

You are invited to a virtual visit on Teams by a healthcare professional. Here are the steps to follow to prepare for your visit.

You don't have to create an account or subscribe to use the Teams application.

STEP 1 – Before the virtual visit

To be admitted to the virtual visit, you must:



Have a stable Internet connection.



Have an email address.



Be comfortable using technology (or have someone assist you)



Have one of the following devices: computer with webcam **or** tablet **or** smartphone.

To attend the meeting:



It is recommended to use a headset or headphones with a microphone.



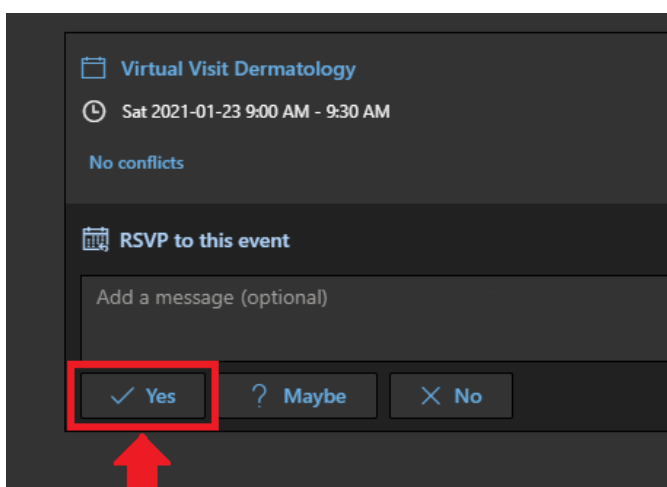
Please download the Teams application on your device prior to the virtual visit.

For a computer, the application can be downloaded online ([Microsoft Teams](#)*). For a mobile device, the application can be downloaded on the *App Store* or *Google Play*.

Receiving the email invitation

The email invitation could look differently depending on the email application you are using.

1. Check the date and time of your appointment indicated in the email invitation.
2. Accept the invitation to confirm the appointment.



In some email applications, when you accept the invitation, **the email disappears and the invitation is added directly to your calendar**. In this case, the information is no longer available in your inbox. You will find the details of your appointment in your calendar.

STEP 2 – Connect to the virtual visit

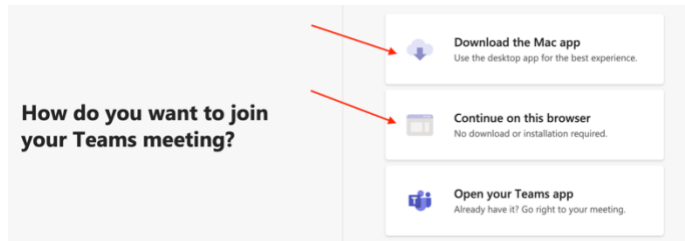
1. A few minutes before the virtual visit, open your email invitation or the appointment on your calendar, and click on the link [Click here to join the meeting](#).



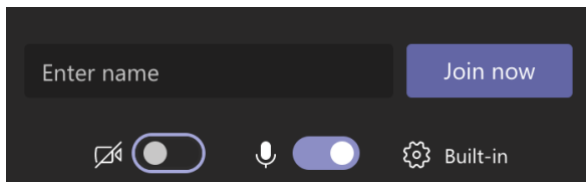
Using a computer

! You do not have to download the application before the virtual visit.

You have the option to download the application or continue on your Web browser.



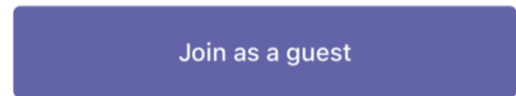
2. The meeting will open automatically.
3. Write your first and last name and click on **Join now**.



Using a mobile device

! Ensure the application is downloaded before the meeting.

2. Click on **Join as a guest**.



3. Write your first and last name and click on **Join meeting**.

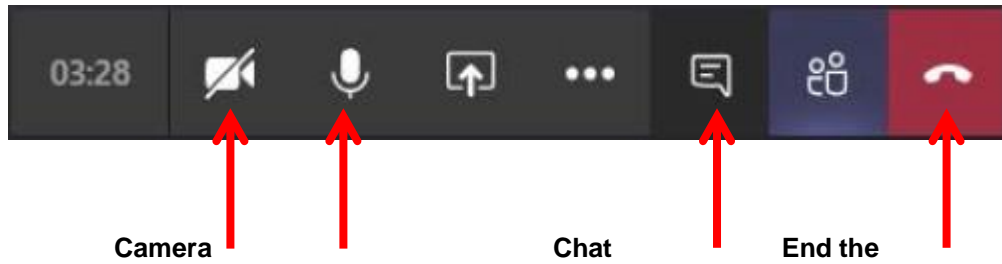
Type your name, then select
Join meeting.

Note: Based on the settings of your computer or mobile device, you may see a window appear asking you to authorize the use of your microphone and camera.

4. You will arrive at the meeting screen. **Three situations are possible:**
 - Your healthcare professional is already connected and is waiting for you. The virtual visit can begin.
 - You are the first to connect. You have to wait until your healthcare professional joins you.
 - You arrive in a virtual waiting room. When your healthcare professional arrives, they will admit you to the virtual visit. If you are not admitted in 30 minutes, you will automatically be disconnected. In this case, join again from the link in your email invitation.

STEP 3 – During the virtual visit

Here are the **main features** you can use:



For more tools or to watch tutorials on how to use Teams, please consult the Quebec TeleHealth Network website.

<https://telesantequebec.ca/>