KAISER PERMANENTE®

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.**

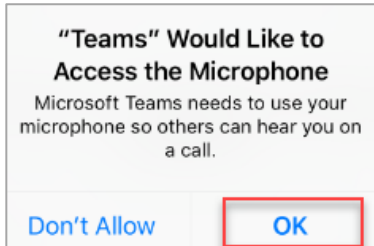1. From your mobile device, open the App Store *(iPhone) or* the Google Play Store *(Android)*

   Download on the App Store   Get it on Google-play

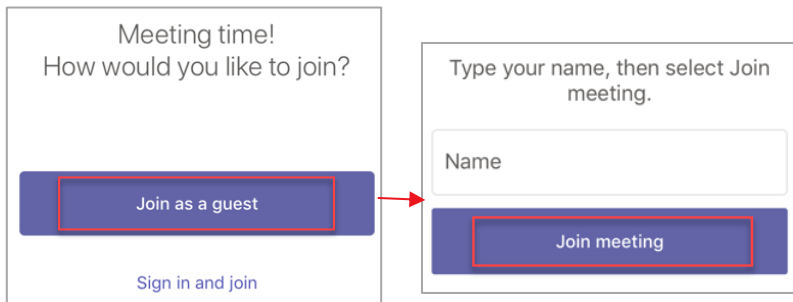2. Search and download **Microsoft Teams**

! **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.

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3. From your mobile device, open your **KP Washington App** to open MyChart.
4. Click on **Messages** and open the "Group Visit" secure message
5. Click the link **Join Group Visit**
   The Microsoft Teams app will open automatically for you *(you previously downloaded)*

   a. Click **OK** to enable audio for the call

   "Teams" Would Like to Access the Microphone
   Microsoft Teams needs to use your microphone so others can hear you on a call.

   Don't Allow | OK

! **NOTE:** If you select <u>Don't Allow</u>, 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.

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

   Meeting time! How would you like to join?

   Join as a guest → Type your name, then select Join meeting.

   Name

   Join meeting

   Sign in and join

6. You will be moved into the "Lobby" where you will see and hear a message that "Someone in the meeting should let you in soon".

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 **Join Group Visit**
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**
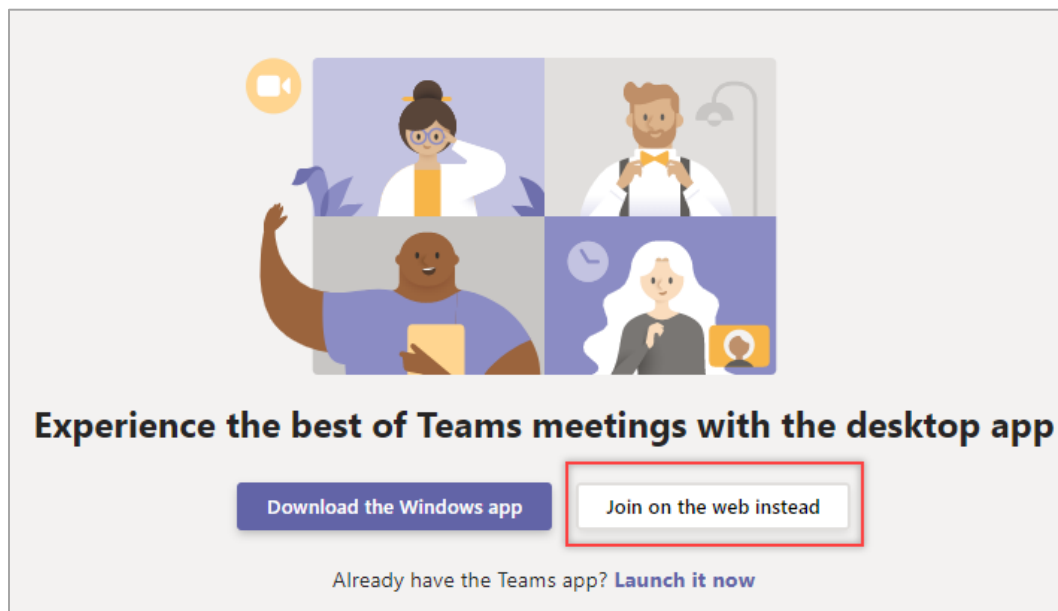
7. You will then be asked to allow access to your camera and microphone, select **Allow**.
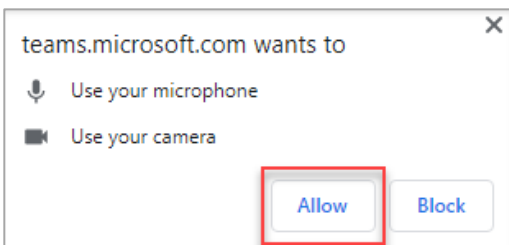
> **!** **NOTE:** If you select <u>Block</u>, you will be unable to use your audio (you cannot speak in the visit). To correct this, you will need to go to your audio settings on your computer to change.

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

You will be moved into the "Lobby" where you will see and hear a message that *"someone in the meeting will let you in when the meeting starts"*.
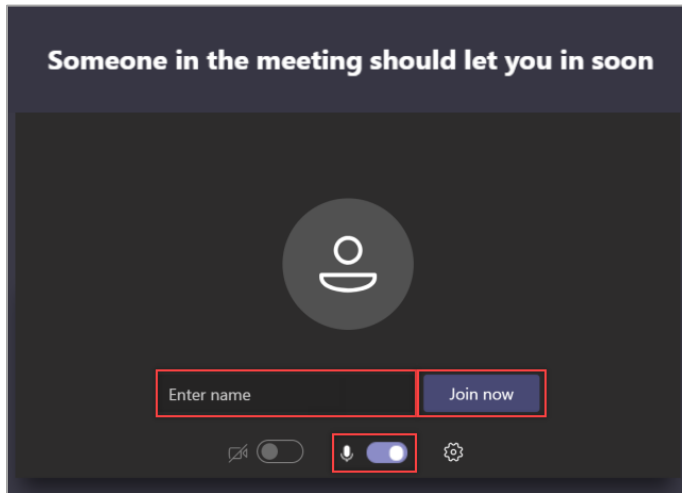
> ❗ **Camera Note:** If you join the meeting before the Provider, you will not have the option to turn on your camera, but if you join after the Provider, you will be able to turn on the camera. This may not matter if the Provider is not requiring patients to turn on their camera. But if that is desired, 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.