Virtual visits

Patient troubleshooting checklist

To help make your appointment smooth, we've created a quick troubleshooting checklist. If you're having trouble joining your visit, this guide can help you check a few common issues. Most of these are easy to fix—and you don't need to be tech-savvy to follow along!

If you're experiencing issues joining the virtual visit:

Make sure your device is connected to the internet

Is your mobile data or Wi-Fi working properly? Try opening a website to confirm your connection.

Sign out of any existing accounts

Are you logged into the **right account?**

If you're using Microsoft Teams, make sure you're signed out of any personal or work accounts that might interfere.

Click the correct link for your appointment

Is the link for the **right date and time?**

Double-check that you're using the link provided in your email or text message.

Use a supported browser

Are you using a **supported web browser**?

Microsoft Teams works best on Google Chrome or Microsoft Edge.

Check that your Teams app is up to date

Is your app running the **latest version**?

If you're using the Teams app, open it and check for updates.

If you cannot hear your health care provider:

Check the volume on your device

Is your **device on mute**?

Find the volume button on your computer or phone and double-check.

Check your audio settings in Teams

Is your **speaker** correctly set up?

In the Teams meeting click on More > Audio settings and check the 'Speaker' section.

If your health care provider cannot hear you:

Check your audio settings in Teams

Is your **microphone** correctly set up?

n the Teams meeting click on More > Audio settings and check the 'Speaker' section

If you're still having trouble, contact your health care provider or health clinic using the contact information provided in your invitation.













