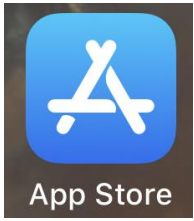


# How to Access Microsoft Teams from iPhones iPads are unable to connect with Microsoft Teams

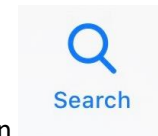
## Step 1:

You will need to download the Microsoft Teams app from the Apple App Store



Look for this icon on your Device

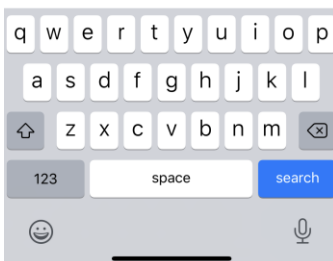
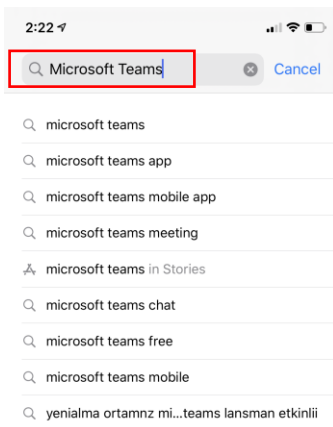
## Step 2:



Once you have opened the App Store, select '**Search**' from the bottom right of the screen

## Step 3:

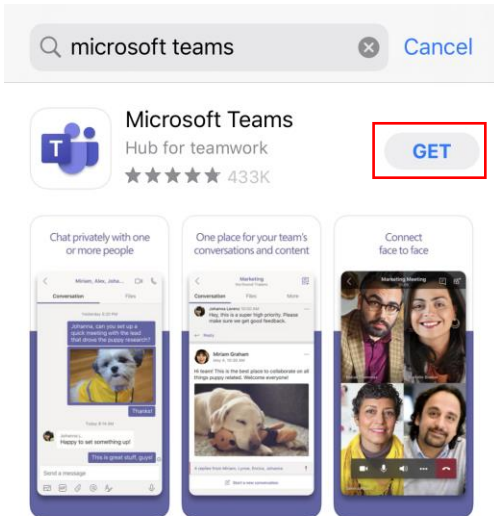
Type or speak '**Microsoft Teams**' into the search bar



## How to Access Microsoft Teams from iPhones iPads are unable to connect with Microsoft Teams

### Step 4:

Select the option with the purple and white icon. Select **'Get'** and you may be asked to enter your Apple ID password, depending on your settings for installing applications.



### Step 5:

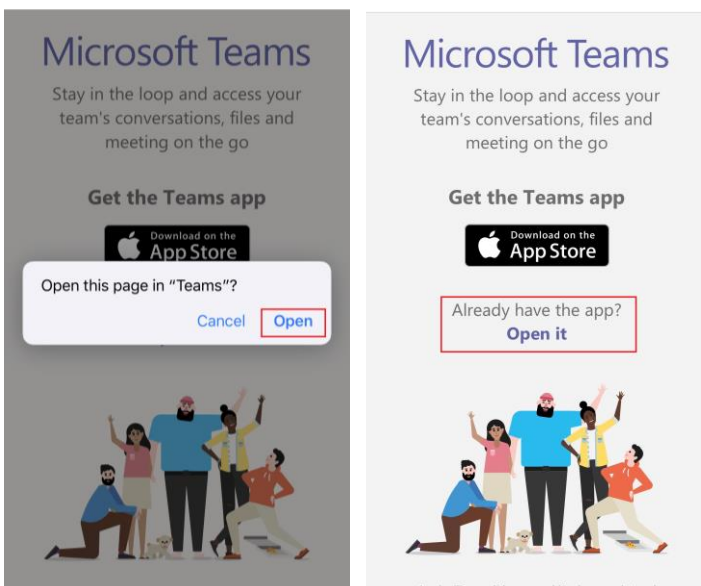
You will receive an email from a Texas Health Employee which will include an invite to join the meeting to visit with your family member. Click on **'Join Microsoft Teams Meeting'** If you would like to include more family or friends on this call, you may forward them the email you receive.



### Step 6:

You will be redirected to this page. You may immediately be prompted to **'Open this Page in "Teams"'**, Do this.

If you are not automatically prompted, select **'Open It'**



## How to Access Microsoft Teams from iPhones iPads are unable to connect with Microsoft Teams

### Step 7:

Select **'Join as a guest'**

Microsoft Teams



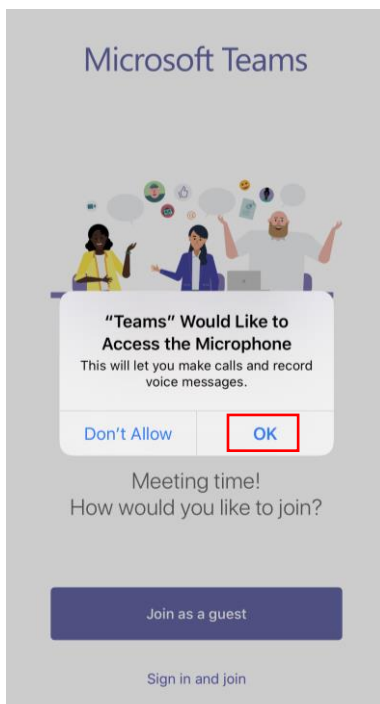
Meeting time!  
How would you like to join?

Join as a guest

Sign in and join

### Step 8:

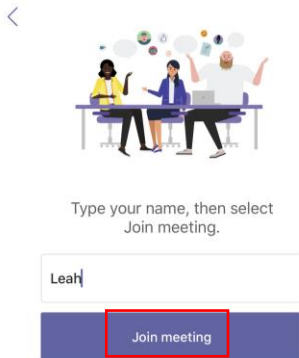
You will be asked to give permission for the app to access the microphone so that your loved one will be able to hear you. Select **'OK'**



## How to Access Microsoft Teams from iPhones iPads are unable to connect with Microsoft Teams

### Step 9:

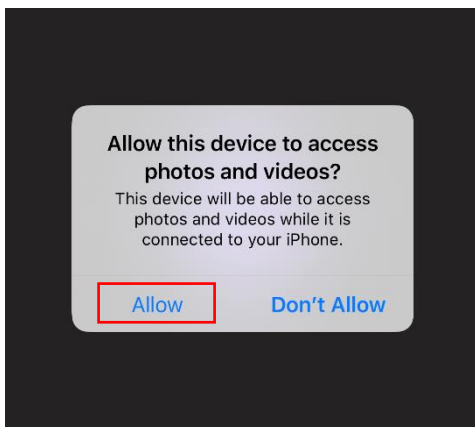
You will be asked to type your name in. This will be displayed on the call to identify yourself. Do this and then select '**Join Meeting**'



### Step 10:

You're now in the call. Tap on the Camera icon on the bottom left. You must allow the app to access video so that you can be seen by your loved one

\*\*On occasion, the application will require a Texas Health staff member to accept you to join the visit. If this message is presented, please wait patiently and we will connect you shortly into your visit.



### Step 11:

When you're finished with your call, select the red hang up button and you're finished

