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### When using a computer, you will need the following BEFORE you try to join your visit:

1. **Microsoft Teams app.**

This app will optimize your teletherapy experience.

- a. [Download Microsoft Teams app](https://microsoft.com/en-us/microsoft-teams/download-app). [microsoft.com/en-us/microsoft-teams/download-app] b. Install after downloading.



Microsoft Teams

- c. There is no need to open Microsoft Teams. There is no need to sign up for a Teams account

2. **An Internet browser that works with Teams.**

- a. Use **Google Chrome, Microsoft Edge or Safari**. If not on your computer, you will need to download.
  - i. [Download Microsoft Edge](https://microsoft.com/en-us/edge) [microsoft.com/en-us/edge] or [Download Google Chrome](https://google.com/chrome) [google.com/chrome].
  - ii. Install after downloading.
- b. DO NOT use Firefox or Internet Explorer.

### Starting your visit:

3. **Use the approved browser (Edge, Chrome or Safari) to log into your MyChart account at**

[mychart.pinerest.org](https://mychart.pinerest.org). a. Find your appointment in MyChart.

- b. Complete eCheck-In for the appointment.
- c. Once it is 10 minutes before your appointment time or sooner, select **Join Video Visit** to launch your session (**Join Video Visit** is only available after eCheck-In completes and it is 10 minutes or sooner before your scheduled visit).



BEGIN VIDEO VISIT

- d. If prompted, select **Open Teams app or Continue on this browser (Edge or Chrome only)**.

Need help joining a meeting? Call Pine Rest Teams Support at 616.559.5880.

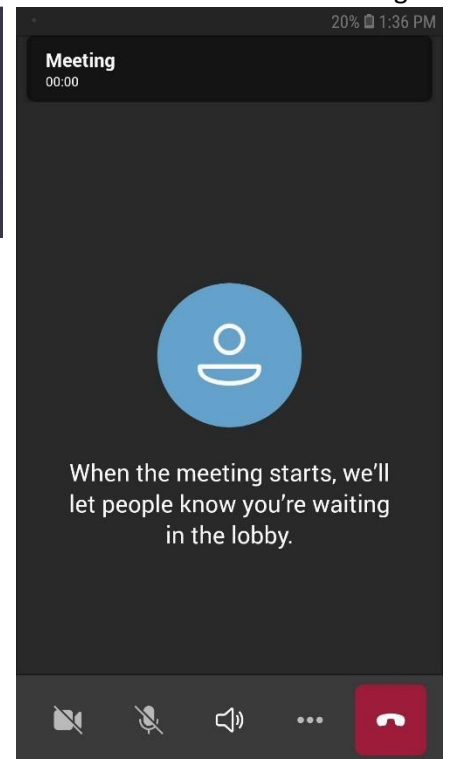
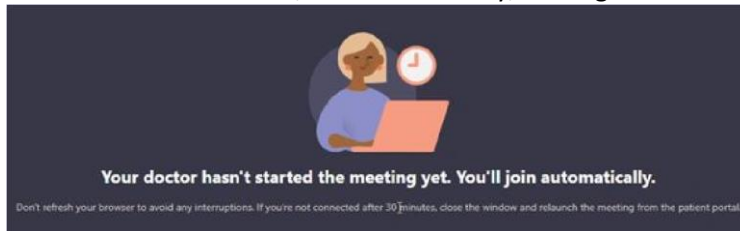
4



Open your Teams app

Already have it? Go right to your meeting.

- e. If prompted, provide your name (optional pronouns) within the Teams app and select **Join Meeting** (there is no need to sign into teams). If there are slashes (‘/’ or ‘\’) in the name field, please delete them and then type in your name.
- f. Until Pine Rest staff arrive, wait in the lobby/waiting room which will look like one of the following:



- g. After Pine Rest staff arrives, you will automatically join the meeting.
- h. Please use the Camera and Microphone buttons to toggle audio and video on/off (Teams may automatically join you to the session with camera and/or microphone off).



Need help joining a meeting? Call Pine Rest Teams Support at 616.559.5880.

## When using a mobile device or tablet, you will need the following BEFORE you try to join your visit:

### 1. The MyChart and Microsoft Teams apps.

- a. If you do not have the MyChart app and/or the Microsoft Teams app, download and install them from Google Play or Apple App Store (there is no need to open the Microsoft Teams app after installing).
- b. Once installed, the MyChart and Teams apps will look like this:



### 2. Google Chrome as the default browser on your device.

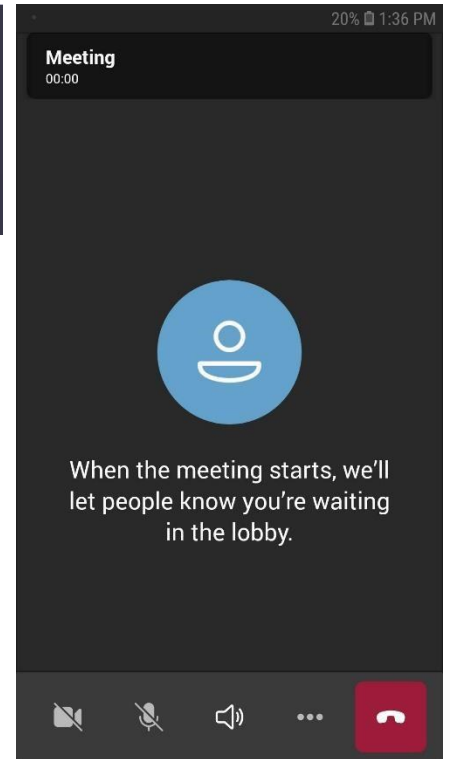
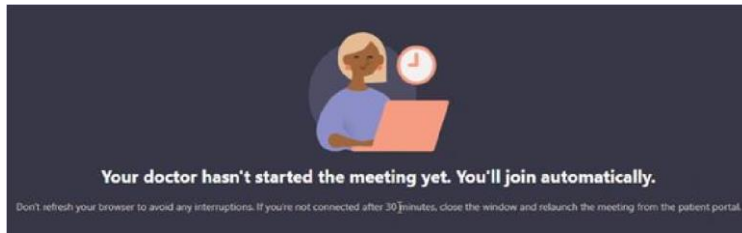
Firefox do not work well with Microsoft Teams.

- a. If you do not have Google Chrome on your device, you will need to download and install them from Google Play or the Apple App Store.
- b. Go to your device settings to make Google Chrome your default browser.

## Starting your visit:

### 3. Start your appointment from MyChart app.

- a. Open the MyChart application, add Pine Rest as an organization if not already done so, and log into your Pine Rest MyChart account.
- b. Find your appointment in MyChart.
- c. Complete eCheck-In for the appointment.
- d. Once it is 10 minutes before your appointment time or sooner, select **Join Video Visit** to launch your session (**Join Video Visit** is only available after eCheck-In completes and it is 10 minutes or sooner before your scheduled visit)
- e. If prompted, select **Join as a guest**. Then provide your name (optional pronouns) within the Teams app and select **Join meeting** (there is no need to sign into teams). If there are slashes ('/' or '\') in the name field, please delete them and then type in your name.
- f. Until Pine Rest staff arrive, wait in the lobby/waiting room which will look like one of the following:



- g. After Pine Rest staff arrives you, will automatically join the meeting.
- h. Please use the Camera and Microphone buttons to toggle audio and video on/off (Teams may automatically join you to the session with camera and/or microphone off).

