


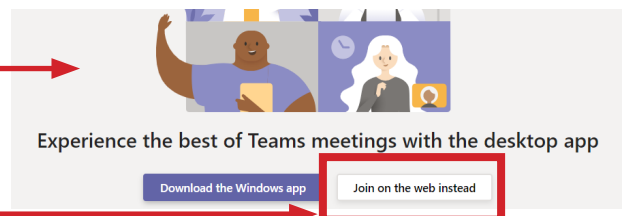
The 1st step in preparing for your Virtual Visit is to test your computer at least 1 day before your visit. Follow the steps below, or watch the video that can be found on our website.

<https://mbtelehealth.ca/for-patients/>

 You must use Google Chrome in order to connect from your computer.

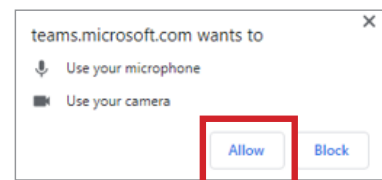
**1** Go to the Virtual Visit email that you received from the clinic and click on the **Join Microsoft Teams Meeting** link (If you do not see the email, check your Junk folder).

**2** That will open a webpage where you will see this screen.

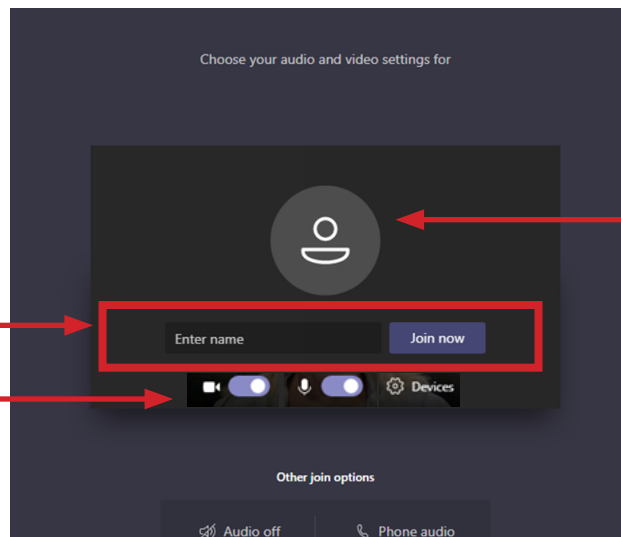


**3** Click on **Join on the web instead**.

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



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



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

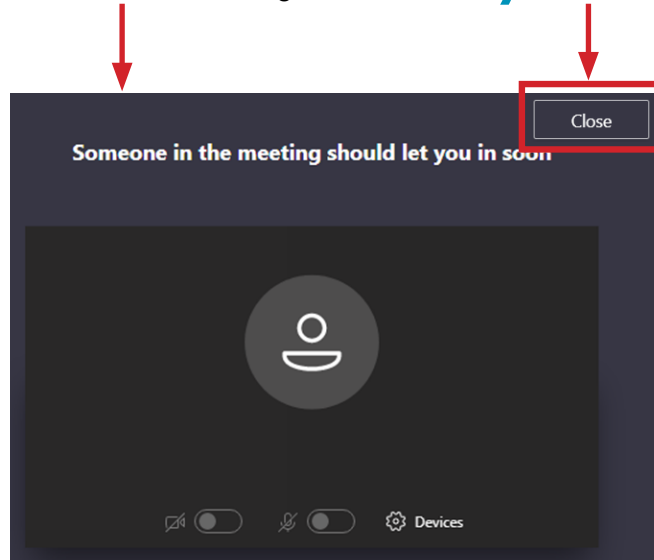
These buttons should be "on" (purple).



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.

**6** If you see this window, your connection is working.

**7** Click **Close**.



**8** Your testing is now complete. On the day of your Virtual Visit, review the Quick Reference Guide or video **Connect by Computer** and make sure you connect at least 15 minutes before the start time. All of our training material is available on the **For Patients** tab of our website.

<https://mbtelehealth.ca/for-patients/>

## Troubleshooting

### Minimum System Requirements

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


OR

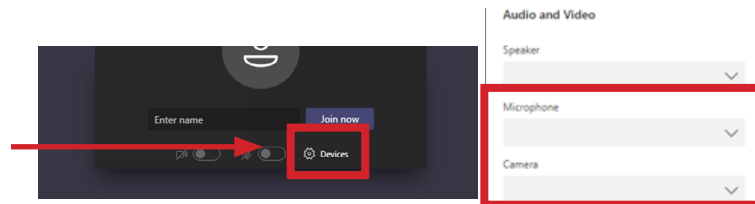
- IOS or Android device (smart phone or tablet)
- smartphone/tablet mic and speaker

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

### Camera/Mic settings

**1**

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



**2**

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