

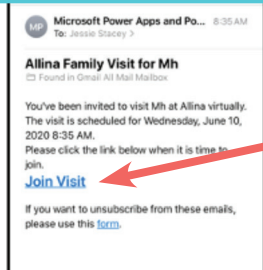
# Tips for Joining an Allina Patient Video Visit Using Microsoft Teams

# 1

## STEP 1



Look for an email from Allina Patient Family Visits in your email. The subject line is 'Allina Family Visit for XX' (where XX are the patient initials).



## STEP 2

Click on the 'Join Visit' link halfway down the email.

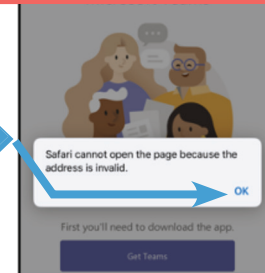
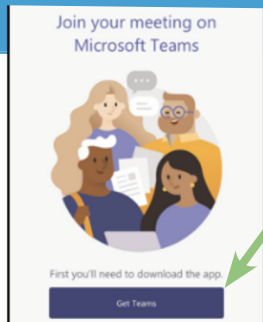
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# 3

## STEP 3



You may see an error message. If so, click on 'OK' to clear it.



## STEP 4

Once the error message is cleared, click on 'Get Teams' if you do not have Microsoft Teams already installed on your device.

# 4

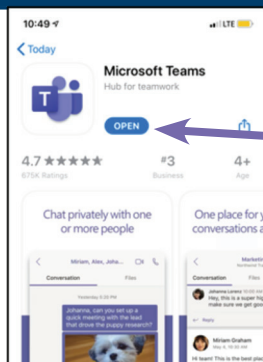
# 5

## STEP 5



This will take you to whichever App Store your device uses for downloading new apps. Click on 'Get' or 'Install' to download Microsoft Teams.

*Note that you will likely need to enter the password on your device in order to download and install a new app. The download may take a few seconds or a few minutes depending on your network bandwidth.*



## STEP 6

Once the Microsoft Teams app has been downloaded, click on 'Open' to open it on your device.

# 6

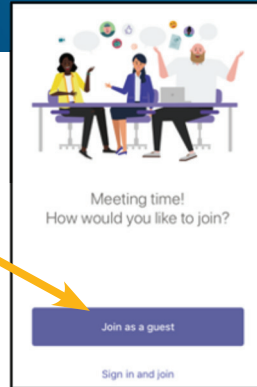
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### STEP 7



This will take you into the Microsoft Teams meeting. Click on 'Join as a Guest' to join the patient video visit.



*Note that there is no need to sign in or create an account for Microsoft Teams.*

*Note that you may also need to give permission to access your device's camera.*



### STEP 8

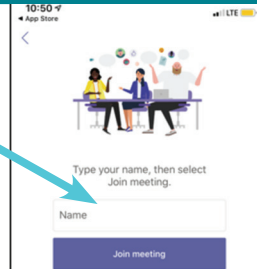
Make sure that you click on 'OK' for Teams to access your device's microphone. This will allow you to be heard in the meeting.

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### STEP 9

Enter your name as you want to be identified in the meeting with the patient, e.g. 'Mom', in the Name box and then click on 'Join Meeting' below.



### STEP 10

Congratulations! You are now in the meeting! If you don't see your loved one right away, don't worry. They will join shortly.

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*Note that if you join the meeting before the host, you will not be able to turn on your video image. You will need to close out of the meeting and rejoin it.*

