



Attachment C
Accessing Secure Platforms (for Clients)

Staff should send clients how to guides with instructions on how to access the secure email or telehealth platforms that client has opted into. These client resources are accessible on the BHRM website on the BHRM [Client and Family Welcome Page](#). Guides are available in English, Spanish, Tagalog, and Chinese. A preview of the guides is listed below.

Secure Email How To Guide

Emailing with your BHRM Staff
How Clients Can Access Secure Emails

1 Clients will receive a notification that they have received a secure email in their regular email inbox. Clients will need to access the BHRM secure email portal to view the full contents of the email sent by staff. Below are instructions on how to do this.

1 Open the email you receive from BHRM staff titled "Secure Messaging Notification"

2 Click the "View the message by clicking here" link.

3 The screen to the right will open. Type in your email address and click next. You will be prompted to set up a password.

4 You will be taken to the secure server and can access the secure emails sent by BHRM staff, including Telehealth appointment links sent via secure email.

It is recommended that you walk the client through accessing the secure email portal at least one time.

Telehealth How To Guide

How to Attend Your MS Teams Appointment

San Mateo County Behavioral Health and Recovery Services (BHRM) uses a HIPAA-compliant version of Microsoft Teams.

To ensure that you are using the HIPAA-compliant version of Microsoft Teams, please use the appointment link sent to you by your SMC BHRM provider.

There are multiple ways to access your MS Teams Appointment:

- 1) On your **computer**, by downloading the app. Click [here](#) to skip to this section (Page 2).
- 2) On your **computer** without downloading the app. Click [here](#) to skip to this section (Page 3).
- 3) On your **mobile device** (e.g., tablet or smart phone). Click [here](#) to skip to this section (Page 4).

Learn more about the features on MS Teams!

Click [here](#) to skip to the section of this guide that shows you how to:

- Turn your audio/video on and off (Page 5-6)
- Turn on your virtual background (Page 5-6)
- Use the chat feature (Page 5-6)

Click [here](#) if you want to learn how to:

- Share your screen (Page 7)

A screen shot, PDF, or link to the guide should be sent to the client prior to their telehealth appointment.

Guides are available for each of the authorized platforms. For an up-to-date list of authorized platforms, contact BHRM QM at HS_BHRM_ASK_QM@smcgov.org.

Using Your Smart Phone How To Guide

Android SMART Phone Cheat Sheet

What's On the Home Screen of an Android Phone?

Labels: Status bar, Notifications, Phone status, Current time, Widgets, App icons, Wallpaper, Folders, Home screen page index, Favorites tray, Phone app, Apps icon.

Guides are available for iPhone and Android Phones.