

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/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 in the body of the invite, click on the **Join on the web** link.

Meeting ID: 245 128 419 836
Passcode: rjBMUk
[Download Teams](#) | [Join on the web](#)

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.

Microsoft Teams

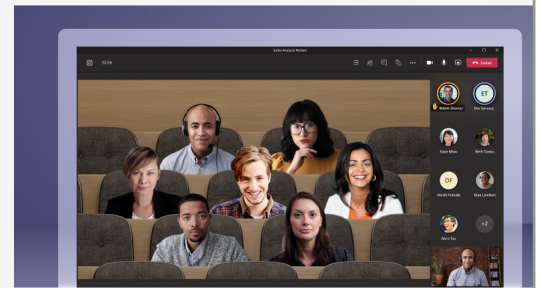
Join a Teams meeting.

Enter meeting ID

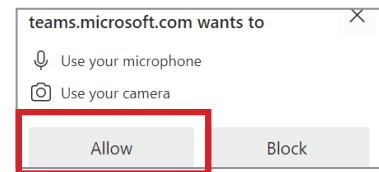
Enter meeting passcode

[Join a meeting](#)

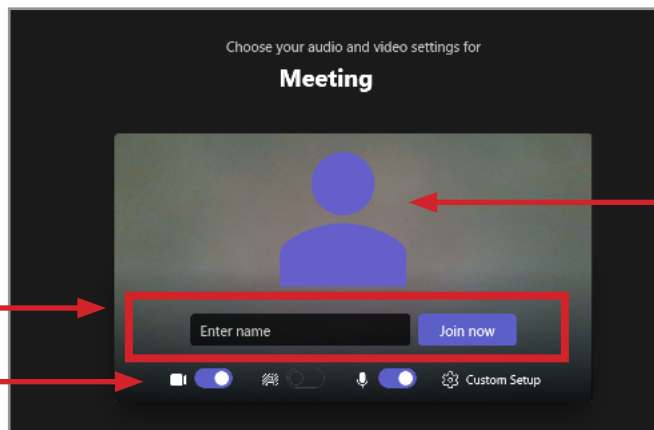
[Where can I find my meeting ID? >](#)



- 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.

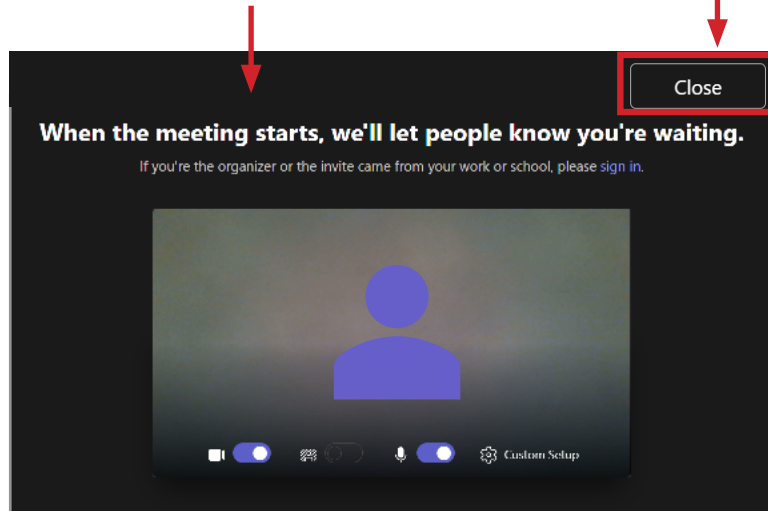
These buttons should be "on" (purple).



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 see this window, your connection is working.

6 Click **Close**.



7 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 **Patients** tab of our website.

Troubleshooting

Minimum System Requirements

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


OR

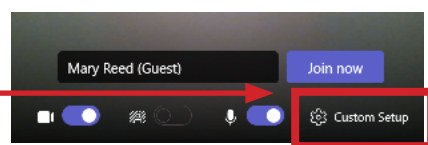
- IOS or Android device (smart phone or tablet)
- smartphone/tablet mic and speaker

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.

