

Member Instructions: Group Visits

Mobile Device

You have the option of joining a group visit using Microsoft Teams on an Android or iPhone mobile device. If joining from a mobile device, **you must download the app ahead of time, you do not have to create an account.**

1. From your mobile device, open the App Store (*iPhone*) or the Google Play Store (*Android*)

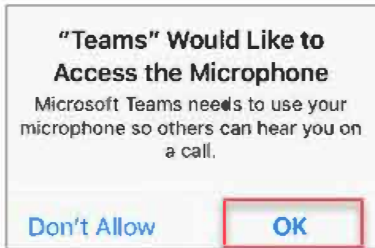


2. Search and download **Microsoft Teams**



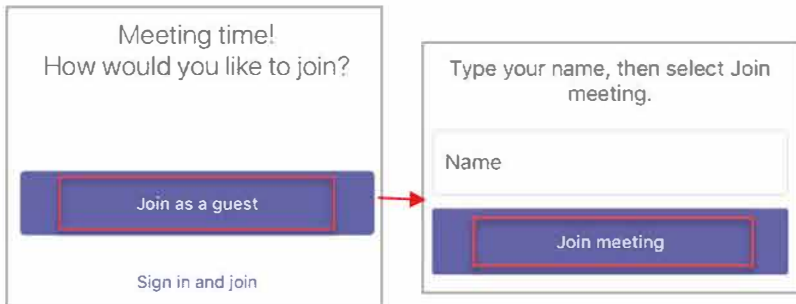
NOTE: Once Microsoft Teams is downloaded, you will not need to do anything further with the app on your mobile device. The app only needs to be downloaded in advance to make a successful connection.

3. From your mobile device, open your **KP My Doctor Online App** to open MyChart.
4. Click on **Messages** and open the “Group Visit” secure message
5. Click the link to **Join Microsoft Teams Meeting**
The Microsoft Teams app will open automatically for you (*you previously downloaded*)
 - a. Click **OK** to enable audio for the call



NOTE: If you select Don't Allow, you will be unable to use your audio (you cannot speak in the visit). To correct this, you will need to go to your audio settings on your mobile device to change.

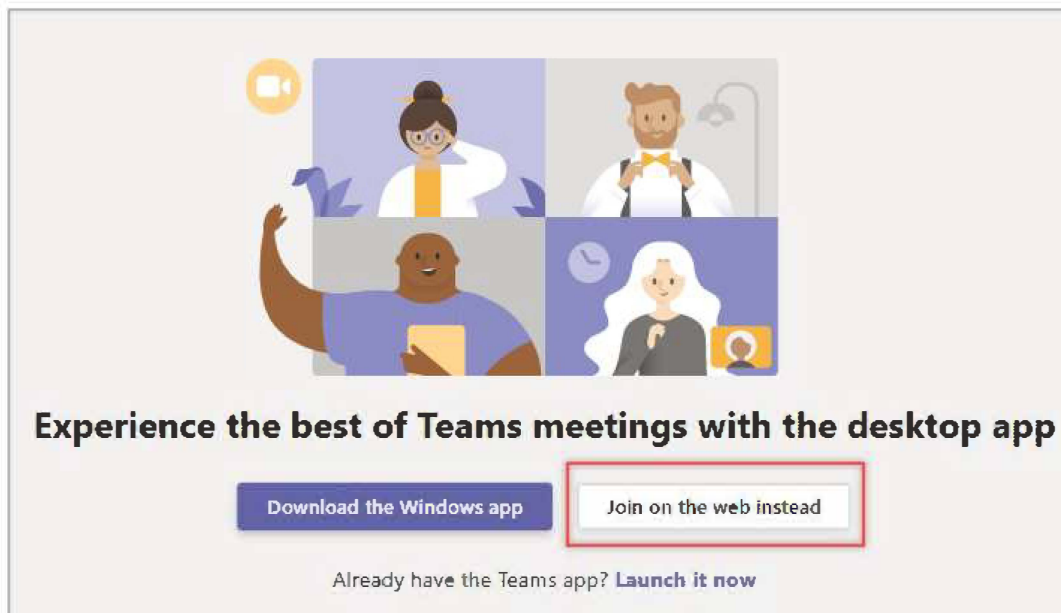
- b. Select the **“Join as a Guest”** option
- c. Enter your first name and initial of your last name
- d. Select **Join Meeting**



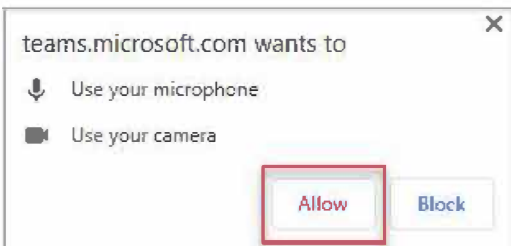
Desktop

Use of a Laptop or Tablet, with a built-in camera and microphone, is preferred as it will allow you to participate more effectively.

1. From your Desktop Computer, log into your Kaiser Permanente MyChart
2. Go to your **Message Center** and select the **Inbox**
3. Open your Group Visit secure message
4. Click the link after the bulleted statement “From a **Laptop/Desktop Computer**” and the Microsoft Teams page will open.
5. If this is the first time joining this type of group visit you may be asked ‘How do you want to join your Teams meeting? Select **Continue on this browser**
6. There are three options to join, select the **Join on the Web Instead**

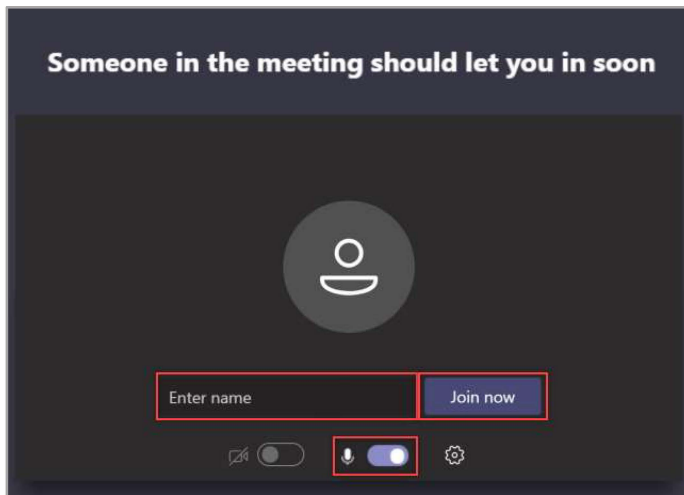


7. You will then be asked to allow access to your camera and microphone, select **Allow**.



NOTE: If you select **Block**, you will be unable to use your audio (you cannot speak in the visit). To correct this, you will need to go to your audio settings on your computer to change.

8. Confirm your audio is turned on
9. Enter your first name and the initial of your last name.
10. Select **Join Now**



Camera Note: If you join the meeting before the Provider, you will not have the option to turn on your camera, but if you join after the Provider, you will be able to turn on the camera. This may not matter if the Provider is not requiring patients to turn on their camera. But if that is desired, you will need to hang-up and rejoin the meeting to enable your camera.

Phone Audio

Optional - To join the Group Visit audio by phone

1. Call the **phone number**, available
 - a. At the beginning of your scheduled group visit; or
 - b. Once connected to the Group Visit
 - Click **More Actions** from meeting toolbar
 - Click on **Show meeting details**
2. Enter the **Conference ID number**. Be sure to include the # at the end of the conference ID number.

The image shows a screenshot of the Microsoft Teams meeting interface. On the left, a dark control bar contains icons for mute, video, screen share, a menu (three dots), chat, participants, and end meeting. A context menu is open over the menu icon, listing: 'Show device settings', 'Show meeting notes', 'Show meeting details' (highlighted with a red box), and 'Enter full screen'. On the right, the 'Meeting details' panel displays: 'Test Group', '4:00 PM - 4:25 PM (25 minutes)', 'Monday, May 4, 2020 @ 4:00 PM', and 'Microsoft Teams Meeting'. Below this, a 'Dial in manually' section (also highlighted with a red box) provides the phone number '+12135339530 (Toll)', a link for 'Get local numbers', and the 'Conference ID: 272 198 02#'. The background of the meeting is black.