PATIENT VIRTUAL VISIT
Microsoft Teams Application

Royal Victoria Regional Health Centre

If using an Apple or Android device, it is advised to install the **Teams Application** from your App store <u>the day before</u> your appointment. If using an Android device there is an option to launch from the browser (this is the best option). If Teams is already installed on your device please go to the "If Teams is already installed on your device" section below.

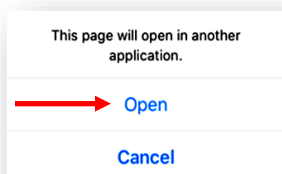1. Open your <u>**appointment email**</u> and click on **"Join your appointment"**
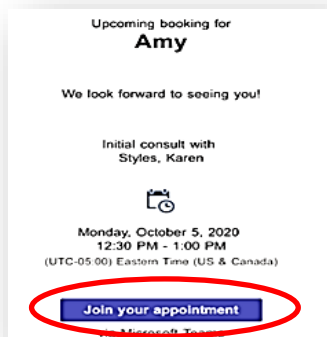
2. **Chrome** is the preferred browser to use; however, Safari will also work.
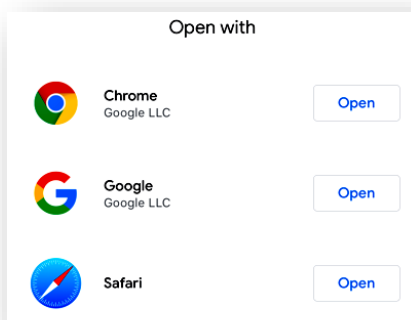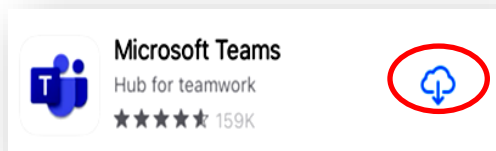
3. If you have <u>not yet installed</u> Teams click **"Get Teams"**.

4. Click **Open** (This will launch the Teams install page).

5. Click on the **cloud** button to download. Once installed **close** this screen and navigate **back to the email** to join the appoint-

* If you clicked on **"Join a meeting"** <u>before closing and going back to your email</u> a pop up will ask you to **"tap the link in the invite to join".** Press **"Got it"** and then **navigate to your email invite.**
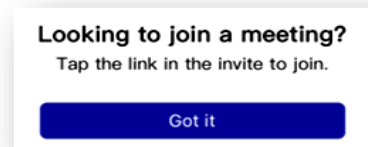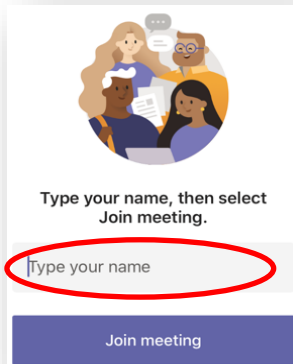
If your email <u>is blank,</u> hit the **back arrow to return to the email list and click on the email invite again. This should repopulate the email with the meeting link.
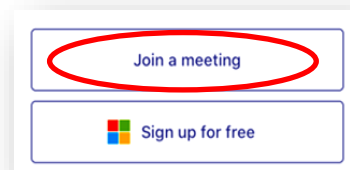
If Teams is already installed on your device:

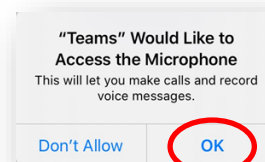1. Open the email invite for the appointment and click "**Join your appointment**"
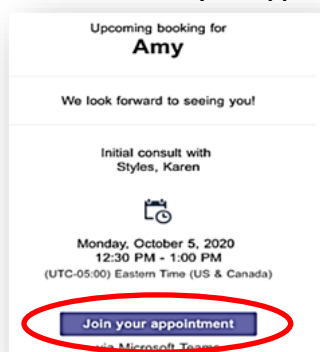
2. **Type your name** and click on **"Join meeting"**

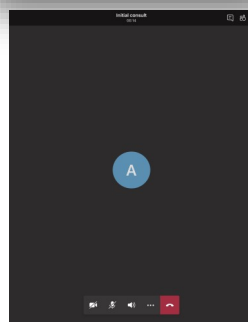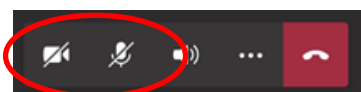3. Click on **"Join a Meeting"** again

4. Click **"OK"** for Teams to use your devices microphone & camera

5. Now you are connected and your screen should look like this …

6. If you have the camera and microphone settings to <u>**off**</u> (line thru the camera and microphone) please turn them both on by **clicking on the camera and microphone icons at the bottom of the screen**.

7. Once the Physician connects you should be able to <u>see them</u> and <u>hear them</u>

8. Once your appointment is over click on the **red receiver** icon to end the call.