

Virtual Visits: Instructions for Desktop (PC)

STEP 1: Open email/calendar invitation you receive from the clinic. It will look similar to the screenshot below. All email programs and calendars look slightly different.

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.



Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

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

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

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

The screenshot shows the Microsoft Teams meeting join interface. On the left, the Teams logo is at the top, followed by the question "How do you want to join your Teams meeting?". On the right, there are three options in a list:

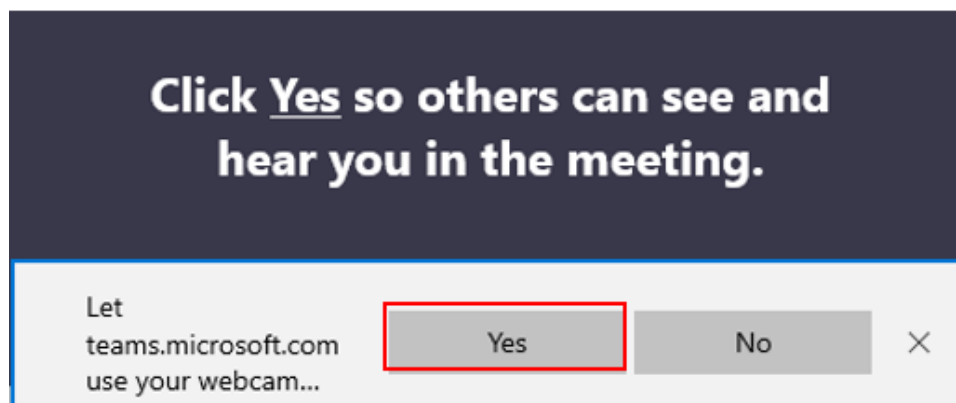
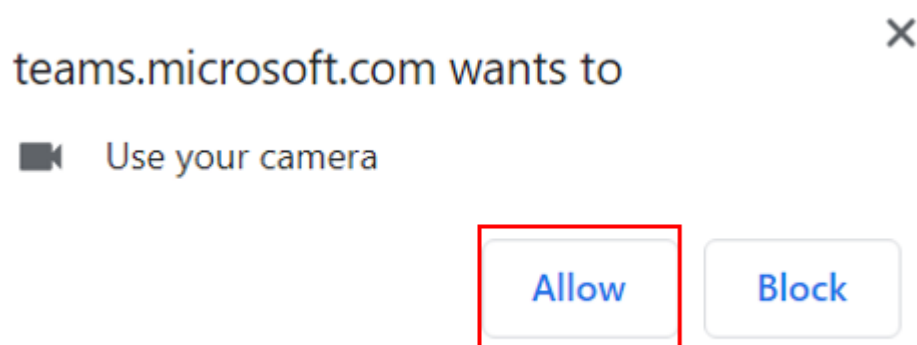
- Download the Windows app**: Use the desktop app for the best experience.
- Continue on this browser**: No download or installation required. (This option is highlighted with a red border in the image.)
- Open your Teams app**: Already have it? Go right to your meeting.

At the bottom of the screen, there are links for "Privacy and Cookies" and "Third-Party Disclosures".

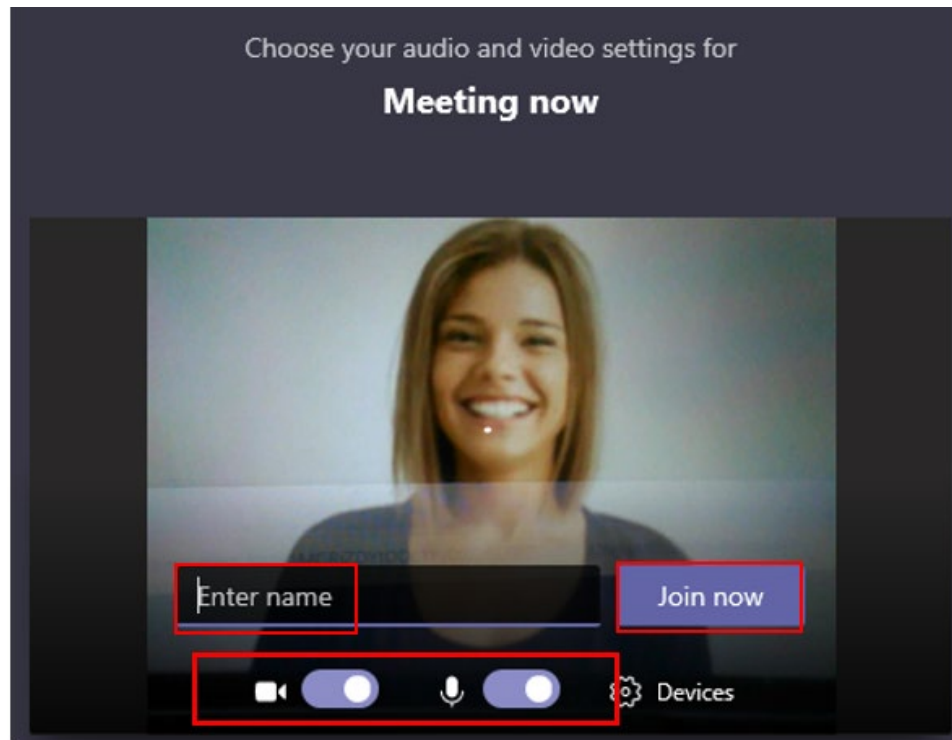
STEP 4: Click **Allow/Yes** to let Microsoft Teams to use your microphone and camera. This is necessary for your appointment to work. The message will look different depending on the internet browser you use (i.e. Google Chrome, Internet Explorer, etc.)

Select **Allow** to let Microsoft Teams use your mic and camera for calls and meetings on this browser.

When you do, we'll turn your devices on for a moment to set them up.

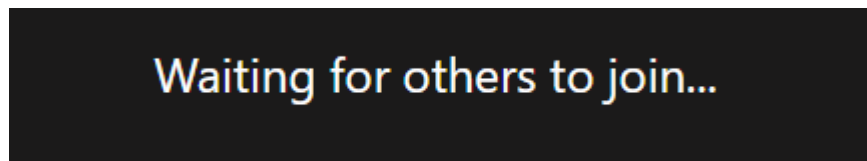


STEP 5: Enter your **Name** (First and Last) and click **Join Now**. Make sure the camera and microphone toggled on (pictured below).



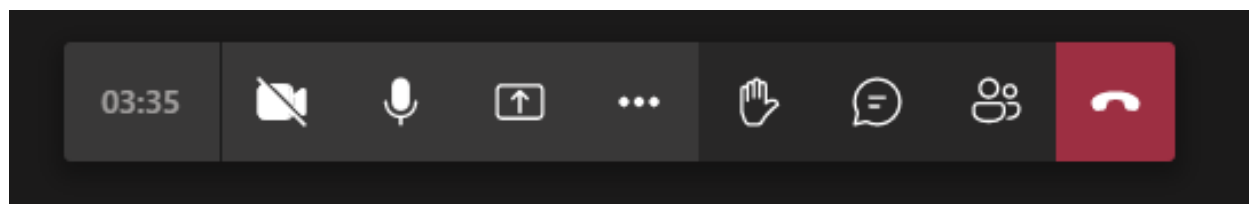
Note: If your camera is working and turned on you should see your cameras view at this time.

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



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)