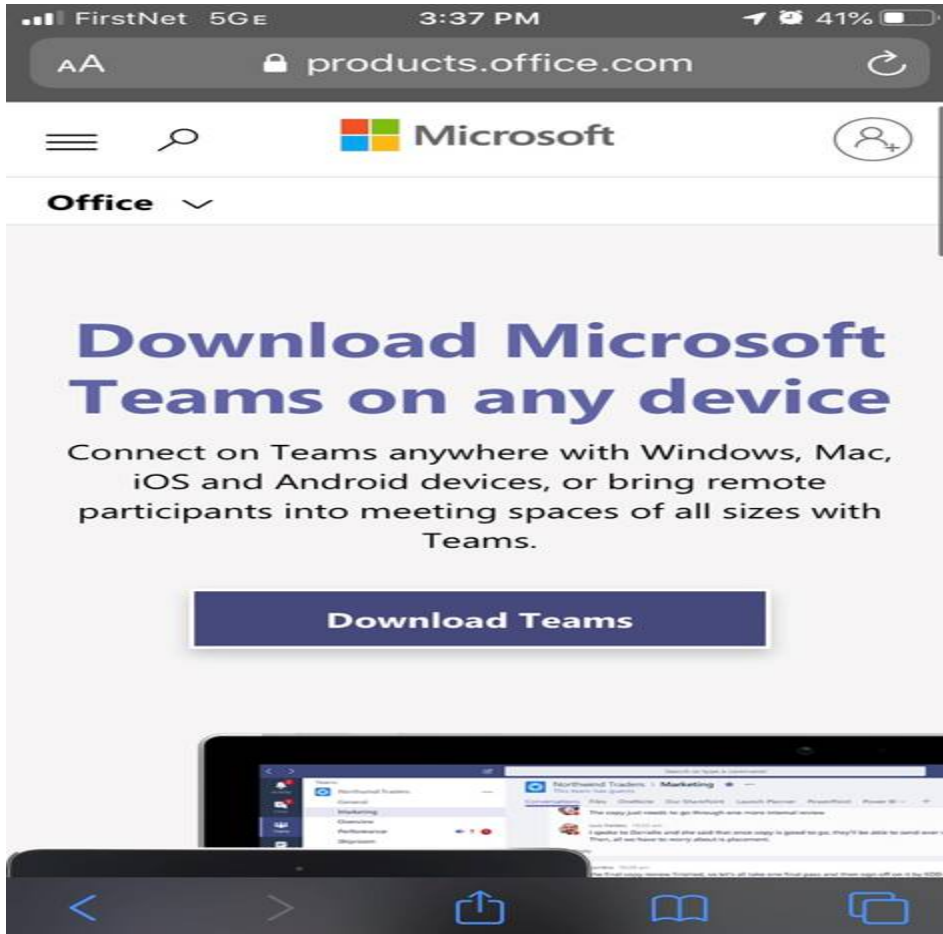


### Directions for what the patient/family

1. To join the visit, you will first need to download the Teams app on your mobile device (either iOS or Android). If you already have Teams on your device skip to the next step. You can find it by following the link below:  
<https://products.office.com/en-us/microsoft-teams/download-app>
  - a. You will see a screen like the image below:



- b. Click on the purple “Download Teams” button and it will redirect you to your app store to complete the install. Install it as you would any other app.
    - c. Allow Microsoft Teams access to camera & microphone as you will need this for the visit
    - d. After the install is complete DO NOT sign in or create an account, simply return to the calendar invite you received for the visit.

Capling, Heidi,  
to me

9:23 AM

Mar  
**17**  
Tue

### Test

[View on Google Calendar](#)

When Tue Mar 17 9:30am – Wed Mar 18, 2020 10am (CDT)

Where Microsoft Teams Meeting

Who Capling, Heidi,\*

Yes Maybe No More options

### Agenda

Tue Mar 17, 2020

*No earlier events*

9:30am Test

*No later events*

### Join Microsoft Teams Meeting

[+1 816-301-7394](tel:+18163017394) (Toll)

Conference ID: 474 687 31#

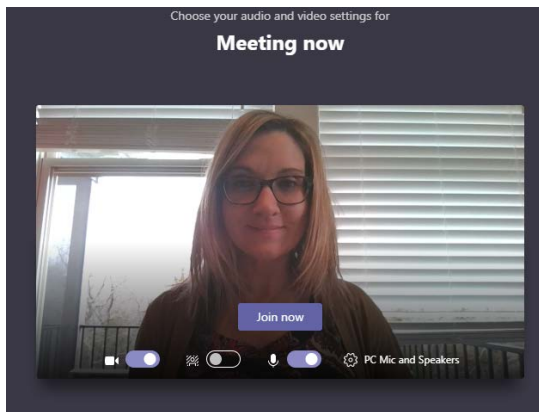
[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

Join with a video conferencing device

[853585975@t.plcm.vc](tel:853585975@t.plcm.vc) VTC Conference ID: 1160275838

[Alternate VTC dialing instructions](#)

2. Click on the link that says, "Join Microsoft Teams Meeting" This will launch the Teams app and bring you to a join meeting screen similar to the one below:



- a. Note that you have the option to turn off your camera and microphone, please make sure the slide next to those options is blue for on so that you can be seen and heard in the visit.
- b. Click "Join now" to join the visit. If the Clinician is not available yet you may be in a virtual lobby, just wait and you will be admitted to the call.
- c. If your video feed is pixelated, or you are having difficulty, you can turn the camera off on your end to help with the quality of the call.