



A Video Appointment with the Clinical Genetics Team

This handout offers you information on how to prepare for a video appointment with a member of the Clinical Genetics Team. You will receive an email invitation to your video appointment with this same information. By accepting the email invitation, you consent (agree) to proceed with a video appointment with a Geneticist or Genetic Counsellor.

Preparing for your video appointment

It is important you review this information 1-2 days before your video appointment to be prepared for it. You need to test your equipment before your video appointment. A member of the Clinical Genetics Team will not participate in this testing. If you have any problems with this testing, call our IT Service Desk at 1-866-338-1778 / 905-576-8711 extension 38326.

To participate in a video appointment, you need to use:

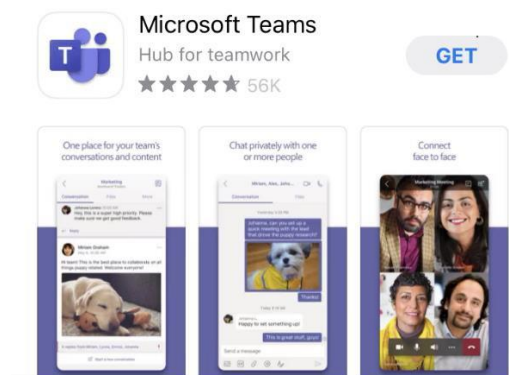
1. A computer that has both a webcam and microphone. You may want to download the [Microsoft Teams app](#) on your computer. **If your web browser doesn't support Microsoft Teams, you need to download one of the following web browsers ([Edge](#) or [Chrome](#)).**

Or

2. A tablet or smartphone. If you plan to use your tablet or smartphone, you need to download the Microsoft Teams app from your device's app store.



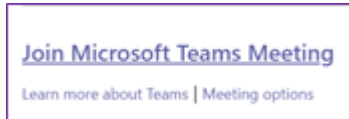
Android app



Apple app

How to join your video appointment

1. 10 minutes before the scheduled time of your video appointment, click on the 'Join Microsoft Teams Meeting' link at the beginning of the email you were sent. The link looks like this:

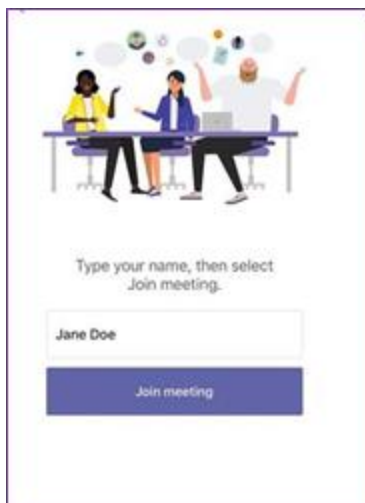


It is possible an urgent issue may delay the Clinical Genetics Team from joining the video appointment on time. We ask you to wait up to 10 minutes past the scheduled start time of your appointment. If a member of the Clinical Genetics Team has not joined after 10 minutes, exit the video appointment. Call 1-866-338-1778 / 905-576-8711 extension 32733 to reschedule your appointment.

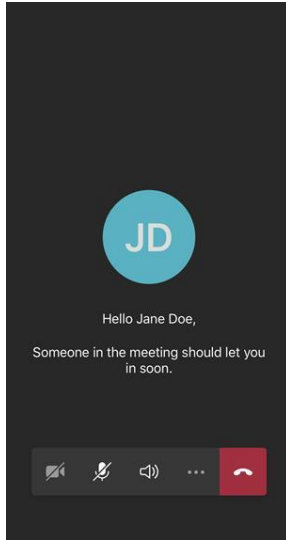
2. Click 'Join as a guest'



3. Type in your name then click on 'Join Meeting'.



4. You have now joined the call. You will see your initial(s) inside a blue circle.



5. Click on the camera and microphone symbols to turn them on. A line through the symbol means it is turned off. Both need to be turned on for your video appointment.



Important telephone numbers

6. For technical problems, call the IT Service Desk at 1-866-338-1778 / 905-576-8711 extension 38326.
7. To reschedule or cancel your video appointment, call 1-866-338-1778 / 905-576-8711 extension 32733.

Last reviewed: April 2021