

Please be advised that virtual appointments for the ADHD Assessment Service are now being offered via Microsoft Bookings.

You will receive appointment details and joining instructions directly through the booking system to your email address prior to your appointment.

Below are instructions explaining how to use Microsoft Bookings.

For any further questions or if you require support please contact us on 01752 435452 or email: Livewell.adultadhdassessment@nhs.net

Patient Guidance

Whether you are joining us for the first time or just wanting a refresher this guide will walk you through how to join a virtual consultation. You can use a PC, Mobile or Tablet all of which is covered in the guidance below.

Finding your joining link:

When your virtual consultation has been booked in you should receive a text, email or both to remind you about the appointment and provide a link to join. It will look something like the examples below:

The image shows two examples of booking confirmation information. On the left is a text-based confirmation with a long URL. On the right is a screenshot of a Microsoft Bookings interface showing booking details for an 'Initial consult' on Tuesday, 21 April 2026, from 11:30 to 12:30.

Text-based confirmation:

Your booking with Livewell Digital Services Test on April 21 2026 11:30 am GMT Standard Time has been confirmed. Use this link to join https://visit.teams.microsoft.com/webrtc-svc/api/route?tid=37c354b2-85b0-47f5-b222-07b48d774ee3&convId=9:meeting_Y2ZhODhLOGEt-YTA5YS00ODQxLWI3YjctZDVkYTljYjliZjgw@thread.v2&oid=fb35009-4b4f-4b25-9417-bcf639161cdf&JoinWebUrl=https://teams.microsoft.com/join-meetup-join/

Microsoft Bookings interface:

Livewell Digital Services Test
020 711 1111

Hi Sammy Finnerty
Your Booking is confirmed.

Bookings details

Service Name	Initial consult
With	FINNERTY, Sammy (LIVWELL SOUTHWEST)
When	Tuesday, 21 April 2026 11:30 - 12:30 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

[Join your appointment](#)

Click or copy this link into your device of choice (PC, laptop, phone or tablet) and use it to join the consultation at the appropriate time.

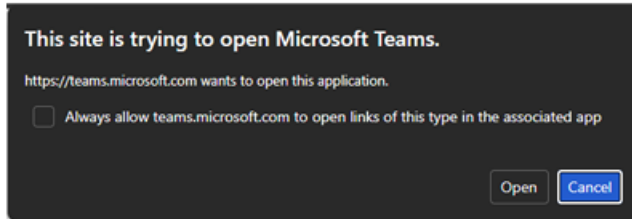
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PC or Laptop:

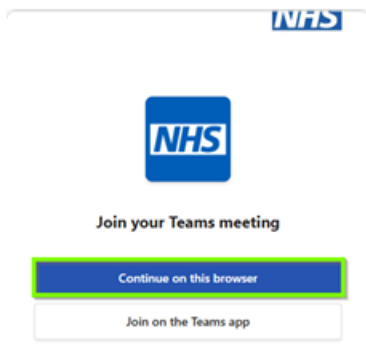
Find the link that has been sent to you via email or text and open it in your web browser of choice (Chrome, Edge, Firefox etc).

When opening it you may see this pop-up:

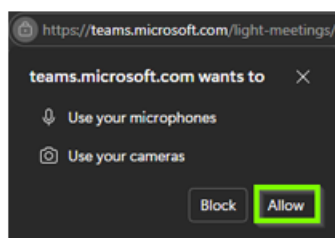


If you have the desktop app downloaded then you can click on open to join the meeting from the application, if you want to carry on with the web browser version click cancel.

Click on “Continue on this browser”



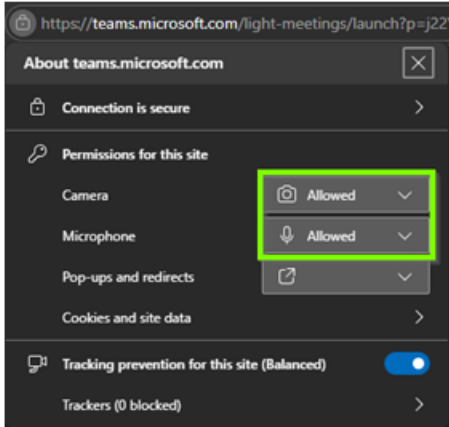
You may then have a pop-up to ask for permission for your camera and microphone, click “allow”



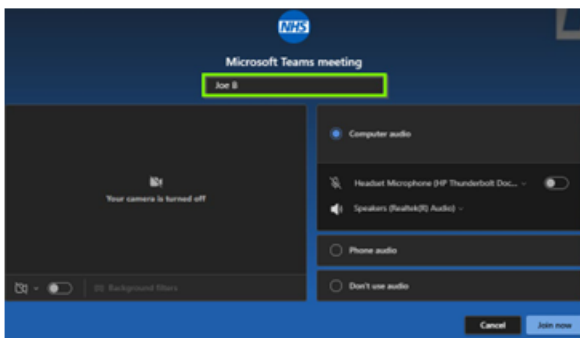
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If this doesn't appear or you don't have permission, click on the lock icon beside the link to access the permission settings, give permission for your camera and microphone like the image below.



Fill in your name we recommend your first name followed by the first initial of your Surname.



Finally, click join and you will be placed into a waiting lobby until a member of staff joins the call and allows you access.

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Mobile/Tablet:

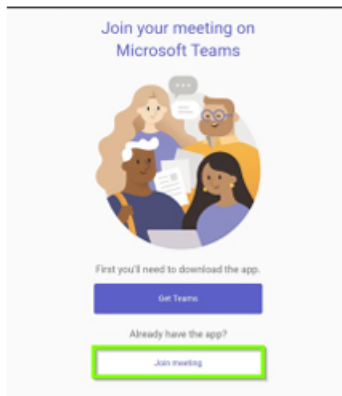
You can join on your mobile web browser or with the teams app, you can download it from the links below:

Android: [Microsoft Teams – Apps on Google Play](#)

Apple: [Microsoft Teams App - App Store](#)

You do not need to sign in or create an account to join your meeting.

If joining on a mobile device first find the link that has been sent across to you. This will be in your email or in a text message. Click on it and then you should see this page below click Join Meeting.



After clicking join, the team's meeting will open either in the web browser of app.

It will ask for permissions to be granted to use your devices camera and microphone and to make/manage calls allow all of these to be able to join the call.



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