Virtual visits via desktop
Step 1

Open the email and click “Join Microsoft Teams Meeting”.
Step 2

Click “Join on the web instead.”
Step 3

Make sure the toggles for your camera and microphone are both on. You may have to wait until your provider opens the meeting to join. Click “Join now” to join.

If your browser asks for permission for Teams to use your camera and microphone, click “Allow.”
Step 4

You have now joined the visit! When done, simply click the red phone icon to end the call.
Using the mobile app
Step 1

Open the email for the meeting and click “Join Microsoft Teams Meeting” to download the app.
Step 2

Click the Google Play or App Store button and install the app.
Step 3

Install the app.

If you already have teams, you will see the cloud icon, otherwise, click the button labeled “Install.”
Step 4

Open the app.
Step 5

Click “Join as a guest.”
Step 6

Make sure you allow the app to record audio. Your session will not be recorded, this will simply allow the app to use your microphone.
Step 7

Now you’re in! As soon as your provider starts the meeting, you can begin the visit.

Make sure that the microphone and sound symbol do not have slashes through them, because that will prevent you from hearing, and your provider from hearing you.
Step 8

When the call is over, press the red phone icon to end the visit.

**NOTE:** Make sure that there are no slashes through the camera or microphone icons. In this screenshot, the camera and microphone are both off so the provider cannot see or hear their patient.