

Patient Guidance

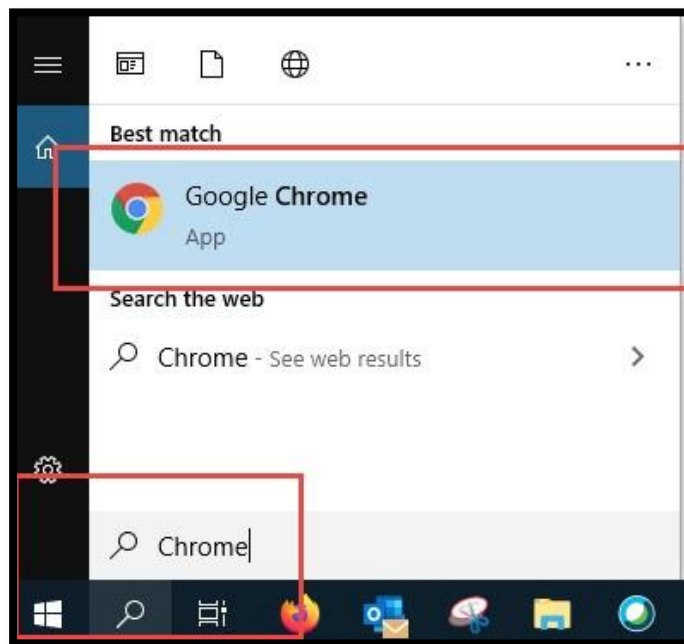
Meet your Provider virtually using WebEx Teams

UNC Health now offers you the ability to meet with your provider virtually using WebEx Teams.

To meet with your provider, you only need: 1) the **Google Chrome browser**, and 2) a computer or tablet with a camera and microphone.

Try It Out

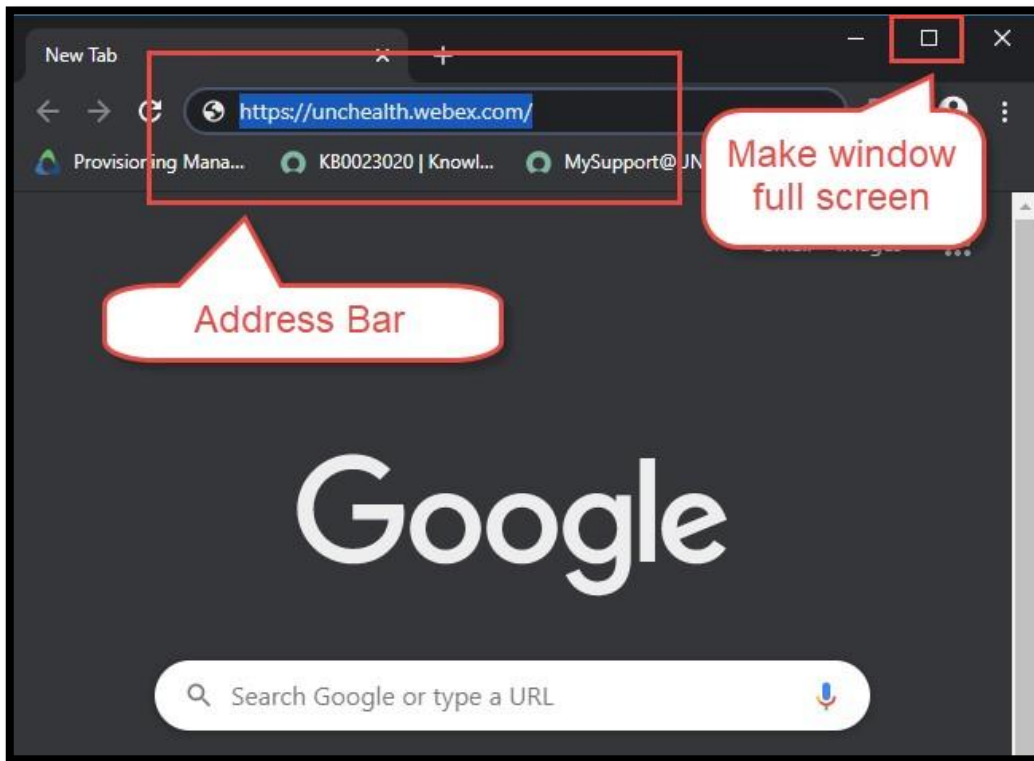
1. On your computer, click **the magnifying glass** in the bottom-left corner. In the space provided, type **Chrome**. Click the Google Chrome browser.



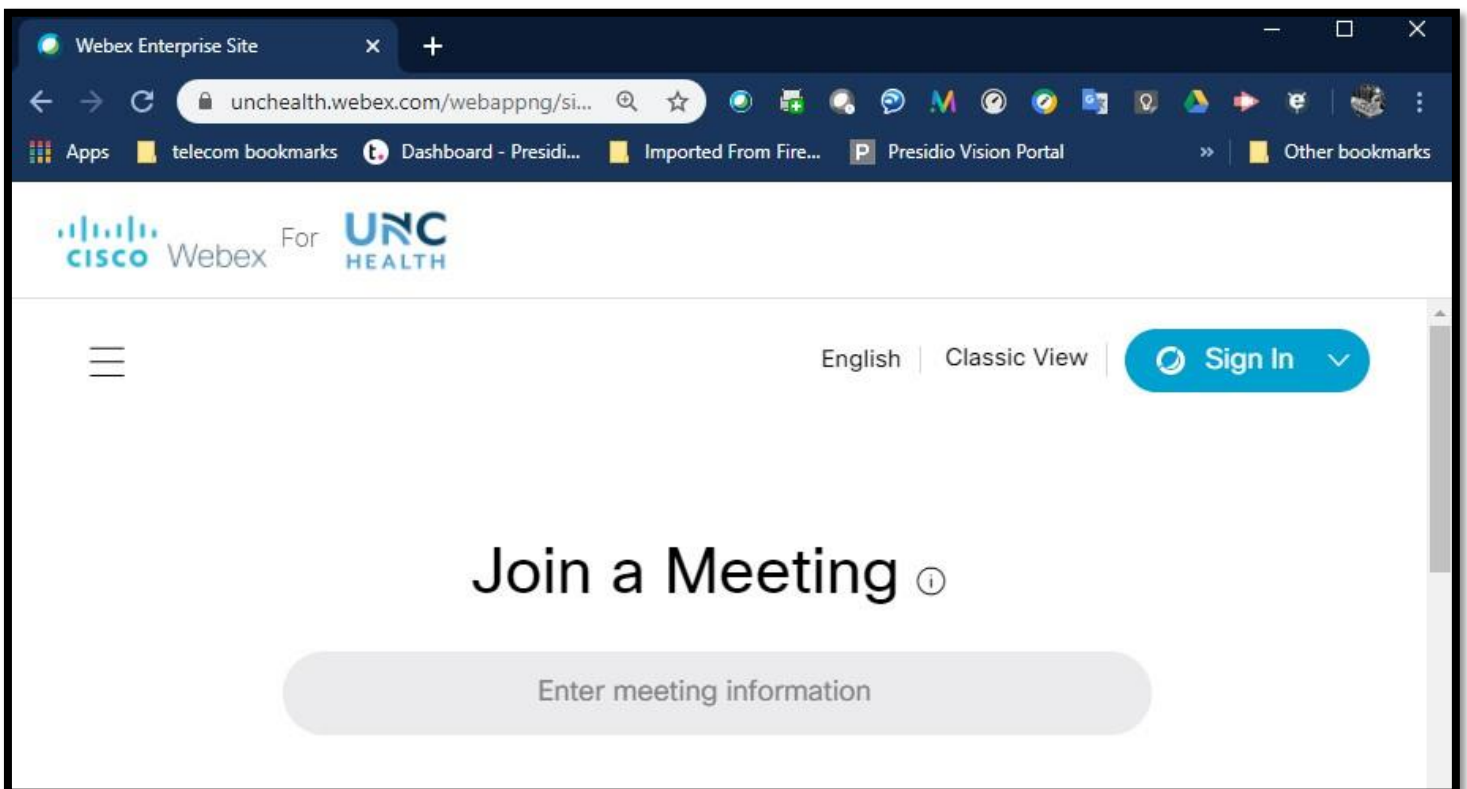
If you do not have Google Chrome, please go to <https://www.google.com/chrome/> and follow the steps to install.

Once you have installed Google Chrome, return to step 1.

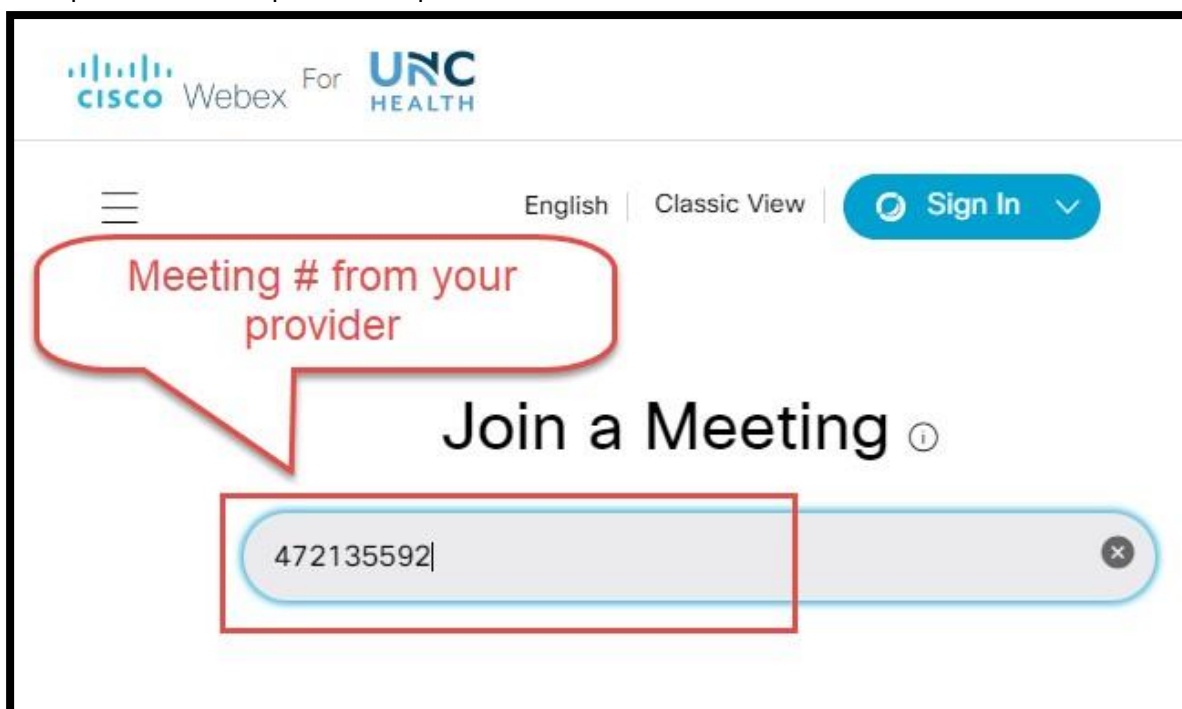
2. In the address bar, type <https://unhealth.webex.com/>. You can make your window full screen by clicking the center box in the upper right hand corner of the Google Chrome window.



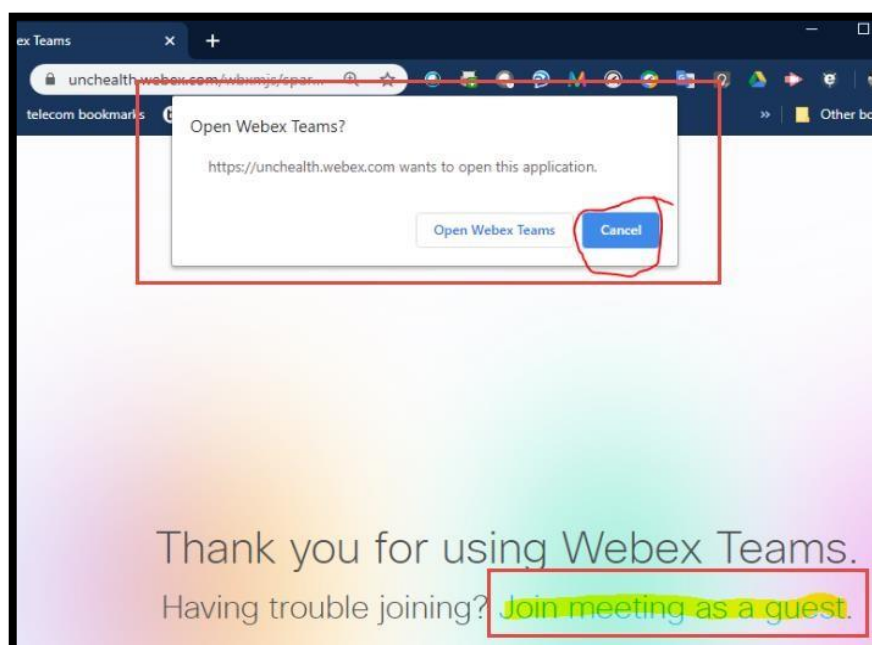
3. You will now be on the UNC Health Cisco Webex landing page.



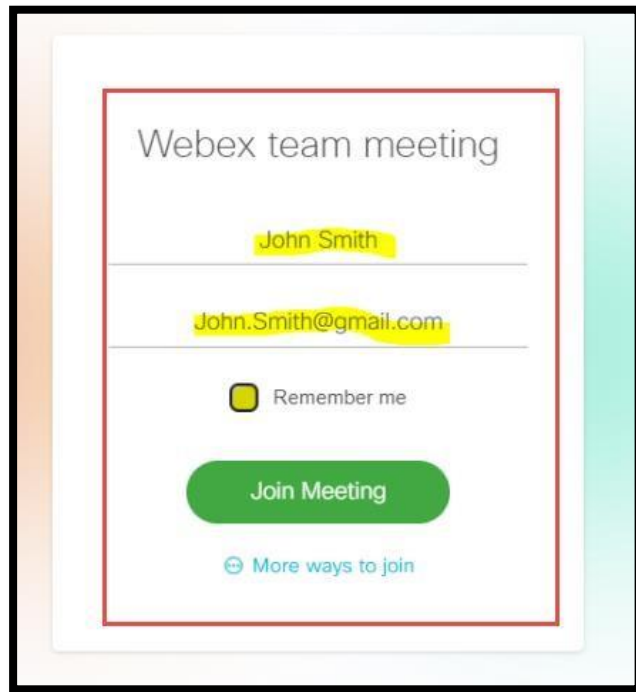
4. Enter your meeting number. Your meeting number will be given to you by your provider (an example is shown below). Hit the **Enter** key on your keyboard. If you do not have a meeting number from your provider, please follow up with the provider's office.



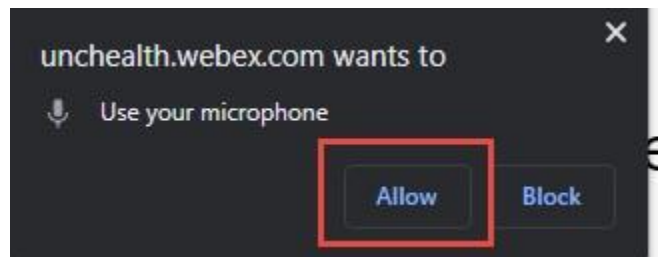
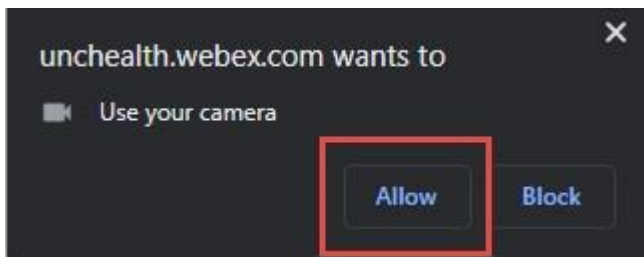
5. If you get a pop-up box that says "Open Webex Teams?", please click **Cancel**. Click the **Join meeting as a guest** hyperlink.



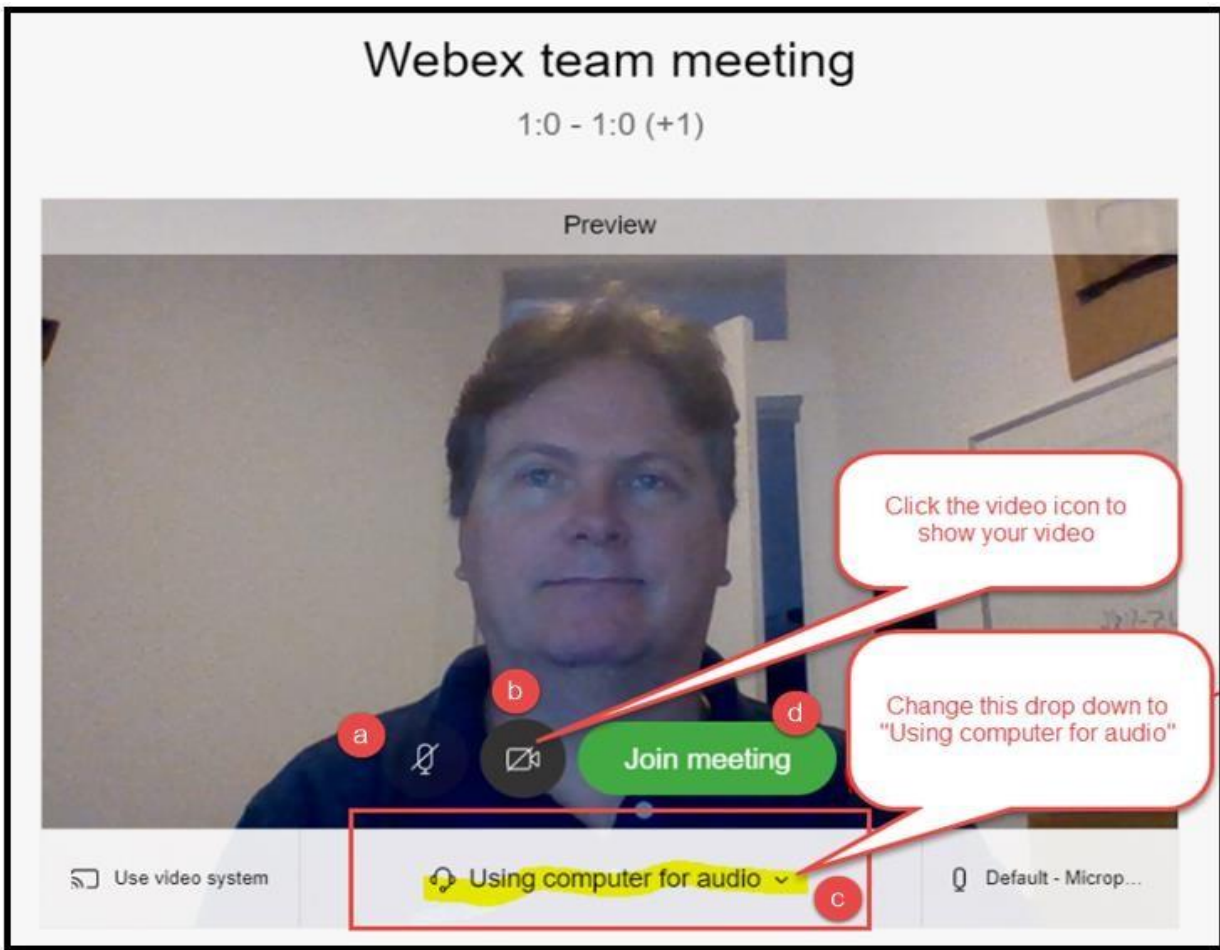
6. Enter your name and email address. Uncheck **Remember me**. Then click **Join Meeting**.



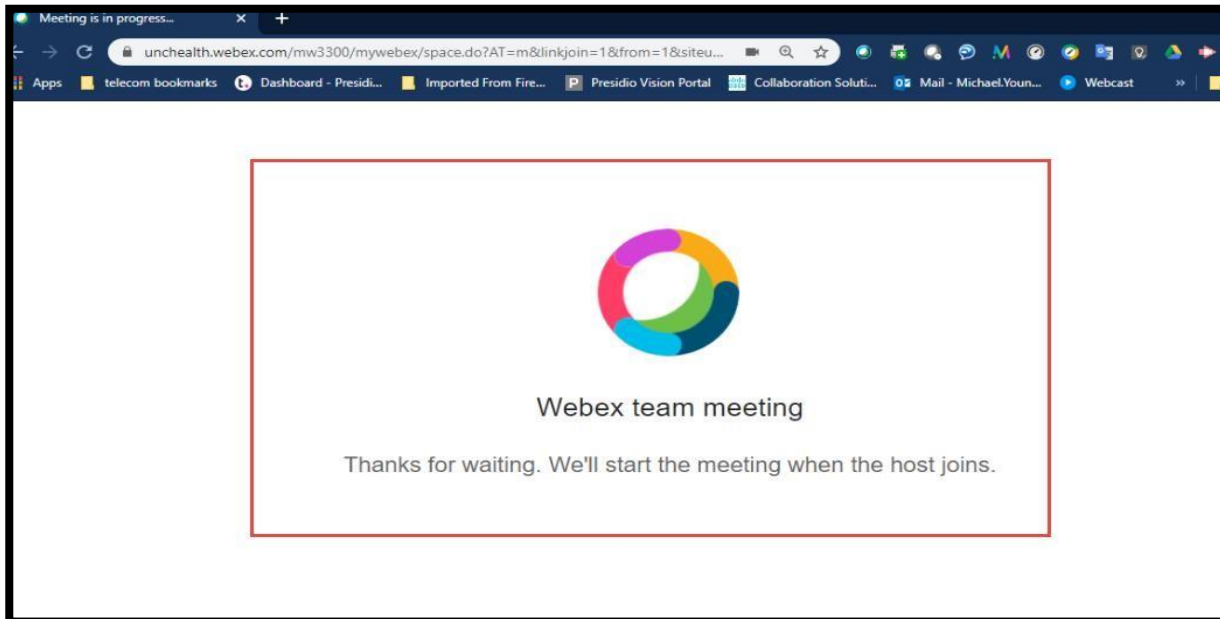
7. Pop-up boxes appear at the top of the screen. Click **Allow** so that your microphone and camera can be used during your virtual visit.



8. You will see a preview of your meeting.
 - a. To turn your microphone on, make sure the microphone icon is highlighted grey (not red).
 - b. To turn your video on, make sure the video camera icon is highlighted grey (not red).
 - c. Change the audio drop down to "Using computer for audio". This allows you to speak through the microphone on your computer or tablet. If you prefer to speak through your phone instead of your computer or tablet, you may call into a number provided. See **Troubleshooting** later in this guide for more directions.
 - d. When you are ready, click the green **Join meeting** button.



9. You might get this message if your provider has not yet joined. Please wait and the session should start soon. Follow up with the clinic if you do not connect with the provider 15 minutes after your start time.



10. Once your provider joins, you and your provider will be able to see and hear each other. You can mute audio and video as needed by clicking the microphone and video icons using the icons on the bottom of the window.



Troubleshooting: If you cannot use your computer to join audio or video, you can click "More ways to join." You can then join using the phone number and access code that appear.

