



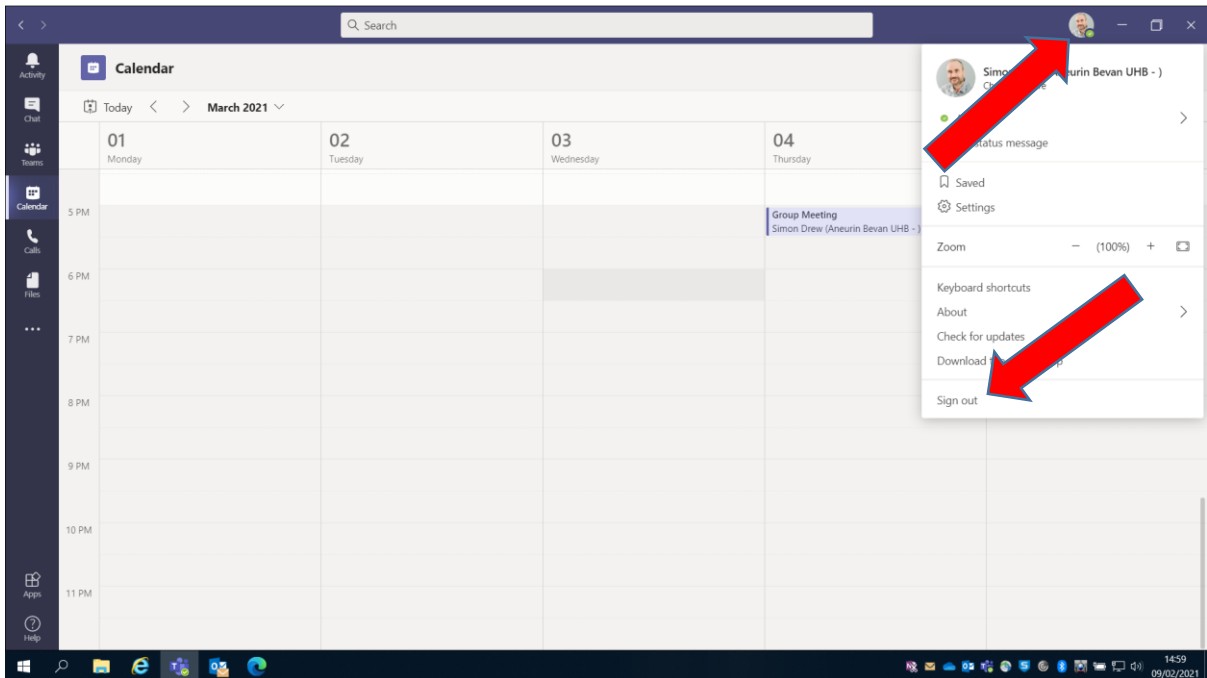
# NHS Wales Video Consulting Service

## How to join your virtual group

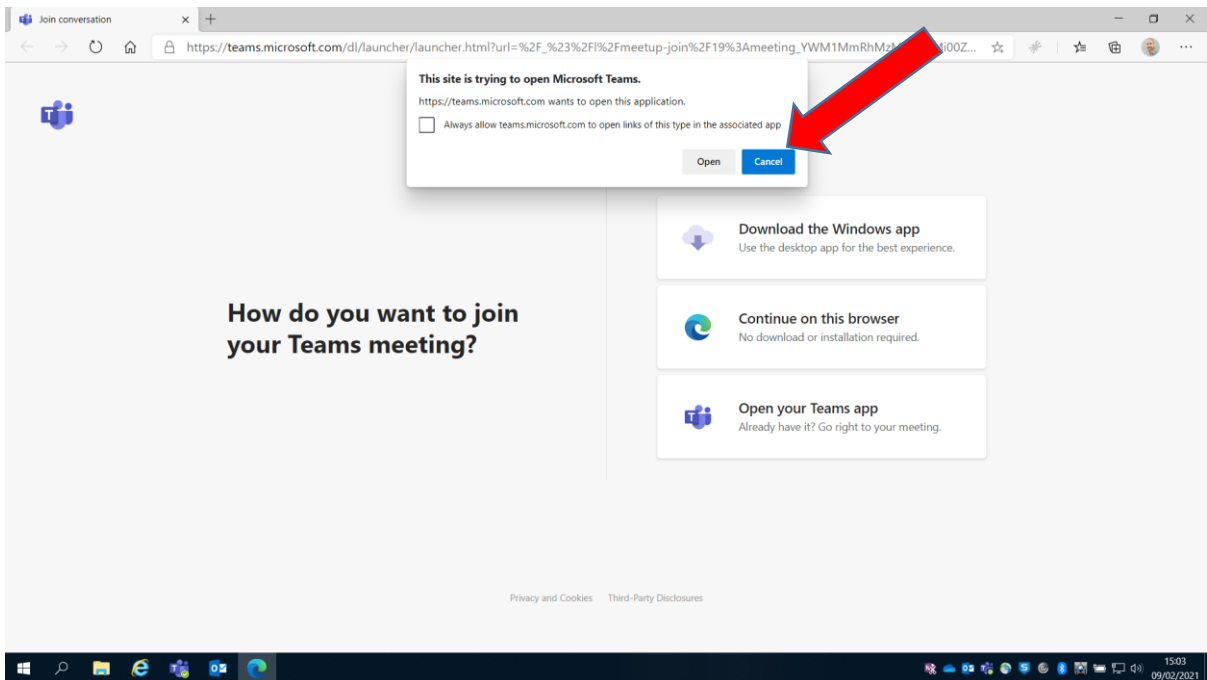
Please follow these instructions in order to join the virtual group you have been invited to safely and anonymously. It is important that you follow these instructions as if you try to join from a computer where someone is logged in as a Microsoft team's user, for instance either yourself, partner or a child (for school purposes) your contact details may be on display. This means the group facilitator may opt not to admit you for safety reasons.

1. Please ensure you have the latest version of either Google Chrome or Microsoft Edge downloaded and set as the default browser on your computer. Not all browsers support joining a team's call but both these do and are free to download. To fully join in with the group you will also need a webcam speakers and microphone. Headsets are best for privacy. Please also ensure you are in a quiet place with no one in the background who may overhear as some groups are confidential. If this isn't possible please speak to the group coordinator to check it's OK, they can advise you.

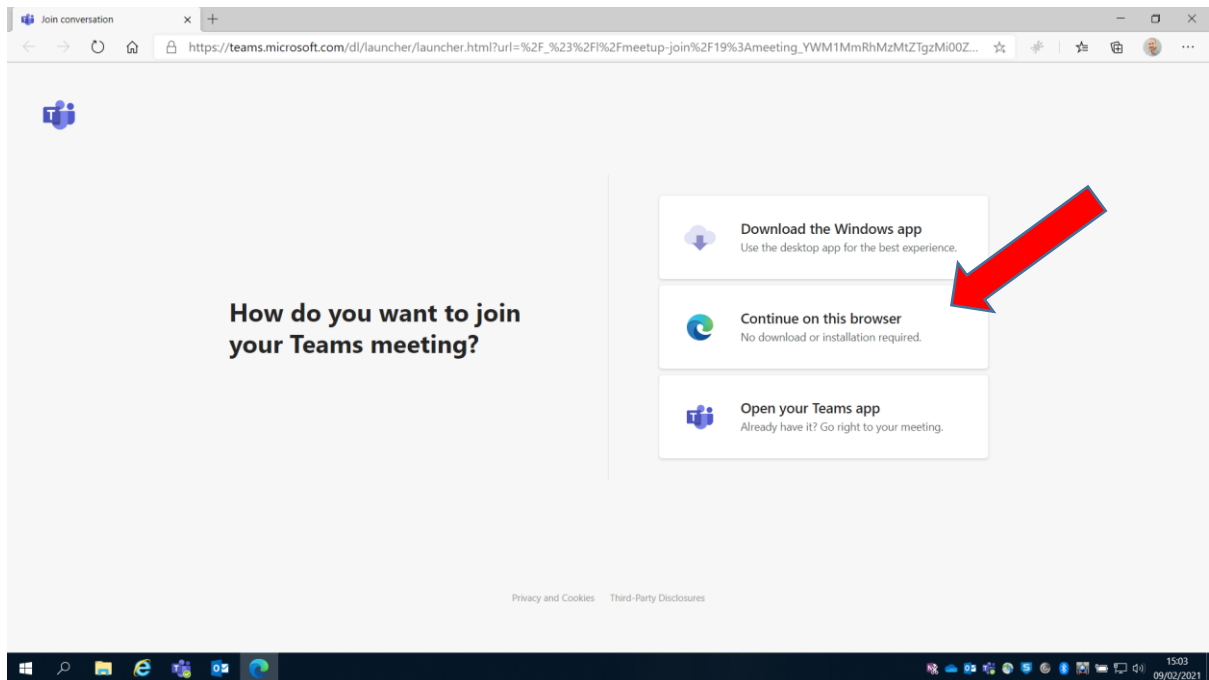
2. **Very Important.** If you or any of your household have signed into teams either on the app or in the browser. Please sign out by clicking on the “sign out” in the menu. You will find this by clicking on the picture of yourself or your initials if you haven’t set a picture.



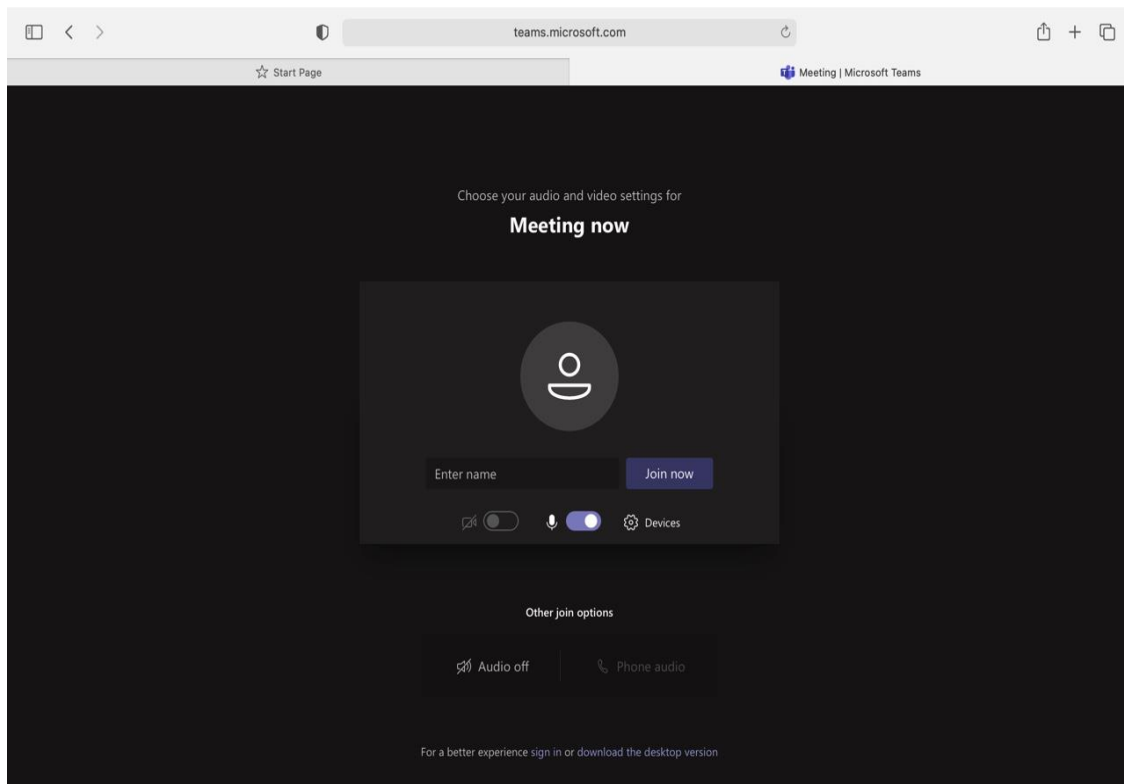
3. Next please click on the JOIN HERE link or the blue hyperlink in the email you have received with joining instructions at the time you have been told. It’s worth joining a few mins early in case you have problems. If you see the message below please click cancel as we want you to join as a guest not in the app.



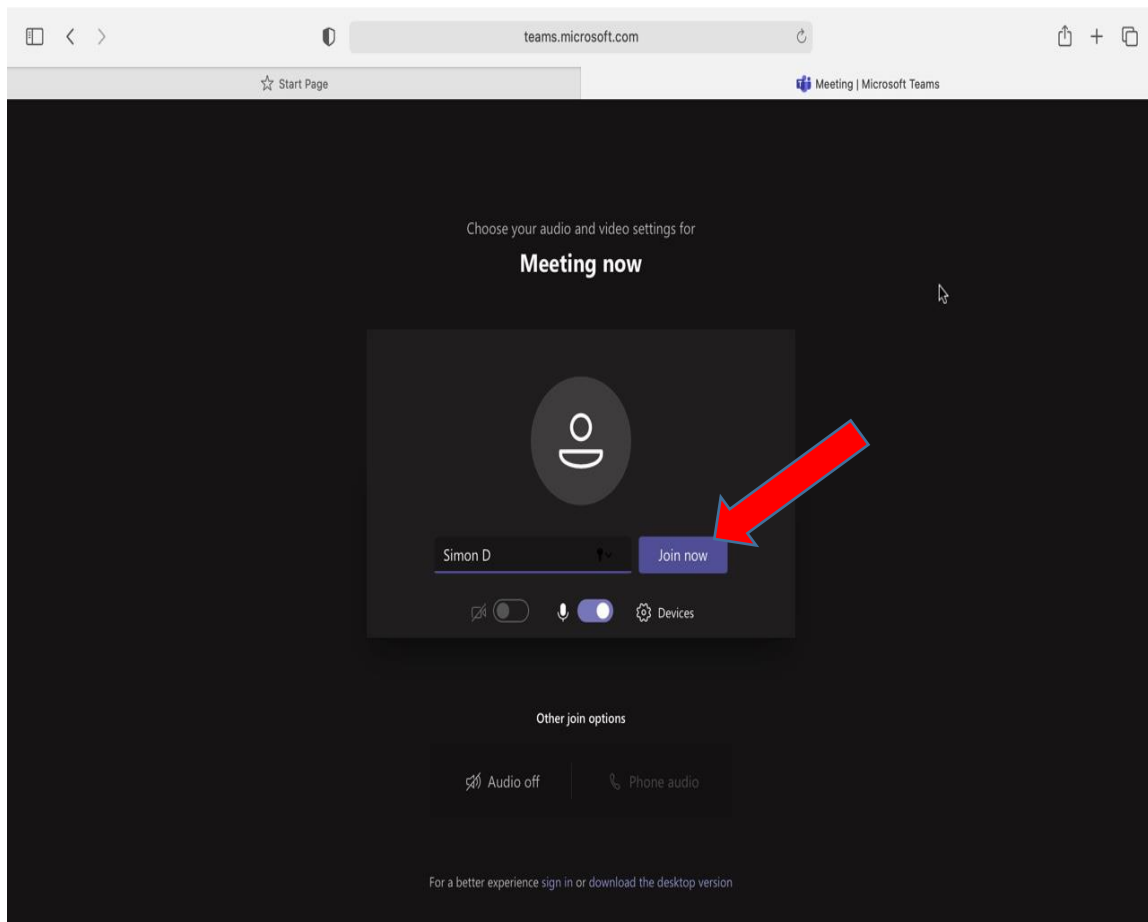
- Next please select the option “continue on this browser” this will bring you in as a guest.



- You should see this screen. If not please check you are using the correct browser. Google chrome or Microsoft Edge and you have the latest versions.



6. Finally please type in you first name and initial of surname only. Then select “Join now”



Thank You.