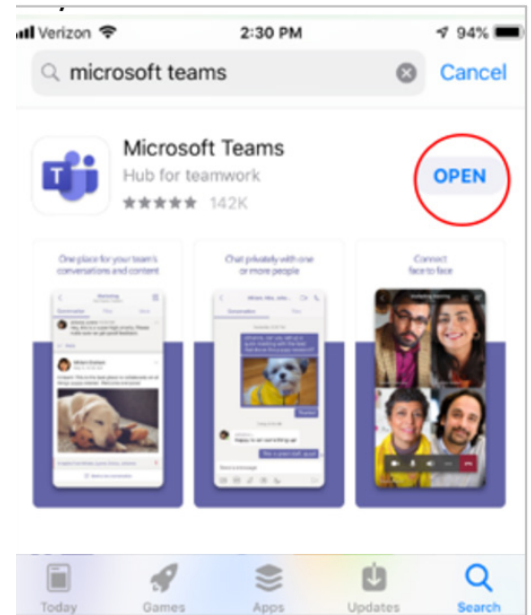


# VIDEO CHATS VIA MICROSOFT TEAMS

Thank you for scheduling a video chat with your loved one! To provide you with a better video chat experience, below are some tips and guidance in using Microsoft Teams.

## Joining on a mobile device (smart phone or tablet):

- Please download the Microsoft Teams app to your device. Go to the App Store (iPhone) or Google Play Store (Android) and search “Microsoft Teams” to download the app.
- It is not necessary to create a profile or take any other action in the Microsoft Teams app until the day of the appointment when you click the link to join the chat.
- For more information on utilizing the Microsoft Teams app on a mobile device, visit <https://support.microsoft.com/en-us/office/join-a-meeting-without-a-teams-account-c6efc38f-4e03-4e79-b28f-e65a4c039508#IDOEBAAB=Mobile>



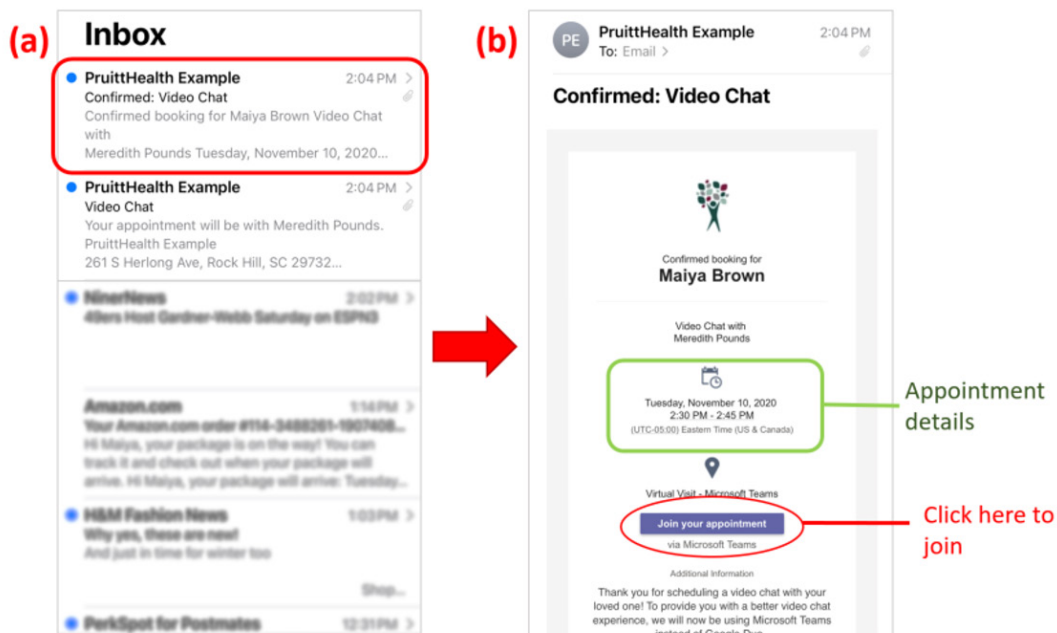
## Joining from a desktop or laptop computer:

- Simply click “Join Appointment” in the confirmation email, and the video chat will open in a new tab.

## At the time of the video chat:

Go to the confirmation email (screenshot (a)) with subject “Confirmed: Video Chat”

- A confirmation email and calendar invite are both sent automatically at the time the appointment was booked
- Click “Join your appointment” (screenshot (b))
  - Microsoft Teams will automatically open and bring you to the chat

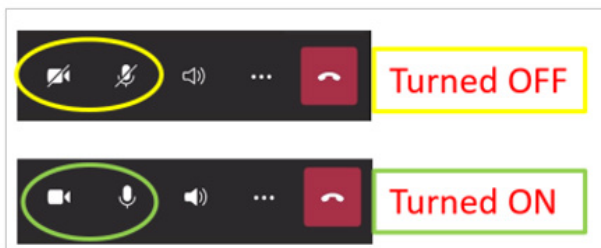


## After joining the video chat:

- You will be placed in the “lobby” until the health care center admits you into the call.



- Check that the camera and microphone are both turned ON.



- If you are prompted to give access to the camera or microphone, click “OK.”

