


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

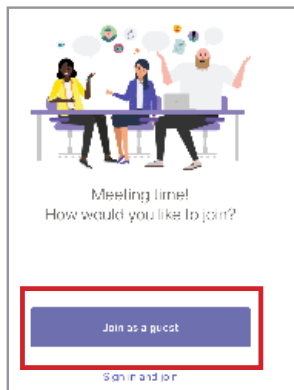
(Images and wording will be slightly different when using an Android device, but the steps are the same)

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

- 1 Download the Microsoft Teams app  from the app store.
- 2 Go to the Virtual Visit email that you received from the clinic and tap the **Join Microsoft Teams Meeting** link. (If you do not see the email, check your Junk folder.)

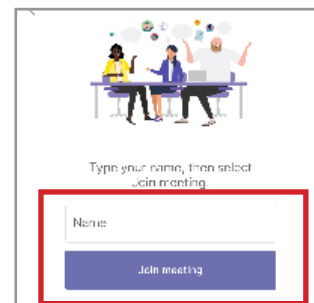
3

Tap **Join as a guest**.



4

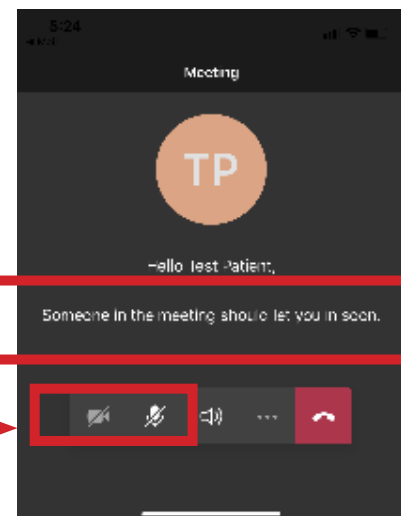
Enter your first and last name and tap **Join meeting**.



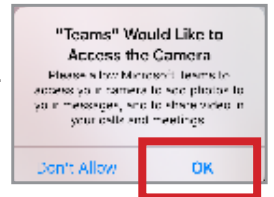
- 5 If you connect before your provider, you will see this message and your provider will connect with you when they are ready to start your appointment.

ⓘ 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.



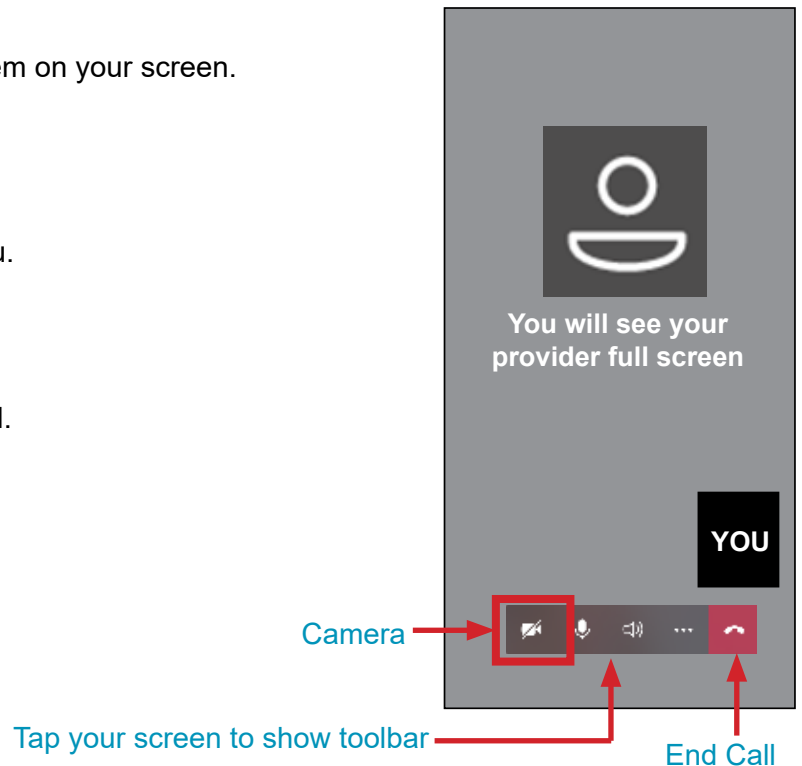
6 Tap **OK** or **Allow** to any messages prompting you to use your camera or microphone.



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

8 Tap **Camera** to turn it on so they can see you.

9 Press the red phone receiver to end your 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.