

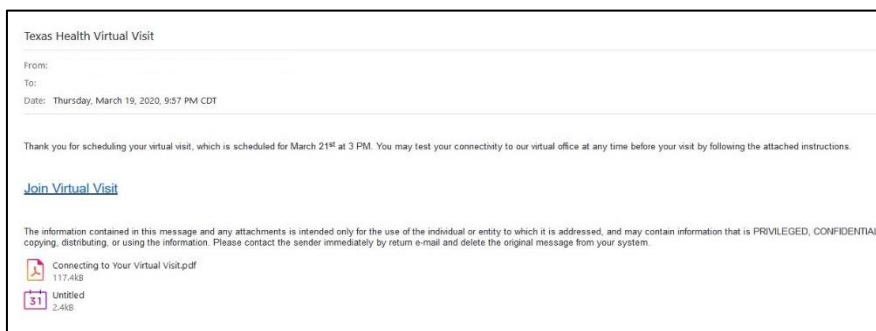
## Texas Health Resources Virtual Visit Technical Guide

### Before You Begin:

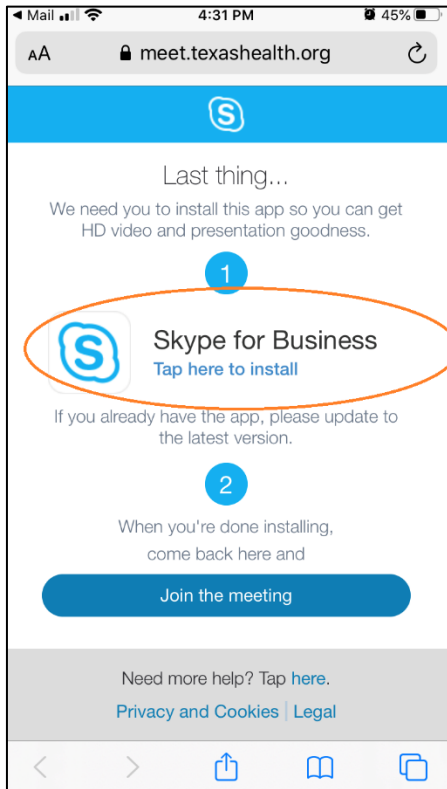
- 1) If you are using a computer or laptop to attend your virtual visit, you must be on Windows 7 or MacOS 10.8 and later. If you are unsure, please check the Settings area of your PC
- 2) Your must computer or laptop must have a working camera, speaker, and microphone. Please be sure to enable access to the camera and microphone if you are asked during the setup process
- 3) You may test your connectivity at any time prior to your virtual visit. Once you reach our virtual lobby, you have successfully completed your connectivity test and you can close out until you are ready to re-start the visit from your email at the scheduled time
- 4) You may connect from either a computer or mobile device. Please see appropriate instructions below
- 5) If you experience any technical difficulties connecting, please contact the Texas Health Virtual Care Center at 682-236-6700

### To Join from a Mobile Device:

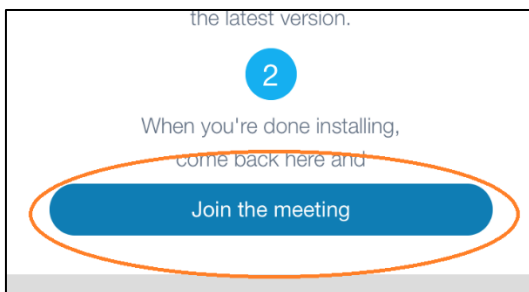
- 1) From your mobile device, open the email entitled “Texas Health Virtual Visit”, which was sent to the email address on file with your provider



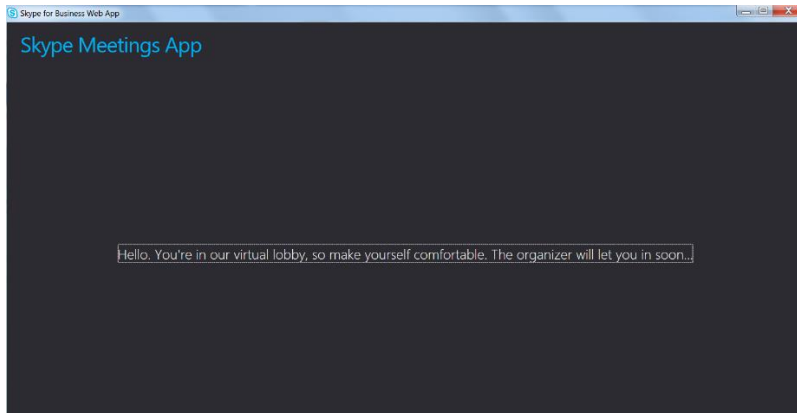
- 2) Click on the “Join Virtual Visit” link
- 3) You will see the following screen on your device. Click on the words “Tap here to install”



- 4) The app store for your device will open. Click on “Install”/”Download” and allow the app to install
- 5) Once the app has installed return to the screen above and click on “Join the meeting”

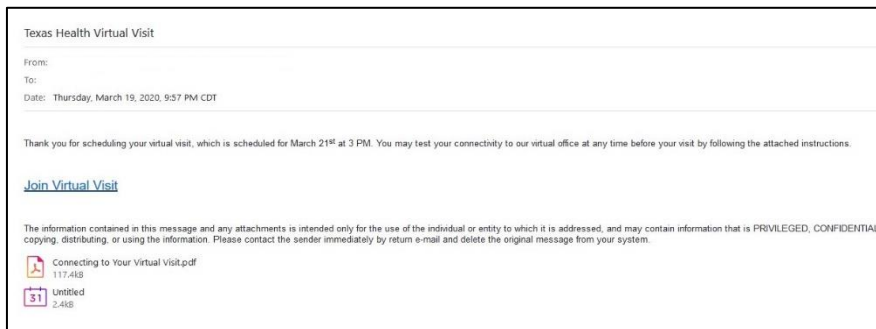


- 6) Once you reach the virtual lobby, you are connected to our meeting space. If you are testing connectivity, you can close the meeting and re-connect at your appointment time by once again clicking on the “Join Virtual Appointment” link. If you are connecting at your appointment time, please wait in the virtual lobby until your provider admits you to the meeting

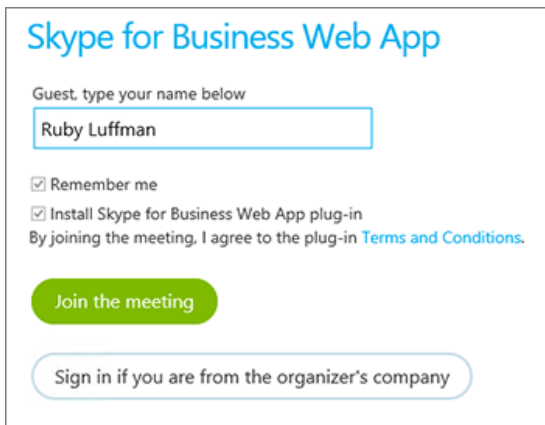


### To Join from a Computer:

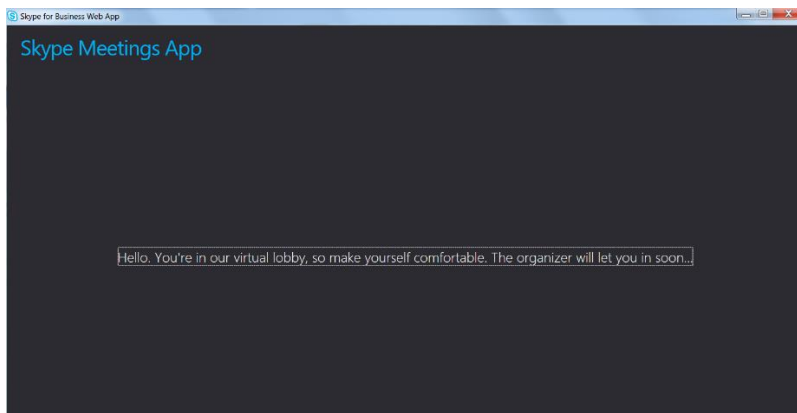
- 1) Open the email entitled “Texas Health Virtual Visit”, which was sent to the email address on file with your provider



- 2) Click on the “Join Virtual Visit” link
- 3) When presented with the Skype for Business Web App sign-in page
  - a. Enter your name AND
  - b. You **must** make sure that the box next to “Install Skype for Business Web App plug-in” is checked. If this box is not checked you will not be able to install the software required to join the meeting



- 4) Click the “Join the Meeting” button
- 5) Follow your browser's instructions for installing the Skype for Business Web App plug-in
- 6) After reaching the virtual lobby, you are connected to our meeting space. If you are testing connectivity, you can close the meeting and re-connect at your appointment time by once again clicking on the “Join Virtual Visit” link. If you are connecting at your appointment time, please wait in the virtual lobby until your provider admits you to the meeting



- 7) Once you are in the meeting, please ensure your microphone is not muted by looking at the icon at the bottom of the screen. Click the microphone icon to either mute or unmute it during your call. If there is a line through the microphone, you are muted

