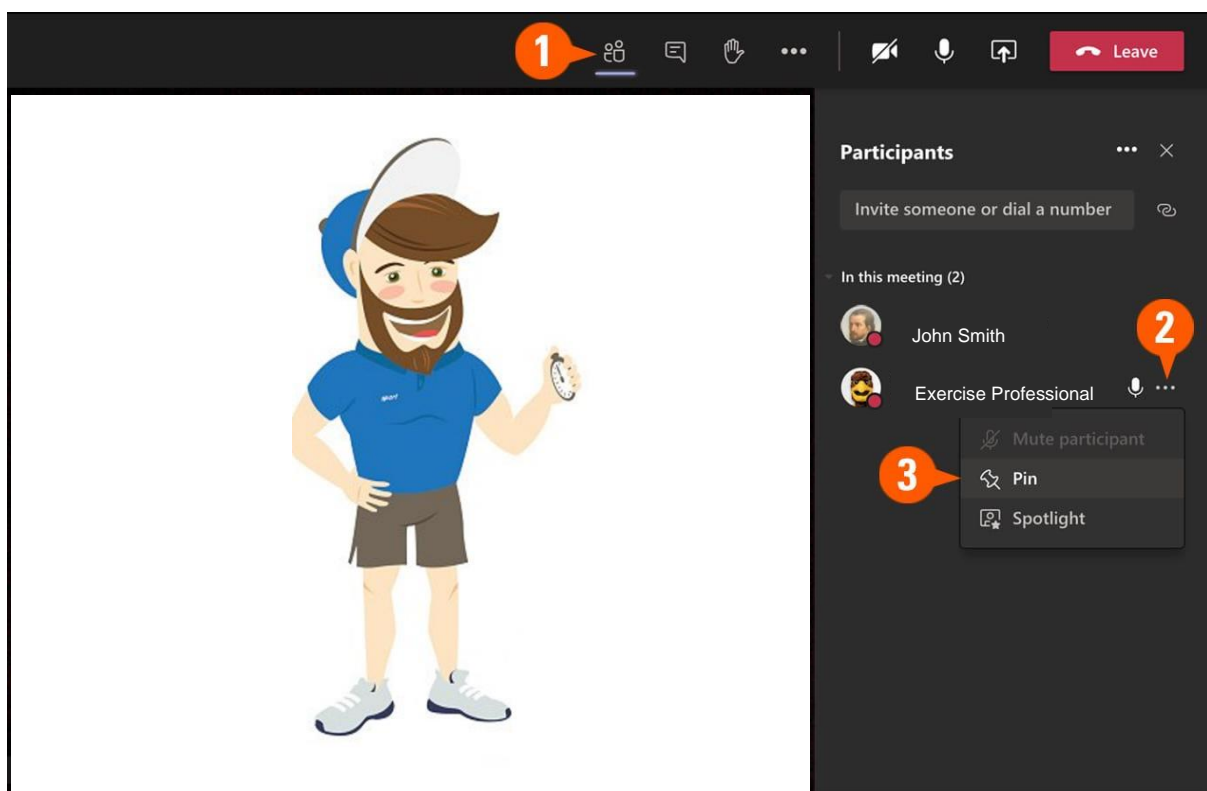
Chat People Raise React View More Camera Mic Share Leave

 <p><u>Microphone and Camera enabled</u></p>	 <p><u>Microphone and camera disabled</u></p>
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Teams Meeting (Optional): How to make the exercise professional's video bigger

In a group Teams meeting, if you want to make the exercise professional's video bigger:

1. Click or tap "Show Participants" from the meeting controls.
2. In the Participants column, click or tap the **three-dots icon** next to the exercise professional's name.
3. From the drop-down menu, select "Pin". This makes the pinned participant the main focus in your view. To unpin, repeat these steps and select "Unpin."



Troubleshooting Unstable Internet:

1. Check the internet signal status lights on your router.

The light for an internet connection is usually labelled WAN, internet or with a globe icon. You can tell the internet is on if the light is on (usually white or green).

2. Check the WiFi light status on your router, it will be somewhere below the internet connection light.

Labels for the WiFi can vary depending on your package, but it will usually read 4G or WLAN or Wireless. These lights should be on and blinking.

3. Check all your cables are connected to your modem/ router. Some cables can get loose over time, so make sure everything is plugged in properly.
4. Restart your modem/ router. Turn your router off for 1.. 2.. 3.. Seconds. Give it a couple of minutes to turn on, repeat steps 1 and 2.
5. If everything is working well with the router then try connecting the wifi in another device.
6. Check for an internet outage with your service provider.

Common Service Providers Customer Service numbers:

Telstra: 13 22 00
Optus: 13 39 37
TPG: 1300 993 011
iinet: 13 22 58

Can you hear me? I can't hear you.

Troubleshooting Microphone and Speaker Issues in Teams Meeting:

Speaker Issues:

1. Check your volume levels, sometimes the volume might be on low, increase the volume.

On your computer or laptop you can find the volume levels on the bottom right corner of your screen.

On your tablet or iPad, you can find the volume buttons on the top right corner of your device.

2. If you have a separate speaker connected to your device, check the wires are plugged in properly.
3. Check if your speaker is working by playing a saved video or a video on YouTube.
4. Restart your browser or application.
5. Restart your device/ computer.

Microphone Issues:

1. Microsoft Teams will ask for permission to use your camera and microphone before joining a meeting, please enable access.
2. If using Microsoft Teams from a browser, we highly recommend using google chrome.

Go to settings on google chrome > Security and privacy > Microphone > select "sites can ask to use your microphone"

On your tablet or iPad, search for Microphone on your settings, under privacy enable use of microphone for Microsoft Teams.

3. Restart your device.

People can't see me in the meeting, but I'm here.

Troubleshooting camera issues in Microsoft Teams

1. Microsoft Teams will ask for permission to use your camera and microphone before joining a meeting, please enable access.
2. A yellow/ green/ white light will turn on next to your camera when it is on.
3. On an iPad a green video call icon will appear on the top right section of the device.
4. Make sure no other applications are accessing your camera. Close other applications running in the background.
5. Confirm you have updated to the most recent version of Microsoft Teams on your device.
6. Try using the camera function in other apps like facetime or the camera app.
7. Close and reload Microsoft Teams or the browser.
8. Restart your computer or your device.