

Read all of the instructions to prepare and connect to your Virtual Visit using your computer.

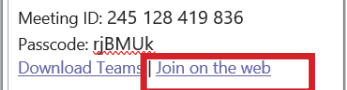


If you have not tested your computer, you must complete that step before proceeding. Follow the steps on the Quick Reference Guide or the video **Test Your Computer**. <https://mbtelehealth.ca/patients/>

Once your computer test is successful, review the following steps or watch the video **Connect by Computer** and make sure you connect at least 15 minutes before the start time on the day of your visit.

- ! • You must use **Google Chrome** in order to connect from your computer.
- ! • Always use **Microsoft Teams (Teams by MBT)** in an appropriate and confidential location.

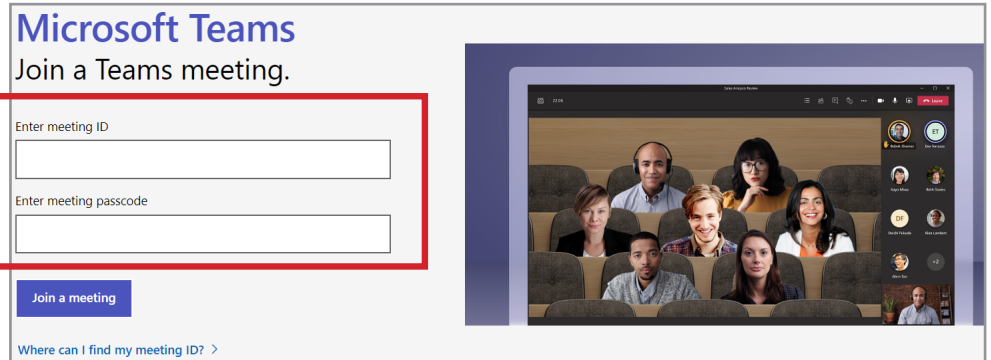
- 1 Go to the Virtual Visit email that you received from the clinic and in the body of the invite, click on the **Join on the web** link.



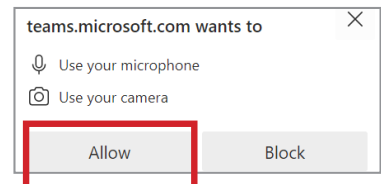
You will use the **Meeting ID** and **Passcode** in the next step.
(If you do not see the email, check your Junk folder.)

- 2 Enter the **Meeting ID** and **Passcode** from the meeting invite.

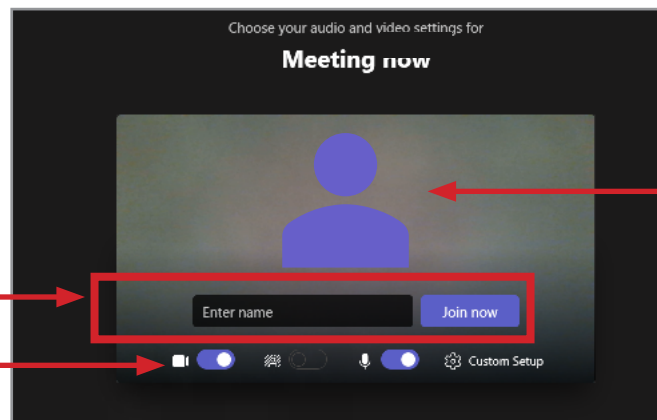
Each meeting has a unique ID and passcode so make sure you are using the correct meeting invite for the date and time of the appointment you are connecting to.



- 3 If you get this message asking to use your microphone and camera, click **Allow**.



- 4 Enter your first and last name, and then click **Join now**.



You should see yourself on the screen if your camera is on.

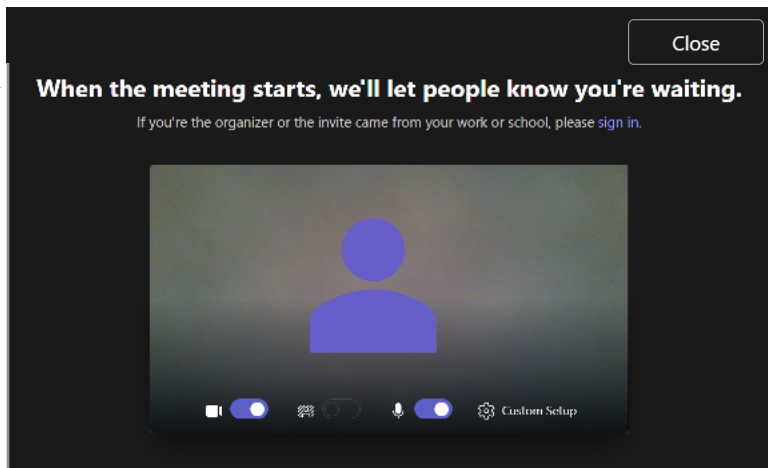
These buttons should be "on" (purple).



You may not be able to turn your camera and microphone on until the provider is connected. If you are still having problems, view the Troubleshooting section at the bottom of the next page.

5 If you connect before your provider, you will see this message. Your provider will connect with you as soon as they are ready to start your appointment.

⚠ Please be patient, your provider may have a previous appointment that is taking longer than expected.

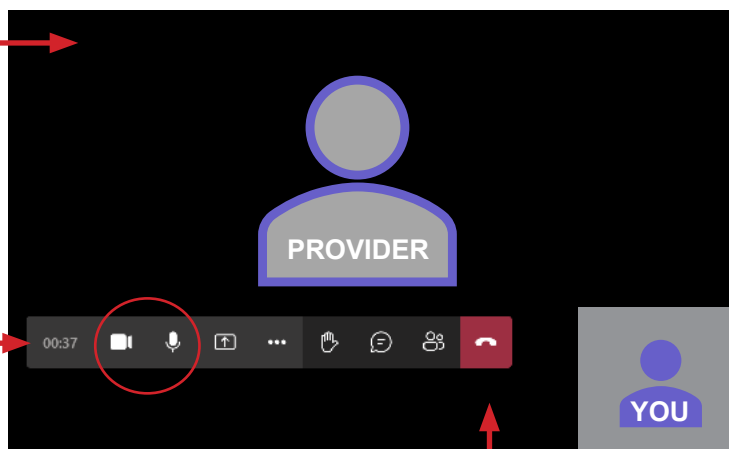


6 This is how it looks once the provider connects with you.

You will see them on your screen and you will see yourself in the bottom right corner.

Make sure your camera and microphone are on.

Move your mouse and this toolbar will re-appear.



7 Click the red phone receiver to end your call.

⚠ Troubleshooting

Minimum System Requirements

- PC with Google Chrome
- access to high speed internet, webcam and headset

OR

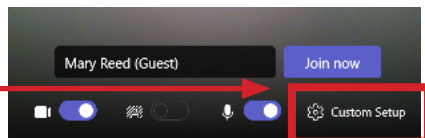
- IOS or Android device (smart phone or tablet)
- smartphone/tablet mic and speaker

Dropped call If you receive a message that your call was disconnected, click the purple **Rejoin** button.

Camera/Mic settings

1

Click on the **Custom Setup** icon which will open a new window on the right.



2

Pick a microphone and camera from the drop-down fields.

