



HOW TO JOIN A SCHEDULED TELEVISIT

1. BEFORE YOU START

- a. Ensure that you have a meeting invite. The invite will be sent to you at the email address that you had provided to the DOC to schedule the televisit. It is your responsibility to ensure that a correct email address is provided to the DOC. Failure to provide a correct email address will result in you missing your scheduled televisit.
- b. Join the televisit **only** at the provided start time of the meeting. If you sign-in prior to the start time you will not be able to proceed and will receive the following error: "Meeting not found".
- c. Ensure the browser you are using is allowed to access the camera, microphone and speaker. Select the appropriate camera. In most cases, the front facing camera on your phone will be used.

Follow these steps to enable the camera and microphone on your device:

PC/Mac	Android	iPhone
When launching the link in a browser, the page will load and you will be asked to "allow" the camera and microphone/speaker. It is important that you allow the camera, microphone and speaker. If you do not, the televisit will not load.	Go to Settings > Apps > Chrome > Permission > Enable camera and microphone	Go to Settings > Safari > Camera > 'Allow' and Settings > Safari > Microphone > 'Allow'

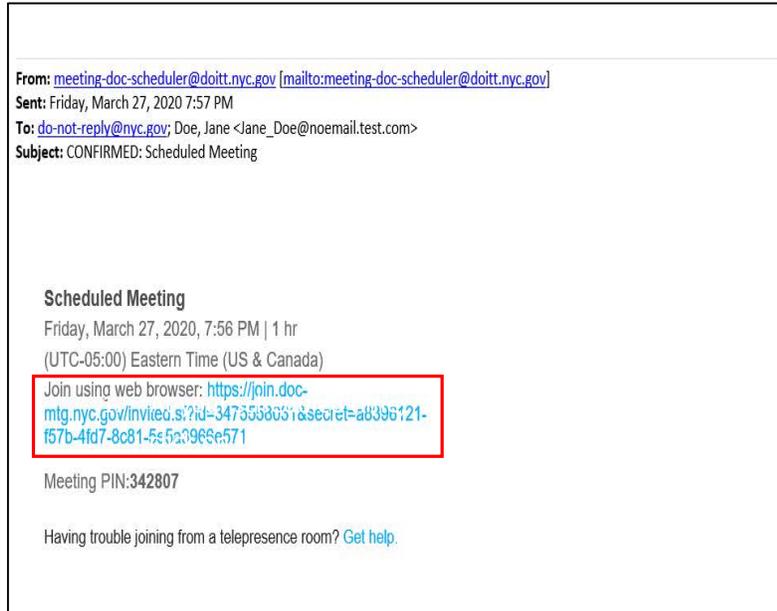
- d. Ensure that you are connected to a good and reliable internet connection. A poor internet connection will impact the quality and experience of your televisit. For example, if you are connected from a cellphone device, try to disconnect from the WiFi network and see if service connecting to an LTE network improves your experience.



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2. WHAT TO EXPECT

- a. Once your televisit is scheduled, you will receive a notification via email. The contents of the email will contain a web address starting with: <https://join.doc-mtg.nyc.gov/.....>



***The above web address is only provided as an example. This web address is not an actual meeting.*

- b. Click on the web address. The web address should automatically open in the default browser on the device that you are using for the televisit. Ensure that the camera, microphone and speaker are allowed. **Note:** Refer to the Appendix section at the end of this document for tested browsers.

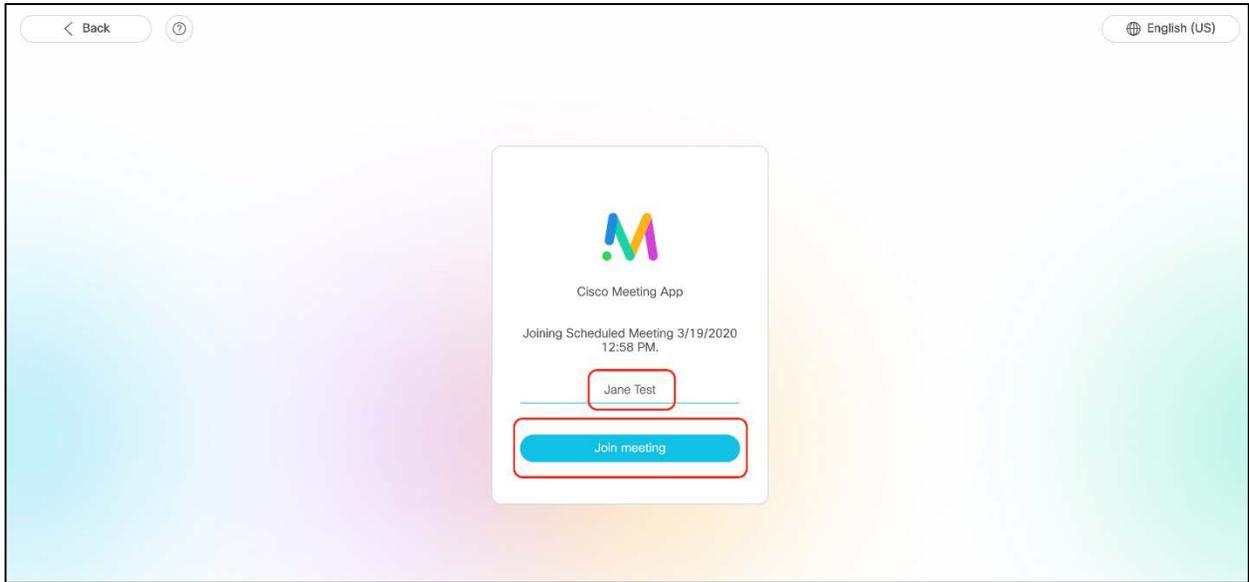
If your default browser is different from the versions that are tested and listed in the Appendix, you can copy and paste the web address provided to you in the email into one of the recommended browsers. To proceed:

1. Carefully select and copy the complete web address from the email without any leading or trailing spaces.
2. Open one of the recommended browsers and paste the link in the address bar of the browser URL and then click Enter.

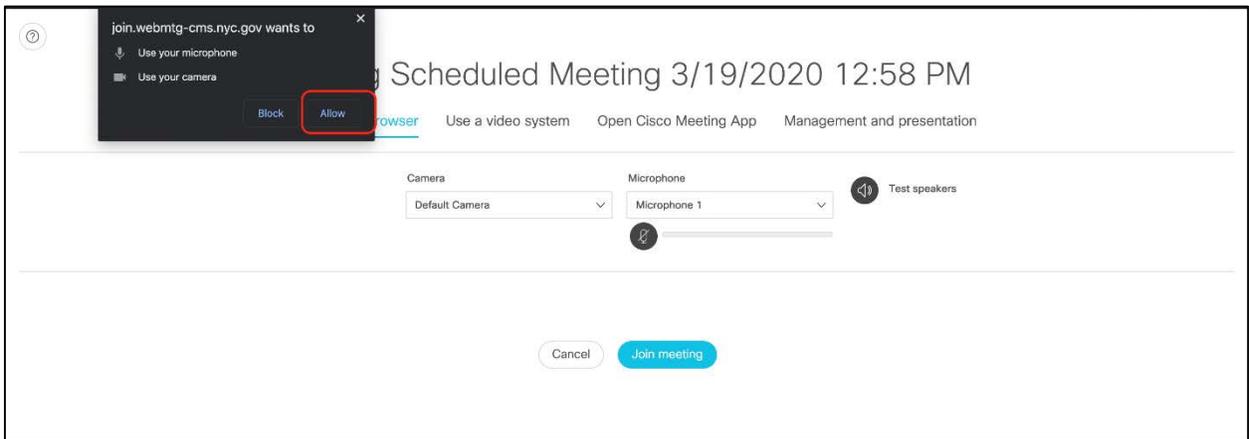


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- c. Once the browser loads the web address, enter your name and you will be prompted to **Join Meeting**.



- d. If you are using a PC, you would see the below screen. Allow the use of the camera and microphone by selecting **Allow**. An example on a Firefox browser is illustrated below:

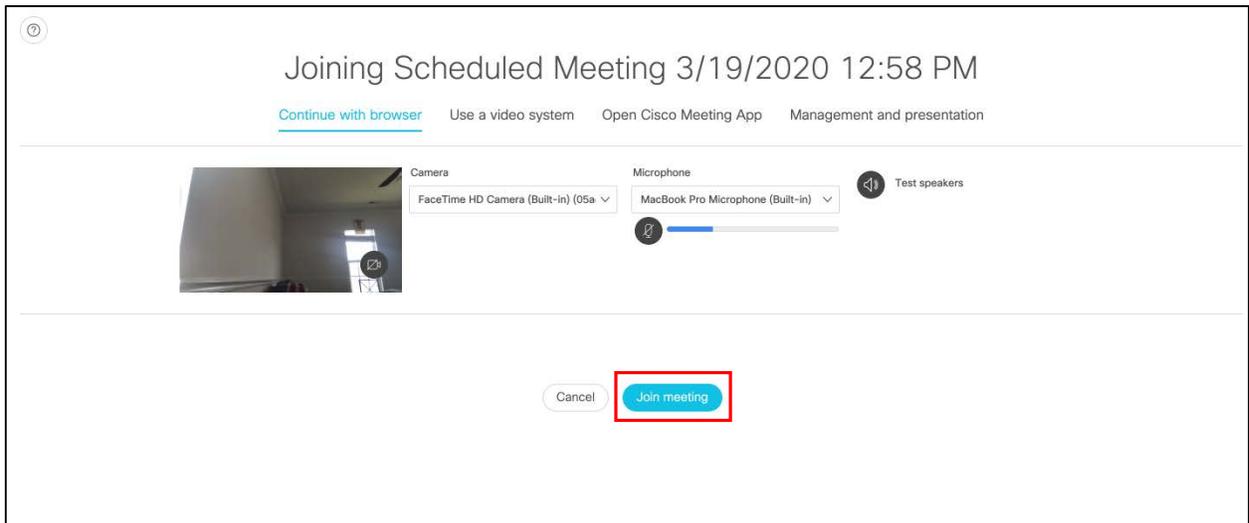


- e. Select the appropriate camera and microphone from the dropdown lists. It is recommended that you test your speakers and microphone by clicking on **Test speakers**. You will be played a tone to test speakers. At this stage, the bar for the microphone will flash blue if the microphone is working correctly and is picking up the sound of your voice. Similarly, the camera will capture your image if it is working correctly.



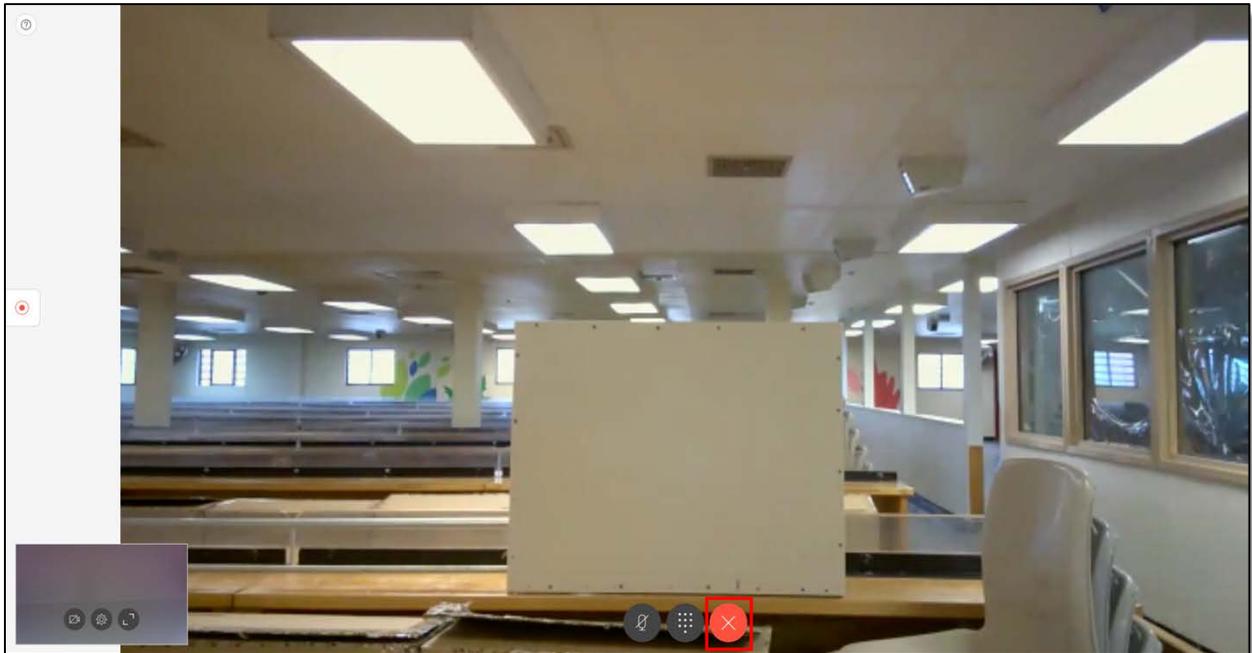
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f. At your scheduled time, click on **Join meeting**.



g. You are now in a video conference and will be able to see and hear the other party.

h. You can disconnect the call from your side anytime by clicking on the red **X** icon as shown below:



i. Your televisit will automatically end at the scheduled end time.



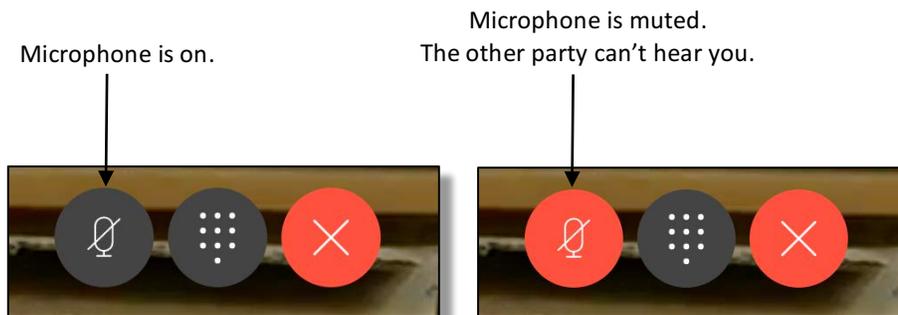
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3. TROUBLESHOOTING

- a. If possible, test your webcam and microphone before the televisit.
- b. If you need to change to a different camera or microphone while the televisit is in progress, click the settings icon the small preview window to access the other options:



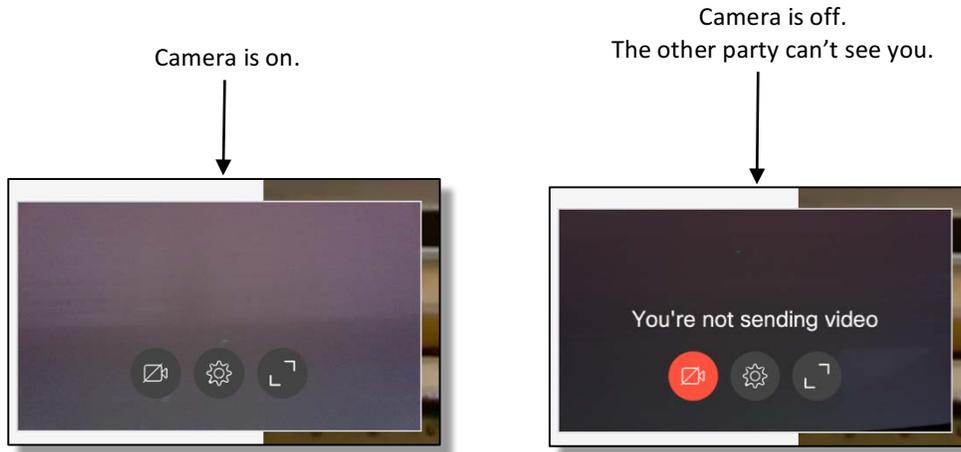
- c. If the other party can't hear you, make sure the microphone is not muted:





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- d. If the other party can't see you, make sure the camera is on. If the camera icon is red, you are not sending video.



Appendix

Here is the list of tested Browsers and Versions:

Device	Tested Device Version	Browser	Tested Browser Version (if applicable)
MAC PC	MacOS Catalina 10.15.3	Safari	13.0.5
MAC PC	MacOS Catalina 10.15.3	Chrome	80.0.3987.132 (64 bit)
MAC PC	MacOS Catalina 10.15.3	Firefox	74.0 (64 bit)
Windows PC	Microsoft 10.0.2.1000	Microsoft Edge	44.17763.831.0
Windows PC	Microsoft 10.0.2.1000	Chrome	80.0.3987.132 (64 bit)
Windows PC	Microsoft 10.0.2.1000	Firefox	71.0 (64 bit)
IPhone	XR	Safari	
Android Phone	Samsung S8	Chrome	
Android Phone	Samsung S8	Android Edge	