

Orlando Health  
Patient Virtual  
Appointment  
Step-by-Step Guide






# Orlando Health Patient Virtual Appointment Step-by-Step Guide

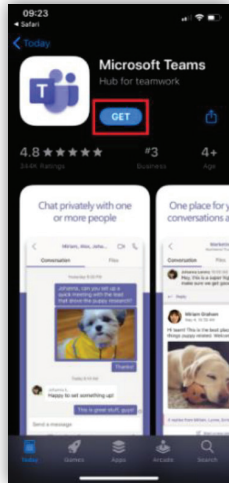
This step-by-step guide will help an Orlando Health patient install Microsoft Teams and access their virtual appointment at the correct time. There are four sections in this guide to assist you with any type of internet capable device such as iPhone/iPad, Android/Tablet or Windows/Mac PC.

**We ask that you join your virtual appointment 15 minutes before the scheduled start time to resolve any technical issues with assistance from an Orlando Health team member.**

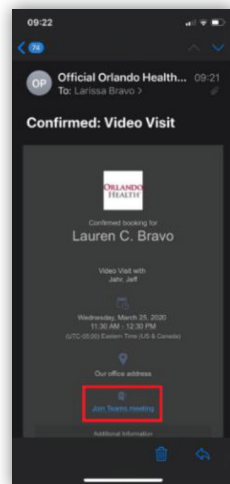
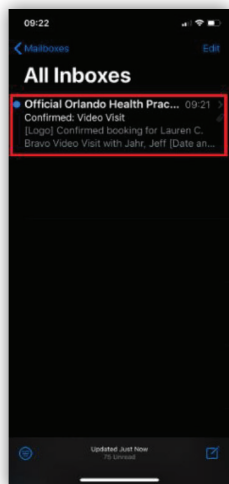
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## Section 1: Access Virtual Appointment via iPhone/iPad

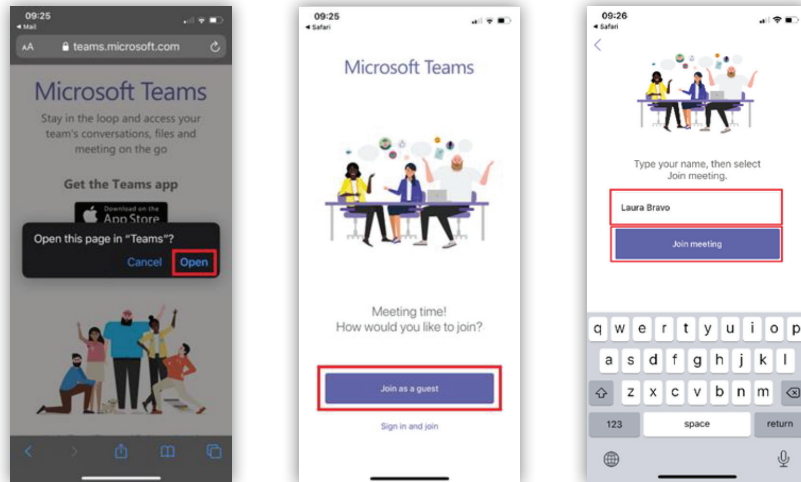
1. Install **Microsoft Teams**  from the Apple App Store.  
You will not need to open the Microsoft Teams application any time prior to your scheduled virtual appointment, but you will need to have it downloaded and installed.



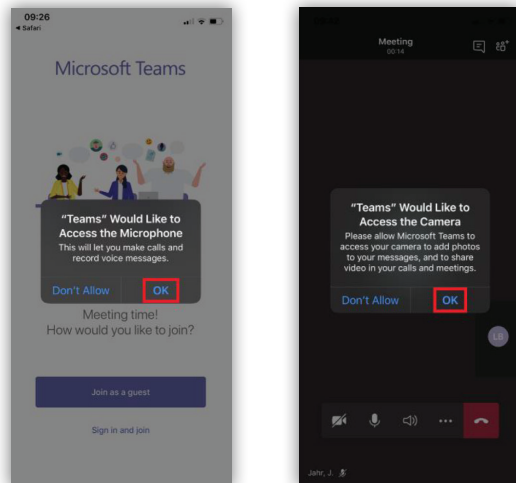
2. 15 minutes before your scheduled appointment, open the **original confirmation email** and click on the **Join Teams** meeting link.



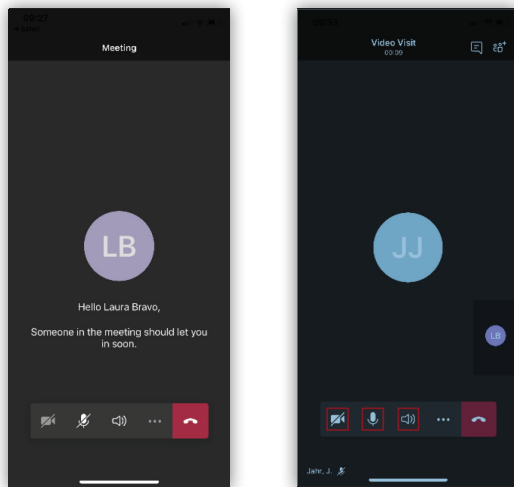
- You may be prompted to **Open this page** in Teams tap **Open**. Tap **Join as a guest**, type in your **first and last name** and then tap **Join meeting**.




- When prompted for **allowing Teams to access your microphone and camera**, tap **OK**.

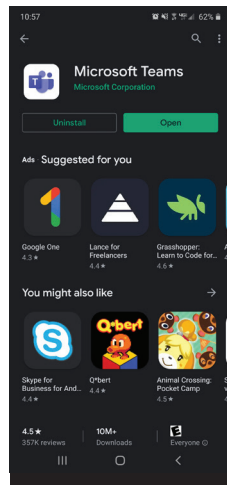
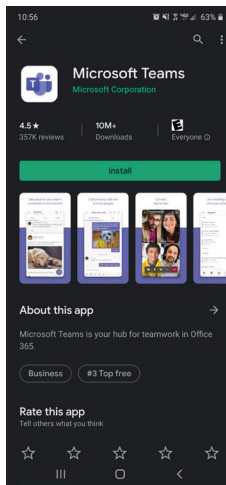


5. When you join the Teams virtual appointment, you will be placed in a virtual waiting lobby. An Orlando Health team member will admit you to the virtual appointment shortly.
6. **Please stay in the virtual lobby.**
7. Once you have been admitted into the virtual appointment, you will see the live video stream from our Orlando Health team member, and they should be able to see you. If you are having any problems, you can quickly troubleshoot by checking the camera, microphone or speaker icons on the bottom of your screen.

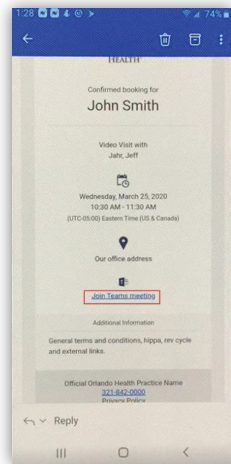
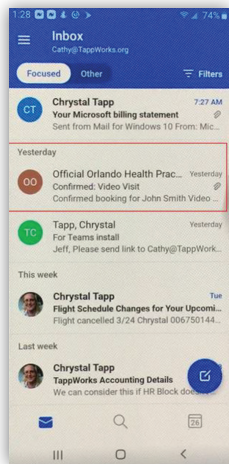


## Section 2: Access Virtual Appointment via Android/Tablet

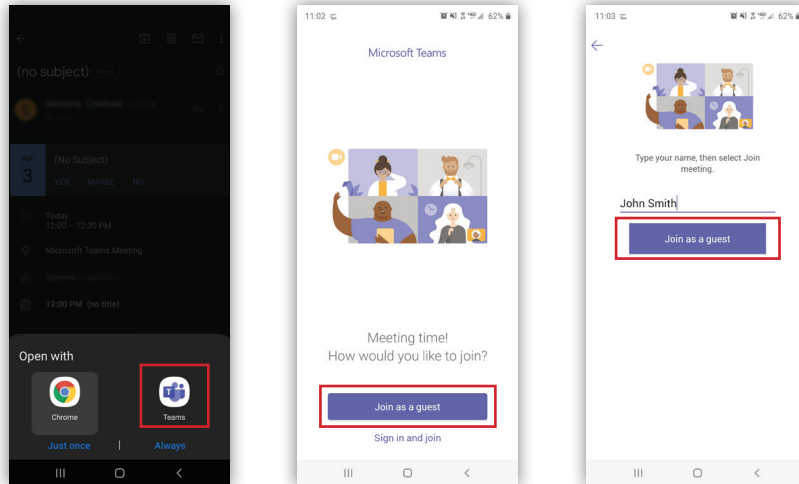
1. Install **Microsoft Teams**  from the Google Play Store. You will not need to open the Microsoft Teams application any time prior to your scheduled virtual appointment, but you will need to have it downloaded and installed.



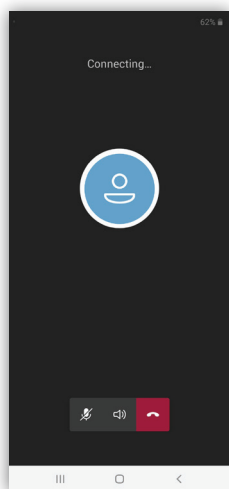
2. 15 minutes before your scheduled appointment, open the **original confirmation email** and click on the **Join Teams meeting** link.



- You may be prompted to **Open** with, tap **Teams** . tap **Join as a guest**, type in your **first and last name** and then tap **Join as a guest** again.

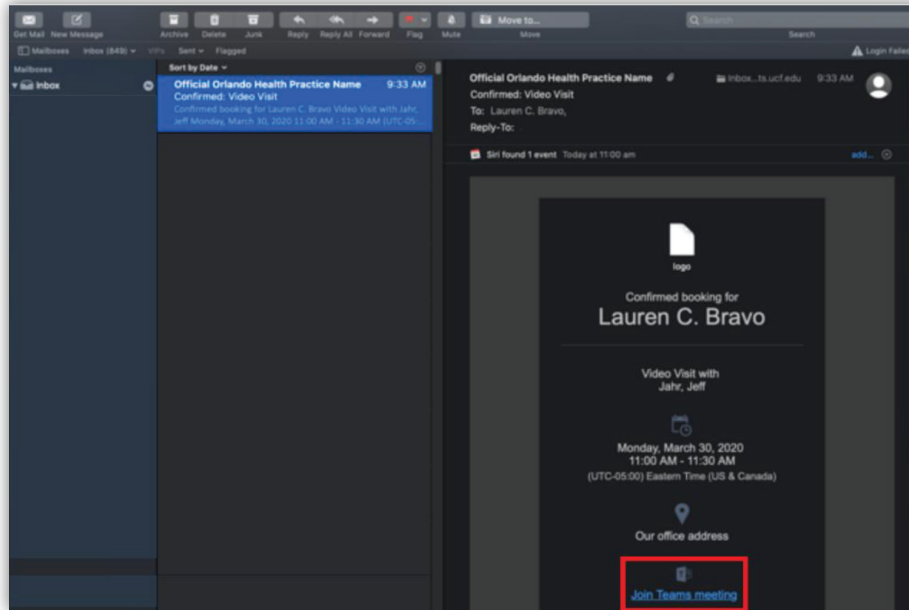


- When you join the Teams virtual appointment, you will be placed in a virtual waiting lobby. An Orlando Health team member will admit you to the virtual appointment shortly.
- Please stay in the virtual lobby.**
- Once you have been admitted into the virtual appointment, you will see the live video stream from our Orlando Health team member, and they should be able to see you. If you are having any problems, quickly troubleshoot by checking the camera, microphone or speaker icons on the bottom of your screen.

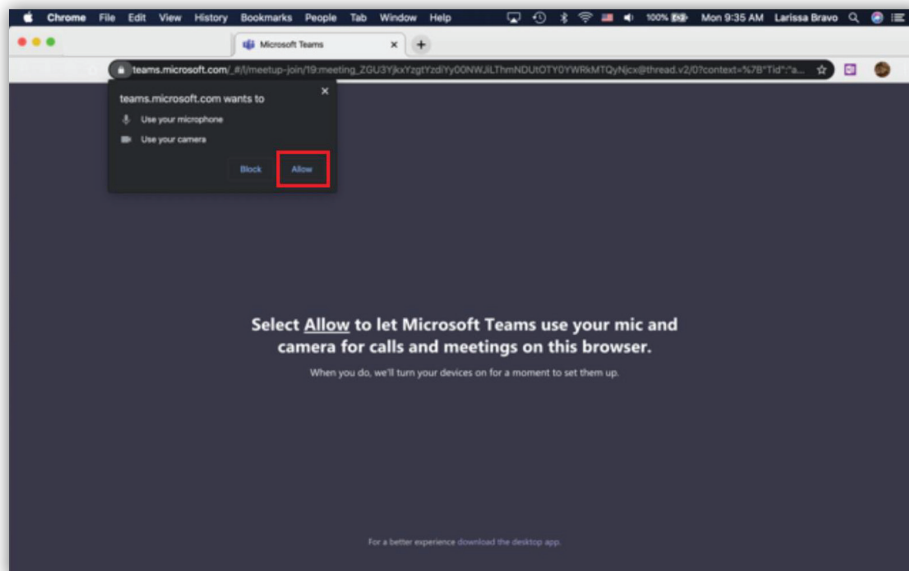


## Section 3: Access Virtual Appointment via Mac PC

1. 15 minutes before your scheduled appointment, open the **original confirmation email** and click on the **Join Teams meeting** link.

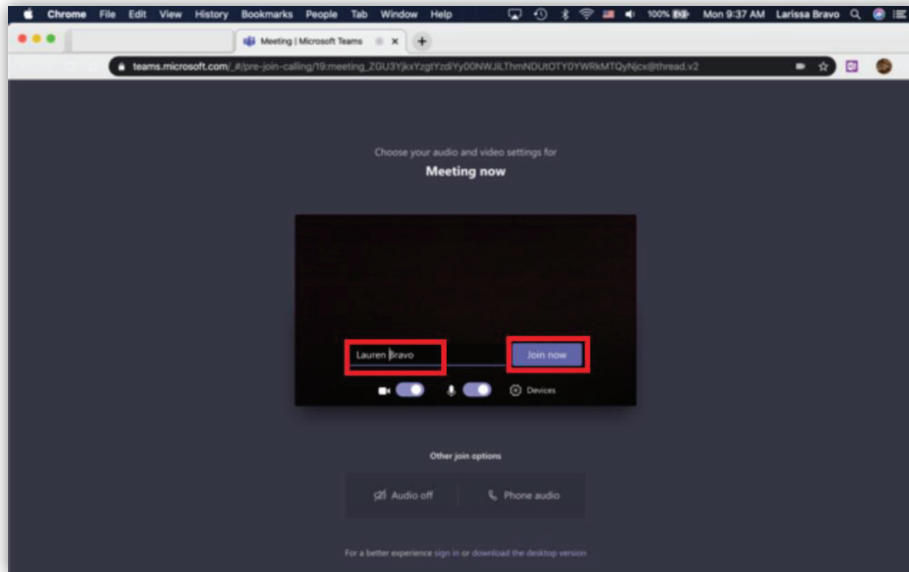


2. When prompted, select **Allow Teams to use your microphone and camera**. If your web browser (Safari, Chrome, Firefox) asks you the same question, also select Allow.

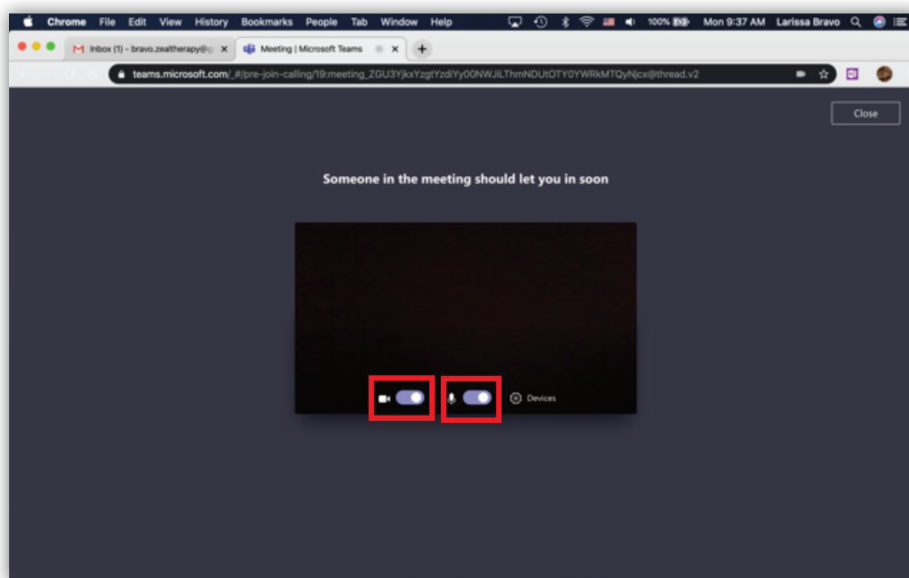




3. Type in your **first and last name** and then tap **Join now**.

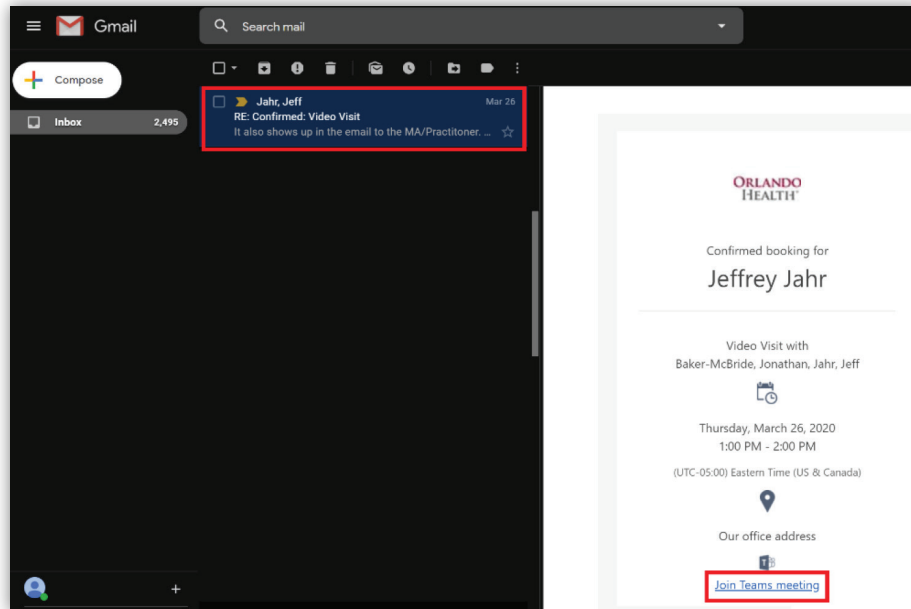


4. When you join the Teams virtual appointment you will be placed in a virtual waiting lobby. An Orlando Health team member will admit you to the virtual appointment shortly.
5. **Please stay in the virtual lobby.**
6. Once you have been admitted into the virtual appointment, you will see the live video stream from our Orlando Health team member, and they should be able to see you. If you are having any problems, quickly troubleshoot by checking the camera, microphone or speaker icons on the bottom of your screen.

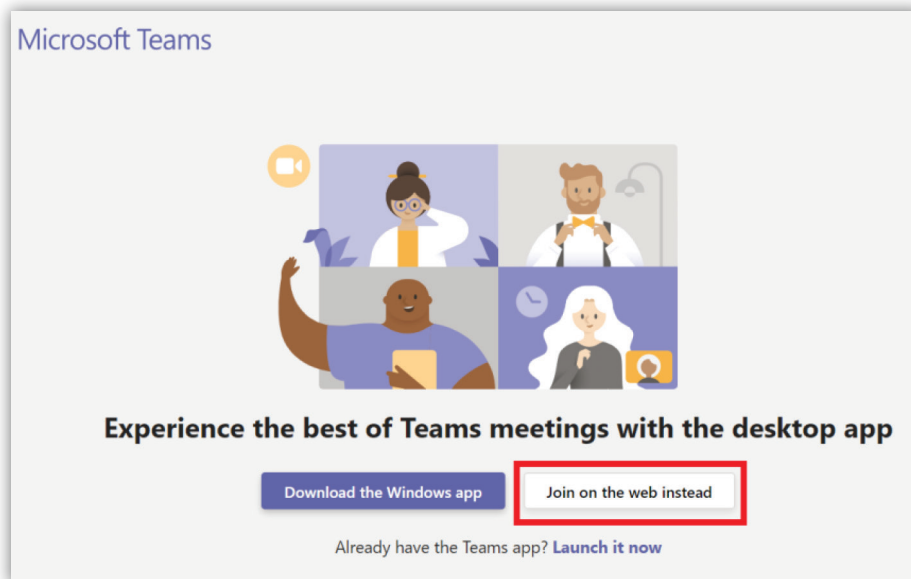


## Section 4: Access Virtual Appointment via Windows PC

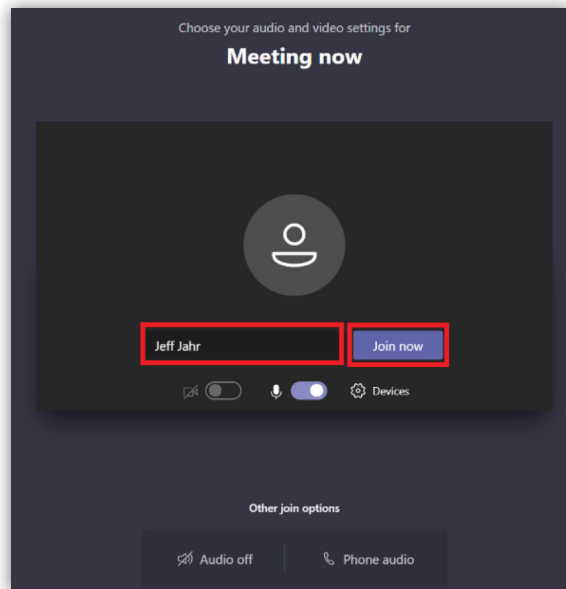
1. 15 minutes before your scheduled appointment, open the **original confirmation email** and click on the **Join Teams meeting** link.



2. When prompted, select **Join on the web instead**. Some internet browsers will automatically choose Join on the web instead for you, so just continue to the next step.



3. Type in your **first and last name** and then tap **Join now**.



4. When you join the Teams virtual appointment you will be placed in a virtual waiting lobby. An Orlando Health team member will admit you to the virtual appointment shortly.
5. **Please stay in the virtual lobby.**
6. Once you have been admitted into the virtual appointment, you will see the live video stream from our Orlando Health team member, and they should be able to see you. If you are having any problems, quickly troubleshoot by checking the camera, microphone or speaker icons on the bottom of your screen.

