


Patient / Parent Participants: Use Skype for Business on your Android Device



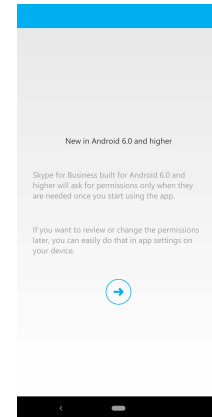
<p>STEP 1</p>	<p>Consent to the Virtual Health Patient Agreement</p> <p>Read the Virtual Health Patient Agreement sent to you in an email.</p>	
<p>STEP 2</p>	<p>Prepare for your virtual health clinic appointment</p> <ol style="list-style-type: none"> 1) Ensure that you have a compatible device: smartphone or a tablet. Both Android and iOS work well. You will have to download a free Skype for Business app to connect to this virtual health event. 2) Ensure that you are in a private location using private WIFI. Please ensure that you are the only person using the WIFI at this time. 3) Recording is not permitted. 4) Please introduce others that are in the room with you to the clinician when the virtual event begins. 	
<p>STEP 3</p>	<p>Join the Meeting:</p> <p>Open email invitation from BC Children's Hospital clinic clerk, and Tap Join Skype Meeting</p>	
<p>You will be directed to the Google Play App store to download the Skype for Business App.</p> <p>*Do not select consumer Skype </p> <p>3. Tap to install</p> <p>Note: If you're having difficulty, check in the Google Play App store that your device and operating system meet the Skype for Business minimum requirements.</p>		
<p>4. Open the App</p> <p>Tap through the prompts in this order: Allow access to your Contacts Allow Skype for Business to make and manage phone calls Allow access to take pictures or record video Allow Skype for Business to access photos, media and files on your device Accept the Terms of Use</p>		

5. Tap  to open the meeting

6. Tap Join Meeting

TROUBLESHOOTING

If this screen does not appear, go back to the initial email from the BC Children's Hospital clinic and click on Join Skype Meeting again. This page will open up again and you will be able to join into the meeting as a guest.



The name you add will be visible to your provider.

10. Type your name

11. Tap the  icon



12. Wait in the virtual lobby

The meeting host sees when someone is waiting and will open the meeting for you.



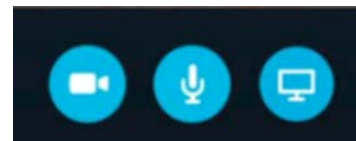
13. You need to unmute mic and turn camera on.



Unmute your mic



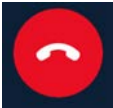
Turn camera on so the host can see you



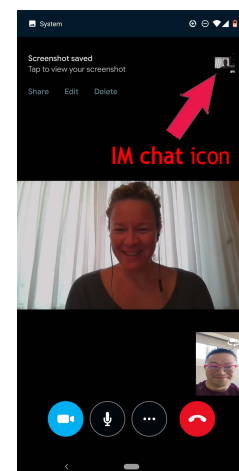
14. Check if participants can see/hear one another

TROUBLESHOOTING

If you are not able to hear or see the BC Children's Hospital Provider, exit out of the event and go back again to the original email with the Skype Meeting hyperlink. You are able to join the meeting on the phone by calling the **Skype for Business** number listed on the invite 604-675-4199. Please dial the conference #ID when prompted.

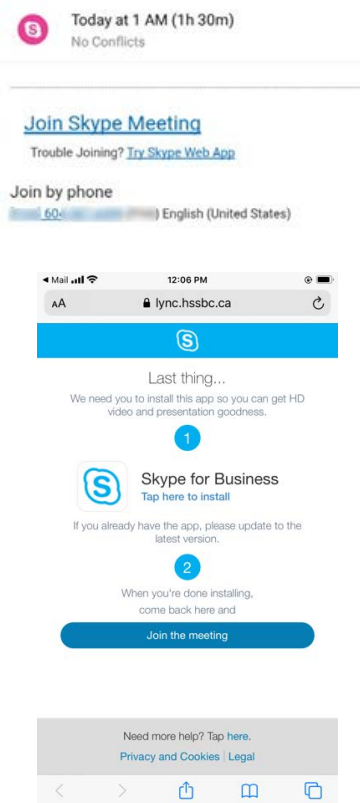

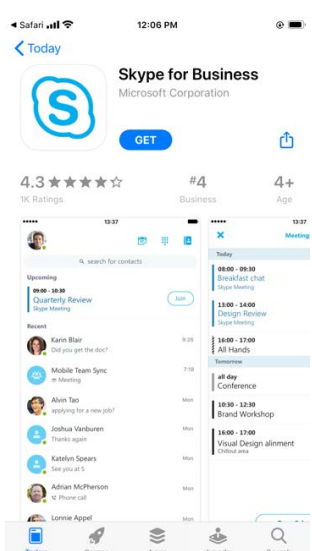
15. Tap  to leave the meeting once complete

16. Exit Meeting



Patient / Parent Participants: Use Skype for Business on your Apple iOS Device

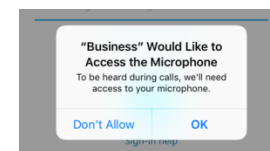
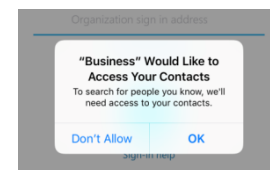
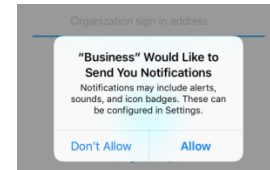


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5. Open the App

Tap through the prompts

6. Allow Notifications
7. Don't Allow access to your Contacts
8. OK to enable your microphone for your meetings
9. Close the App



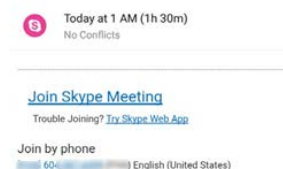
Join the Meeting:

10. Open the e-mail invitation from BC Children's Hospital clinic clerk

11. Tap [Join Skype Meeting](#)

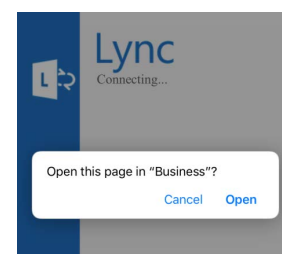
TROUBLESHOOTING

If this screen does not appear, go back to the initial email from the BC Children's Hospital clinic and click on Join Skype Meeting again. This page will open up again and you will be able to join into the meeting as a guest.



A browser launches

12. Tap Open to open the meeting
13. Tap Join Meeting



Welcome to Skype for Business, the app formerly known as Lync.

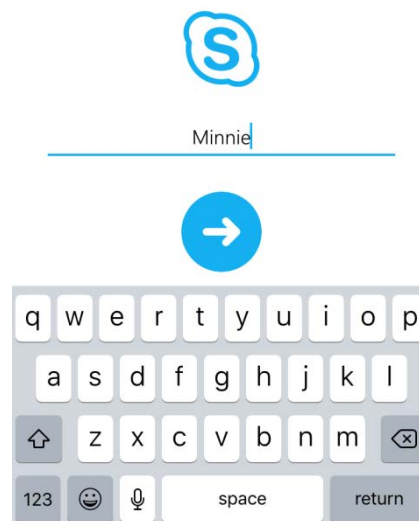
[Sign In](#)

[Join Meeting](#)

The name you add will be visible to your provider.

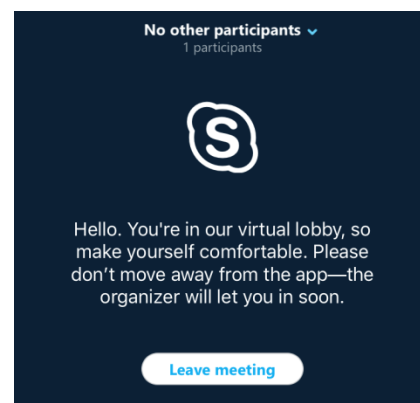
14. Type your name


15. Tap the  icon




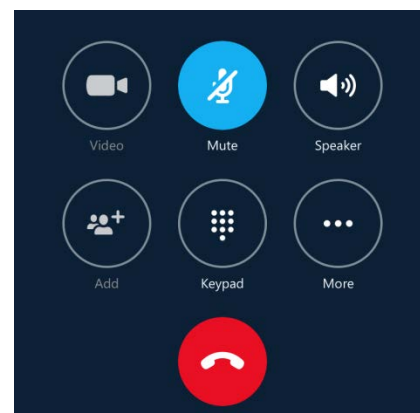
16. Wait in the virtual lobby

The provider sees when someone is waiting and will open the meeting for you.

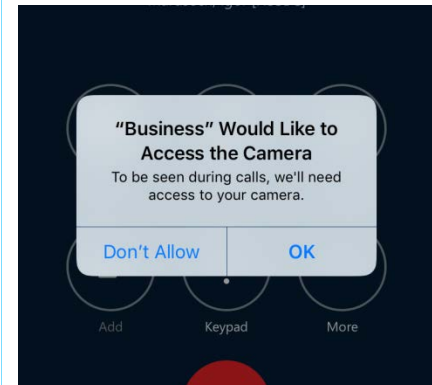


17. Tap  to unmute, and click speaker icon if you do not have a headset. Ensure your privacy.

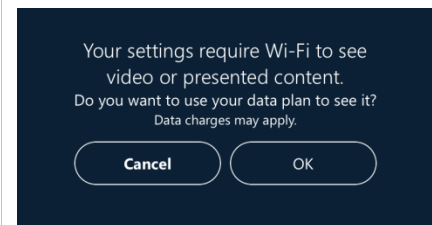
18. Tap  to share your video camera



19. OK to access the camera



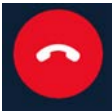
20. Confirm OK



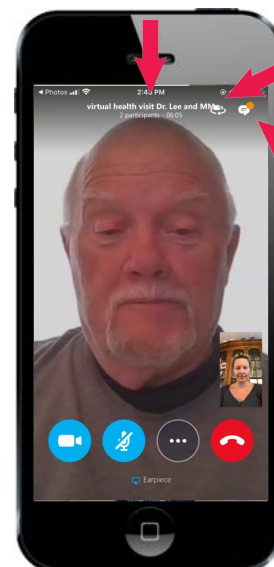
21. Check if you can see and hear your provider

TROUBLESHOOTING

If you are not able to hear or see the BC Children's Hospital Provider, exit out of the event and go back again to the original email with the Skype Meeting hyperlink. You are able to join the meeting on the phone by calling the Skype for Business number listed on the invite 604-675-4199. Please dial the conference #ID when prompted.

22. Tap  to leave the meeting once complete

23. Exit Meeting



the title of the event
(gives you a participants list from which you can mute and unmute)

switch camera view icon

IM chat icon