

## ANNEX I

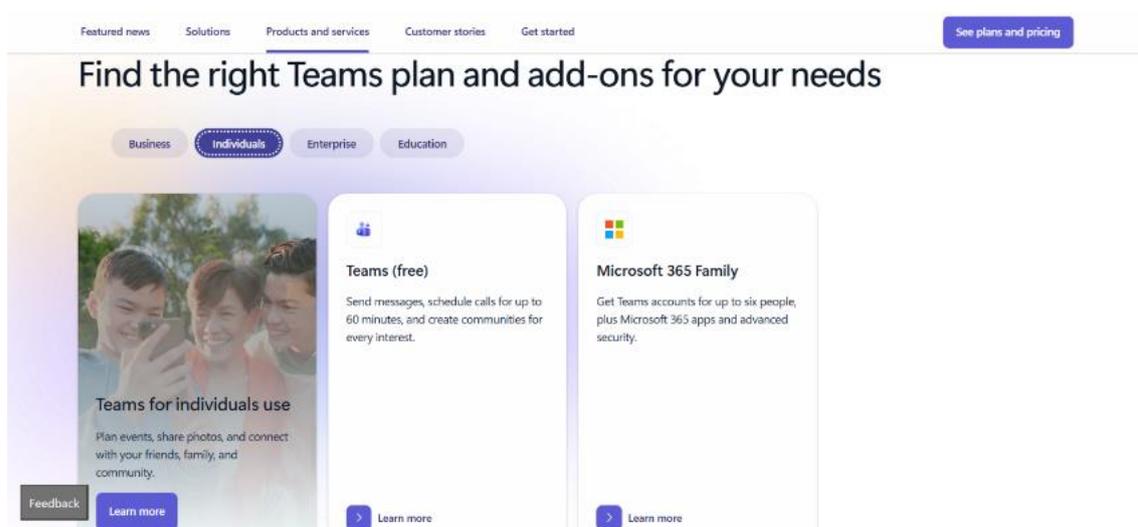
### PRESENTING THE TOOL

*Microsoft Teams* is a tool that allows you to hold free video conferences using your computer, tablet, or *smartphone*.

Access via computer can be achieved through an internet browser or by installing the *Microsoft Teams* program. For the virtual visit, you must have an Internet connection and devices with a webcam, microphone, and speaker.

If you are connecting from a smartphone, you will need to download the free Microsoft Teams app from the app store. If your operating system is Android, search for it on Google Play. If it is iOS, visit the App Store.

To connect from a smartphone (cell phone), or if you have downloaded the computer app (download for Windows), you must register with Microsoft Teams before using it. This tool offers business, educational, or personal use plans. To register for the free plan, select the “individuals” option, depending on the country you are in.



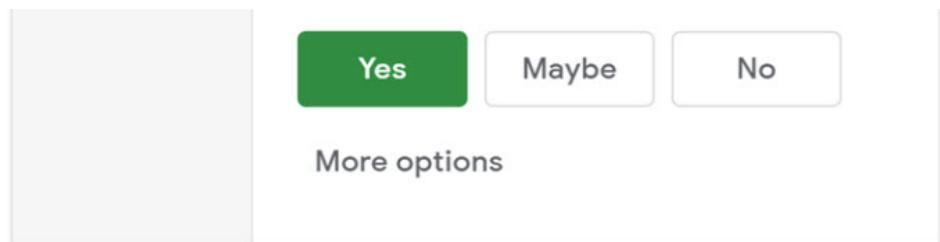
To request a virtual visit, you must fill out the Family Connection form available on the website of the Secretariat of Penitentiary Administration of the State of São Paulo. Links for virtual visit invitations will be sent to the email address provided on this form. Please fill it out carefully to avoid errors.

The procedures for a virtual visit are described below. If you are connecting from a smartphone, make sure you have the Microsoft Teams app installed and that you have signed in.

### THE PROCEDURE

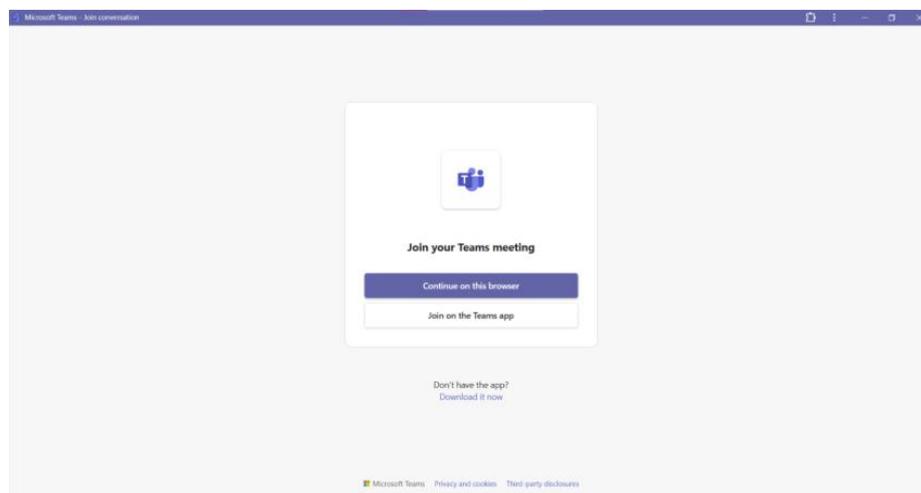
To meet online with a friend or family member who is deprived of liberty, you will receive an email from the Brazilian penal institution with an invitation link. Open the meeting invitation and select the link you received up to 15 minutes before the meeting start time to fix any problems or get used to how Teams works. Keep in mind the time difference! The time shown on the invitation is for the city of São Paulo, according to the Brasília time zone (UTC-3).

The invitation link may be sent in English, “Join Microsoft Teams Meeting,” or in Portuguese, “Ingressar em Reunião do Microsoft Teams.” If you do not have the Teams application installed on your computer, select “Continue on this browser.” In this case, if your browser asks if you want to open Microsoft Teams, click “Cancel.”

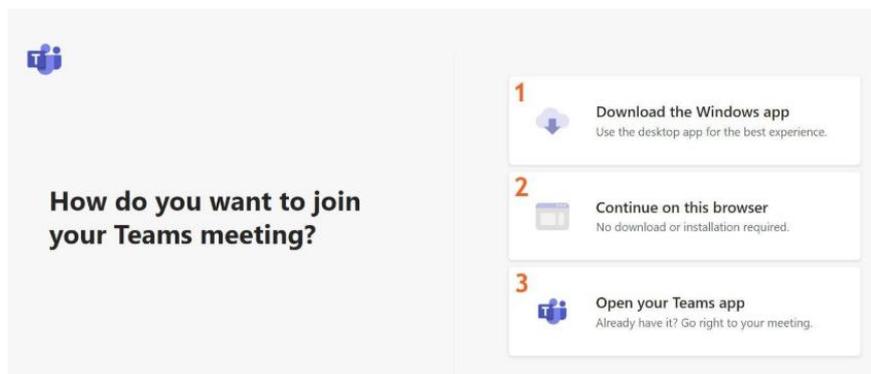
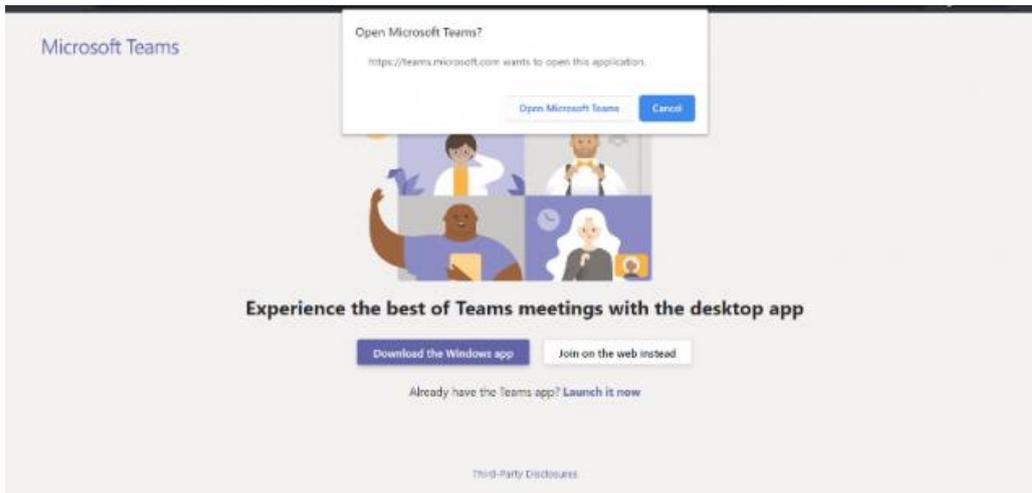


[Join Microsoft Teams Meeting](#)

[Learn more about Teams](#) | [Meeting options](#)



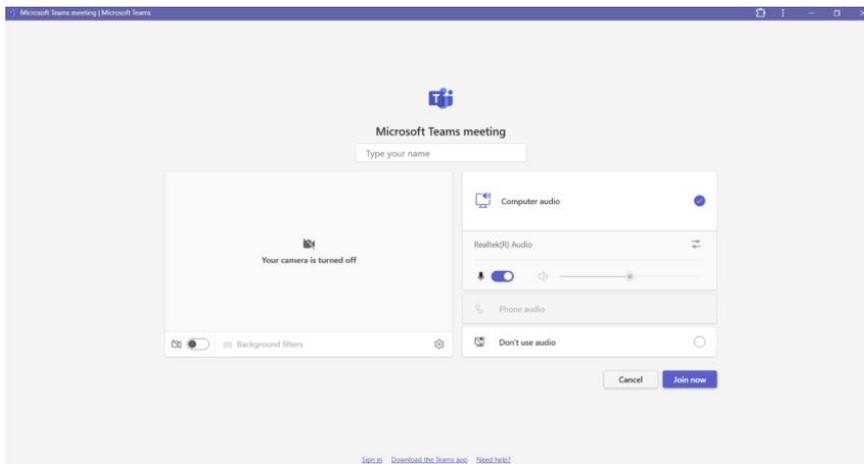
After opening a new window, if you do not have the program installed on your *smartphone* or computer and wish to access the Virtual Visit environment without installing the program, select “Join on the web instead” or “Continue on this browser.”



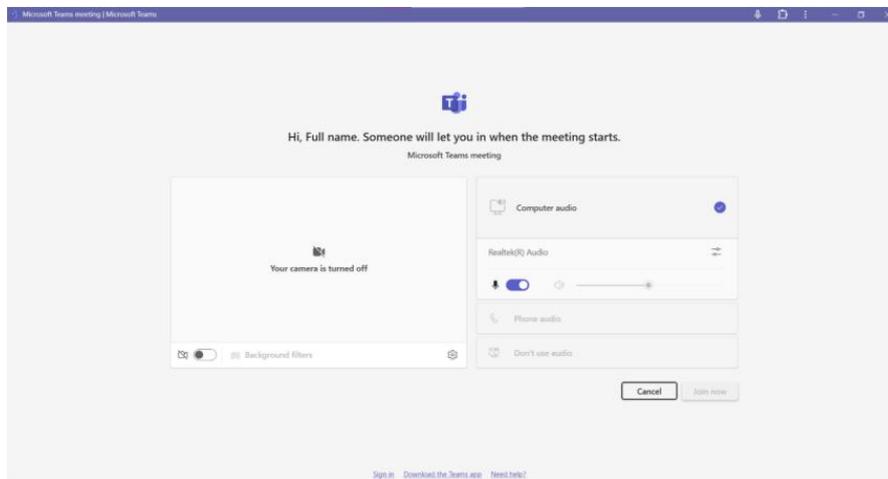
The internet browser will request permission to access the camera and microphone. Click “Allow”.



Enter your full name as provided on the Family Connection form and click “Join Now”.



Please wait for the meeting coordinator to grant you access to the meeting.



At the scheduled time for the virtual visit, the meeting screen will open, and the meeting will begin.

