



Joining an HTH Webinar - Participants

Purpose:

These instructions are intended for use by registered participants of a HomeTown Health produced webinar. Please do not share webinar links or these instructions with people outside of your organization.

Before the meeting

- Join at up to 10 minutes before the event start time.
- These instructions are for computer users (Windows or Mac). To use mobile devices go to [Managing Webinar Tools for VILT Courses on Mobile – Docebo Help & Support](#)

Begin by logging into the session in HTHU

1. Login to your HTHU Account, scroll to the calendar on your dashboard and select the meeting time. In the pop-up box that appears, select “Go to event”.
2. At approximately 10 minutes ahead of meeting time, the “Join” box on the event page will turn green. Once this has occurred, select “Join”.
3. The HTHU join link will open the doorway into the event on the Teams Meeting platform.

Choose your path in Teams

Start with the path that matches how you use Microsoft Teams. Microsoft Teams users should try Path A first. Those who do not use Microsoft Teams should proceed to path B.

A. I use Microsoft Teams

Follow the instructions in section A first via your Teams account. If it does not connect, continue with Path C.

B. I do not use Microsoft Teams

Open the meeting in Google Chrome or Microsoft Edge. You do not need to install Teams. If it does not connect, continue with Path C.

A. People who use Microsoft Teams for work

1. **Open Teams:** When asked how you want to join, select Open Microsoft Teams option.
2. **Join:** Select Join now. There is no need to toggle the camera or microphone buttons on the join screen. The organizer will manage access to the meeting camera and microphone during the meeting.

After you select Join now, Teams should place you in the meeting lobby. Remain on that screen. The organizer will admit or connect with you when ready.

If Teams does connect: After joining, remain on the lobby or green-room screen. The organizer will admit or connect you when ready.

3. **If Teams does not connect:** If the Teams app **does not** connect, use the separate private/incognito browser backup procedure in section C.

B. People who do not use Microsoft Teams for work

- 1. Continue in the browser:** When asked how you want to join, select Continue on this browser. You do not need to install Teams.
- 2. Pre-join screens:** The pre-join screens you encounter will vary depending on your organizational settings following the options shown on the screen.
 - If a name field appears, enter your full professional name.
 - There is no need to toggle the camera or microphone buttons on the join screen. The organizer will manage access to the meeting camera and microphone during the meeting.
- 3. Join:** Select Join again if prompted.

Keep the meeting tab open After joining, remain on the lobby. The organizer will admit or connect you when ready.

Note: Refreshing the browser window during the meeting is discouraged as it will require re-joining from the beginning of the process.

C. Private/Incognito Browser Backup Procedure

Use this procedure only if login via your Teams account (A) or a regular Chrome or Microsoft Edge browser (B) procedure did not connect you to the meeting.

Exit out of HTHU and all browsers: Log out of HTHU and close any open browser screens.

Close Teams: Close the Teams app and any browser tab that displayed the account, organization, external-meeting, or access-blocked message.

Open a single new browser window in Chrome or Edge and switch to a private window

Microsoft Edge	Press Ctrl+Shift+N, or select Settings and more (...) > New InPrivate window.
Google Chrome	Press Ctrl+Shift+N, or select Customize and control Chrome (:) > New Incognito window.

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3. The HTHU join link will open the doorway into the event on the Teams Meeting platform.

Choose your path in Teams

1. Continue in the browser: Stay in the browser: Select Continue on this browser. If asked to open the Teams app, select Cancel and remain in the private window.

2. Join without the blocked account: Do not sign in with the Teams work account that was blocked. If an account is shown, select Change and then Join without signing in.

3. Pre-join screens: The pre-join screens you encounter will vary depending on your organizational settings following the options shown on the screen.

- If a name field appears, enter your full professional name.
- There is no need to toggle the camera or microphone buttons on the join screen. The organizer will manage access to the meeting camera and microphone during the meeting.

5. Join: After verification, select Join now again if prompted.

Keep the meeting tab open: After joining, remain on the lobby. The organizer will admit or connect you when ready.

Note: Refreshing the browser window during the meeting is discouraged as it will require re-joining from the beginning of the process.

If procedure C fails: Contact HomeTown Health University

Chat with us: hthu.net/contact-us

Email: HTHTech@hometownhealthonline.com