

## Virtual Visits: Instructions for Desktop (Mac) - Chrome

**Note:** (If you don't have Google Chrome, use this link. <https://chrome.com> and install the free web browser. Once you have Chrome downloaded and installed, open the web browser.)



**STEP 1: Open email/calendar invitation** you receive from the clinic in Chrome .

**STEP 2: Click the "Click here to join the meeting" link** in email body 5-10 minutes prior to your appointment. Give yourself time to test the meeting connection.



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### Microsoft Teams meeting

**Join on your computer or mobile app**

[Click here to join the meeting](#)

[Learn More](#) | [Meeting options](#)

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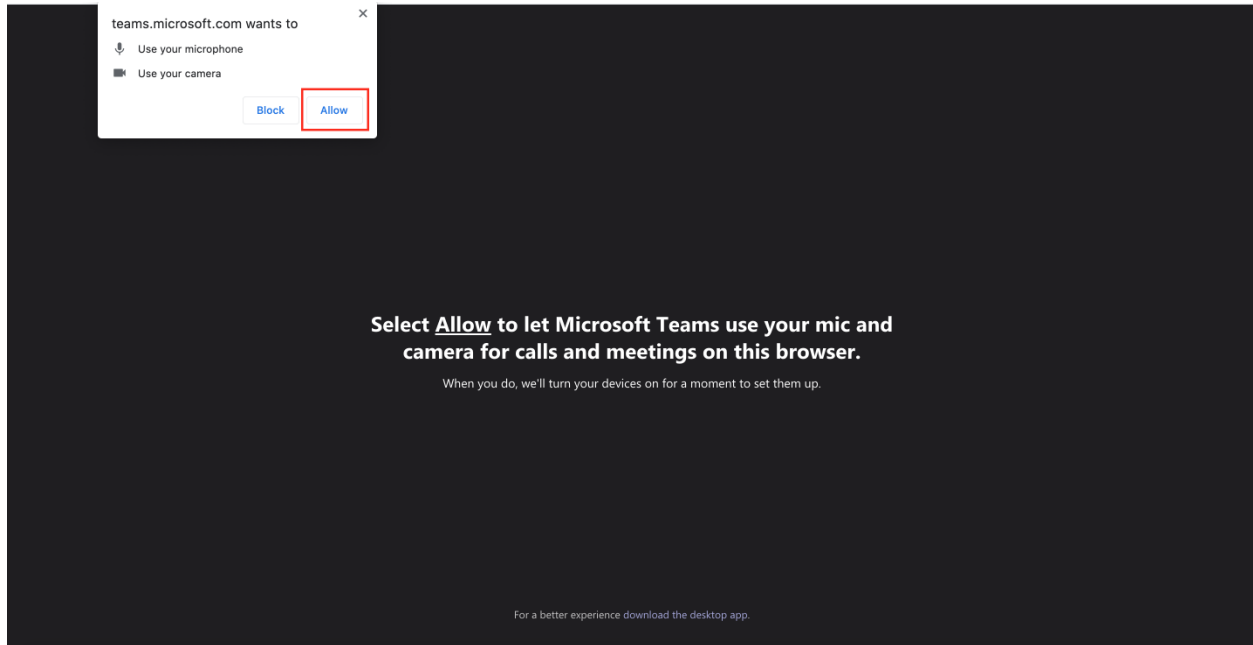
IMPORTANT: CLICK ON 'JOIN MICROSOFT TEAMS MEETING' ABOVE TO START YOUR VISIT!

**STEP 3:** Click on **Continue on this browser** like below.

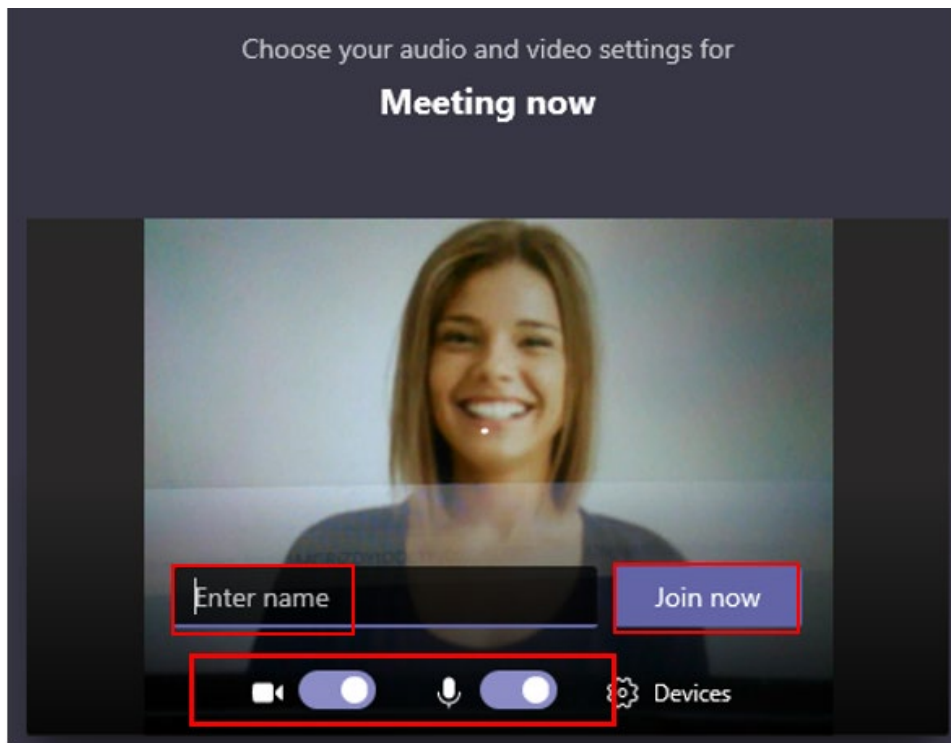
**How do you want to join your Teams meeting?**

- Download the Mac app**  
Use the desktop app for the best experience.
- Continue on this browser**  
No download or installation required.
- Open your Teams app**  
Already have it? Go right to your meeting.

**STEP 4:** if you are asked for access to your microphone or camera, click Allow.



**STEP 5:** Enter your **Name** (First and Last) and click **Join Now**. Make sure the camera and microphone toggled on (pictured below).



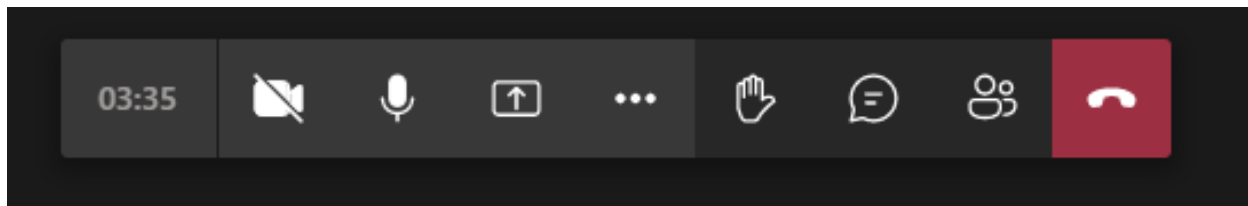
**Note:** If your camera is working and turned on you should see your cameras view at this time.

**STEP 6:** When you are in the virtual visit, you will see following message “Waiting for others to join...”.

Waiting for others to join...

**STEP 7:** Please wait and the MA or provider will be with you shortly.

#### Computer/Laptop Control Bar Key



- **Camera button:** turns on and off webcam
- **Microphone button:** turns on and off microphone
- **Square button with up arrow:** allows you to share your screen
- **Dialog icon/chat bubble:** allows you to type questions to the provider
- **Raise hand:** During a meeting, you can raise a virtual hand to let people know you want to contribute without interrupting the conversation.
- **Show conversation:** This opens a chat conversation on the right-hand side.
- **Show participants:** Press this button to see a list of all users that are on the current call.
- **Red box with phone:** Use this button to end the call (don't click until visit is over)