



Joining a virtual appointment using an iPhone

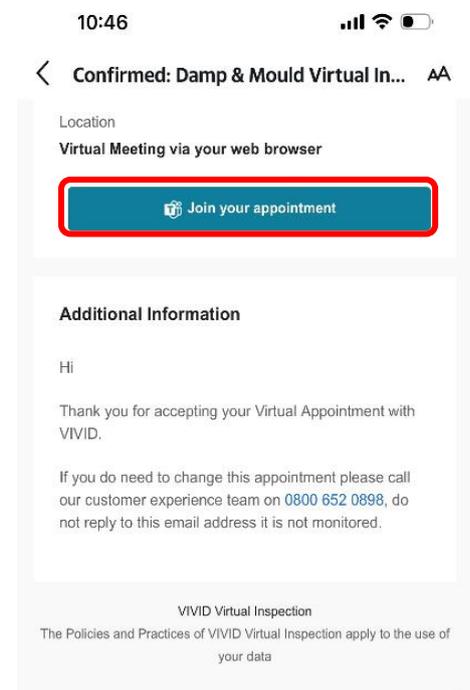
The guide below will show you the different screens you will go through to join a virtual inspection on your iPhone.

You don't need to have the Teams app installed on your mobile phone. However, you'll need your default web browser to be set to **Safari** for the link to work properly. Most users won't have changed it as it's only a feature on newer iPhones. If required, follow these instructions below to reset your default browser back to Safari:

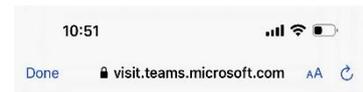
1. Go to **Settings** and scroll down until you find the browser app.
2. Tap the app, then tap Default Browser App
3. Select **Safari** as the web browser. A tick will appear to confirm it's the default.

How to join a virtual appointment

1. Open the confirmation or reminder email, then press 'Join your appointment'.

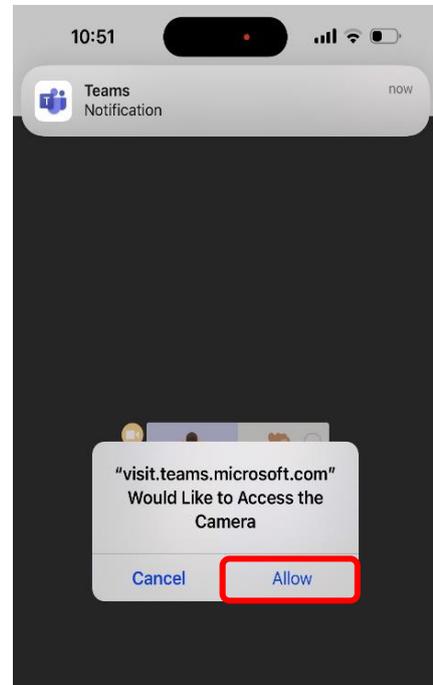


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2. Enter your **'name'** in the box then press **'Get started'** to join the meeting.



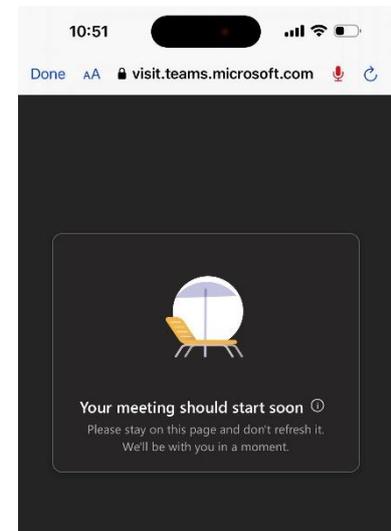
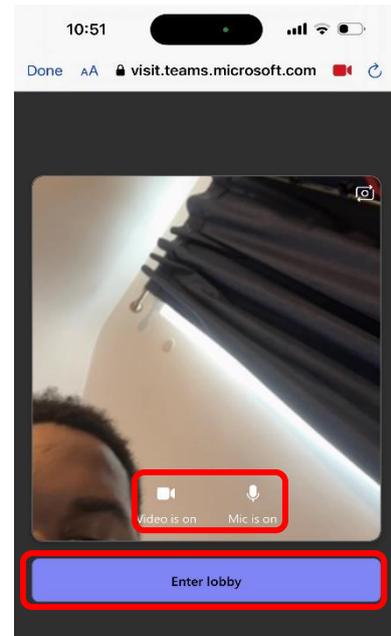
Welcome to your appointment. Enter your name to let us know you're here.

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3. You'll then receive a permission notification to allow Teams to access your camera. You should click **Allow** to this box, and then the next box requesting mic access also.



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4. Before entering the lobby, you should check your video and mic is on and your speaker volume is up. Once they're on, then press '**Enter lobby**'.

You will stay in the lobby until we accept you into the meeting. There may be a short delay if we're finishing off another appointment. Please be patient.



5. If you can't be seen or heard, then you may need to press the camera or microphone buttons.
6. For us to be able to see the issue, then you are likely to need to click the camera button with the arrows around the edge of it to make it use the back camera.
7. When the virtual inspection's finished, you should press the red button to end the call.

