

# Virtual visits

## Patient troubleshooting checklist

If you're having trouble joining your virtual visit (video call), 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 (cell phone, tablet, laptop or computer) is connected to the internet

Is your cell phone's 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

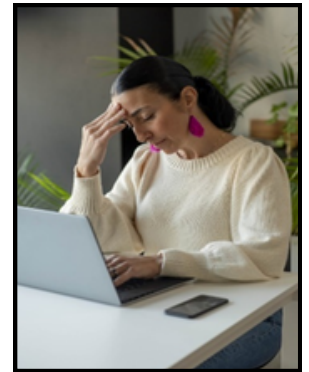
Are you using a **supported web browser?**

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 (cell phone, tablet, laptop or computer desktop)

Is your **device on mute?**

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

#### Check your audio settings on the Microsoft Teams video call

Is your **speaker** correctly set up?

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

### If your health care provider cannot hear or see you:

#### Check your audio settings in Teams

Is your **microphone** correctly set up?

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

If you're **still having trouble**, use the dial in numbers below the meeting link and the meeting ID and Passcode, or contact your healthcare provider or health clinic using the contact information provided in your invitation.