



ROCK VALLEY
CREDIT UNION

HOW TO JOIN YOUR VIRTUAL APPOINTMENT

In the pages that follow, you'll find step-by-step instructions on how to join your virtual appointment from your computer or mobile device via Microsoft Teams.

To skip to your desired method, click on one of the links below.



[Tips to help you prepare for your call](#)



[Joining from your computer](#)



[Joining from your mobile device](#)

Before your appointment

This section will help you prepare for your upcoming virtual appointment with RVCU.

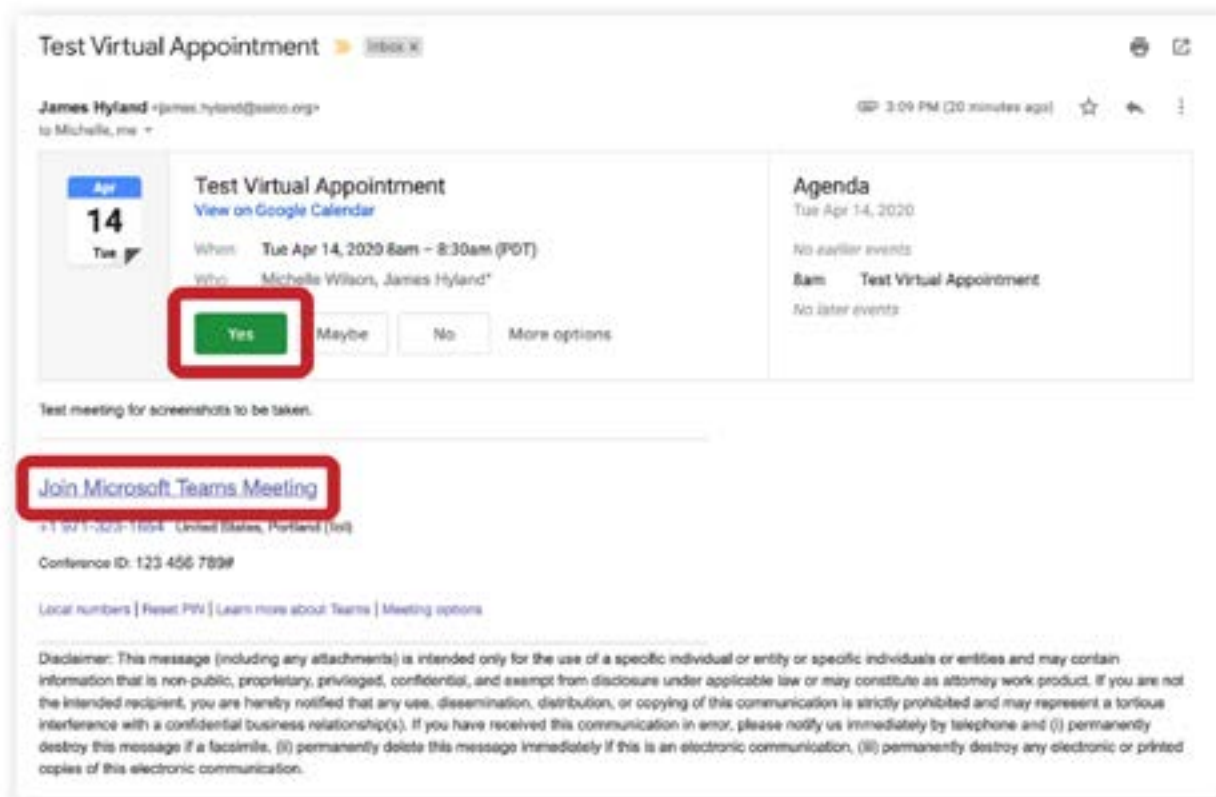
Follow these steps to ensure your video call goes smoothly and successfully:

- 1** Be sure to RSVP once you receive your emailed invitation
- 2** If you're joining from your mobile device, have the Teams app downloaded well ahead of your scheduled virtual appointment.
- 3** If you plan to join from your computer, make sure your preferred speakers (or headphones) are selected as your audio device.
- 4** Familiarize yourself with the camera and microphone's on/off controls.
 - Make sure your camera is set to "on." If your camera is in the off position, you won't be seen on the call.
 - Ensure your privacy microphone is not muted from the Teams app. If your microphone is off, you will not be heard while on the call.
- 5** Plan to use a quiet setting during your appointment, one that will have minimum background noise that could interfere with the audio quality.
- 6** Be prepared to join the call before the scheduled time.

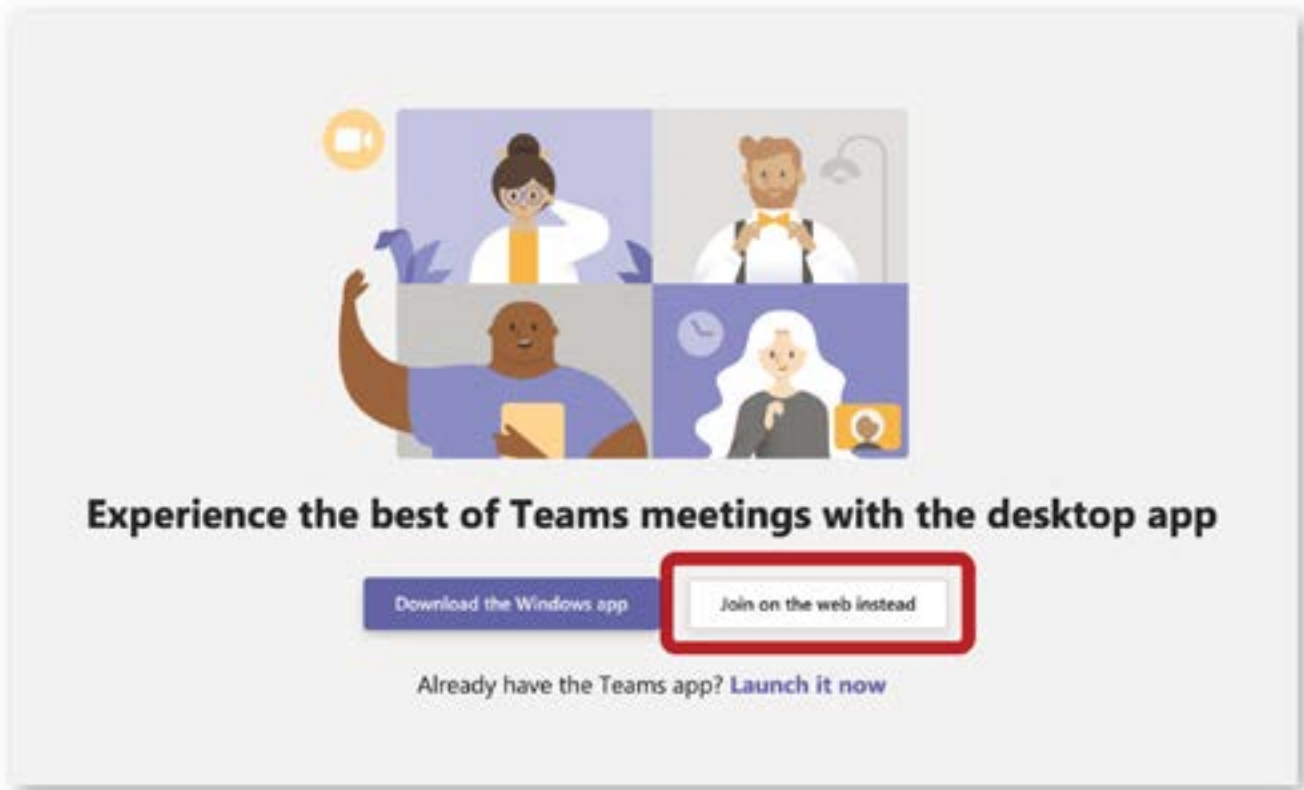
Joining your virtual meeting from your computer

Computer tutorial

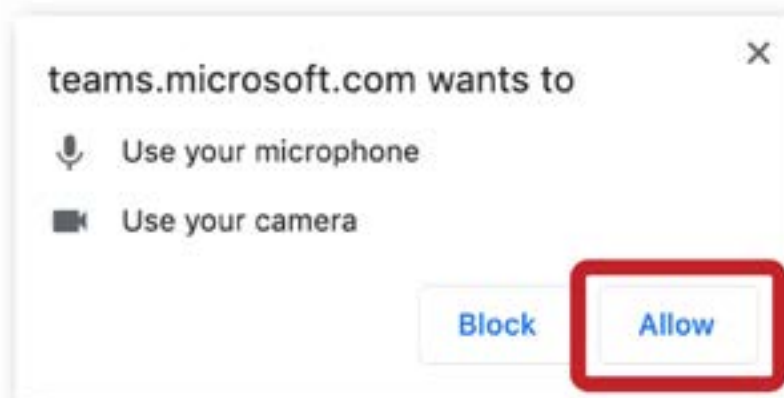
RVCU will email you an invite for your virtual appointment. Please click “Yes” to accept the invite—this will notify RVCU that you’ve accepted and will be present for the video call on the designated day and time. The RVCU team member who sent you the invite will also receive an email confirmation that you have accepted. On the day of your appointment, open the email or calendar event and click on “Join Microsoft Teams Meeting”:



Your internet browser will open. Click on “join on the web instead to launch your virtual appointment.



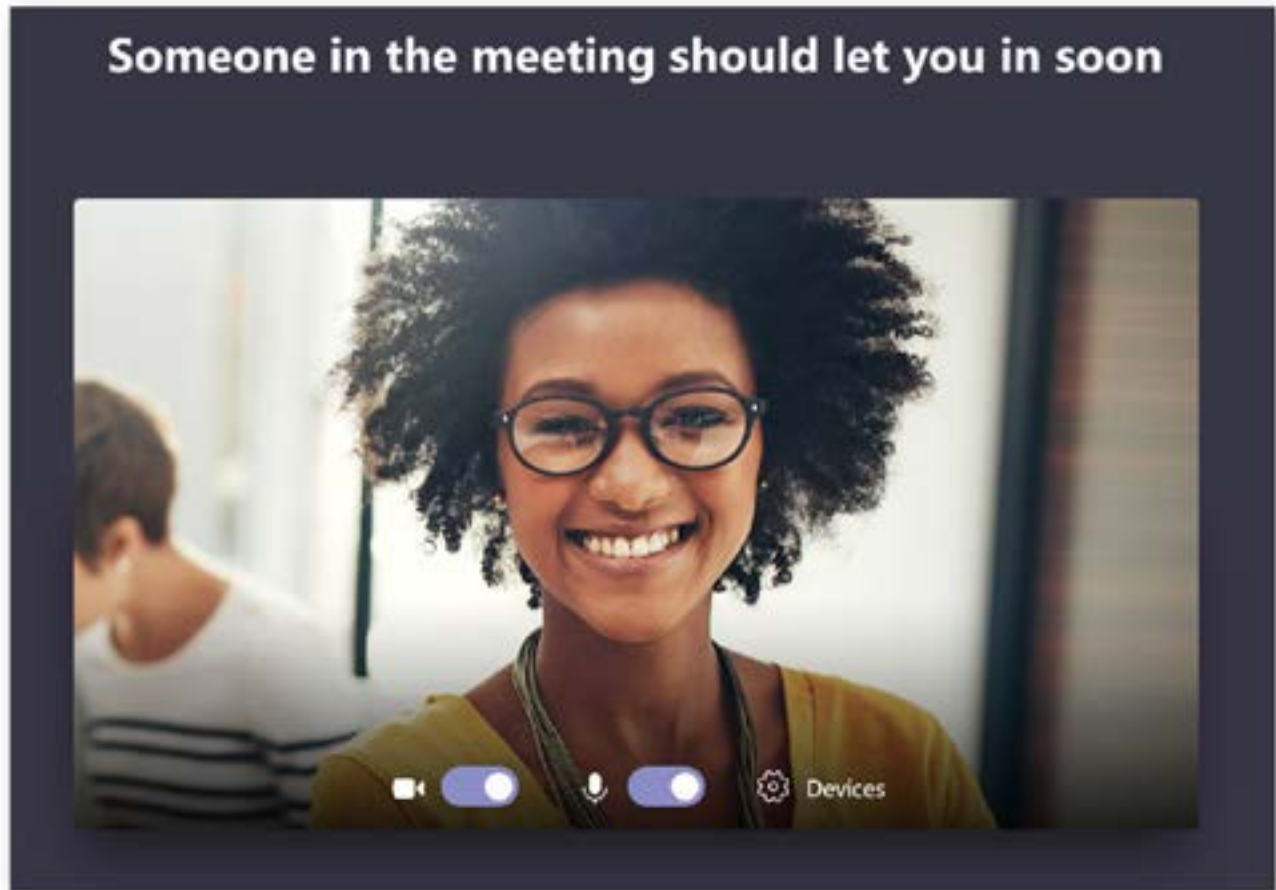
Be sure to allow Teams to access your microphone and camera.



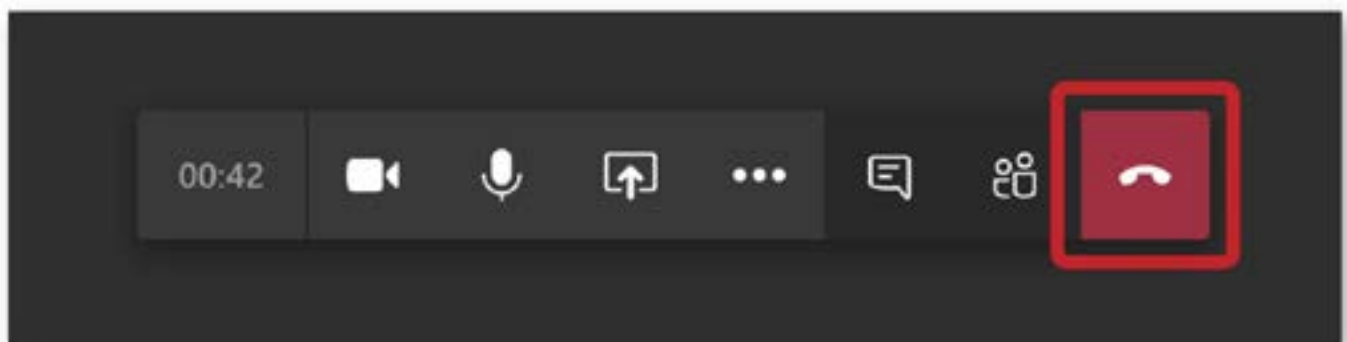
Teams video calling will now be seen in your browser window as reflected below. Type your name into the textbox and click "join now" to begin your virtual appointment.



You'll see this while in the call:



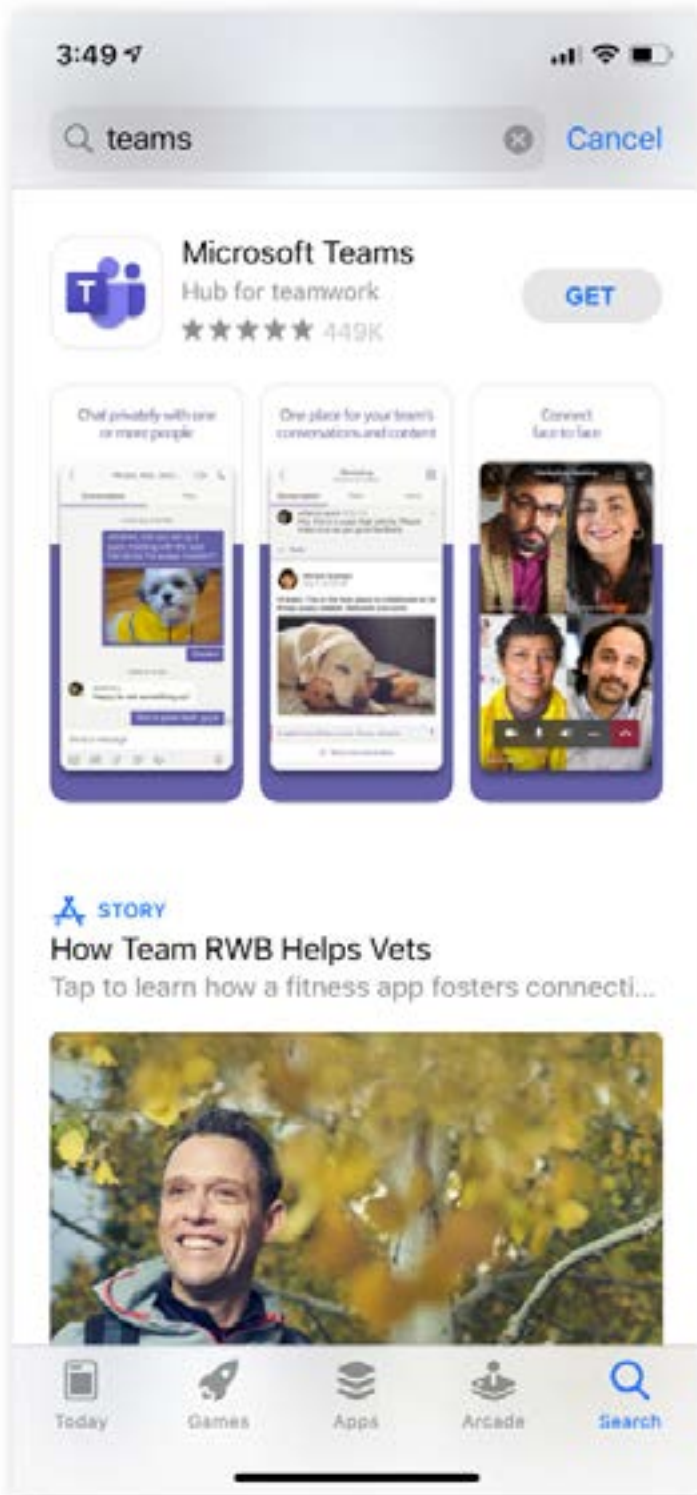
When you're finished with your appointment, click on the red hang-up icon:



Joining from your mobile device

Mobile tutorial

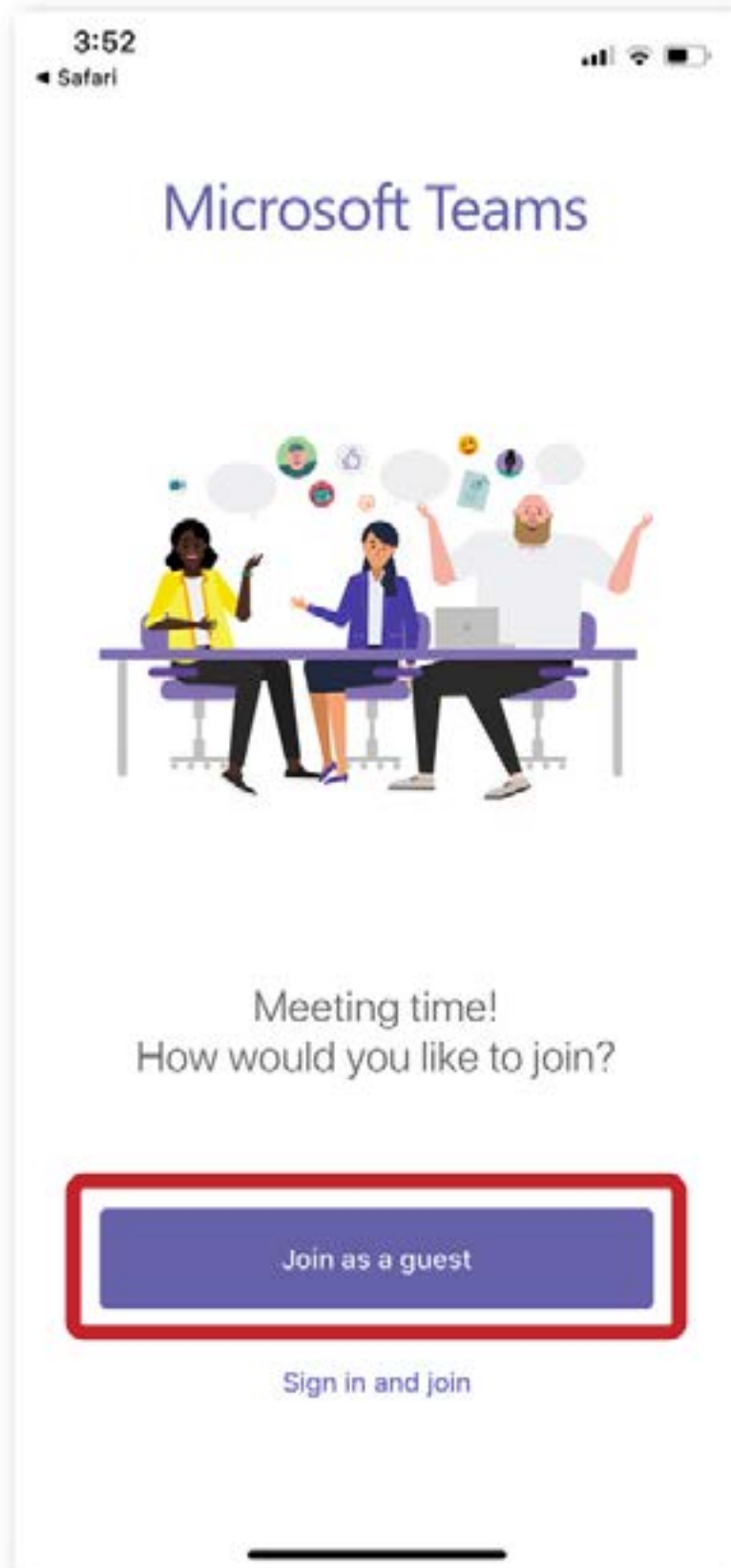
To participate in a Microsoft Teams video call from your mobile device, you'll first need to download the "Teams" app.



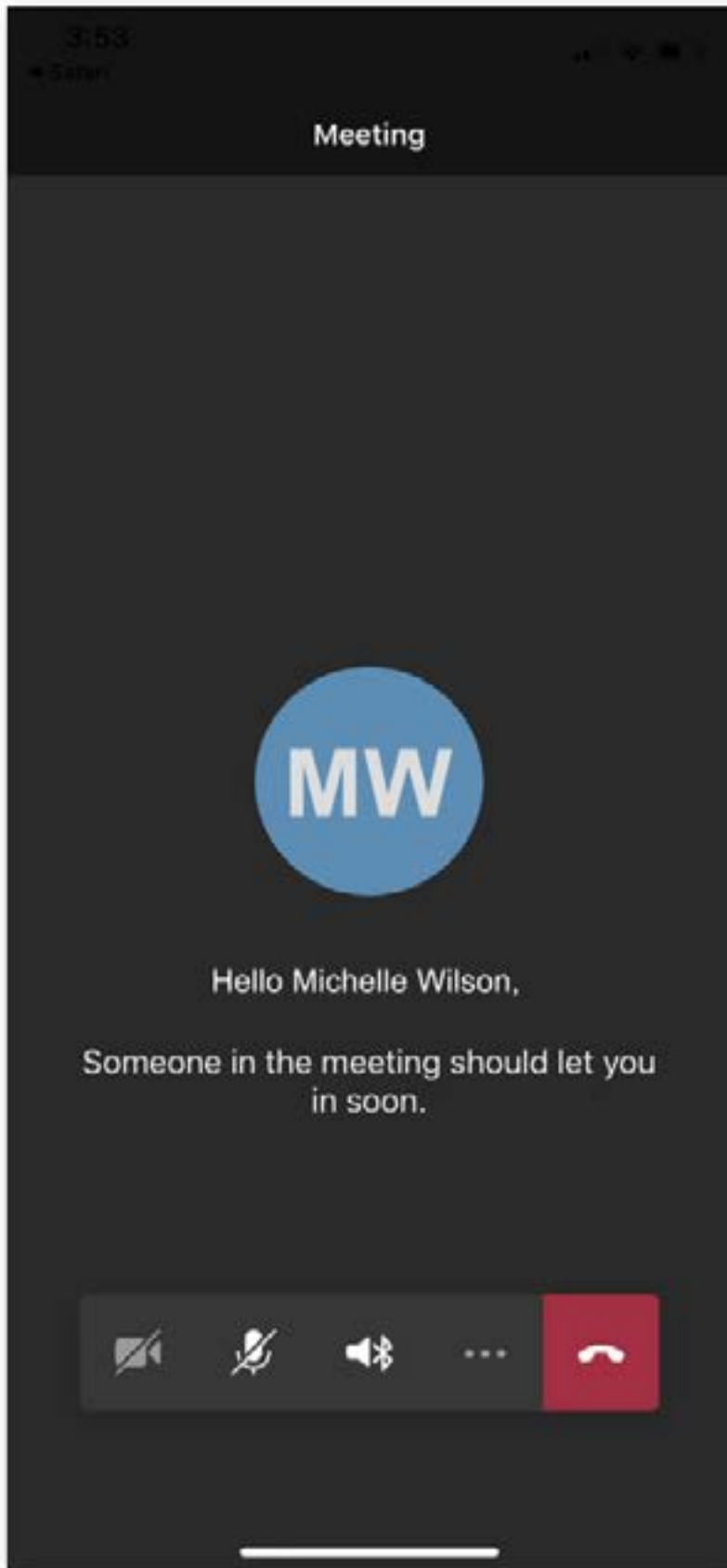
When you're ready to join your virtual appointment, open the email or calendar event and click on "Join Microsoft Teams Meeting":



After clicking the link from the invite, this screen will pop up. Select "Join as a guest," then enter your name and click "Join meeting."



If you join your virtual appointment early, you may see this screen. No action on your part is necessary - your meeting will begin shortly.



Once your meeting begins, your face will appear on the screen:



When you end the call, it will look like this. Click the "X" in the upper-left corner, and you'll be taken to an additional screen to fully exit your appointment.

