

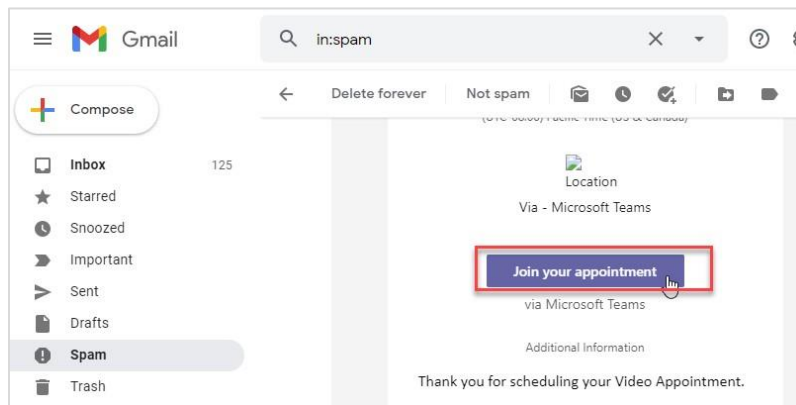
## Prepare for a video appointment

In order to participate in a video appointment, there are a few things you need to have ready. Our planners can only meet through the free [Microsoft Teams](#) application, so be sure to have that downloaded and ready to use.

Computer requirements:

1. An internet connection that can reliably communicate through the Microsoft Teams app. **Note that the meeting may be changed to a telephone meeting if poor video or sound is experienced.**
2. A microphone, speaker, and monitor of sufficient size to view any shared documents for the device that will be used to connect through the Teams app.
3. The confirmation email of the appointment containing the link to the Teams meeting.

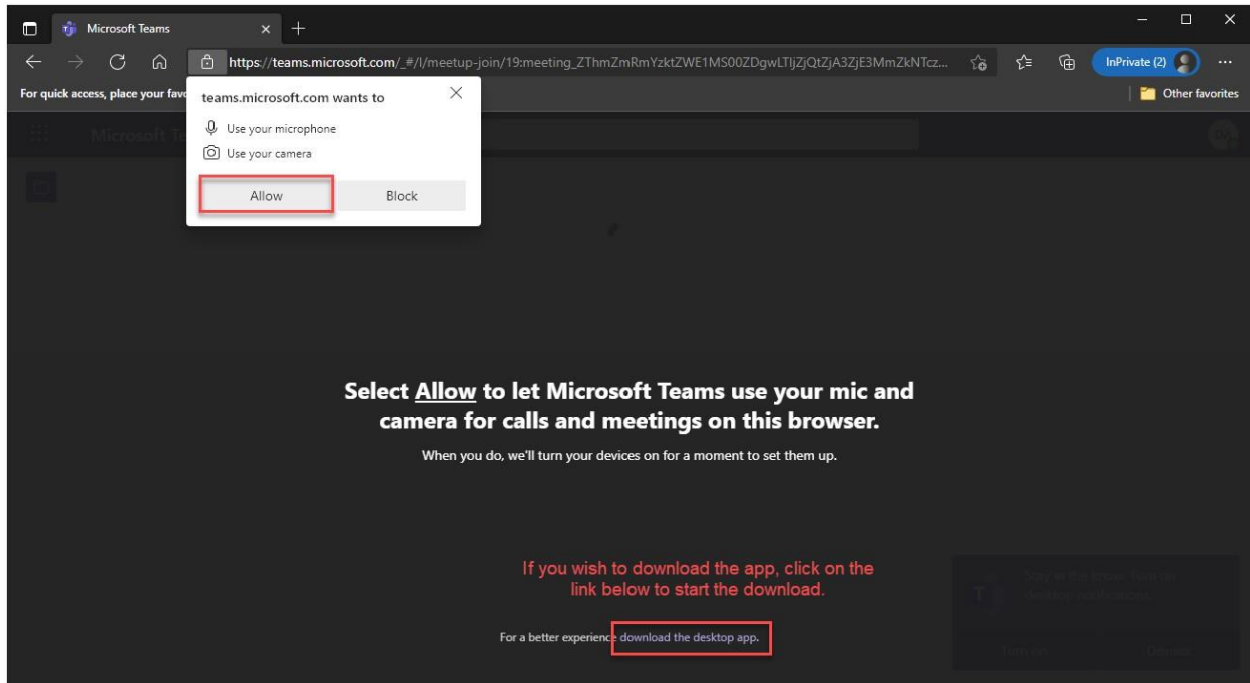
If you have not seen a confirmation email with subject “Video Appointment” and containing the “Join your appointment” button, please check your spam or junk folder.



Joining via a mobile device or tablet: Download the free [Microsoft Teams](#) mobile app prior to your video appointment. Join the meeting by clicking on “Join your appointment” button in the confirmed: Video Appointment email you received.

Joining from a pc or laptop: We recommend installing the free [Microsoft Teams](#) app on your device prior to the meeting. The improved video quality and collaborative tools available via the app help us communicate with you clearly. To install the app, when clicking on the “Join your appointment” button, you will have an option to download the desktop version.

Joining via the web: In the “Video Appointment” email you received, click on the “Join your appointment” button. Then if prompted, click “Allow” for [teams.microsoft.com](https://teams.microsoft.com) to use your camera and microphone.



We look forward to meeting with you!