

Your health professional invites you to a virtual visit using Microsoft Teams. Here are some tips on how to make this virtual visit a positive experience.

You do not need to create an account to use Teams.

STEP 1 – Before the virtual visit

In order to attend a virtual visit, you will need :



Access to high speed Internet



Ability to use technology (or someone to assist you)



Email address



One of the following device: tablet, smartphone or computer with camera, speaker and microphone.

For a better experience:



Use a headset.



Download the Teams app on the device you will use for your virtual appointment.

If you are using a computer, the app is optional. If you are using a mobile device, the app is available on Google Play or the App Store.*

Invitation email

1. In the email you received, check the date and time of the virtual visit and confirm if you will be attending.
2. Test the link **Join the Microsoft Teams Meeting** to make sure everything is all set for your virtual visit.

[Rejoindre la réunion Microsoft Teams](#)

En savoir plus sur Teams | Options de réunion

Test the technological equipment

It is possible to test the operation of parameters such as sound, video and Internet connection before participating in a virtual meeting. [Click here](#) to access a page to perform these tests.

Need help?

A provincial telehealth support service is available to assist you as needed. Visit the [Technological support for patients](#) page for contact information.

*Download Link : <https://www.microsoft.com/fr-ca/microsoft-365/microsoft-teams/download-app>

STEP 2 – Join the virtual visit

1. A few minutes before your virtual visit, open your invitation email or the event in your calendar and click on the link to Join the Microsoft Teams Meeting.

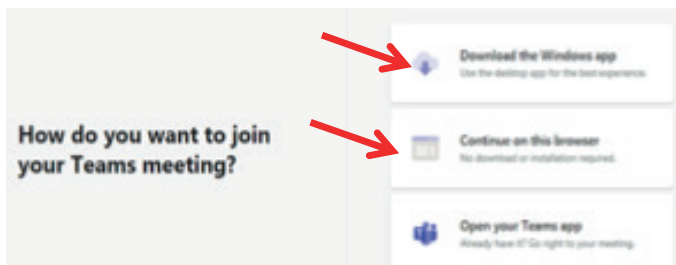


Computer

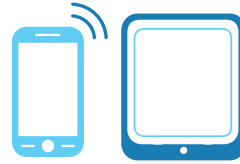
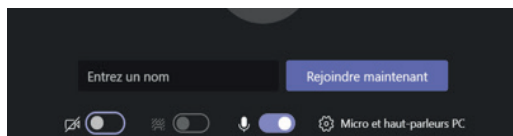


You don't need to download the Teams application before your appointment.

You will have the option to either download the app or continue using your browser.



2. The meeting will open automatically.
3. Enter your full name and click **Join now**



Mobile device



Make sure you installed the Teams application before your appointment.

2. Choose Join as a guest.

Se joindre en tant qu'invité

3. Enter your full name and click **Join now**

Saisissez votre nom, puis sélectionnez Se joindre à la réunion.

Louis Roy

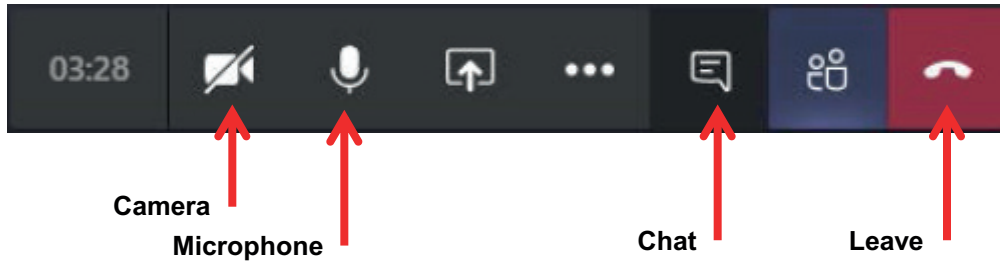
Se joindre à la réunion

Note : Depending on your computer or mobile device settings, a pop-up window may appear asking for permission to access your microphone and camera.

4. You're now in the meeting room or lobby. You may encounter one of the following scenarios:
 - The health professional is already waiting for you in the meeting room. In this case, the virtual visit will start immediately.
 - You joined the meeting first and must wait for the health professional to join the meeting.
 - You entered the virtual lobby where you must wait until the health professional admits you. If no one admits you to the meeting within 30 minutes, you will be removed from the lobby. If that happens, you can try joining again using the same link.

STEP 3 – During the virtual visit

Here are the main features you can use during your virtual visit.



Consult the
Québec TeleHealth Network
website for all available documents and tools.