

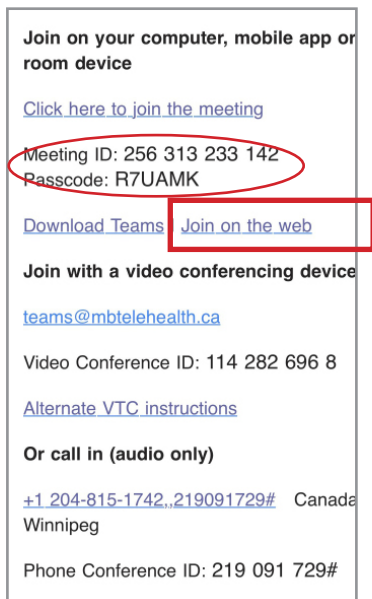
Read all of the instructions to prepare and connect to your Virtual Visit using your Smartphone.

(Images and wording will be slightly different when using an Android device, but the steps are the same)

⚠️ Connect to your virtual visit at least 15 minutes before the start time on the day of your visit.

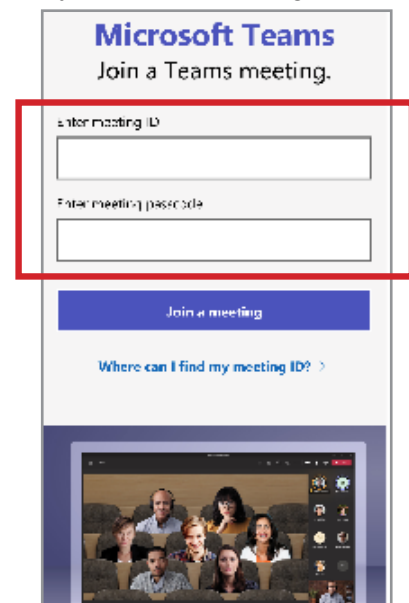
**1** Go to the Virtual Visit email that you received from the clinic and in the body of the invite, click on the **Join on the web** link.

You will use the **Meeting ID** and **Passcode** in the next step.



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

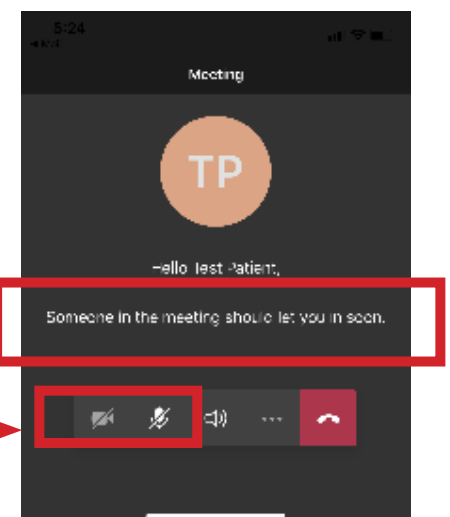
Each meeting has a unique ID and passcode so make sure you are using the correct meeting invite for the date and time of the appointment you are connecting to.



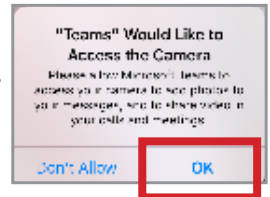
**3** If you connect before your provider, you will see this message and your provider will connect with you when they are ready to start your appointment.

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

You will not be able to turn on your camera or unmute your microphone until the provider connects to you.



**4** Tap **OK** or **Allow** to any messages prompting you to use your camera or microphone.



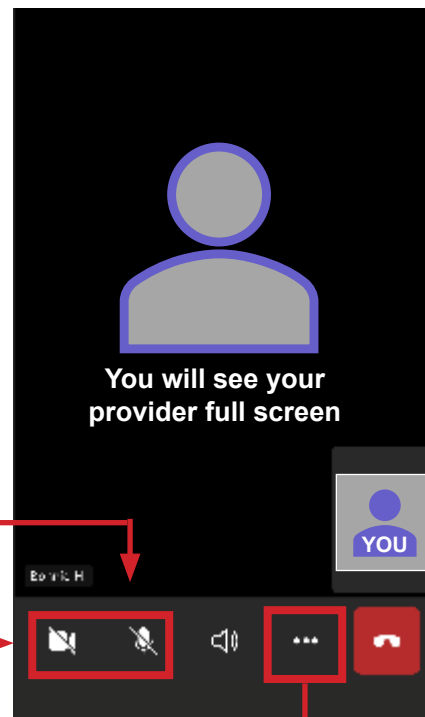
**5** When the provider connects, you will see them on your screen.

**6** Tap the **Camera** and **Microphone** to turn them on, so they can see and hear you.

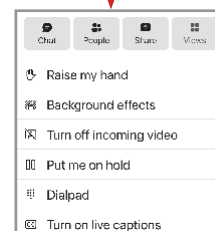
**7** Press the red phone receiver to end your call.

Tap your screen to show toolbar

Camera & Microphone



End Call



**BE PRIVACY-WISE** Always use Teams by MBT in an appropriate and confidential location.

## ⚠ Troubleshooting

### Minimum System Requirements

- 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.