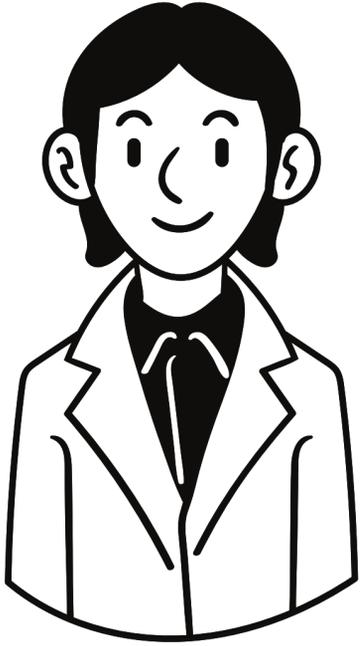


# Using Webex for Your Appointment



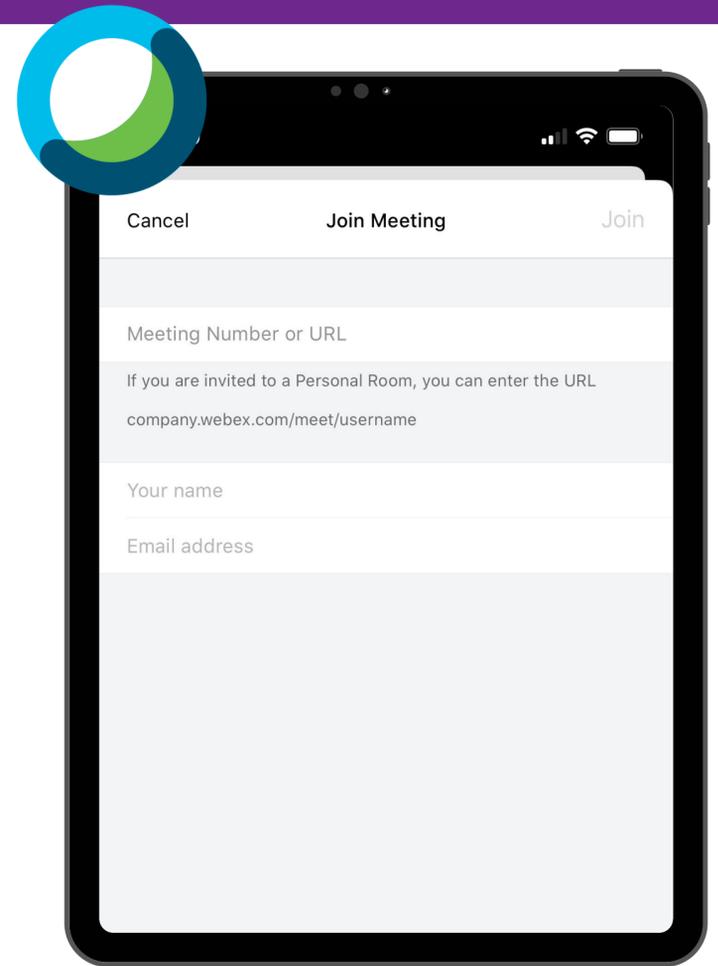
## 1 Downloading the Application

Download the Webex Meetings app from your app store. The icon should look like a green and blue circle.

## 2 Joining Your Appointment

Contact your clinic for the meeting codes.

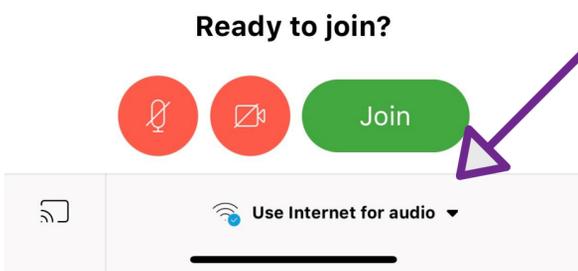
Open the app and click the **green Join Meeting** button. Type the meeting code and password on the next page and your name and email - **only use your first name**. You'll only be asked to do this once.



## 3 Connecting to Audio

Once you click Join at the top right of your screen, a new pop up will appear.

Select an audio connection option from the middle drop down menu and then click Join.



## 4 Using the Call Controls

During the appointment, you can use the different buttons at the bottom of your screen.



## Frequently Asked Questions

### Can I use my phone or my laptop to join?

Yes! Talk to the clinic about how to download the app.

### What if I can't hear my healthcare worker?

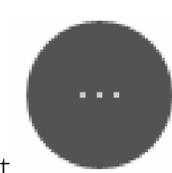
Click on the button with the three dots on the bottom of your screen and choose a different Audio Connection. You may have to dial into the appointment.

### Is Webex safe to use?

CAMH has reviewed this technology to ensure your information is protected. Talk to your clinic if you have any concerns.

### Can I use my USB webcam?

Yes, any USB webcam can be used. In the same button with the three dots, select Speakers, Microphone, and Camera, and choose the device from the drop down menu.



If you have questions about your appointment or require technical support, please contact the clinic your appointment is scheduled with for assistance.

To test your microphone and camera, click [here](#).