



Joining a virtual appointment using an Android phone

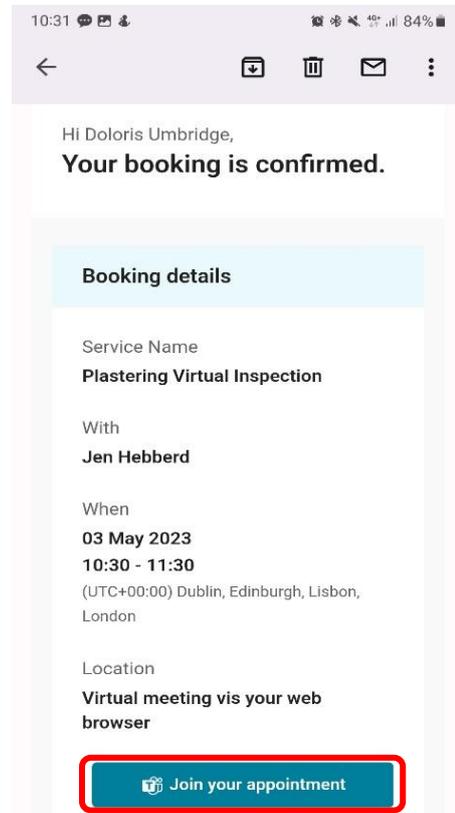
The guide below will show you the different steps you'll need to take to ensure you can join a virtual inspection with a member of our staff. These instructions are for customers who use a Samsung, Google, Nokia, Pixel, and other Android phones.

You don't need to have the Teams app installed on your mobile phone. However, you are required to have your default browser set to **Google Chrome** for the link to work properly. It's very unlikely that you'll have changed the browser you use to access websites on your mobile phone. But if required, please follow these instructions to change your default browser:

1. On your Android device, open Settings .
2. Tap **Apps**.
3. Under 'General' tap **Default apps**.
4. Tap **Browser app** > Chrome .

How to join the virtual appointment

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

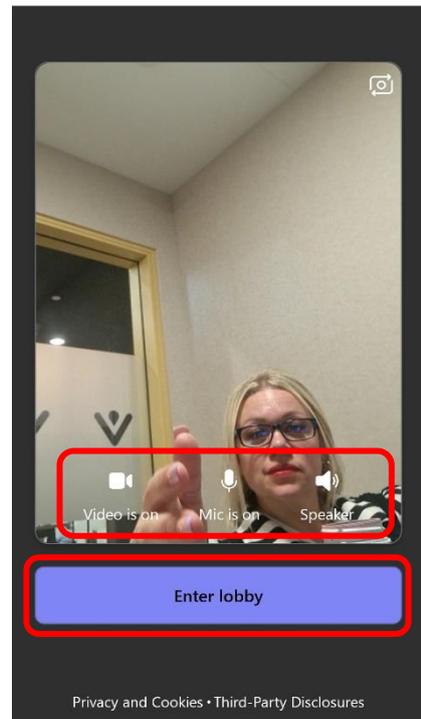


2. Enter your **'name'** in the box then press **'Get started'** to join the meeting.

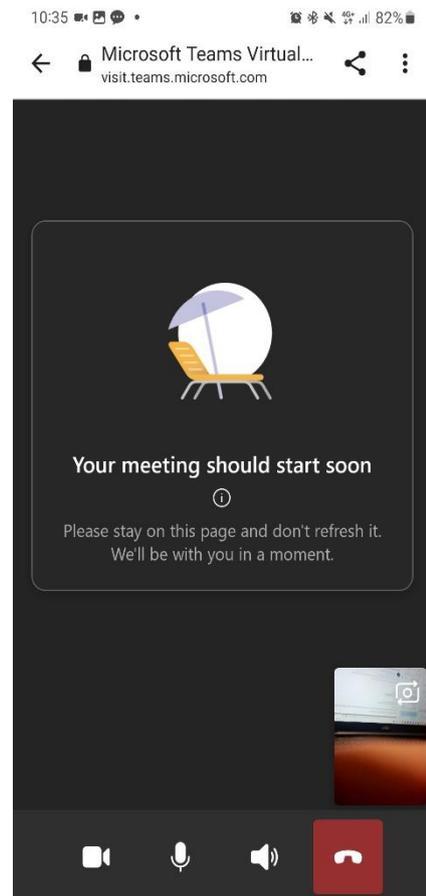


Welcome to your appointment.
Enter your name to let us know
you're here.

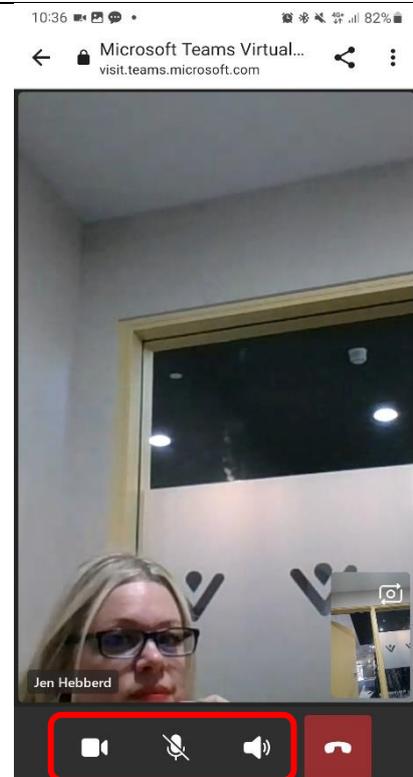
3. Before entering the lobby, check your video and mic are on and your speaker volume is up. Once they're on, press **'Enter lobby'**.



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4. You'll stay in the lobby until our member of staff accepts you into the meeting. There might be a short delay if we're finishing off another appointment. Please be patient.



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5. If the staff member can't see or hear you, use the buttons at the bottom of the screen to mute/unmute and turn the camera on or off.



6. For us to be able to see the issue, you're 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.

