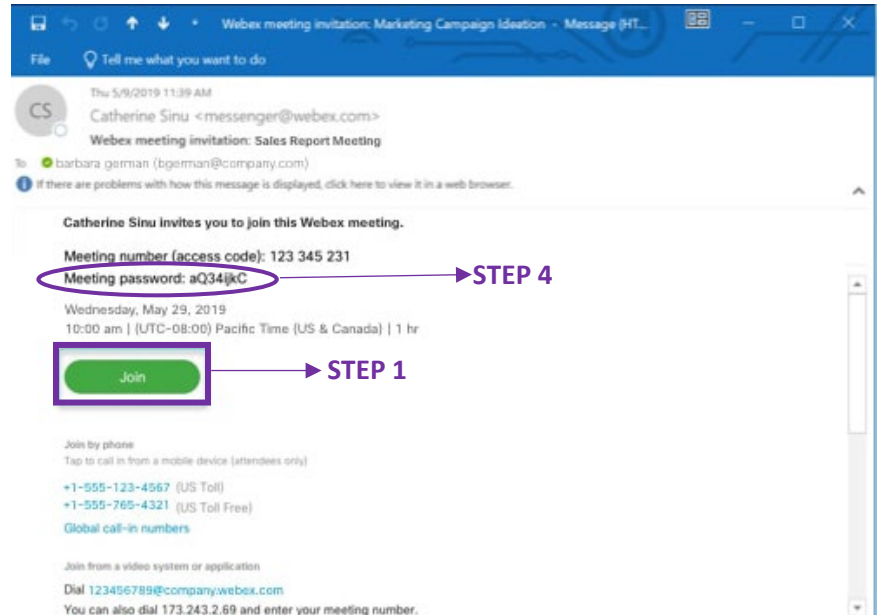


ACCESSING YOUR VIRTUAL CARE FROM YOUR DESKTOP COMPUTER/MAC

FIRST TIME USERS

STEP 1: When you join a meeting for the first time, you're prompted to download the installer file to install the desktop app on your computer.

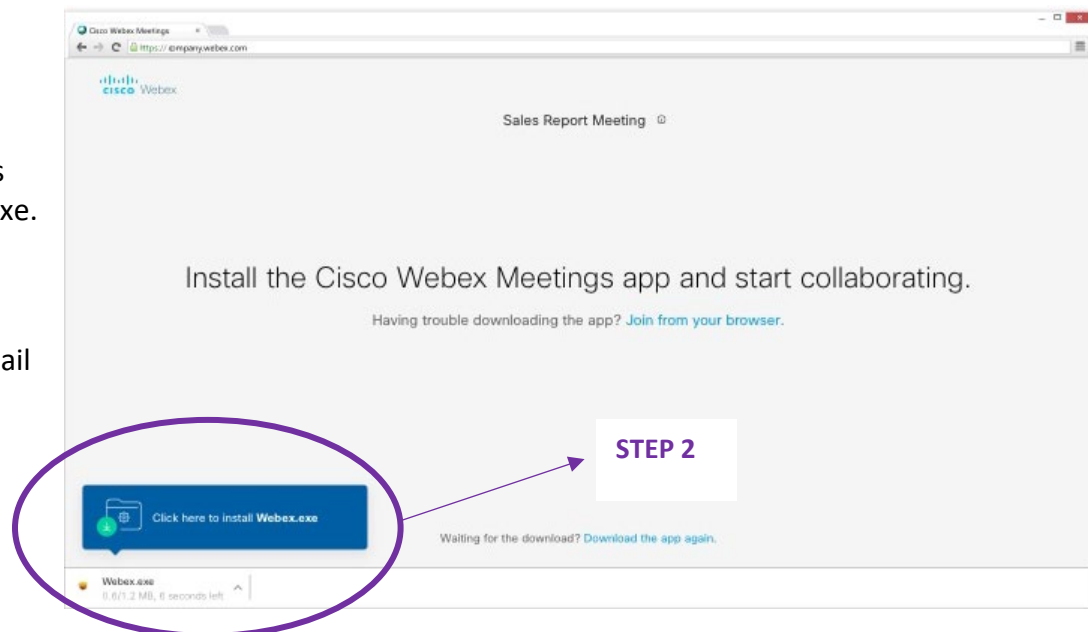
If you can't download the installer, you can still join the meeting using the web app instead. You don't need to install anything using the web app, and it launches in your web browser. (**SEE STEP 10**)



STEP 2: Click the installer file to install the Cisco Webex Meetings app. On Windows, click Webex.exe. On Mac, click Webex.pkg.

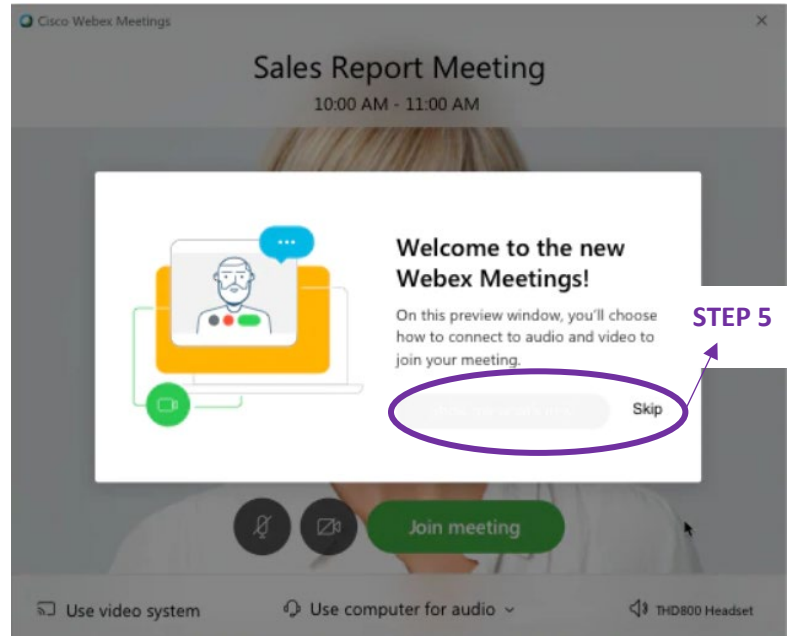
STEP 3: Enter your name and email address and click Next.

STEP 4: Enter the meeting password—it's in the email invitation—and click **Next**



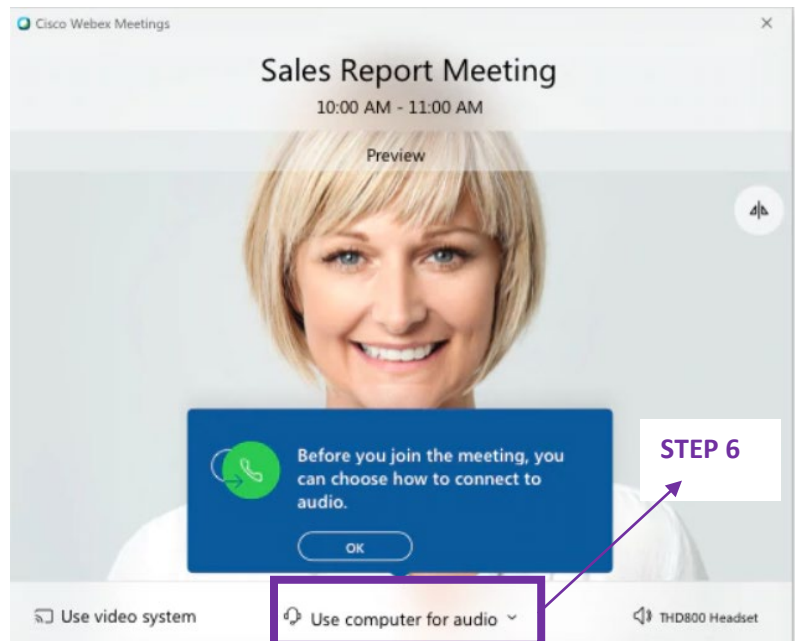
ACCESSING YOUR VIRTUAL CARE FROM YOUR DESKTOP COMPUTER/MAC

STEP 5: Click **Show me what's new** for a quick tour or select **Skip**.



You will see a video preview of how you'll look to others.

STEP 6: Change your audio and video settings before joining your meeting. Click the audio connection options





ACCESSING YOUR VIRTUAL CARE FROM YOUR DESKTOP COMPUTER/MAC

STEP 7: Choose how you want to hear the audio in the meeting:

Use computer for audio—Use your computer with a headset or speakers. This is the default audio connection type.

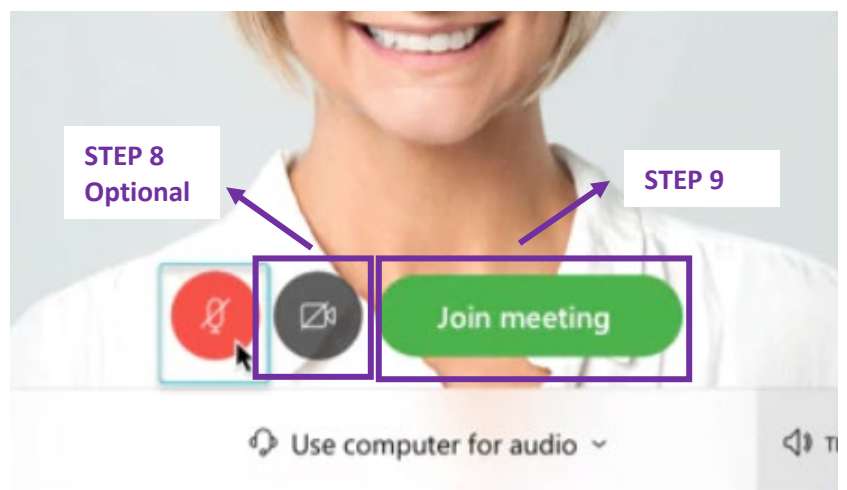
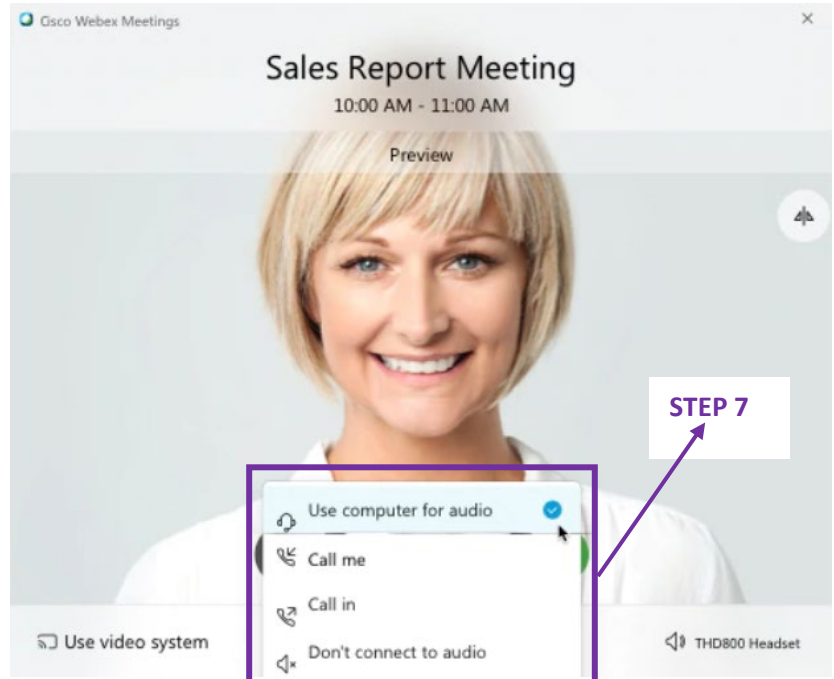
You can change your headset, speakers, and microphone.

STEP 8: If you want to join the meeting with your video turned off, click **Turn off my video**.

You'll see  when your video is turned off. Click **Turn on my video**  when you want to show your video.

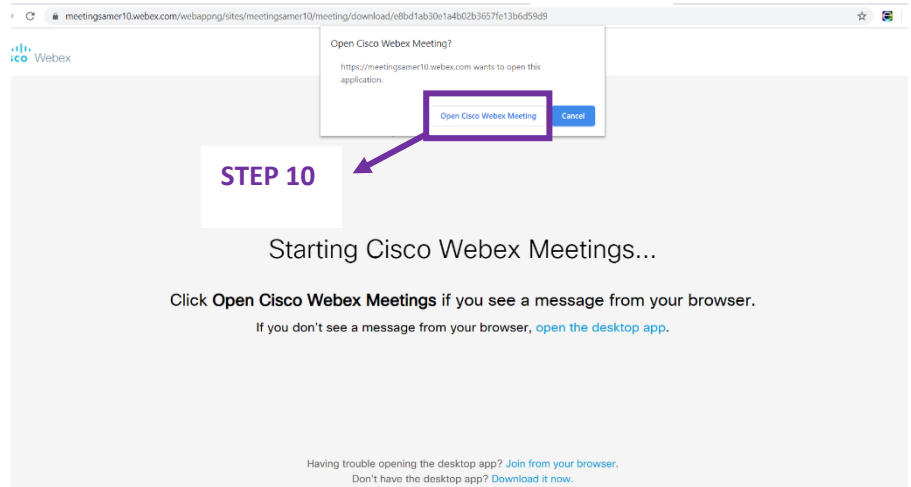
STEP 9: Click **Join Meeting**.

If your provider has not yet joined the meeting do not worry. You will be placed in a waiting lobby until your provider has joined the meeting. **See STEP 11 for image.**



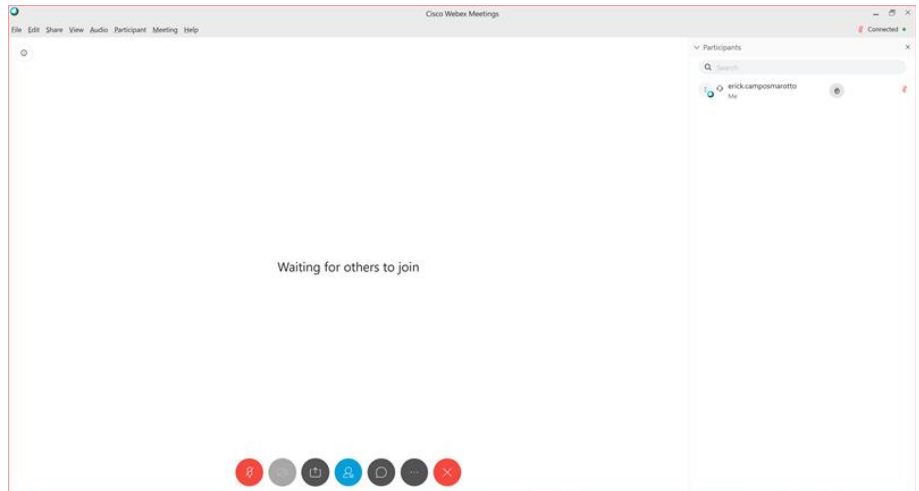
ACCESSING YOUR VIRTUAL CARE FROM YOUR DESKTOP COMPUTER/MAC

STEP 10: If you are joining a meeting from the internet you should receive a prompt to open the Cisco Webex Meeting.



The screenshot shows a browser window with the URL `meetingsamer10.webex.com/webappng/sites/meetingsamer10/meeting/download/e6bd1ab30e1a4d2b3657fe13b6d59d9`. A notification box from the browser asks "Open Cisco Webex Meeting?" with the text "https://meetingsamer10.webex.com wants to open this application." and two buttons: "Open Cisco Webex Meeting" and "Cancel". A purple box highlights the "Open Cisco Webex Meeting" button, with a purple arrow pointing to a white box labeled "STEP 10". Below the notification, the page content reads: "Starting Cisco Webex Meetings..." followed by "Click **Open Cisco Webex Meetings** if you see a message from your browser. If you don't see a message from your browser, [open the desktop app.](#)" At the bottom, there are links: "Having trouble opening the desktop app? [Join from your browser.](#)" and "Don't have the desktop app? [Download it now.](#)"

STEP 11: If your provider has not yet joined the meeting you will be placed into a virtual waiting room. Once your provider joins you will be able to begin the meeting.



The screenshot shows the Cisco Webex Meetings interface. The main area displays "Waiting for others to join". On the right side, there is a "Participants" panel with a search bar and one participant listed: "erick.carposmaratto" with a "Me" label below it. At the bottom of the screen, there is a toolbar with icons for mute, video, chat, and other meeting controls.