

Joining a Virtual Care Microsoft Teams Meeting

Step 1 – Before the Virtual Care Appointment

What You will Need



A device such as a computer, tablet or smartphone with a camera, speaker, and microphone.



Access to private, reliable, and secure internet connection.
(Public Wi-Fi is not recommended)



Appointment link from your healthcare provider.



Familiarity with the technology (or have someone to help you).



A quiet, private, and well-lit space for your appointment.

 **Important:** You do **NOT** need a Teams account to join a Teams meeting. If you do have a Teams account, you **must** join **without** signing into your account.

Tips for a Good Appointment

- Contact your healthcare providers or clinic directly if you need to cancel or reschedule.
- Let your healthcare provider know if you would like to extend the invitation to a family member.
- Phone the **Digital Health Support Desk**, at 1-844-870-4756, to arrange and take part in a practice meeting.
- Have the following on hand for your appointment:



Your health card (BC Services or Care Card)



Access to a telephone if there is a problem and the phone number of your healthcare provider or clinic.



Paper and pen to write down notes.



Relevant health related lists:

- Relevant health information and/or medication list.
- Questions you want to ask.
- Name and location of preferred pharmacy.



Note: If you **plan** to use the Microsoft Teams App, download it before your appointment. A Teams meeting can often be opened from a web browser such as Edge and Chrome, even on a mobile device, but Microsoft recommends using the app for a better experience.

Downloading the Microsoft Teams App



For Computers (Windows or Mac)

1. Open: <https://www.microsoft.com/en-ca/microsoft-teams/download-app>
2. Click **Download for Desktop** button.
3. Open the downloaded file (typically accessed in top right of browser window).
4. Follow the onscreen instructions.



For Mobile Devices (tablets & cell phones)

Android (Google Play Store)

1. Open:
<https://play.google.com/store/apps/details?id=com.microsoft.teams>
2. Tap **Download** or **install**.

iPhone/iPad (Apple App Store)

1. Open: <https://apps.apple.com/app/microsoft-teams/id1113153706>
2. Tap **Download** or **install**.



Microsoft Support Resources:

[Join a Teams meeting](#) [Tips for Teams meetings](#)

Step 2 – Join the Virtual Care Appointment

1. Click Appointment Link

A few minutes before your virtual appointment, open the invitation you received and click the meeting link provided either **Join the meeting now** or **Join appointment as a guest**.

Microsoft Teams [Need help?](#)

Join the meeting now

Appointment details

Appointment name	Virtual Visit
With	Clinician Name
When	Wednesday, 30 July 2025 08:30 - 09:00
Location	Virtual appointment

Join appointment as a guest

2. Choose How to Join

You may be presented with the choice to join from a browser **or** Join from the Microsoft Teams App (download the app if not already installed).

Join your Teams meeting

Continue on this browser

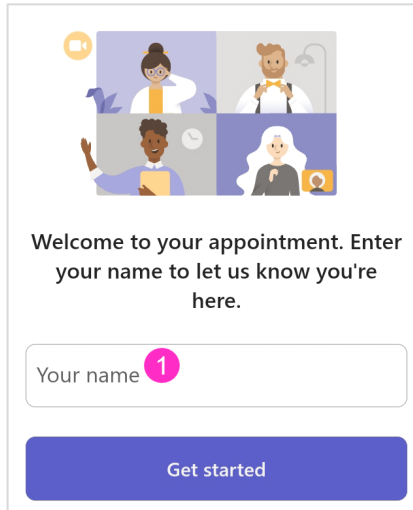
Join on the Teams app

3. Enter as a Guest, Check Audio and Video Settings, then Enter Lobby

Join as a guest and enter your first name. Depending on the device you join from and whether you join by browser or app you will have a different experience. A meeting preview screen will appear to allow you to check your audio and video settings before joining.

a. Mobile Browser Experience (Edge)

1 Enter your first name.

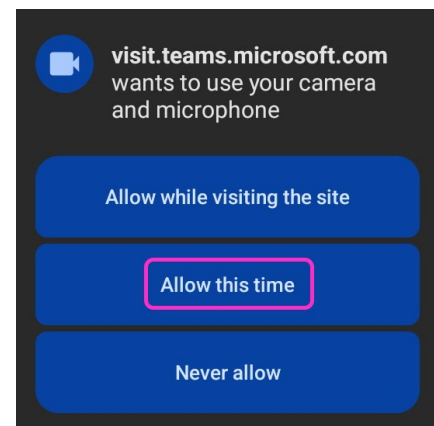


Welcome to your appointment. Enter your name to let us know you're here.

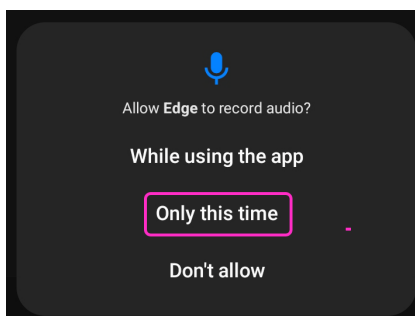
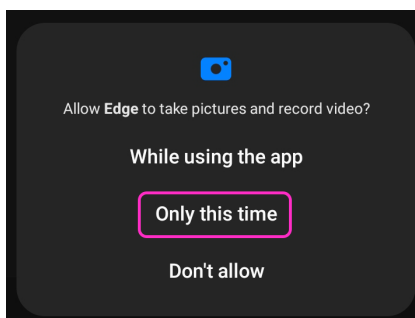
Your name 1

Get started

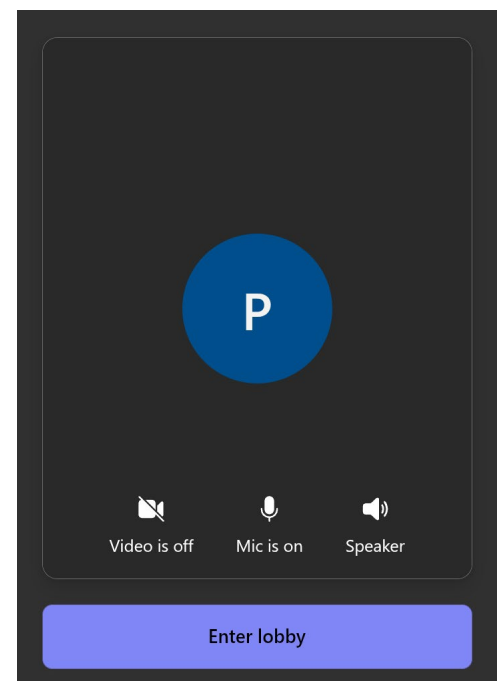
2 Allow Teams to access your device camera and microphone.



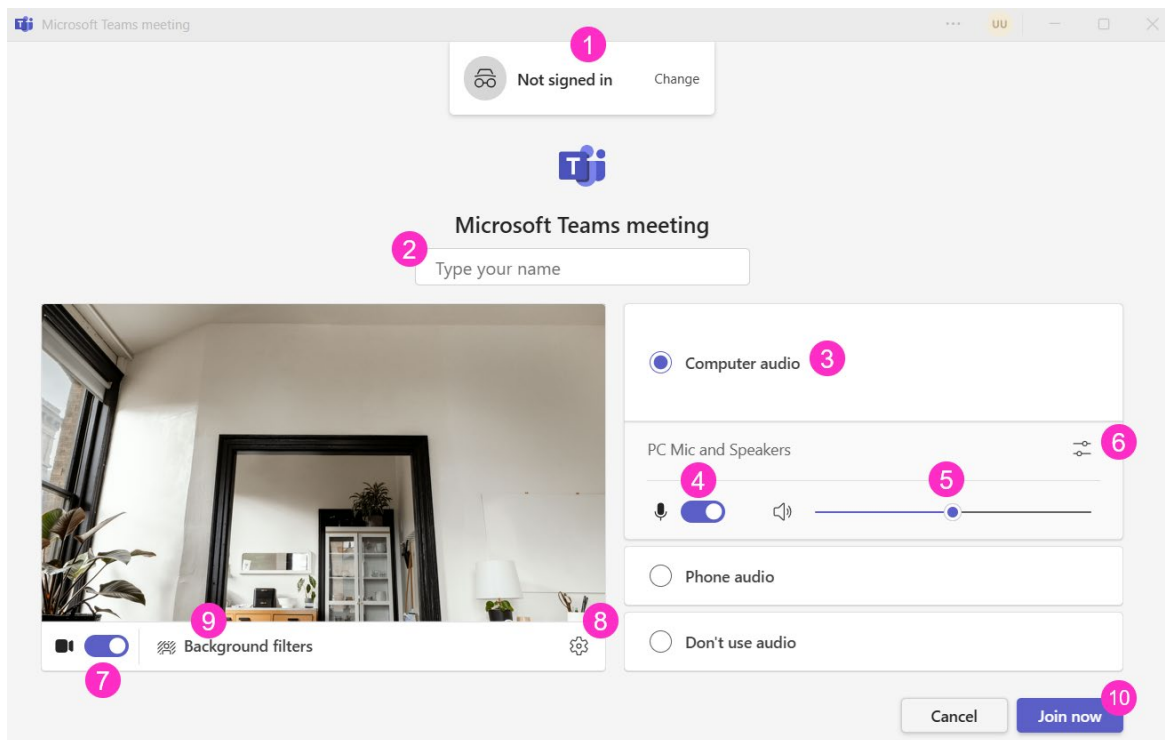
3 Allow browser to access video and microphone.



4 Check camera & Mic then select **Enter Lobby**.



b. Desktop App Experience



- 1 You should not be signed into an MS Teams account otherwise click **Change**. Then select **Join without signing in**.
- 2 Enter your first name only.
- 3 **Computer Audio** should be selected unless you are dialing into the call from a phone.
- 4 Mute/Unmute **Microphone**.
- 5 **Speaker Volume Control**: slide to increase or decrease volume.
- 6 **Audio Settings**: click the to check or change your preferred speaker and microphone.
- 7 **Video**: turns camera on or off.
- 8 **Video Settings**: click to check or change your camera.
- 9 **Background filters**: click to select a standard blurred background.
(virtual backgrounds are not recommended for a virtual care appointment)
- 10 When you are ready, click **Join now** to enter the virtual lobby. Your healthcare provider should be notified that you have entered the meeting.

⚠ Important: Please do not record the audio or video without explicit permission for both your privacy and that of your care provider.

Step 3 – During the Virtual Care Appointment

Your healthcare provider will let you into the meeting when they are ready. It is possible, they may be running behind as healthcare appointments can be unpredictable.



Be prepared to identify yourself and introduce anyone joining you.



Let your healthcare provider know if you are experiencing any technical difficulties such as lag in video or sound. You may need to adjust your audio or video settings. See [Basic Troubleshooting](#).



If the call ends unexpectedly, use the same meeting link to rejoin the meeting.

Basic Meeting Controls

There are various meeting controls available to you. The buttons may look different depending on your device and whether you joined by browser or on the app.

Camera

Toggles your video on and off.



Camera



Camera

Microphone

Mute or unmute your microphone.



Mic



Mic

People

Shows or hides list of meeting participants.



People

Chat

Show or hides meeting chat, allowing you type messages to everyone in the meeting.



Chat

Raise (Hand)

Virtually raise or lower your hand.



Raise

React

Allows you to react using emojis.



React

View

Change the video and screen layout.



View

More

Dropdown menu with more options and settings.



More

Leave

Disconnect from the meeting.



Leave



Important: Do not enter any personal or sensitive information into the chat such as your healthcare number or details of your medical information.

Need Technical
Help?

Call Digital Health Support Desk

1 844 870 4756

Monday to Friday, 7 a.m. until 7 p.m. (PT)