

Joining Webex from Home – For Clients



NL Health Services providers offer Virtual Care sessions via Webex. This reference guide was developed to assist you in joining a virtual appointment with your healthcare provider. ***Please allow yourself ample time when initially accessing your first Webex appointment.**

What you will need

- A working laptop, tablet or smart phone- with a front camera.
- A fully charged device, or access to power.
- An internet connection.
- Your email address.
- A well-lit space so the doctor or nurse can see you.
- A quiet space to reduce distractions.
- Headphones that connect to your device for clear audio and to protect your privacy.

Join a virtual consult with your clinician from your computer

1. Select the Join link in your email invitation.
2. Your web browser will open a web page which will show your meeting information.
3. Enter your information requested.
4. Click Join Meeting.

Connect to audio and video

1. Choose your audio connection.
2. Set your video preference to video on.
3. Join the meeting by selecting Connect Audio and Video.

Join an appointment from your mobile phone or tablet

1. Download the Webex Meetings app from the Google Play Store or Apple App Store.
2. 5 minutes before your appointment, open the Webex Meeting invitation and click 'join'.
3. Enter your name and your email address.
4. Tap the green phone icon to connect your audio. Pick to call in or call over internet.
5. Tap the video icon.
6. Tap Start My Video.

If you need help connecting your audio or video, you will be able to message the clinical staff in the chat window.