



*Live a Good Life.*

## How to Join Your Video Appointment

In the pages that follow, you'll find step-by-step instructions on how to join your video appointment from your computer or mobile device via Microsoft® Teams.

To skip to your desired method, click on one of the links below.



[Tips to help you prepare for your appointment](#)



[Joining from your computer](#)



[Computer troubleshooting tips](#)



[Joining from your mobile device](#)

## Before Your Appointment

---

This section will help you prepare for your upcoming video appointment with SELCO.

Follow these steps to ensure your meeting goes smoothly and successfully:

- 1 Be sure to RSVP once you receive your emailed invitation.
- 2 If you're joining from your mobile device, have the Teams app downloaded well ahead of your scheduled video appointment.
- 3 If you plan to join from your computer, make sure your preferred speakers (or headphones) are selected as your audio device.
- 4 Familiarize yourself with the camera and microphone's on/off controls.
  - Make sure your camera is set to "On." If your camera is in the off position, you won't be seen during the meeting.
  - Ensure your privacy microphone is not muted from the Teams app. If your microphone is off, you will not be heard during the meeting.
- 5 Plan to use a quiet setting during your appointment, one that will have minimum background noise that could interfere with the audio quality.
- 6 Be prepared to join the meeting before the scheduled time.

# Joining Your Video Meeting from Your Computer

## Computer Tutorial

SELCO will email you an invite for your video appointment. Please click **“Yes”** to accept the invite—this will notify SELCO that you’ve accepted and will be present for the meeting on the designated day and time. The SELCO team member who sent you the invite will also receive an email confirmation that you have accepted. On the day of your appointment, open the email or calendar event and click on **“Join Microsoft Teams Meeting”**:

The screenshot shows an email from James Hyland (james.hyland@selco.org) to Michelle, me. The subject is 'Test Video Appointment'. The email content includes a calendar event card with the following details:

- Test Video Appointment** (View on Google Calendar)
- When:** Tue Apr 14, 2020 8am – 8:30am (PDT)
- Who:** Michelle Wilson, James Hyland\*

Below the event card are response buttons: **Yes** (highlighted in red), Maybe, No, and More options. To the right is an agenda for Tue Apr 14, 2020, showing a meeting at 8am titled 'Test Video Appointment'.

Below the event card, the text reads: 'Test meeting for screenshots to be taken.'

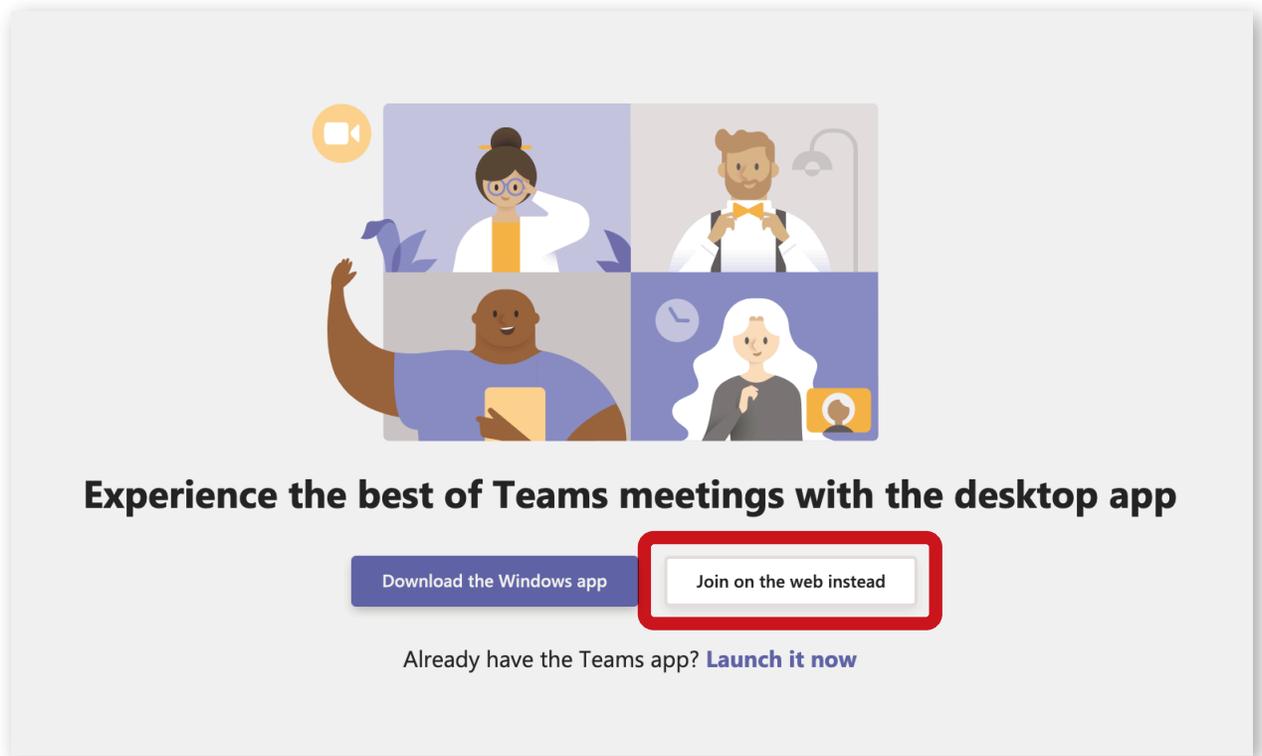
A link **Join Microsoft Teams Meeting** is highlighted in red. Below it is a phone number: +1 971-323-1654 (United States, Portland (Toll)).

Conference ID: 123 456 789#

Local numbers | Reset PIN | Learn more about Teams | Meeting options

**Disclaimer:** This message (including any attachments) is intended only for the use of a specific individual or entity or specific individuals or entities and may contain information that is non-public, proprietary, privileged, confidential, and exempt from disclosure under applicable law or may constitute as attorney work product. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copying of this communication is strictly prohibited and may represent a tortious interference with a confidential business relationship(s). If you have received this communication in error, please notify us immediately by telephone and (i) permanently destroy this message if a facsimile, (ii) permanently delete this message immediately if this is an electronic communication, (iii) permanently destroy any electronic or printed copies of this electronic communication.

Your Internet browser will open. Click on **“Join on the web instead”** to launch your video appointment.

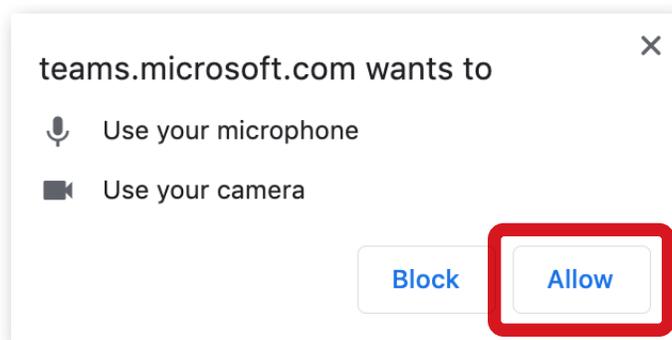


**Experience the best of Teams meetings with the desktop app**

[Download the Windows app](#) [Join on the web instead](#)

Already have the Teams app? [Launch it now](#)

Be sure to allow Teams to access your microphone and camera.

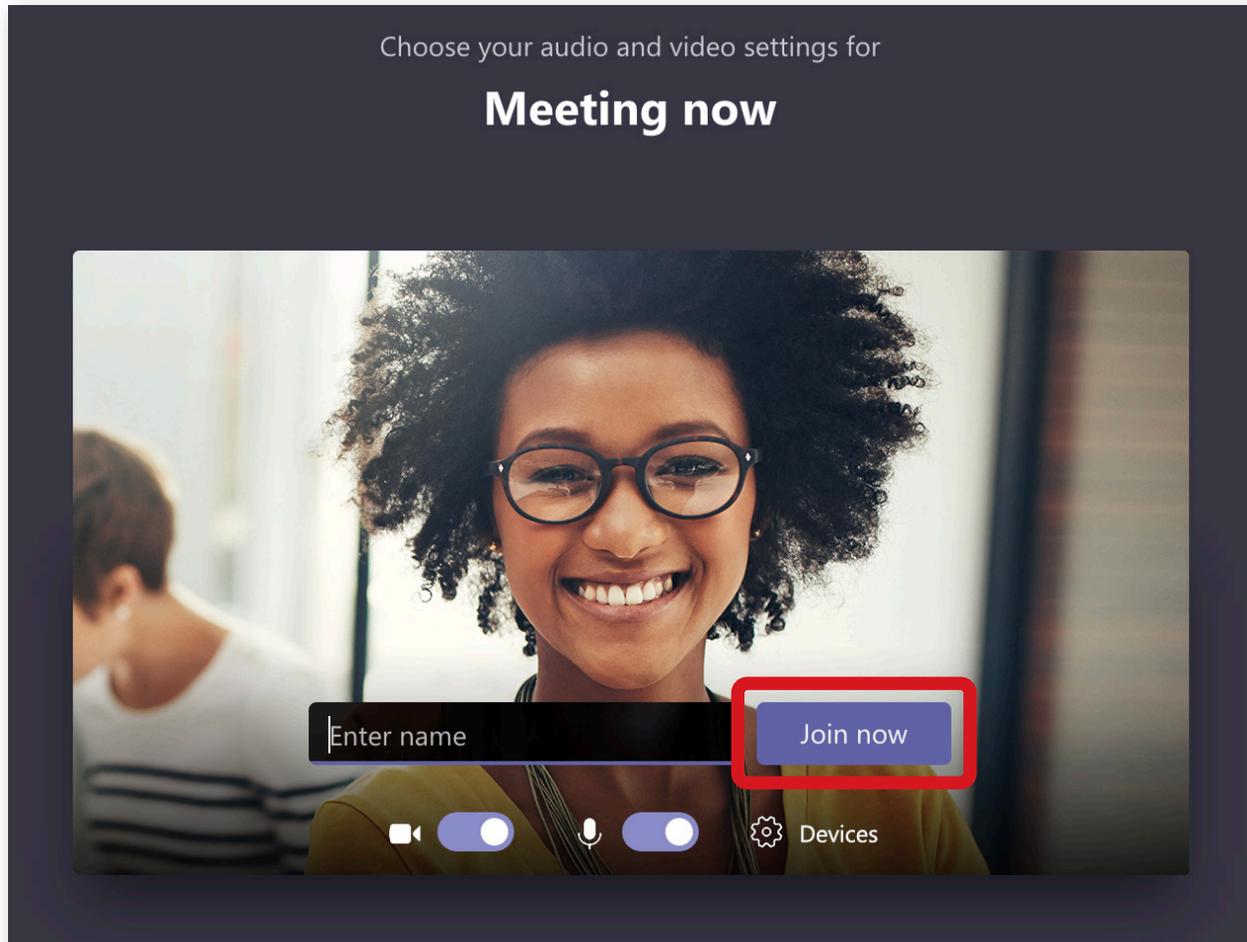


teams.microsoft.com wants to

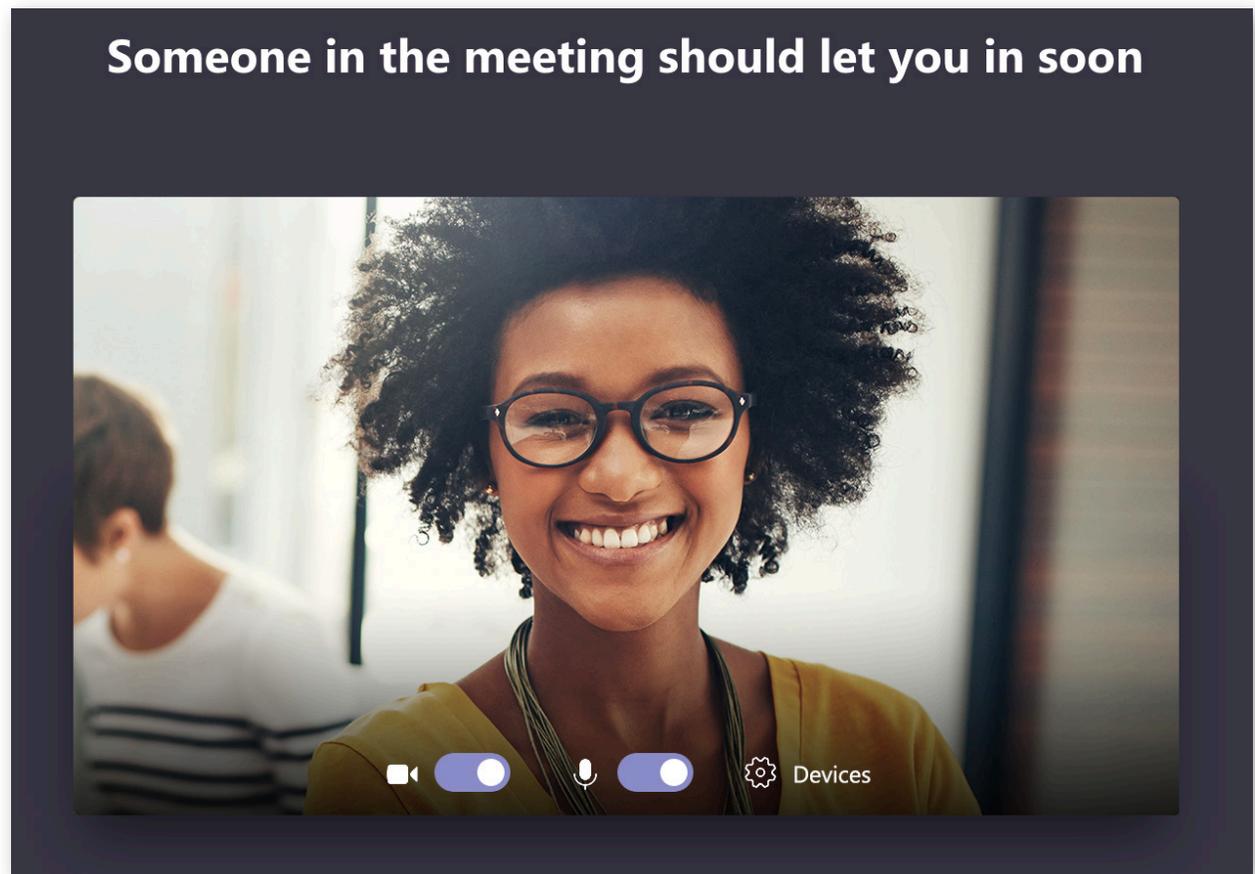
- Use your microphone
- Use your camera

[Block](#) [Allow](#)

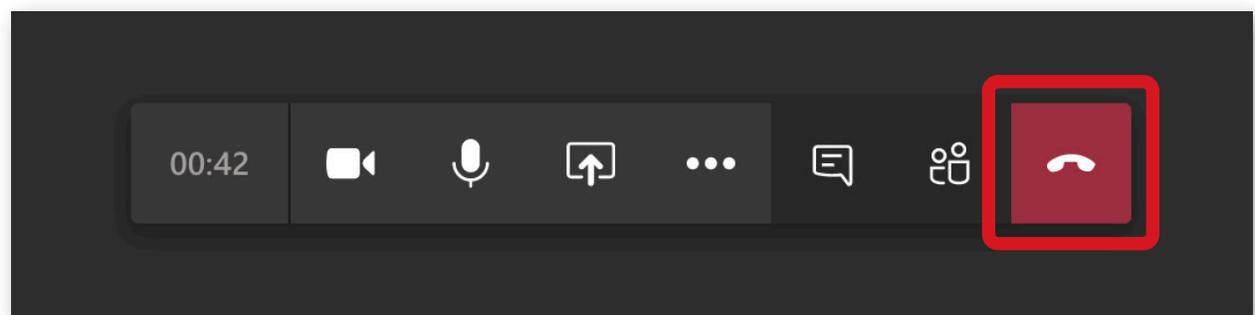
Teams will display a meeting window as shown below. Type your name into the textbox and click **“Join now”** to begin your video appointment.



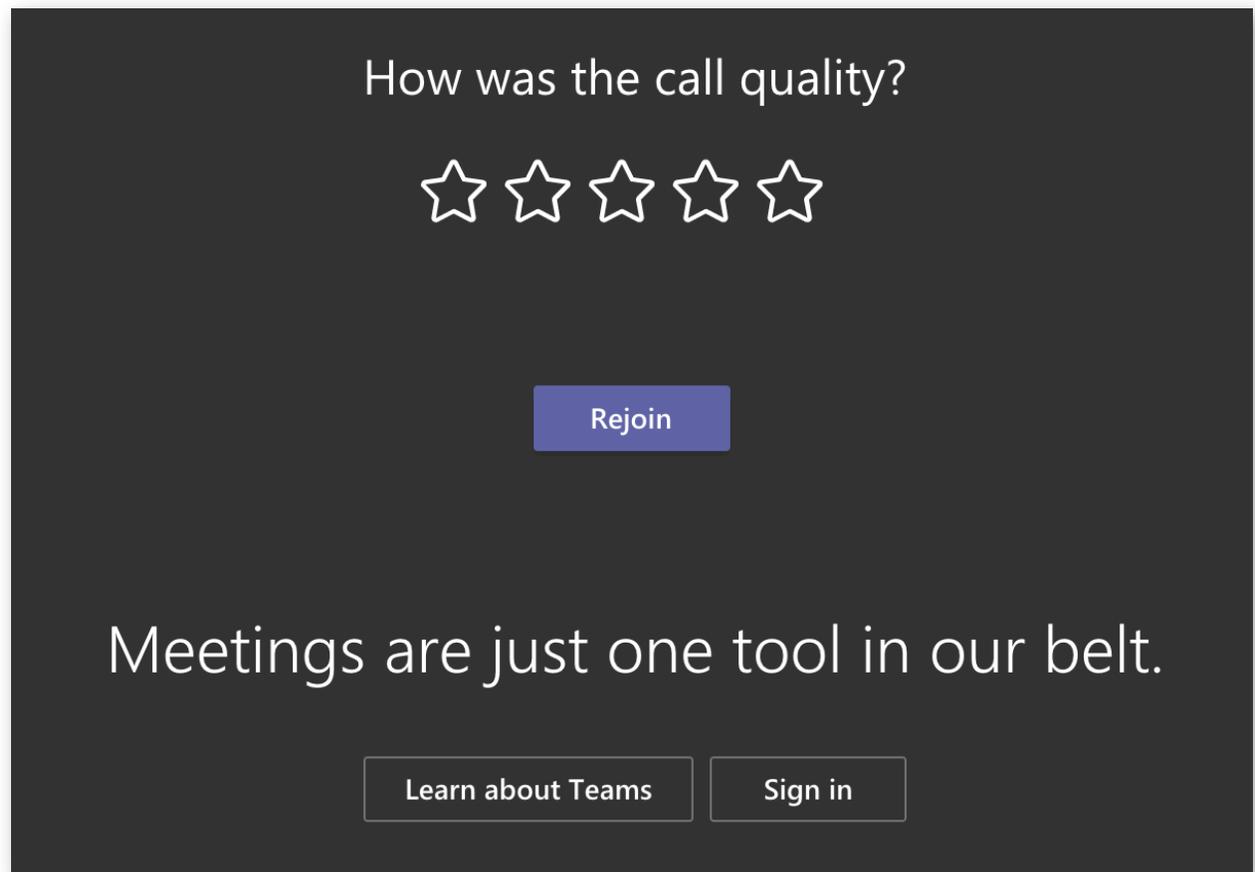
You'll see this while in the meeting:



When you're finished with your appointment, click on the red hang-up icon:



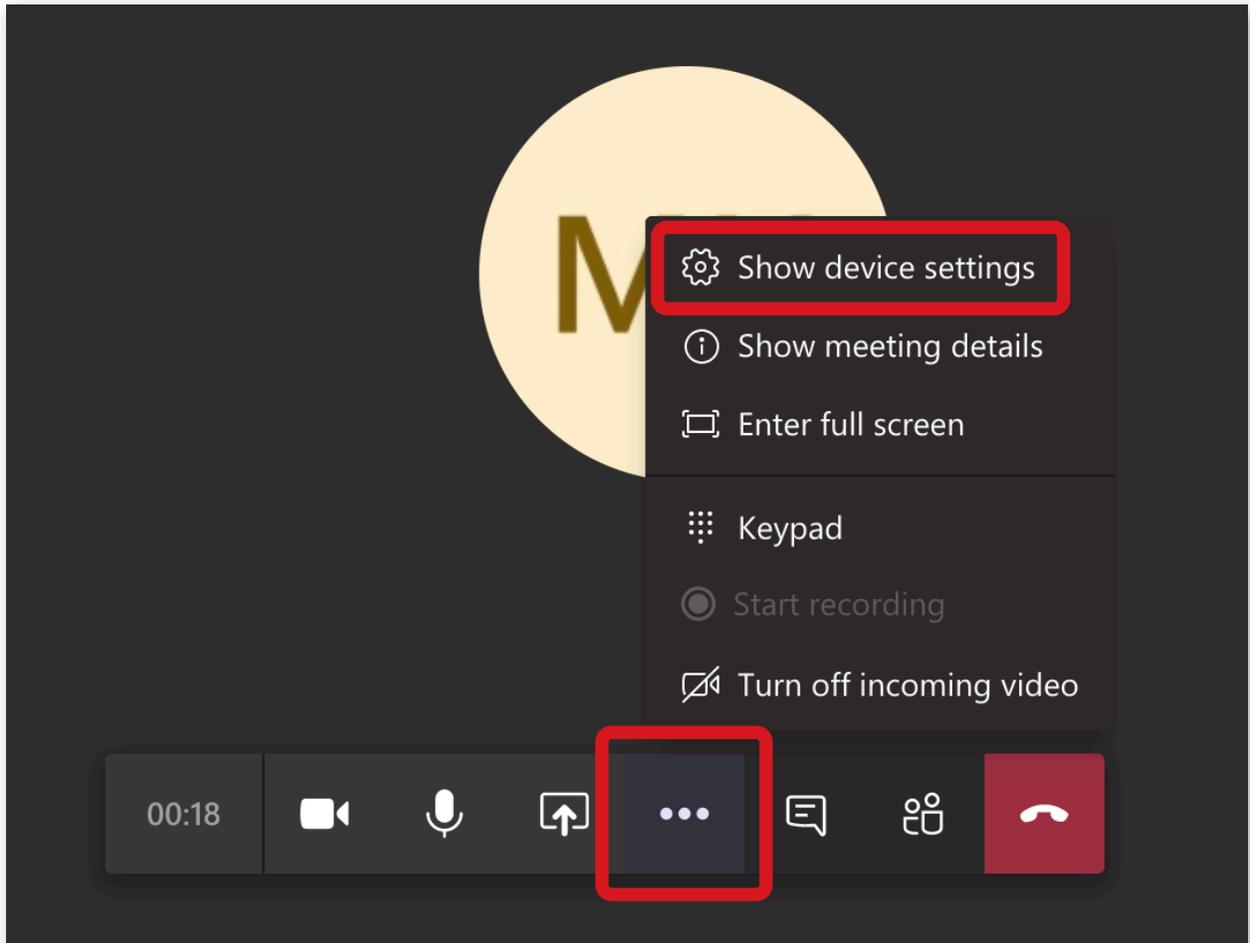
Once your appointment has ended, this screen will appear:



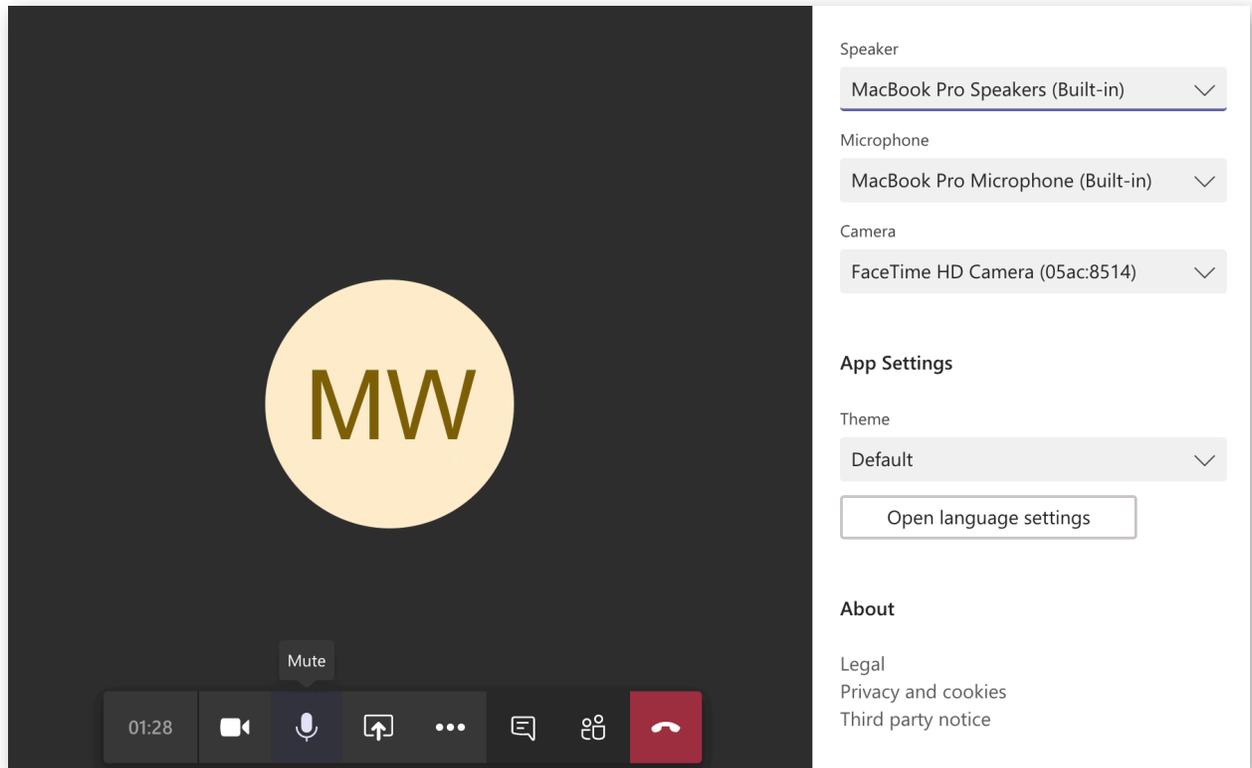
## Computer Device Troubleshooting Tips

---

If you're having difficulty hearing others, double-check your device settings by clicking on the ellipsis at the bottom of the screen, then select **"Show device settings"**:



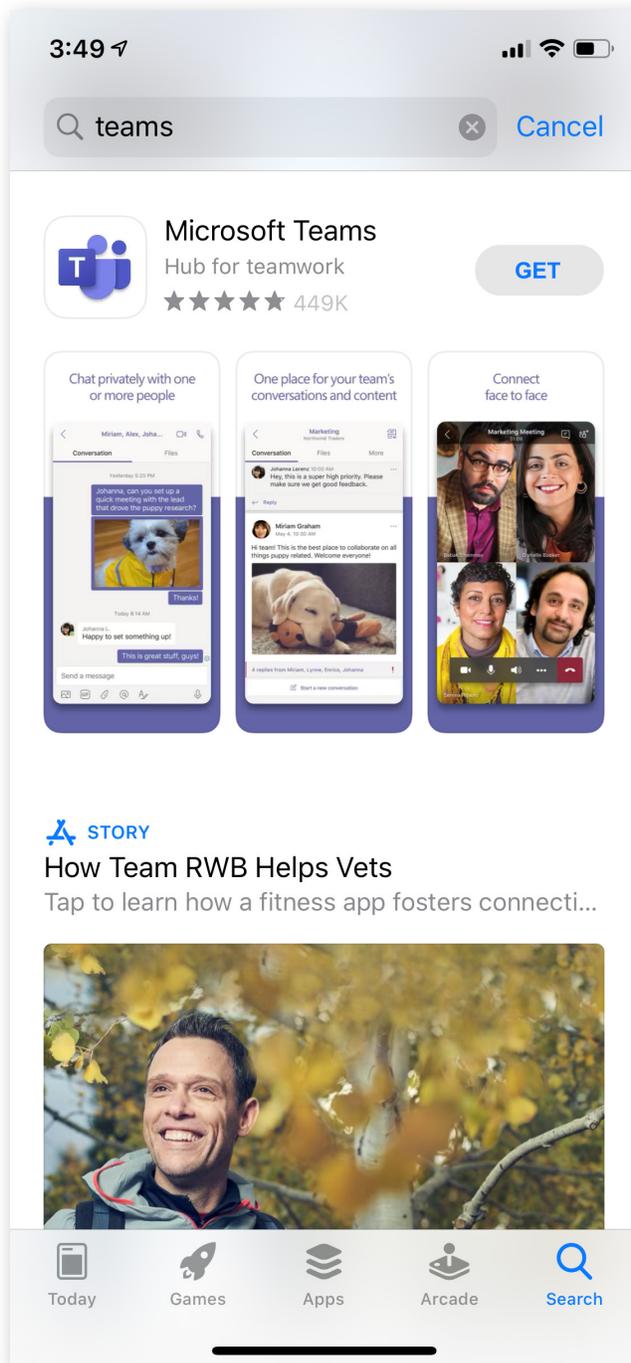
From the device settings, you can select your preferred way of interacting during your appointment. Your device has drop-down menus, from which you can choose your desired speakers, microphone and web camera.



# Joining from Your Mobile Device

## Mobile Tutorial

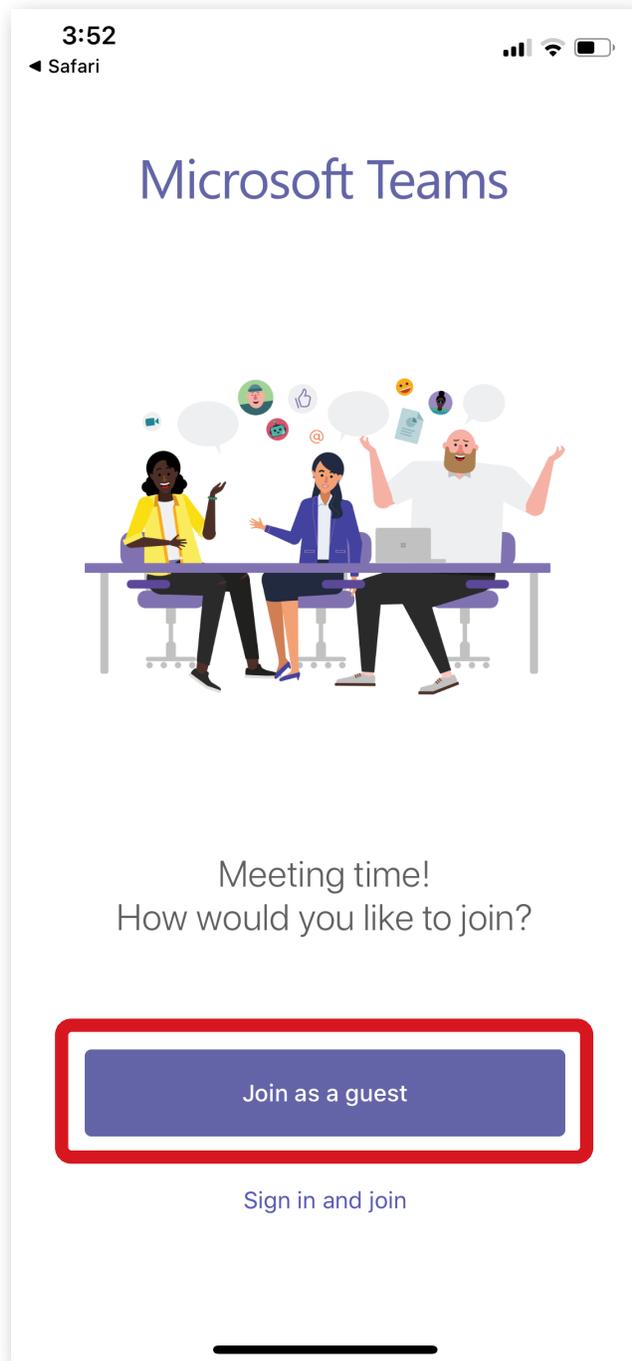
To participate in a Microsoft Teams video meeting from your mobile device, you'll first need to download the free "Teams" app.



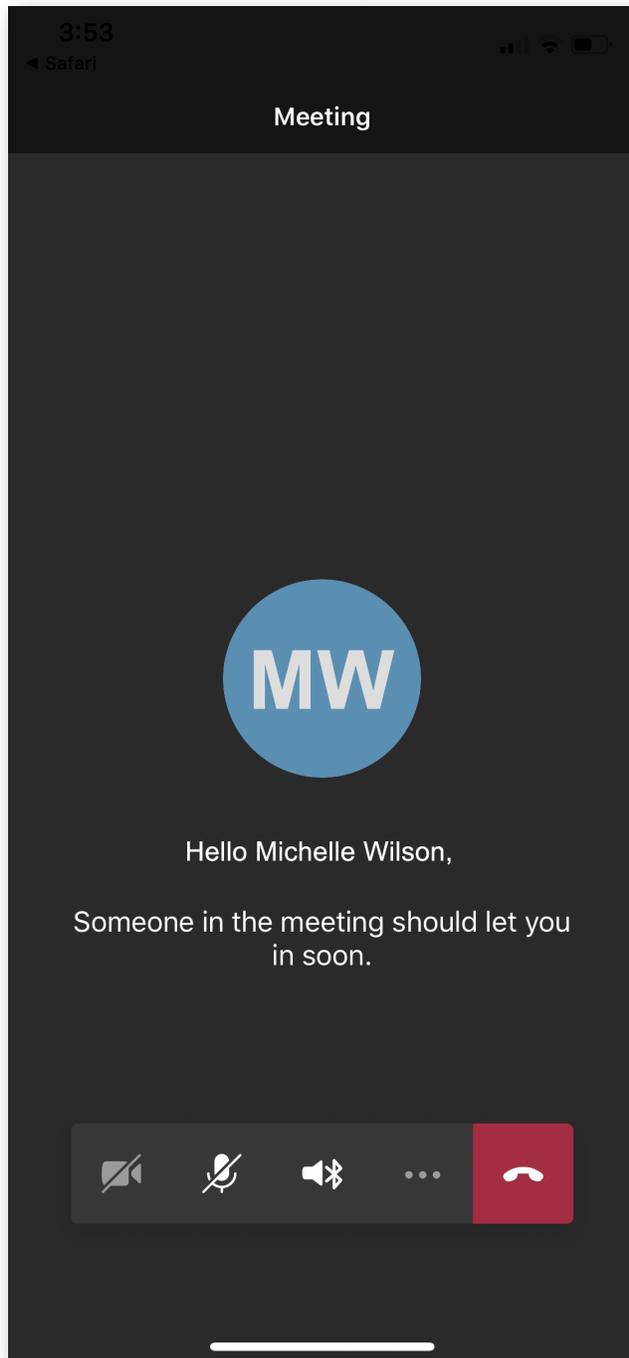
When you're ready to join your video appointment, open the email or calendar event and click on **"Join Microsoft Teams Meeting"**:



After clicking the link from the invite, this screen will pop up. Select **“Join as a guest,”** then enter your name and click **“Join meeting.”**



If you join your video appointment early, you may see this screen. No action on your part is necessary—your meeting will begin shortly.



Once your meeting begins, your face will appear on the screen:



When you end the meeting, your screen will appear as shown below. Click the “X” in the upper-left corner, and you’ll be taken to an additional screen to fully exit your appointment.

