

How to Join a Video Visit With a Medical Professional

To help you access better care when and where it is most convenient for you, Northwestern Medicine offers video visits.

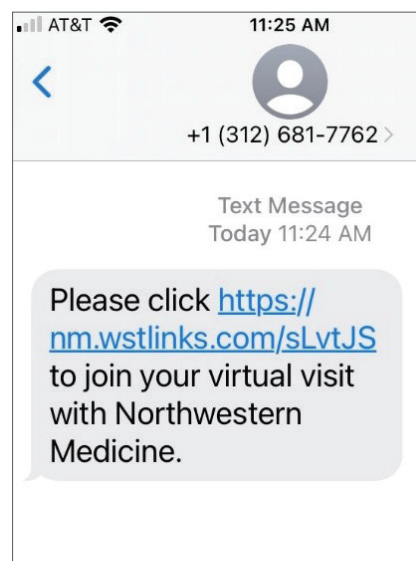
You will get a video visit invitation by email, text message or both. You can join the video visit using a mobile device like a smartphone or tablet, or you can join from a computer. Instructions for both options are outlined below.

Your medical professional's office will send the link to your video visit. It may come as soon as 15 minutes before your visit is scheduled. Your medical professional always tries to be on time. However, just like an office visit, they may have a delay. The link to the visit may come after the appointment time. Thank you for your patience.

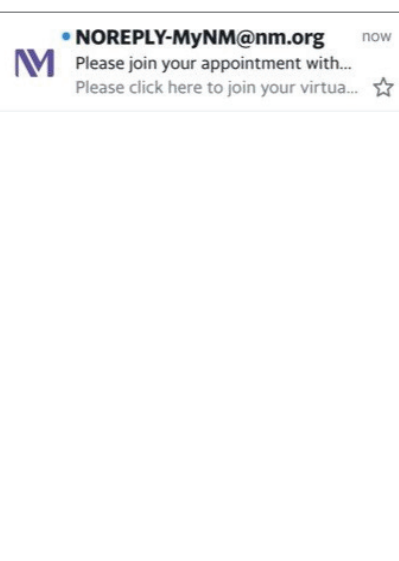
To join a video visit from a mobile device

Your video visit invitation(s) will look like the following:

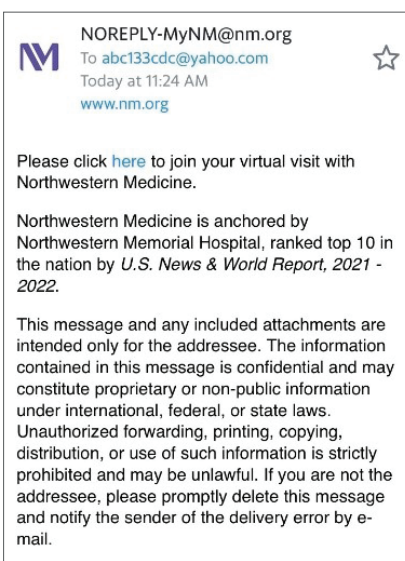
Text Message:



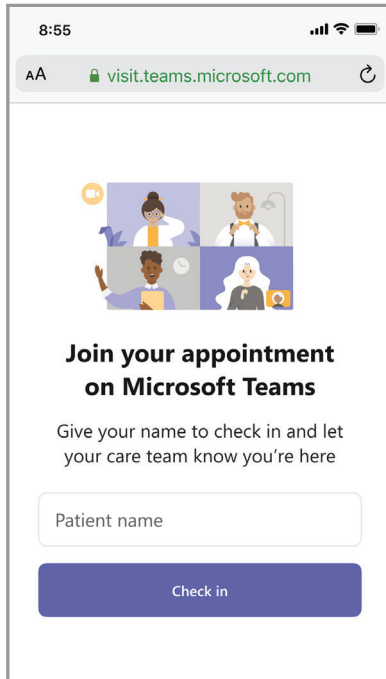
Email Subject:



Email Body:

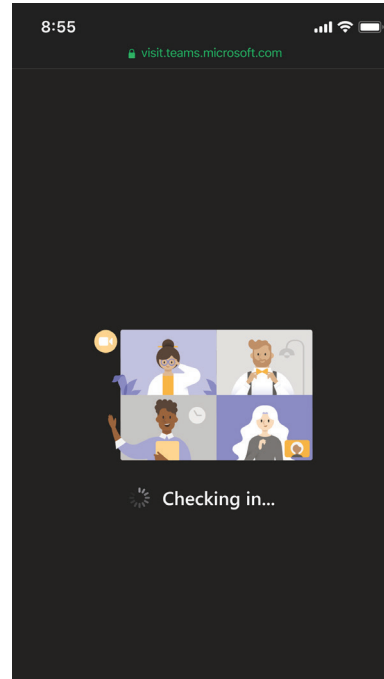


About 15 minutes before your appointment, using the device you want to use for the video visit, tap the link from the text message or email. A Microsoft Teams Video Visit will launch in the device's web browser.



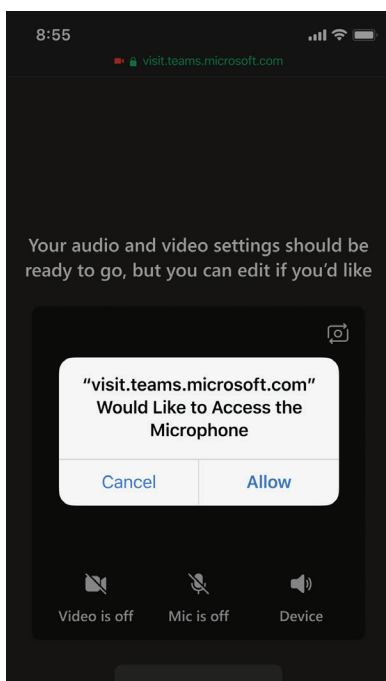
1

Enter your name. Then, click **Check in** to join the video visit.



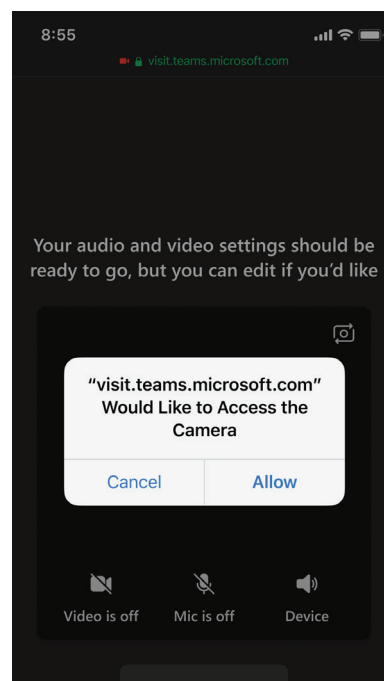
2

You will see this screen while your smartphone or tablet connects to the visit.



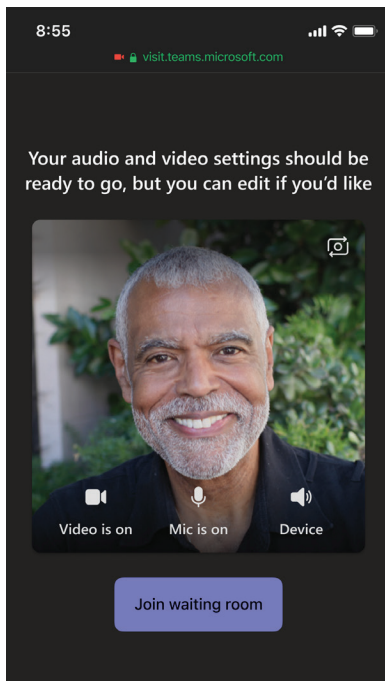
3

Please click **Allow** so that you can be heard during the video visit.



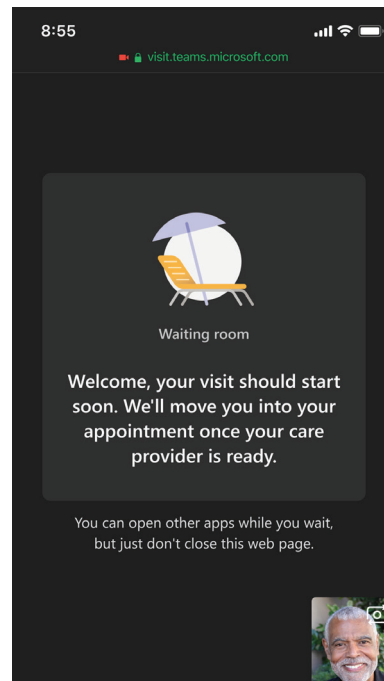
4

Please click **Allow** so that you can be seen during the video visit.

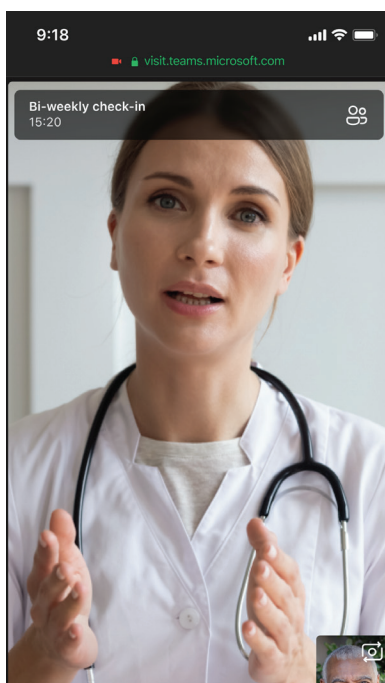


5 Tap the **Join waiting room** button to enter the visit.

If needed, you may change the camera or audio settings by tapping the icons.



6 This screen is the virtual waiting room. Once your visit starts, your screen will update.



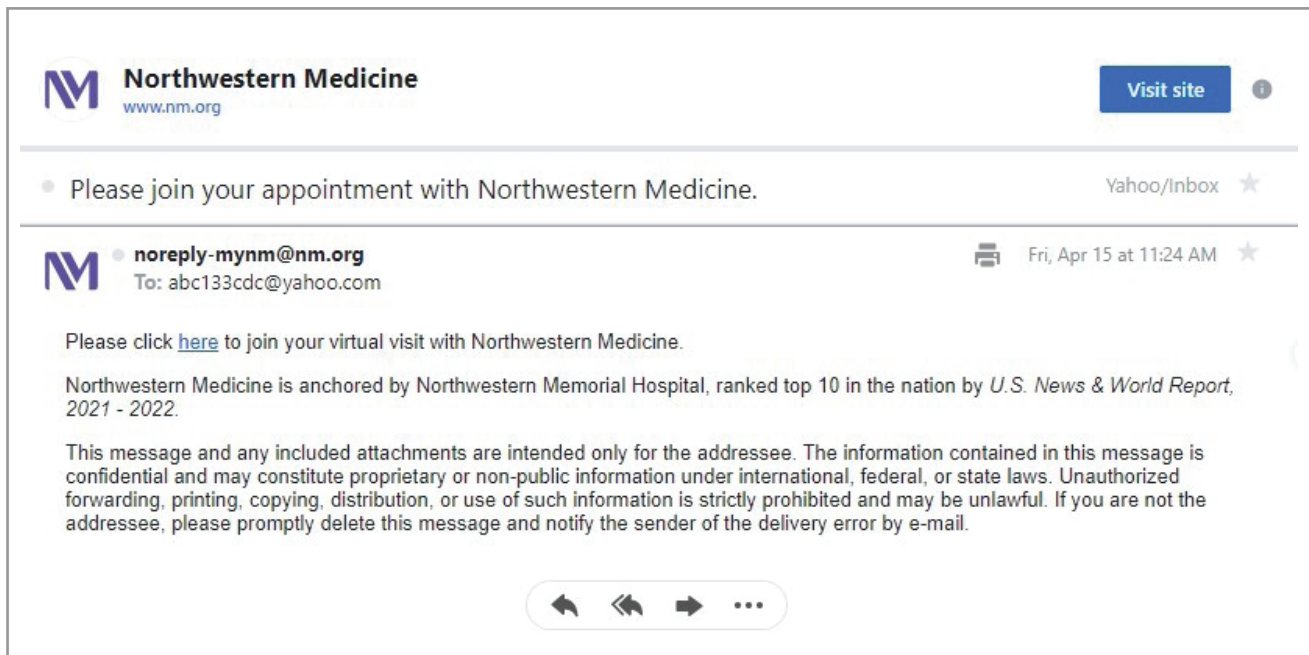
7 Your medical professional will join the meeting.

You will automatically join the visit.

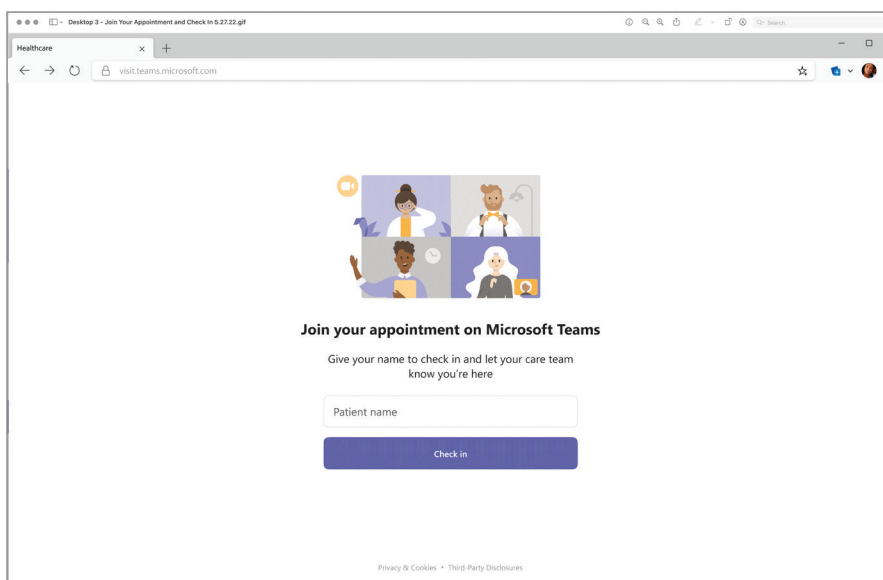
If you are having problems joining the meeting from your smartphone, please be sure you have the most up-to-date version of the Android or iOS (Apple) operating system.

To join from a personal computer

You will get a link to the visit by email. To join from a personal computer, use the link in the invitation email. When you get the email, you will see the following:

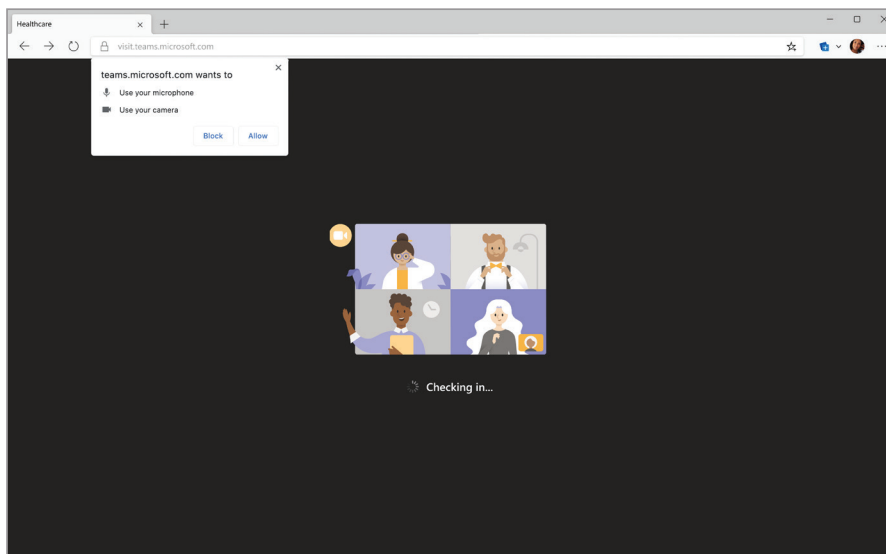


About 15 minutes before your appointment, using your personal computer, click the link in the email to join the video visit. The video visit will launch in Microsoft Teams in your computer's web browser.



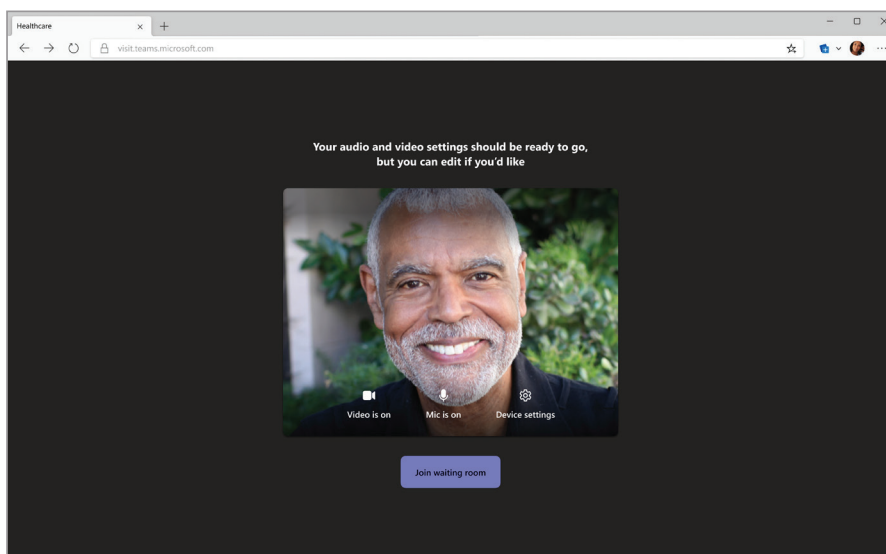
1

Enter your name. Then, click **Check in** to join the video visit.



2

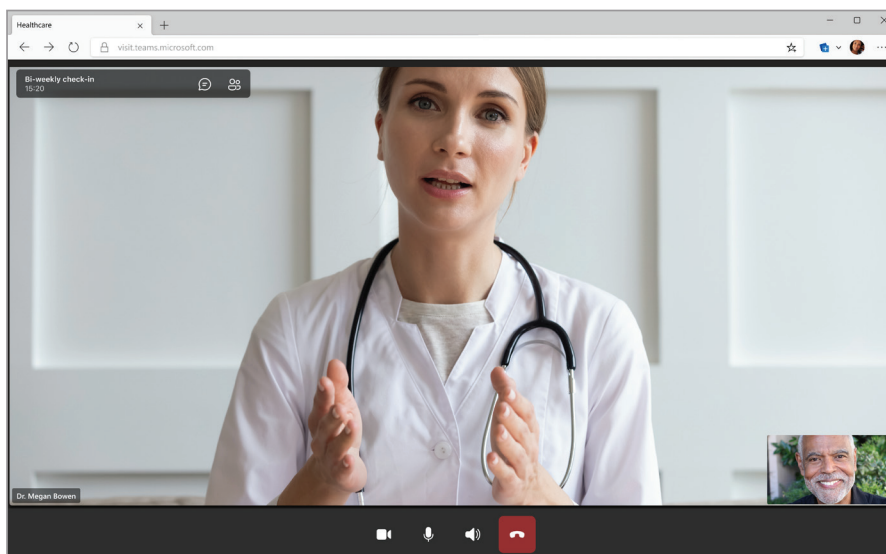
Please click **Allow** so that you can be heard and seen during your video visit.



3

Please click on **Join waiting room** to enter the visit.

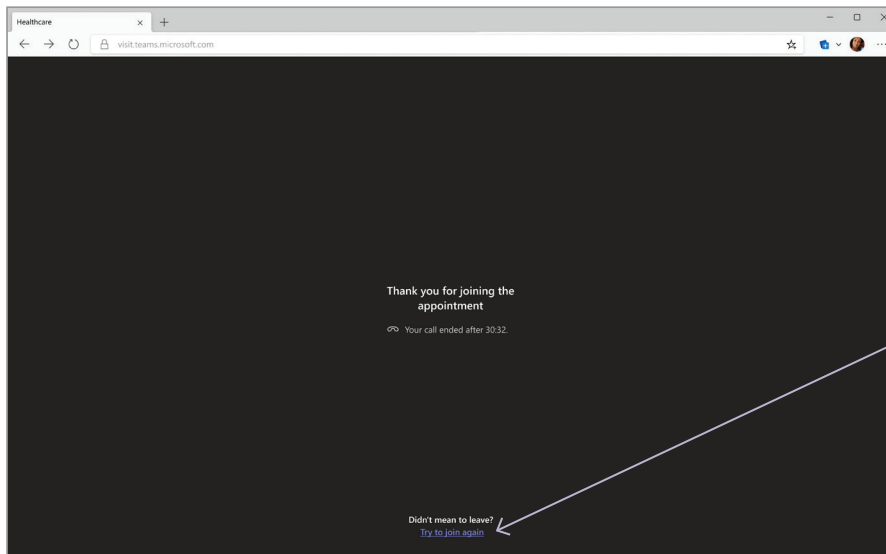
If needed, you may change the camera or audio settings by clicking on the icons.



4

Your medical professional will join the meeting.

You will automatically join the visit.



5

If you tap on the disconnect (hang up) option either during the video visit or when the visit ends, this screen will display.

If you did not mean to disconnect, tap **Try to join again** on this screen.

If you did mean to disconnect, you can close your browser window. The visit is complete.

Visit devicetest.teams.microsoft.com to test your device before your visit. You can check your speaker, microphone, camera and network connections. You can also complete a test call.

If your computer has problems running the video visit, it may not meet the requirements. You can learn more here:

[Hardware requirements for Microsoft Teams - Microsoft Teams | Microsoft Docs](#)

If you have questions about your scheduled video visit, please call a support agent:

855.HLP.MYNM (855.457.6966)

TTY: 711

7:00 am to 11:30 pm, 7 days a week

