Your SCNM Telemedicine Visit – Tips for a Successful Consultation

We are looking forward to your consultation. This will be undertaken using your computer or by a phone call.

Recommendations for computer-based video consultation

Hardware/environment check – your computer should meet the following specifications:

1. Windows or Mac computer – ideally less than 5 years old
2. Reliable Internet connection. A minimum 2MB connection speed is required – you can check your Internet connection using a tool shown below
3. Microphone, speakers, and webcam (most laptops have this functionality)
4. Google Chrome, Microsoft Firefox, or Safari (for Mac computers) browser installed on your computer
5. Restart your computer and connect to the Internet prior to the visit – this will make sure that your system is refreshed, and you have a solid Internet connection.
6. Test your Internet connection, webcam and microphone – we found (but do not represent or affiliate with) this tool to test your equipment. https://www.iobit.com/en/webcam-test.php.
   Note: This is no need to install any recommended software from this site – only the use of the testing tools.
7. Close any unneeded applications on your computer – you will ONLY need your web browser and an Internet connection

You should have received an email invitation to the consultation. This will be held in Skype for Business. Click on the Join Skype Meeting link to set up for the meeting:

Join Skype Meeting
Trouble Joining? Try Skype Web App

Help

Here are the basic steps to join a Skype for Business meeting with Skype Meetings App.

1. Open the meeting invite in your email or calendar and select Join Skype Meeting. (Depending on your version, you may see Join Online Meeting.)
2. Follow your browser's instructions for installing Skype Meetings App. For example, in Internet Explorer, select **Run** when you see the alert at the bottom of the browser window.

3. On the Skype Meetings App sign-in page, enter your name, and select **Join**.

Problems Connecting? Try the Skype Web App:

**Join Skype Meeting**
Trouble Joining? **Try Skype Web App**

Help

Here are the basic steps to join a Skype for Business meeting with Skype for Business Web App.

1. Open the meeting request in your email or calendar, and select **Try Skype Web App**.
2. On the Skype for Business Web App sign-in page, enter your name, and select **Join the meeting**.
3. Follow your browser's instructions for installing the Skype for Business Web App plug-in, which is required for audio, video, and screen sharing.
4. Depending on the meeting options set by the organizer, you'll either join the meeting immediately, or be directed to the virtual lobby.

If you're in the lobby, the meeting organizer and other presenters are immediately notified that you're waiting.

Detailed steps for connecting to the Skype for Business meeting can be found here:


**Troubleshooting**

Please refer to this document for additional troubleshooting steps: