




Troubleshooting a Virtual Care Microsoft Teams Meeting

Basic Troubleshooting

Problem	What to Try
Have trouble joining by web browser?	<ul style="list-style-type: none"> Make sure that you are not trying to join from an existing MS Teams account, you will need to join anonymously Ensure you have granted permission to the browser and Microsoft Teams access to your microphone and camera. Try a different browser (Microsoft Edge and Chrome are recommended); you may need to copy and paste the meeting link if not your preferred browser. Try clearing your browser cache and cookies (See Clearing Cache and Cookies from Browser). Try to use an incongnito/private mode to avoid account conflicts. Make sure your browser is updated to the latest version.
Having trouble joining by app?	<ul style="list-style-type: none"> Make sure that you are not trying to join from an existing MS Teams account, you will need to join as a guest without using an account. Make sure the app is updated to the latest version.
Camera not working?	<ul style="list-style-type: none"> Make sure the camera is not covered or turned off. Tap Camera or click the down-arrow beside the Camera button to check your camera settings. 
Can't be heard?	<ul style="list-style-type: none"> Select the microphone icon if muted. Tap Mic or select down-arrow beside the Mic button to check the microphone selected. 
Can't hear provider?	<ul style="list-style-type: none"> Turn up your device volume. Tap Mic or click the down-arrow beside the Mic button to check your speaker settings. Try using headphones.
Accidentally left the meeting?	<ul style="list-style-type: none"> Re-click the meeting link in the invitation again to rejoin. (If joined by browser, you may see a re-join button available that you can select).
Poor video or audio quality?	<ul style="list-style-type: none"> Move closer to a Wi-Fi router or change to a wired connection. Close other apps or programs on your device. Leave and rejoin, using the same meeting link.

Still having trouble? Try restarting your device.

 **Still having issues?** Check your meeting invitation for dial in by phone instructions ([Join a Teams meeting by phone - Microsoft Support](#)).

Clearing Cache and Cookies from Browser

Google Chrome Browser

On Windows/Mac:	On Android:	On iPhone/iPad:
<ol style="list-style-type: none"> 1. Open Chrome. 2. Click the three dots (:) in the top-right corner. 3. Go to Settings > Privacy and security. 4. Click Clear browsing data. 5. Choose Time range (e.g., "All time"). 6. Check Cookies and other site data and Cached images and files. 7. Click Clear data. 	<ol style="list-style-type: none"> 1. Open Chrome. 2. Tap the three dots > Settings. 3. Tap Privacy and security > Clear browsing data. 4. Select Time range. 5. Check Cookies and site data and Cached images and files. 6. Tap Clear data. 	<ol style="list-style-type: none"> 1. Open Chrome. 2. Tap the three dots > Settings. 3. Tap Privacy > Clear browsing data. 4. Choose Time range. 5. Select Cookies, Site Data, and Cached Images and Files. 6. Tap Clear Browsing Data.

Microsoft Edge Browser

On Windows/Mac	On Android	On iPhone/iPad
<ol style="list-style-type: none"> 1. Open Edge. 2. Click the three dots (...) > Settings. 3. Go to Privacy, search, and services. 4. Under Clear browsing data, click Choose what to clear. 5. Select Time range. 6. Check Cookies and other site data and Cached images and files. 7. Click Clear now. 	<ol style="list-style-type: none"> 1. Open Edge. 2. Tap the three dots > Settings. 3. Tap Privacy and security > Clear browsing data. 4. Choose Time range. 5. Select Cookies and site data and Cached images and files. 6. Tap Clear data. 	<ol style="list-style-type: none"> 1. Open Edge. 2. Tap the three dots > Settings. 3. Tap Privacy and security > Clear browsing data. 4. Choose Time range. 5. Select Cookies and site data and Cached images and files. 6. Tap Clear data.



Microsoft Support Resources:

[I can't join a meeting in Microsoft Teams](#)

[Troubleshoot in Microsoft Teams](#)

Need Technical
Help?

Call Digital Health Support Desk

1 844 870 4756

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