To do **BEFORE** the Virtual Community Forum:

Step 1: Choose what device you plan to use.

You need to make sure that the device meets the requirements (needs to have speakers OR ability to use headphones AND have access to good quality Internet). You can join the meeting from:

- Your computer (if you have an older browser, make sure it is supported in this list of Browsers.)
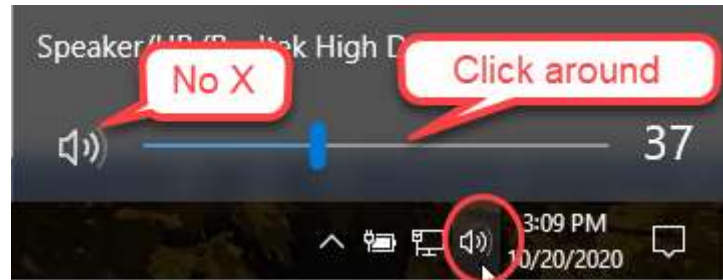- Your cell phone

You are able to interact during the Forum via the Q&A Window. Your video and audio are not shared.

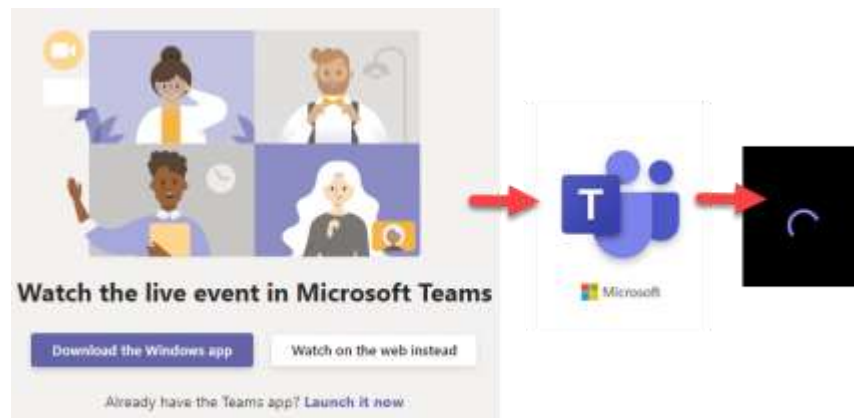## Step 2: Make sure you have access to Microsoft Teams.

- ➢ **Accessing from your computer**
  - As long as you have a supported browser (list of supported Browsers), you do not have to do anything for this step because clicking the event link will open up Microsoft Teams in your browser
- ➢ **Accessing from your cell phone**
  - You can find the instructions on how you can download the Microsoft Teams app on your Android or Apple phone in Appendix A
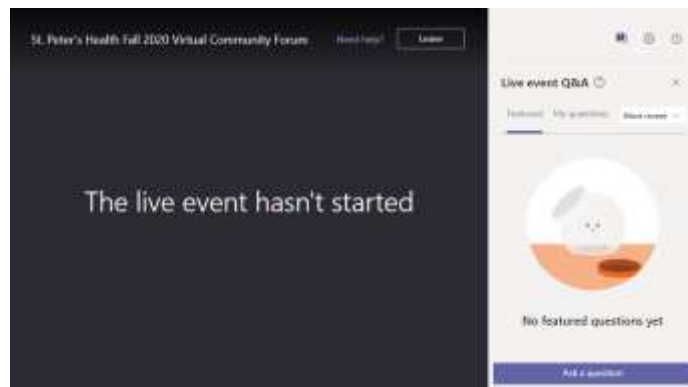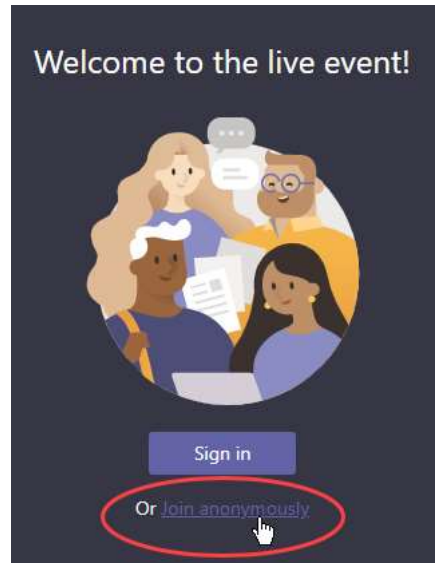
Step 3: Conduct a test on the device you plan to use.

- First, let's test that your speakers or headset work so you can hear the presenters. NOTE: You do not need to do this if you plan to join the meeting from your cell phone as most phones have a working speaker
- Click the sound icon in the bottom right corner of your screen. Make sure there is not an X next to the speaker which indicates that it is muted. If there is an X, just click it to unmute it. Then, click around on the volume bar and a noise should sound at the volume level you selected. If so, this test succeeded.

- <u>Next, let's make sure you can get to the Forum</u>
- Go to sphealth.org/virtualforum
- Click "JOIN THE FORUM"
- You'll see some screens flash (no need to do anything) then you'll click **Join anonymously**
- If you are able to get to "The live event hasn't started" screen, the test succeeded

To join the Virtual Community Forum:

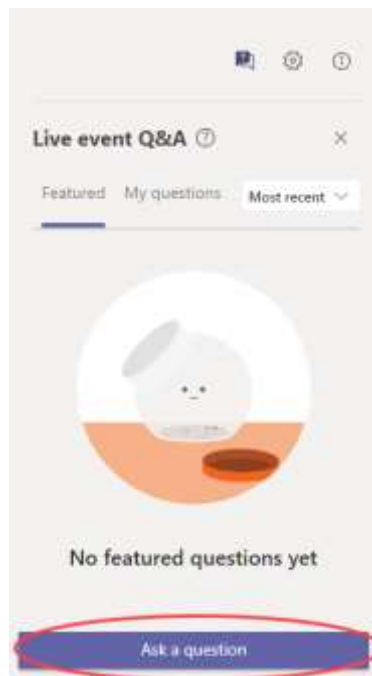**Step 1: Find the link to the Virtual Community Forum.**

- Go to sphealth.org/virtualforum

Step 2: Five minutes <u>before</u> the Forum is scheduled to begin, click the link to join the event.

- Do this from the device and location you planned to use when you tested accessing the forum.
- Click "JOIN THE FORUM"

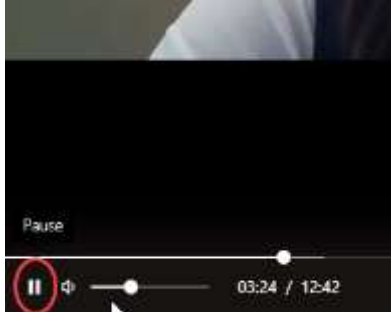## Step 3: Submit questions and/or adjust controls.
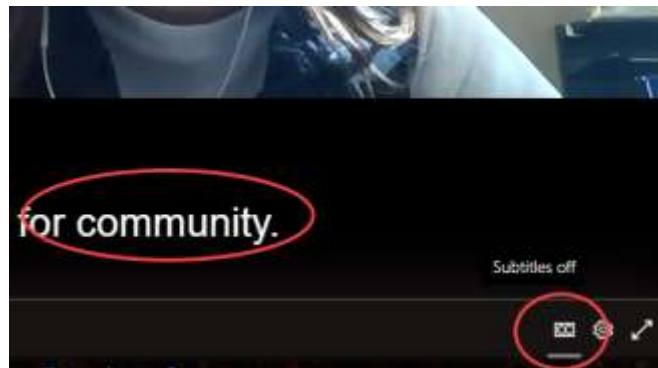
- To submit a question:

- To show/hide your Q&A window, click the Q&A icon

- To pause (yes, you can pause and resume/play right where you left off even though it is live!):
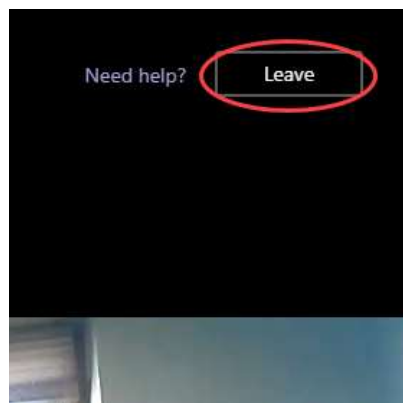
- To turn on Closed Captioning:

Step 3: To leave the Forum.

- Feel free to leave or join as many times as you wish; you will not interrupt the Forum

Can't make the Virtual Community Forum? No worries. It will be recorded and accessible from the same place you clicked to join the Forum.

Appendix A – Installing the Teams Mobile App

Step 1: Visit your app store

Step 2: Search for 'Microsoft Teams'

Step 3: Download. It is a free app.

Step 4: You DO NOT need to sign in. You can close the app for now.

NOTE: When you enter your provider's waiting room, there are two options: **Join as a guest** and **Sign in and join**. Click **Join as a guest** to bypass the sign in.