



Join a Virtual Personal Visit on macOS

Visitor User Guide

Summary

This guide provides step-by-step instructions on how to join a scheduled Virtual Personal Visit as an approved visitor on a macOS device.

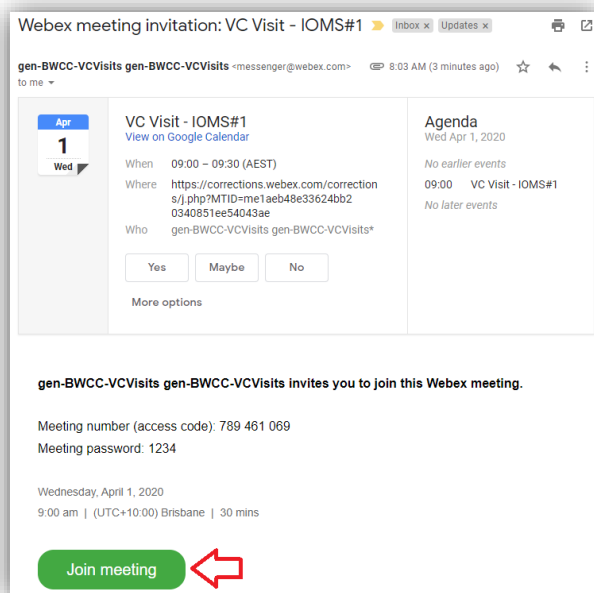
NOTE: The example in this guide is tailored to someone using a Gmail address, however all email platforms are supported. Please be aware a stable internet connection is required.

IMPORTANT!

All rules still apply as an onsite regular visit, at any time a Queensland Corrections Officer can end this virtual visit if they deem any Visits rules are not being adhered to.

Procedure

1. Once a visit is scheduled by *Queensland Corrective Services*, you will receive an email invitation to join a Virtual Personal Visit. **Prior** to the scheduled visit time click on the **Join Meeting** button in your email invitation.

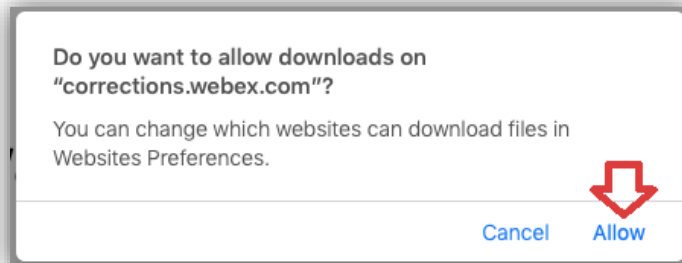


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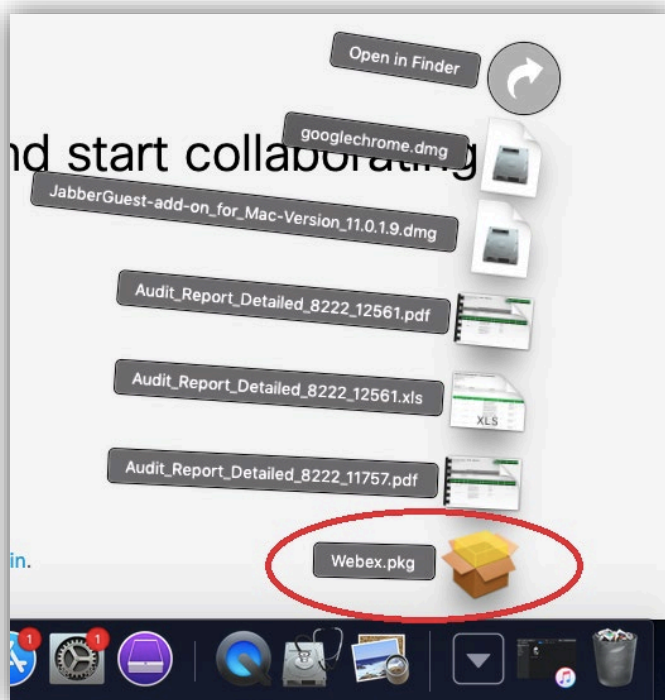
2. Once you click on the *Join Meeting* button, your default web browser will open and prompt to download Webex, click on the **Allow** button.

If you already have Cisco Webex Meetings installed, click on the **Join via install app** button and skip to [Step 10](#).

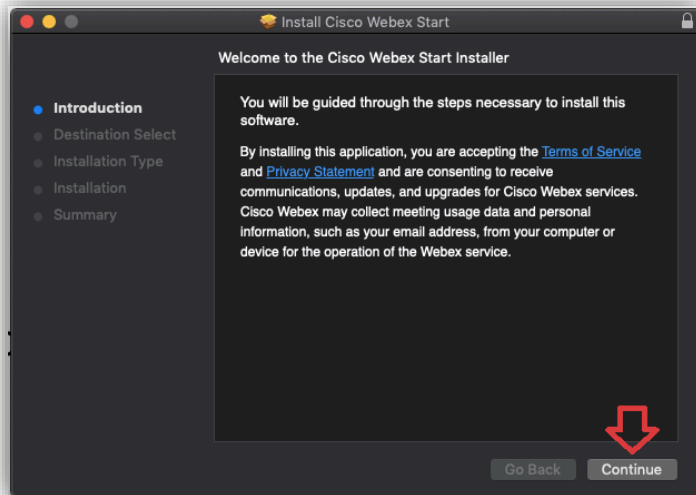
Note: you will your **username and password** you use to log into your **Apple computer** to **install** this software.



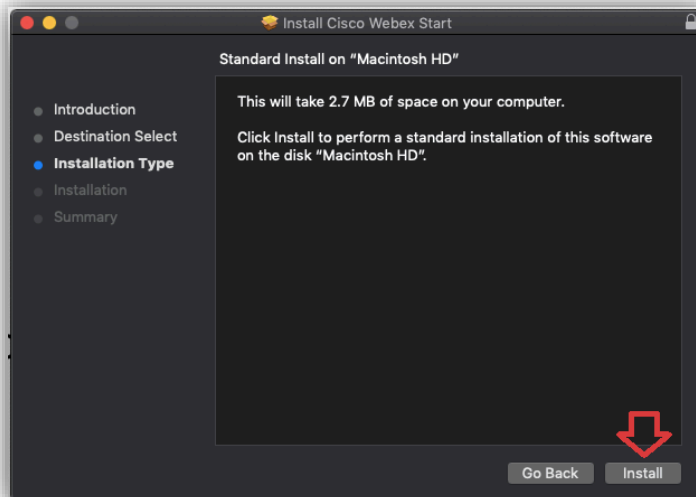
3. This will download the *Cisco Webex Meetings* Installer, under your Downloads folder, double click the installer called webex.pkg.



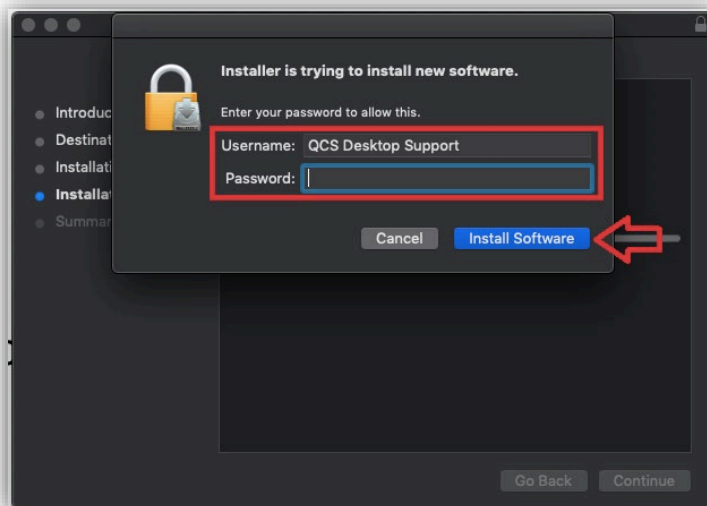
4. Follow the prompts to install *Cisco Webex* by clicking on the **Continue** button.



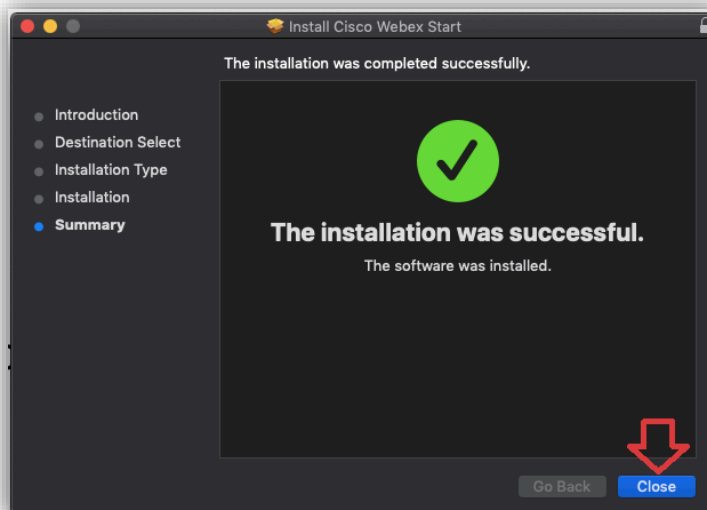
5. Click on the **Install** button



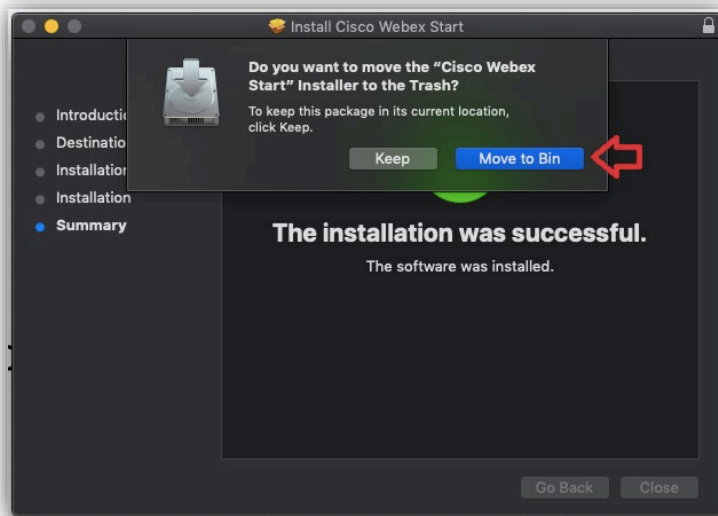
6. Type in your username and password you use to log into your Apple computer and then click on the **Install Software** button.



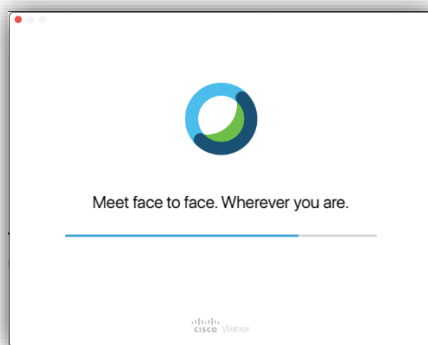
7. Click on the **Close** button to complete the installation.



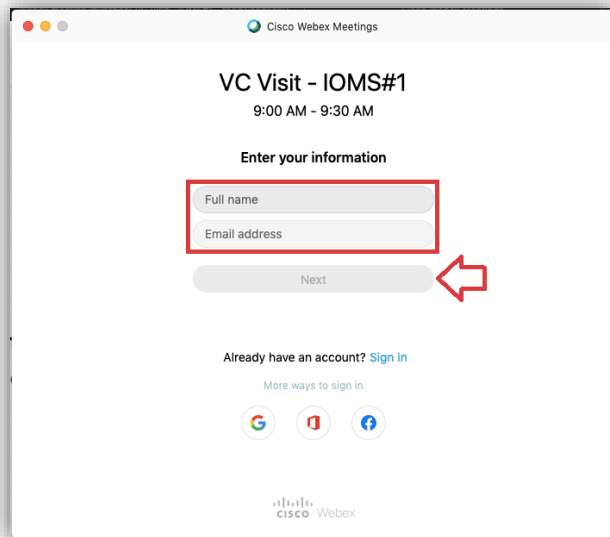
- The installer will ask if you want to remove the downloaded installer to the Bin, click on the **Move to Bin** button.



- This should then open *Cisco Webex Meetings*, once the application asks for permission to access your microphone, click on the **OK** button.

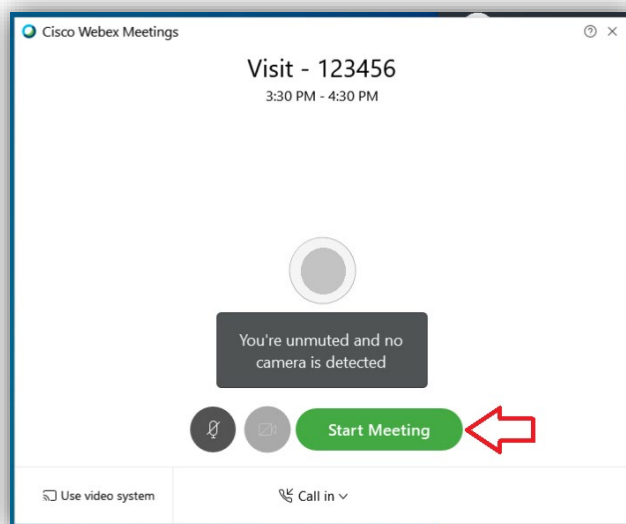


10. Enter your **name** and **email address** in the meeting and click on the **Next** button.



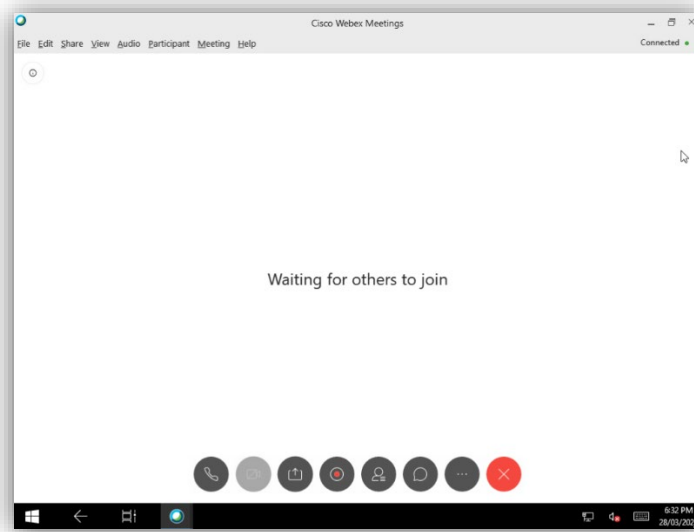
The screenshot shows the Cisco Webex Meetings registration interface. At the top, it displays the meeting title "VC Visit - IOMS#1" and the time "9:00 AM - 9:30 AM". Below this, there is a section titled "Enter your information" containing two input fields: "Full name" and "Email address". A red rectangular box highlights these two fields. Below the input fields is a "Next" button, which is also highlighted with a red arrow pointing to it from the right. Further down, there is a link for "Already have an account? Sign in" and a section for "More ways to sign in" with icons for Google, Microsoft, and Facebook. The Cisco Webex logo is at the bottom.

11. This will open another window, ensure video and audio is turned on and then click on the **Start Meeting** button.



The screenshot shows the Cisco Webex Meetings join interface. At the top, it displays the meeting title "Visit - 123456" and the time "3:30 PM - 4:30 PM". In the center, there is a circular placeholder for a profile picture. Below this, a dark grey notification box states "You're unmuted and no camera is detected". At the bottom, there are three circular icons: a microphone (muted), a camera (off), and a green "Start Meeting" button. A red arrow points to the "Start Meeting" button from the right. At the very bottom, there are two options: "Use video system" and "Call in".

12. This will open a final window which will wait for the other participants to join to the virtual visit (*meeting*).



13. Once the virtual personal visit is complete, click on the **Red X** button to end the virtual visit and then click **End Meeting** on the confirmation prompt.

