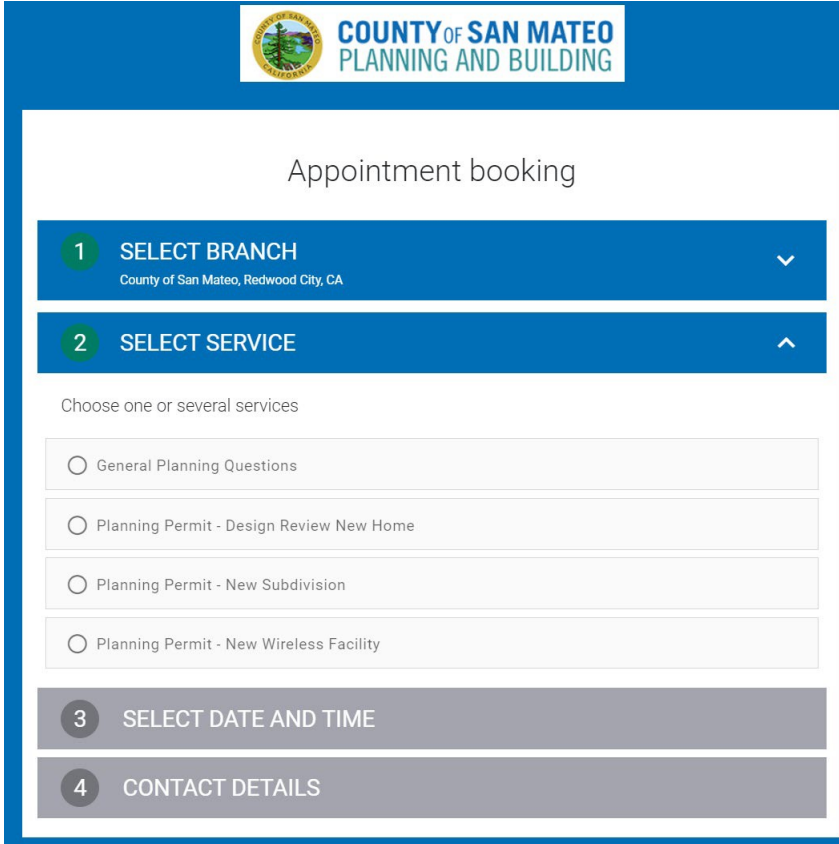


Using Virtual Appointments

A Microsoft account is needed in order to make a virtual appointment. Signup for a free Microsoft account at <https://signup.live.com/>. Below are instructions on howto create an appointment, and virtually arrive at our counter:

- 1) Go to <https://planning-appointmentsmcgov.com/qmaticwebbooking/#/>
- 2) Select the branch (only branch option is County of San Mateo)
- 3) Click to select the service needed



The screenshot displays the 'Appointment booking' interface for the County of San Mateo Planning and Building. The header features the county logo and the text 'COUNTY OF SAN MATEO PLANNING AND BUILDING'. The main content area is titled 'Appointment booking' and contains four numbered steps:

- 1 SELECT BRANCH**: A dropdown menu showing 'County of San Mateo, Redwood City, CA' with a downward arrow.
- 2 SELECT SERVICE**: A dropdown menu with an upward arrow. Below it, the text 'Choose one or several services' is followed by four radio button options:
 - General Planning Questions
 - Planning Permit - Design Review New Home
 - Planning Permit - New Subdivision
 - Planning Permit - New Wireless Facility
- 3 SELECT DATE AND TIME**: A greyed-out step.
- 4 CONTACT DETAILS**: A greyed-out step.

4) Select the date and time for the appointment.

3 SELECT DATE AND TIME

03/12/2021 09:00 am

Please select a date and a time

2021
Fri, March 12

March 2021

Su	Mo	Tu	We	Th	Fr	Sa
28	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	01	02	03

09:00 AM 10:00 AM 11:00 AM 12:00 PM 01:00 PM 02:00 PM

5) Enter contact information in text boxes. Make sure that the email address is the one that's connected to your Microsoft account.

4 CONTACT DETAILS

You have chosen:
General Planning Questions
County of San Mateo, Redwood City, CA
03/12/2021 09:00 am

[CLEAR BOOKING](#)

We will send you a confirmation. Please enter your mobile number (mandatory) and email (optional)

Last name *
Kirksey

First name *
Justin

Email address *
jkirksey@smcgov.org

Country Code
+1

Mobile number
408- [REDACTED]

Notes
Test Demo

I agree to the [Terms and Conditions](#) and [Privacy Policy](#)

CREATE APPOINTMENT

6) Agree to the terms and conditions and privacy policy

I agree to the [Terms and Conditions](#) and [Privacy Policy](#)

CREATE APPOINTMENT

7) Click Create Appointment

CREATE APPOINTMENT

NOTE: You will receive a confirmation email shortly afterwards. A reminder email will be sent within 24 hours of the appointment. A final email will be sent within 15 minutes of the appointment. The final email provides a link to the virtual meeting. Customers will also receive these confirmations and reminders via text if they entered their phone number when setting up the meeting. Text messaging rates from your carrier may apply.

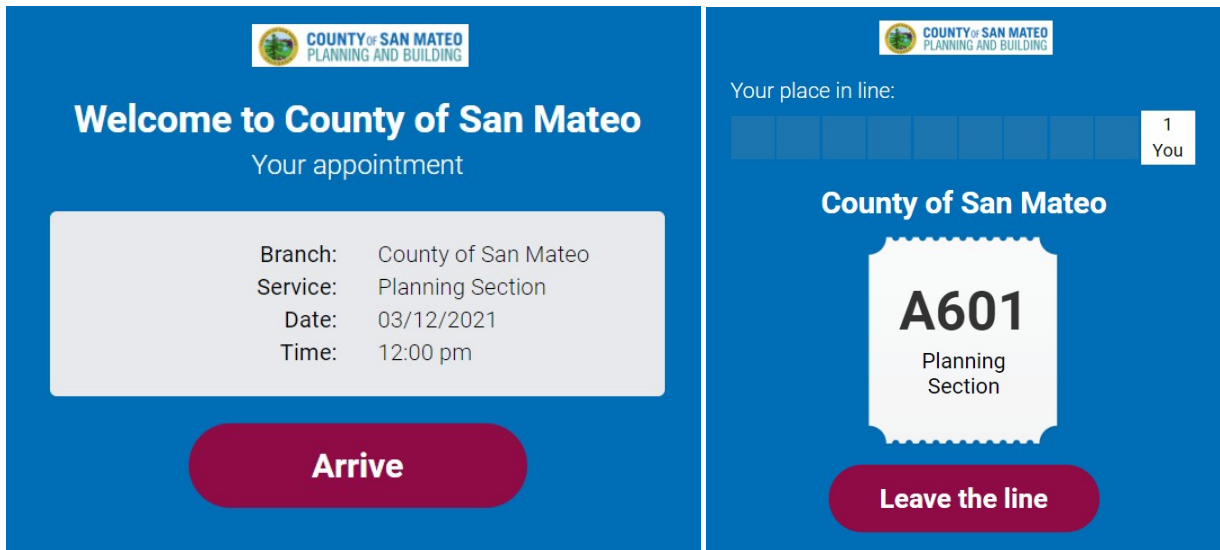
8) Open the email that includes the link to the virtual appointment

9) Click the bottom link that says "To check-in for your appointment Click Here."
This will take you to you to your browser

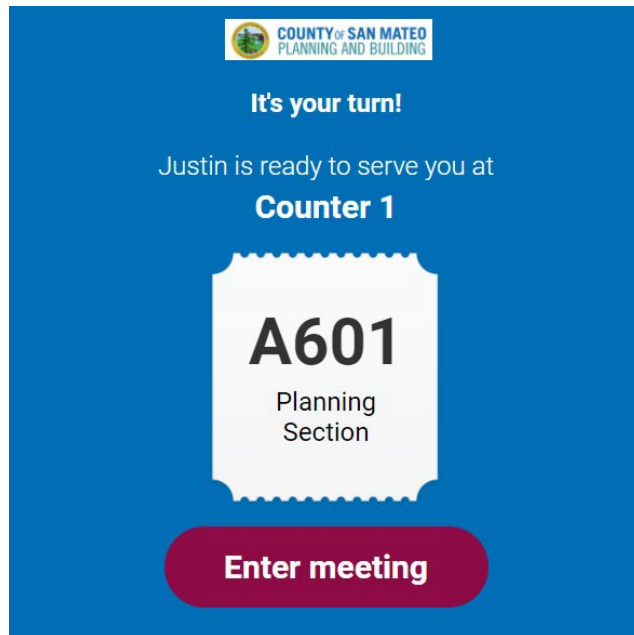
You may click [Reschedule/Cancel Appointment](#) if you need to make changes at any time.

To check-in for your appointment [Click Here](#).

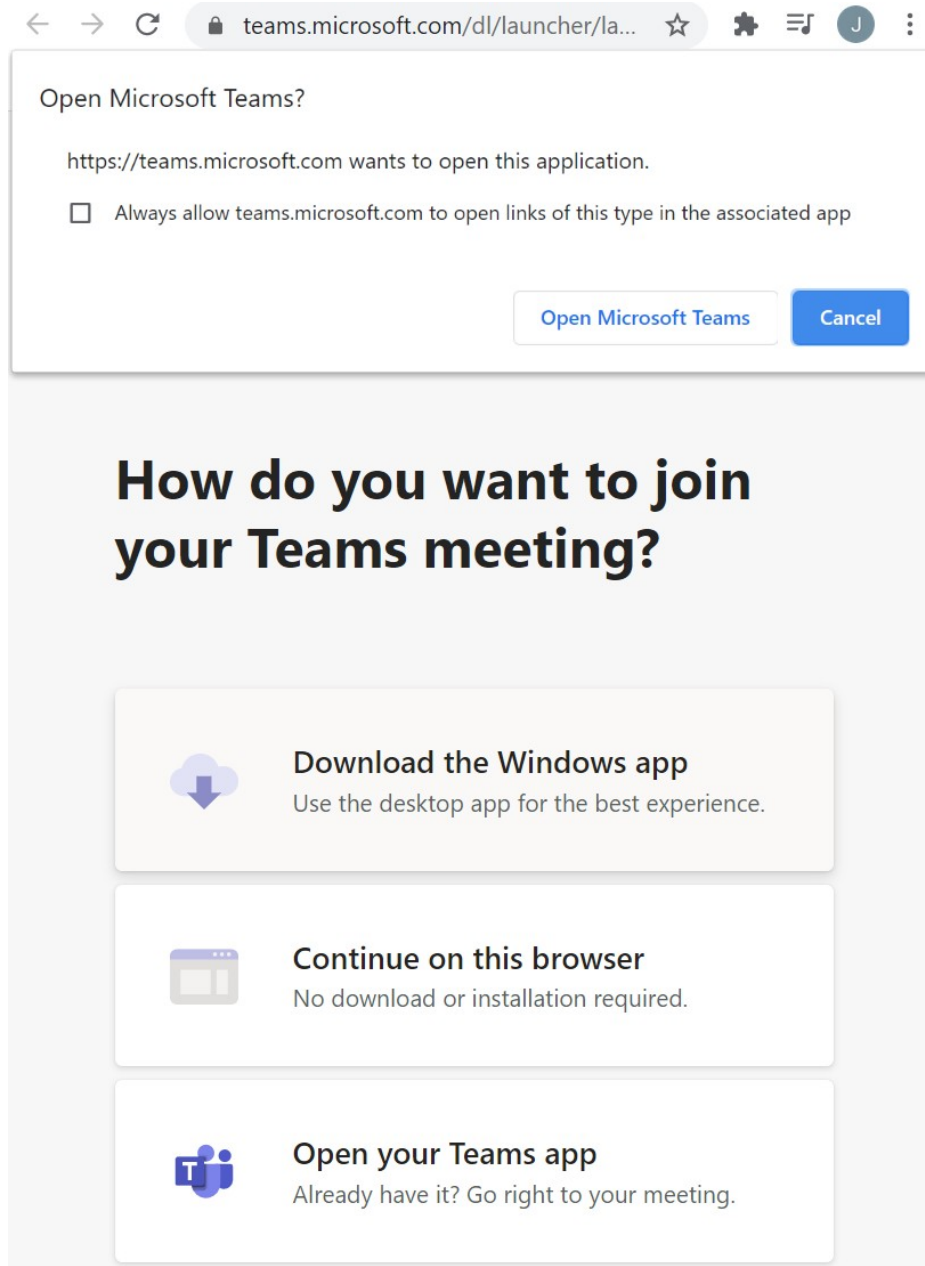
10) In your new browser window click the arrive button



11) Wait until you see the option to enter the meeting and then click the enter the meeting option






- 12) We will be using Microsoft Teams to facilitate your virtual appointment. You will be given the option to use the browser-based version, or you can download the Microsoft Teams software and open the app. You can use whichever option you prefer.

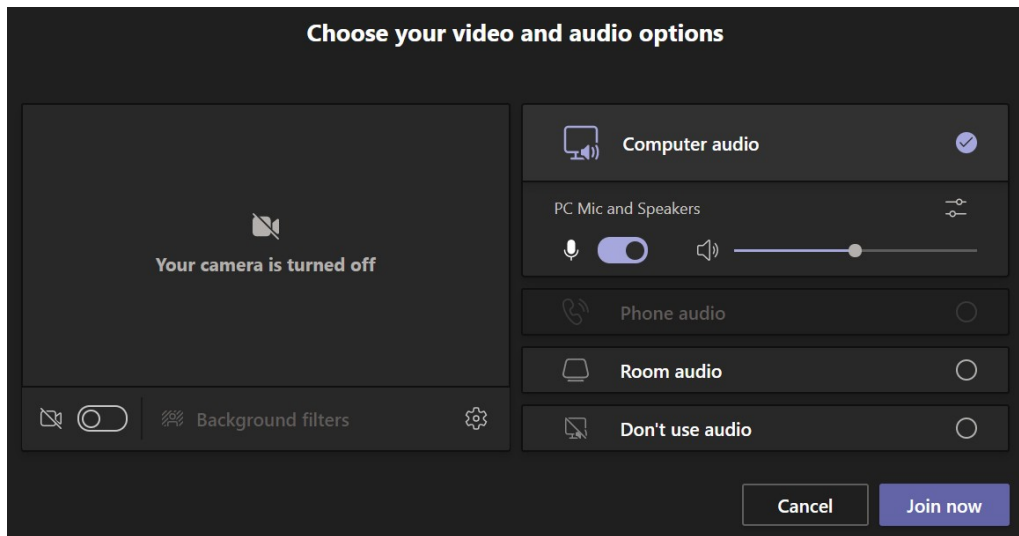


The image shows a browser window with the address bar displaying "teams.microsoft.com/dl/launcher/la...". A security warning dialog box is open, asking "Open Microsoft Teams?" and stating "https://teams.microsoft.com wants to open this application." Below the warning is a checkbox labeled "Always allow teams.microsoft.com to open links of this type in the associated app", which is currently unchecked. Two buttons are visible: "Open Microsoft Teams" and "Cancel".

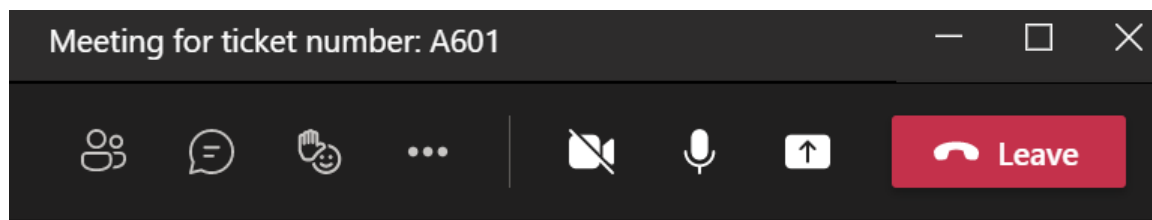
How do you want to join your Teams meeting?

-  **Download the Windows app**
Use the desktop app for the best experience.
-  **Continue on this browser**
No download or installation required.
-  **Open your Teams app**
Already have it? Go right to your meeting.

13) Choose your video and audio options and click the join now button



14) Once the meeting is finished click the Leave icon on the top right



This concludes the instructions on how to create, arrive, and enter appointments virtually. These instructions work for PC and Mobile Devices.