

## TIP SHEET

### Meet your Provider virtually using WebEx Person Room

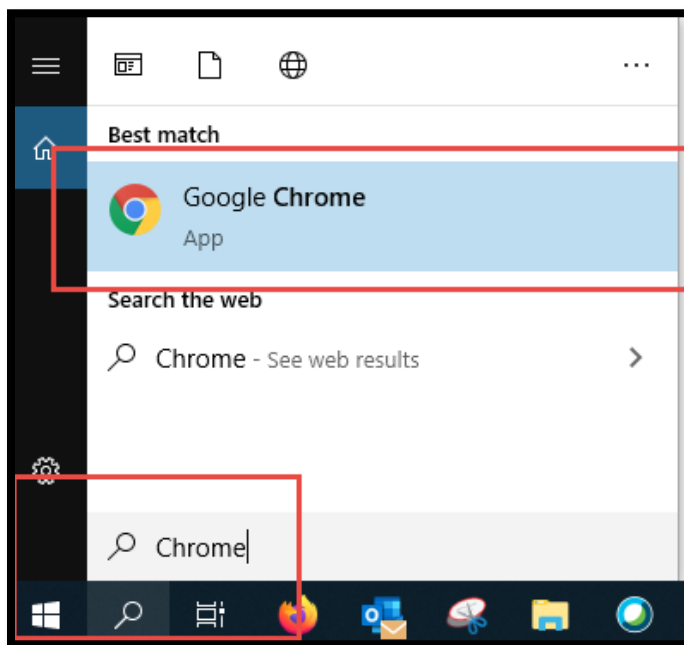
UNC Health now gives you the ability to meet with your provider virtually using WebEx PR.

You do not need any special software, just the **Google Chrome browser**.

You may need some special equipment - a computer or tablet with a camera and microphone would be necessary to talk with your provider and to see them.

#### Try It Out

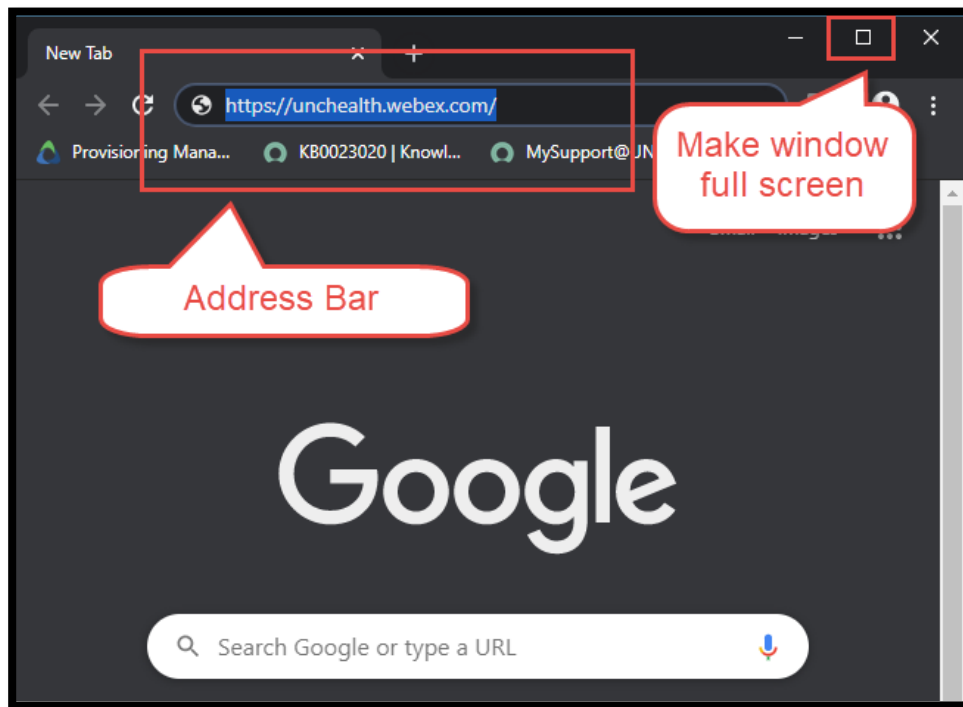
1. On your computer, click **the magnifying glass** in the bottom-left corner, and start typing **Chrome**. Then click the Google Chrome browser.



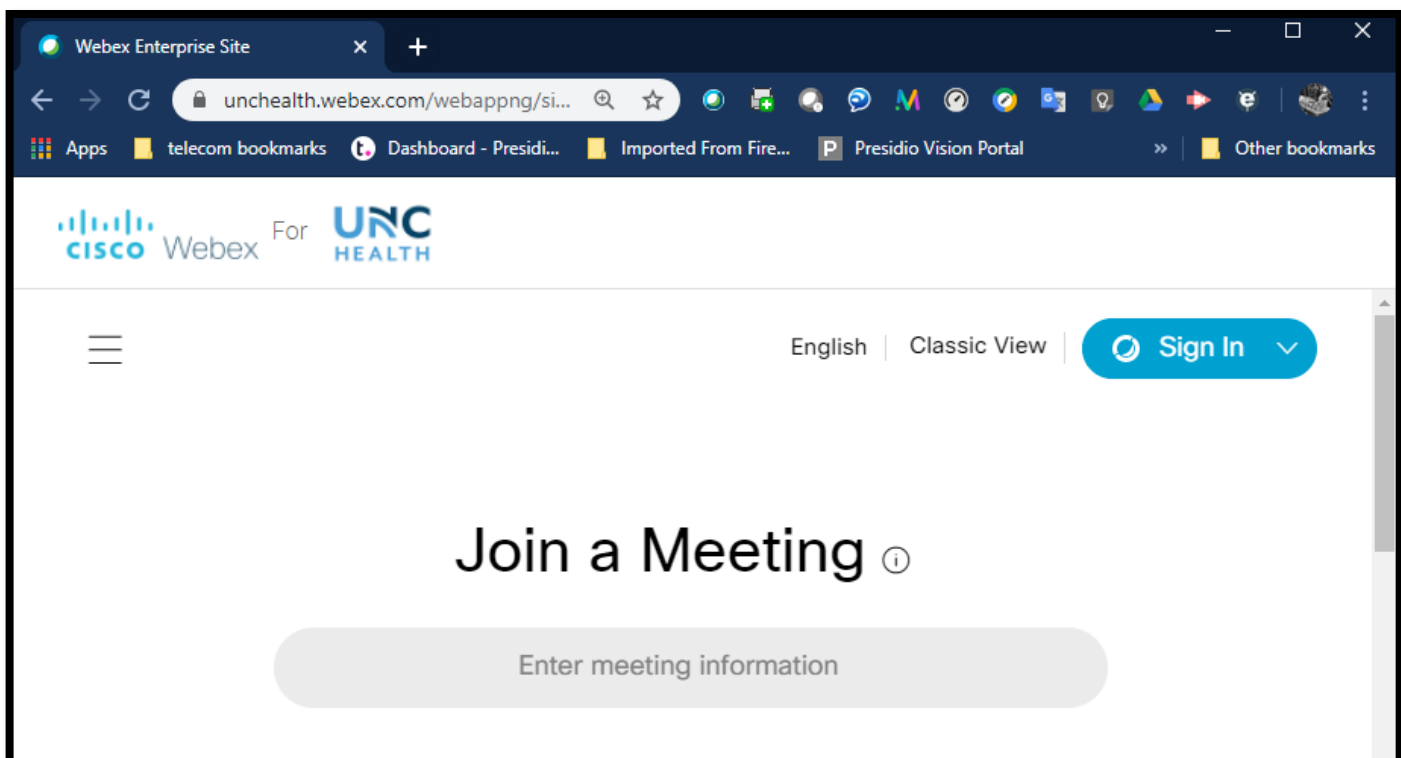
If you do not have Google Chrome, which is the only recommended browser, please go to <https://www.google.com/chrome/> and follow the steps to install.

Then return to this step.

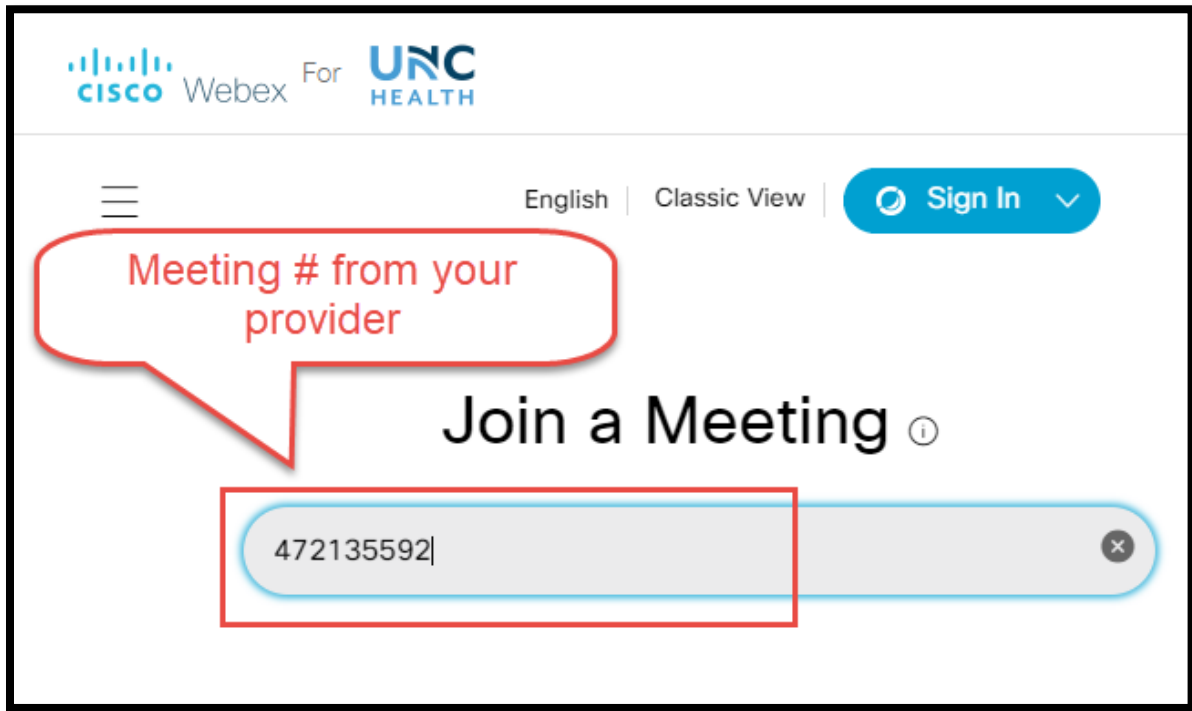
2. In the address bar, type <https://unhealth.webex.com/>. Make your window full screen, if necessary, by clicking the center box in the upper-right hand corner of the Google Chrome window.
  - a. Your provider may message you a specific web address to connect to the video session. If you receive this specific web address, enter the web address in your Google Chrome Browser or click on the direct link you receive from your provider. If you receive this specific web address then you can skip steps 3 and 4 below. Continue with step 5 below after you have entered the specific web address.



3. This takes you to UNC Health's Cisco Webex landing page.

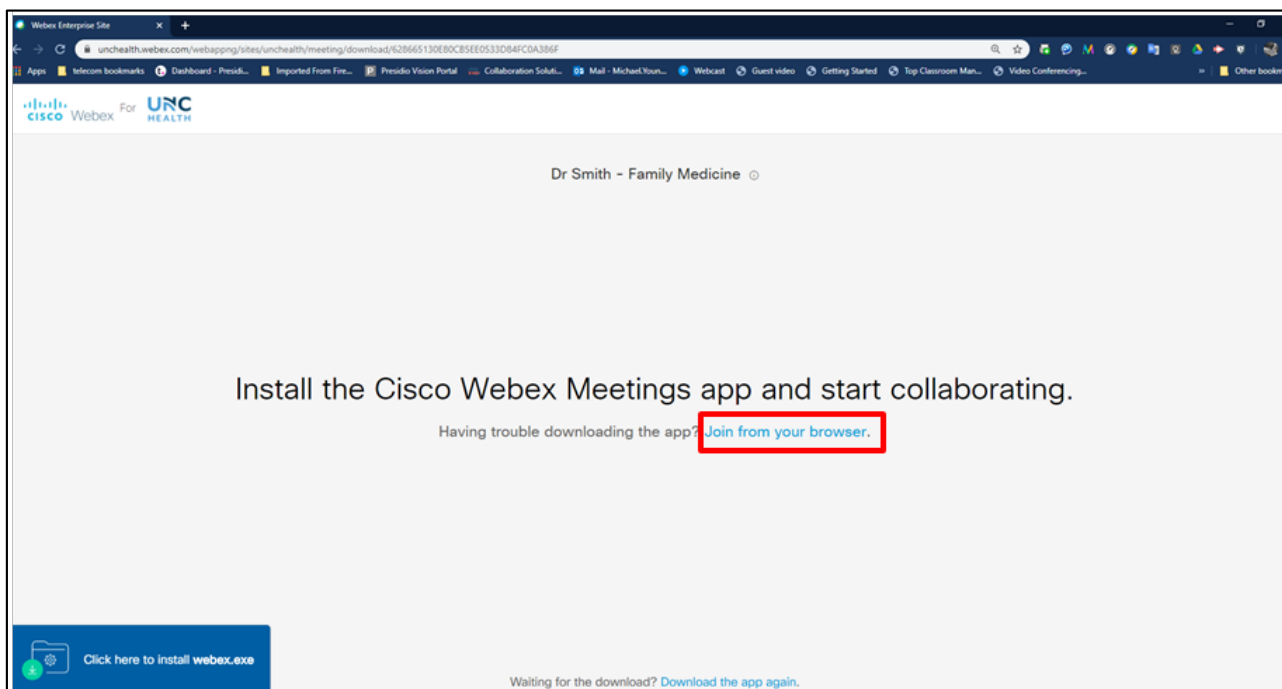


4. Enter the meeting number given to you from your provider and then hit the **Enter** key on your keyboard. Do not type in the number below! You should have a number from your provider – if not, follow up with the clinic staff.



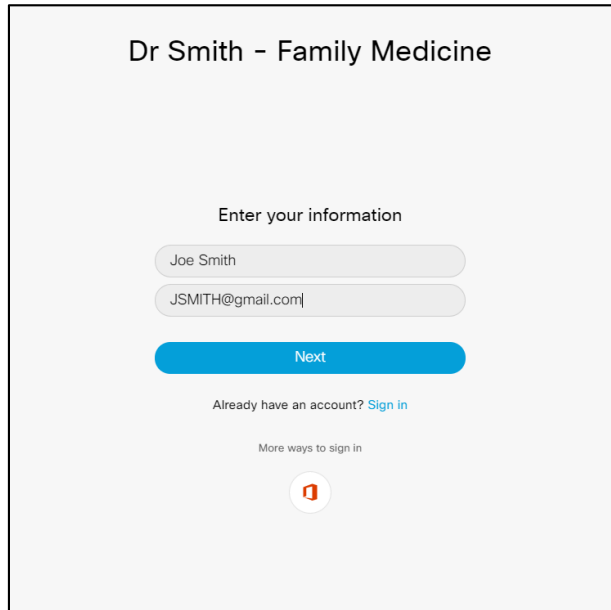
5. If you get the pop up to “Open Webex?“, just click **Cancel**.

Click the **Join from your browser** hyperlink.



6. Enter your name and email address.

Click **Next**.



Dr Smith - Family Medicine

Enter your information


Joe Smith

JSMITH@gmail.com

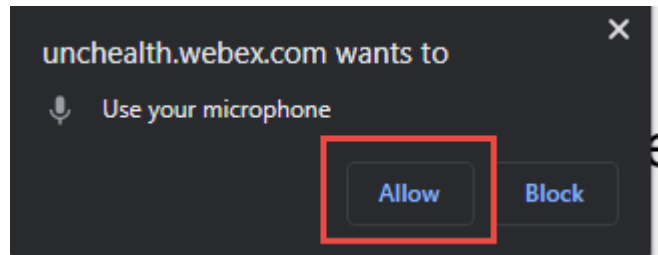
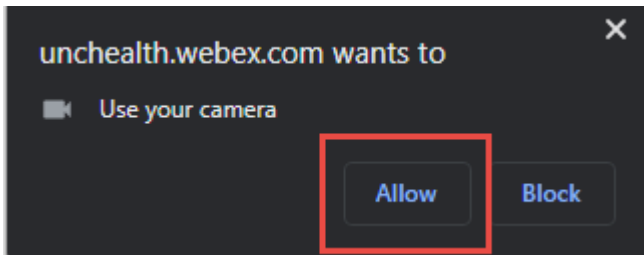
Next

Already have an account? [Sign in](#)

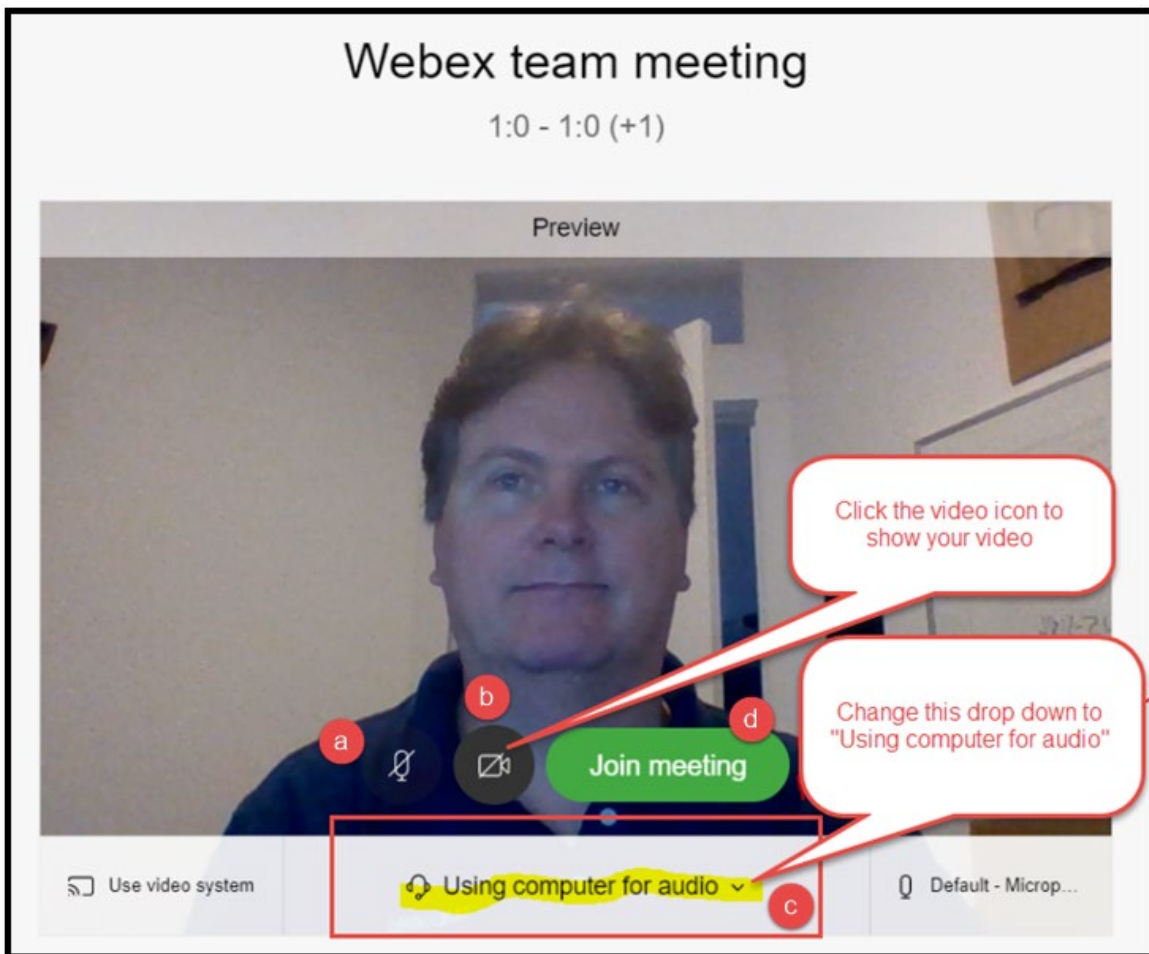
More ways to sign in



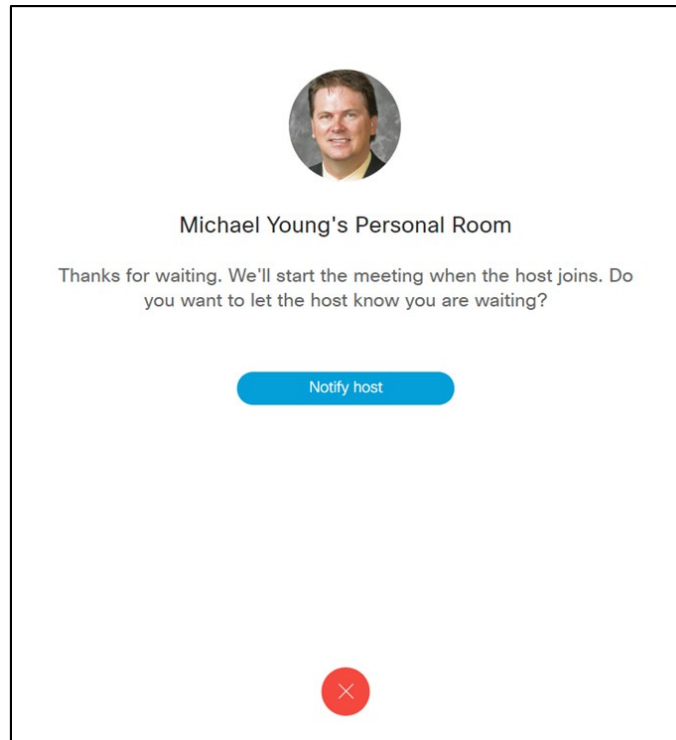
7. To allow this application to use your microphone and camera, click **Allow** on the pop-up boxes that appear on the top of the screen.



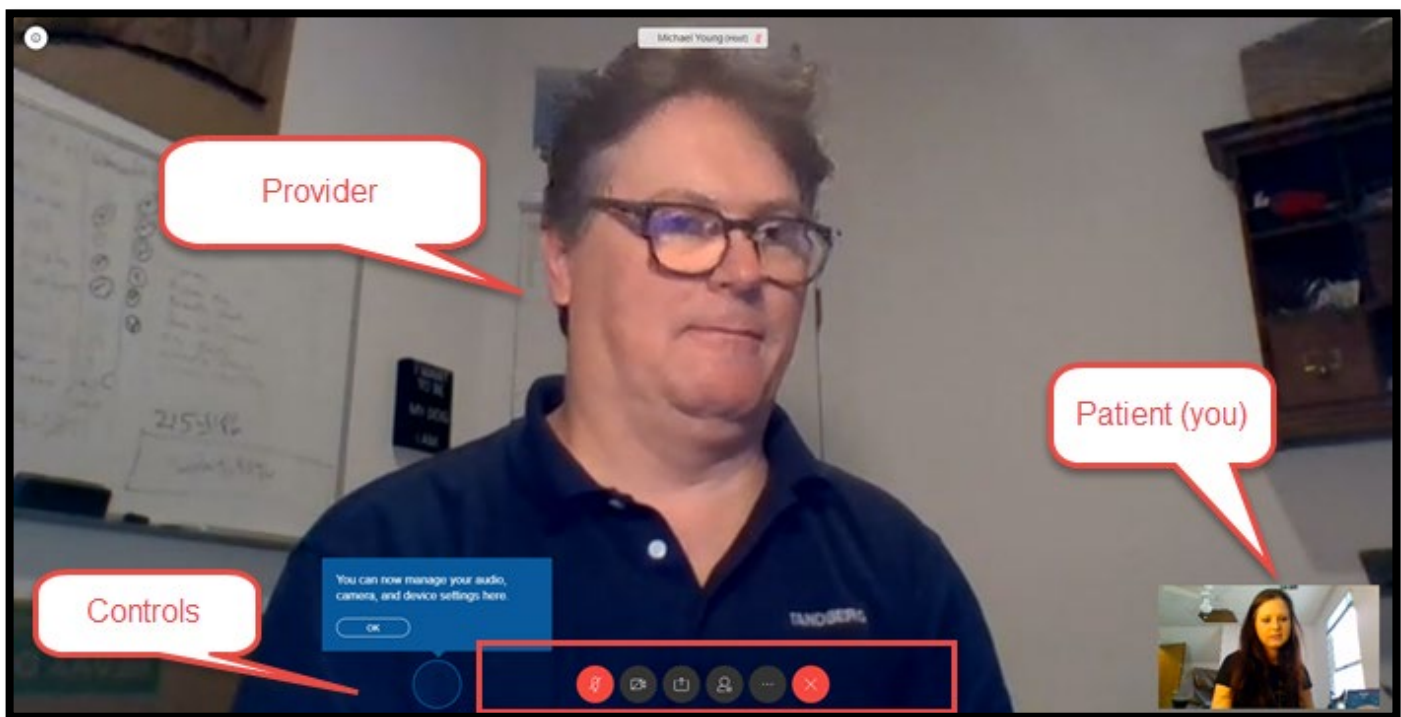
8. You will see a preview of your meeting.
  - a. To turn your microphone on, make sure it is highlighted grey (not red)
  - b. To turn your video on, make sure the video camera icon is highlighted grey (not red).
  - c. Change the audio drop down to "Using computer for audio". This will use the microphone in your computer or tablet. You also can have it call a number if you prefer conduct the audio portion of your visit through your phone. See **Troubleshooting** later in this guide.
  - d. When you are ready, click the green **Join meeting** button.



9. You might get this message if your provider has not yet joined. Just 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 have two-way audio and video – 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, as a last resort you can join using the phone number. If this is needed please go to setup screen and select call me instead of using computer for audio, put in the phone number that you can answer for the audio.

