Shared health Soins communs Manitoba

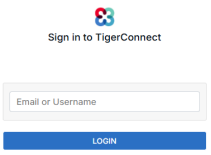
TigerConnect
Place a Video Call - WoW

Service Desk 204-940-8500 Option 4, Option 1
or toll-free 1-866-999-9698 Option 4, Option 1

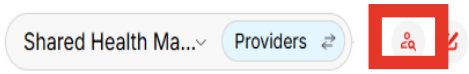
Prior to starting a video call:

- **If you have logged into the WoW with Tap N Go and plan to use TigerConnect for a video and/or Audio call, press esc key on the keyboard to log out and then the WoW will automatically log back in.**
- **Disconnect any other video calls you are connected to on your desktop**

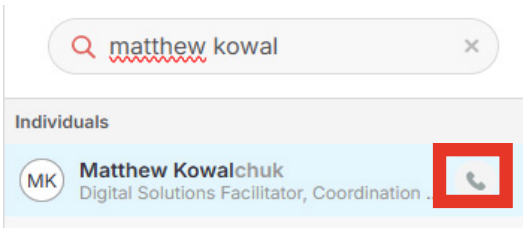
1. Log into TigerConnect.



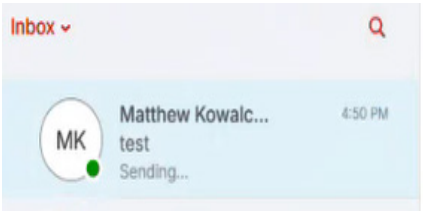
2. Click **Directory Search.**



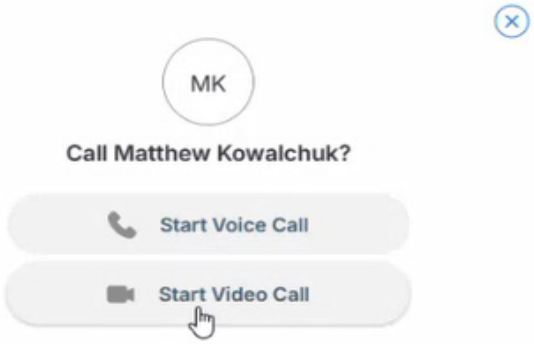
3. Type in the full name in the **Search** field, confirm you have the correct person and click the **Phone** icon.



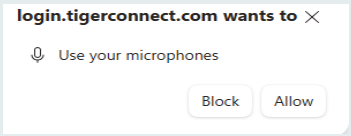
If you have a chat started with the person you are calling. Find the person in your **Inbox** and click the **Phone** icon by their name with in the chat.

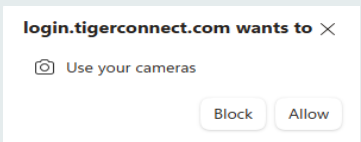


4. Click **Start Voice or Video Call**.



Note if this is your first call you will have to allow access to your mic and camera





If the provider reports there is no voice or video during the call both sides need to hang up and reconnect