

# Instructions for how to join a Telehealth call

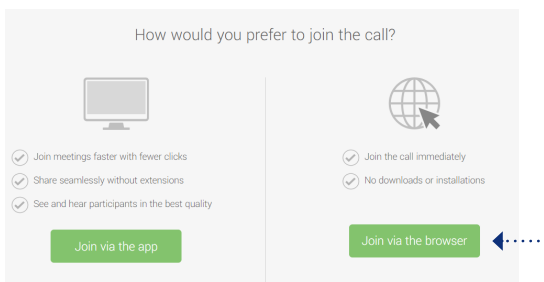
## For Desktop or Laptop Computers

The following instructions will guide you in connecting to your video call.

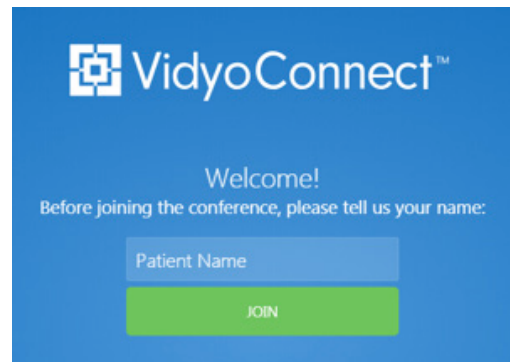
Please note video call may use large amounts of data; if availability of data is a concern please contact your internet service provider.

- 1. Open your Telehealth Appointment email notification**
- 2. Open a supported web browser, e.g. Google Chrome or Mozilla Firefox**
- 3. Copy and paste the video call link embedded in your appointment email into the supported browser**  
E.g. Appointment Link – <https://mater.vcnw.biz/join/E5Nw3f>

- 4. Click “Join via the browser” to connect**








- 5. Enter your name and click “Join”**  
– this will commence the video call



- 6. If the clinician is also connected you will see their face on the screen.**

If they are not connected, you will only see yourself in the small self-view window. There may be a waiting period for someone from Mater Health to connect but this is often minimal.

### UNDERSTANDING KEY ICONS

Icon	Function	Action
	This is your speaker/volume icon	Click to mute; or Right click to change speaker
	This is your microphone	Click to mute; or Right click to change microphone
	This is your camera	Click to turn off camera; or Right click to change camera
	This is a text function	Enter text and hit send
	This will end the call	Disconnect