

Virtual Visit Instructions

Video visits using Microsoft Teams. On Apple products, video appointments can only run on Safari version 14 or newer, Google Chrome, or Microsoft Edge.

What you need

- A device with a camera and microphone (like a computer, tablet or smartphone)
- Good internet connection
- A quiet, well-lit space where you can talk privately

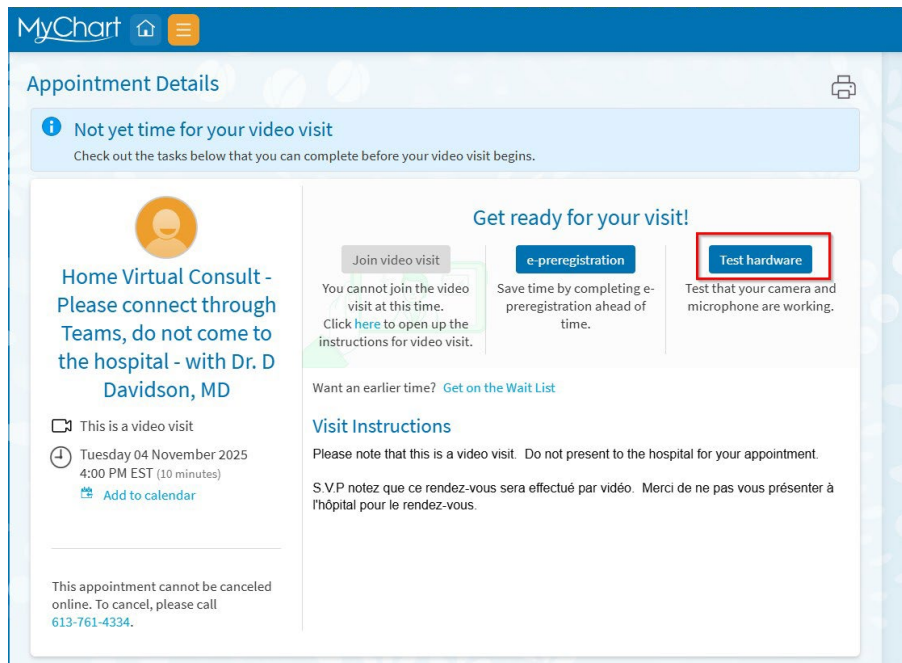
You do **not** need a Microsoft Teams account.

You do **not** need to download anything.

Test your hardware before your visit

You can test your camera, microphone and speakers once your appointment shows up in your MyChart account.

1. Log in to **MyChart**.
2. Click **Visits** → **Appointments & Visits**.
3. Choose your upcoming virtual visit.
4. Click **Test Hardware**.



5. Follow the instructions on the screen to make sure your camera, microphone and speakers work.

If the test does not work, you can contact **MyChart Support**. They may not be able to help right away, so if your appointment is soon, and you cannot join, call your clinic.

MyChart Support contact details are listed in the FAQ on the MyChart page or can be viewed by clicking [here](#).

Join your virtual visit

You can join the visit 30 minutes before your appointment time.

You can join from MyChart or from the email link.

Join your visit from MyChart

1. Log in to **MyChart**.
2. Click **Visits** → **Appointments & Visits**.
3. Choose your upcoming virtual visit.
4. Click **Join Video Visit**.

The screenshot shows the 'Appointment Details' page in the MyChart app. At the top, there's a blue header with the MyChart logo and navigation icons. Below the header, the title 'Appointment Details' is displayed. A green banner with a checkmark icon says 'Ready to begin video visit' and 'We're ready for you! Begin the video visit, and your provider will be with you shortly.' Below this, the appointment details are shown: a circular profile icon for 'Home Virtual Consult - Please connect through Teams, do not come to the hospital - with Dr. D Davidson, MD'. It specifies 'This is a video visit' and the date/time 'Tuesday 04 November 2025 4:00 PM EST (10 minutes)'. There is an 'Add to calendar' button. A consent statement is present: 'I consent to having the provider communicate and provide care using virtual and other telecommunications tools. The risks related to unauthorized disclosure or interception of personal health information and steps they can take to help protect their information were explained. I understand that care provided through video or audio communication cannot replace the need for physical examination or an in person visit for some disorders or urgent problems and I understand the need to seek urgent care in an Emergency Department as necessary.' Below the consent, there are two buttons: 'Join video visit' (highlighted with a red box) and 'e-preregistration'. The 'Join video visit' button has a sub-note: 'Click here to test your connection. Click here to open up the instructions for video visit.' The 'e-preregistration' button has a sub-note: 'Save time by completing e-preregistration ahead of time.' At the bottom, there's a section for 'Visit Instructions' which states: 'Please note that this is a video visit. Do not present to the hospital for your appointment.' and 'S.V.P notez que ce rendez-vous sera effectué par vidéo. Merci de ne pas vous présenter à l'hôpital pour le rendez-vous.' There is also a link 'Want an earlier time? Get on the Wait List'.

5. Microsoft Teams will open in your internet browser. It will say that your provider will join soon.
6. Type your name and click **Get Started**.

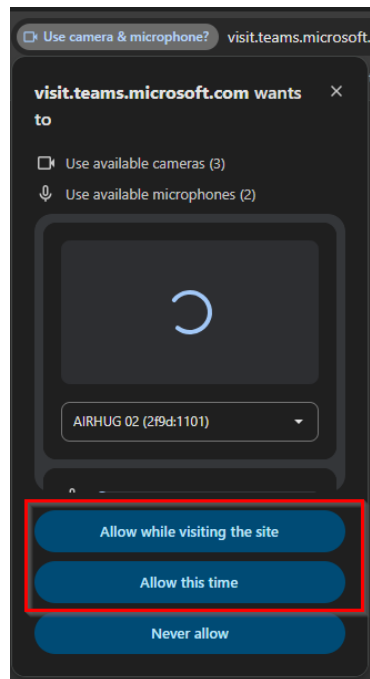


Welcome to your appointment. Enter your name to let us know you're here.

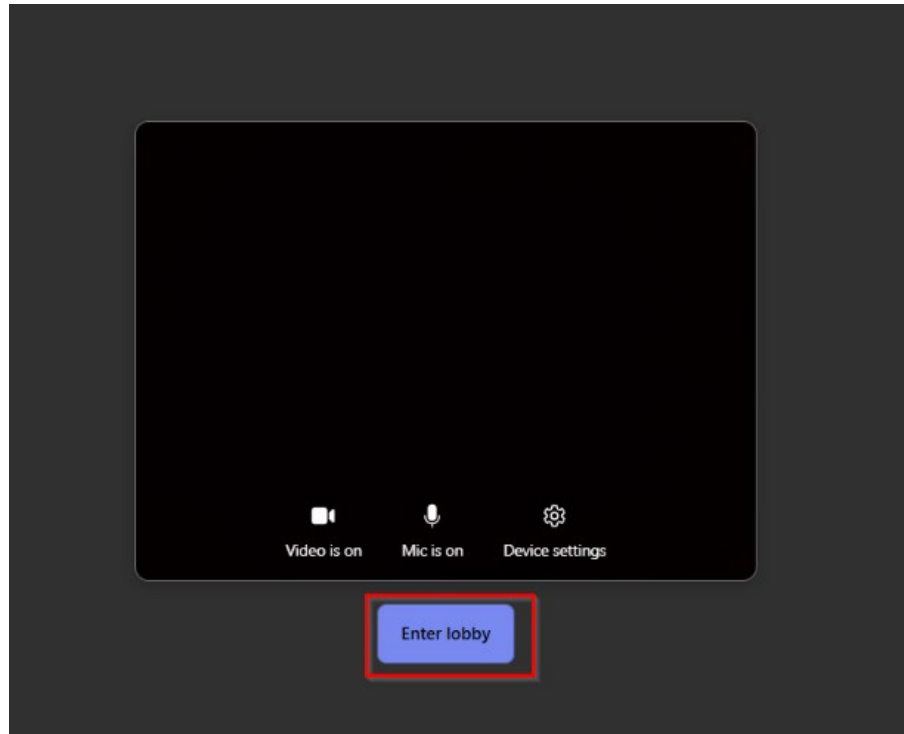
John Doe

Get started

7. When the screen asks, choose **Allow** so Teams can use your camera and microphone.



8. You will enter a virtual waiting room. Click **Enter Lobby**.



Join from the email link

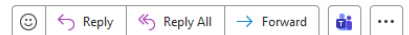
1. Open the confirmation email you got from MyChart.
2. Click the link that says **CLICK HERE TO JOIN THE VIRTUAL VISIT MEETING**.

Video Link for your Virtual Clinic Appointment



Your MyChart Team <do_not_reply@toh.ca>

To: [redacted]



Wed 2025-11-12 2:56 PM

Please do not reply to this message. This email address does not accept incoming mail.

[CLICK HERE TO JOIN THE VIRTUAL MEETING](#)

If you have any questions or concerns, please contact us at [redacted]

[Click here for instructions on how to access the video visit](#)

3. Microsoft Teams will open in your internet browser. It will say that your provider will join soon.
4. Type your name and click **Get Started**.

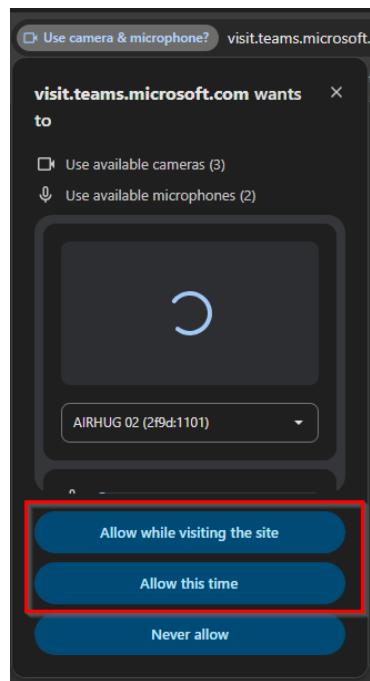


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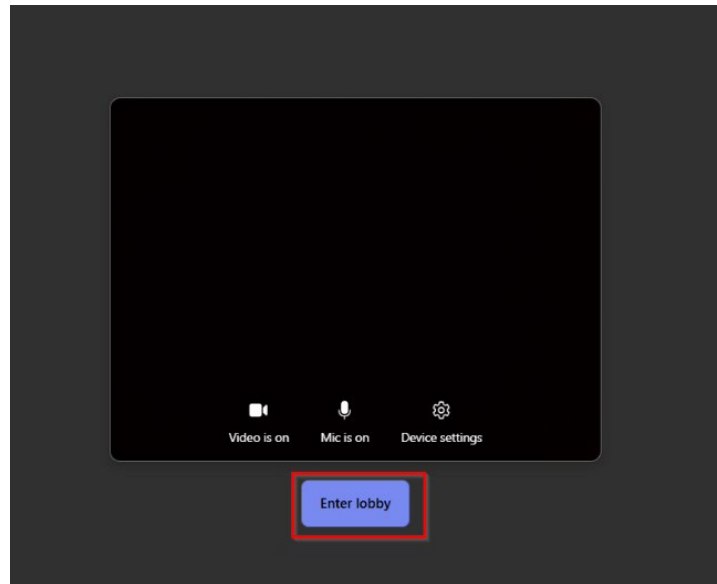
John Doe

Get started

5. When asked, select **Allow** so Teams can use your camera and microphone.



6. You will enter a virtual waiting room. Click **Enter Lobby**.



Troubleshooting

No sound or video?

- Make sure you clicked **Allow** for camera and microphone.
- Close other applications that may be using your camera (like Zoom, FaceTime or Google Meet).

Video is slow or freezing?

- Move closer to your Wi-Fi router.
- Close other programs or streaming videos.

You can always rejoin the visit from MyChart or from the email link if you get disconnected.

Tips for a good visit

- Charge your device or keep it plugged in.
- Sit facing a light so your face is easy to see on camera.

Need help? If you cannot join your visit, contact the clinic that booked your appointment.