Connecting to Your Virtual Visit

Best Practices for Your Visit

Before Visit:

- Use Google Chrome, Firefox or Safari

- Use Wi-Fi if available

- Find a quiet and private area to have your Virtual Visit

- **Do not drive** during the call

- Have bright lighting

While Waiting:

- Do not leave or minimize the waiting room screen or browser

- Do not take a phone call or text message

- Do not let your phone or device go to sleep. As soon as your screen dims, tap your screen.

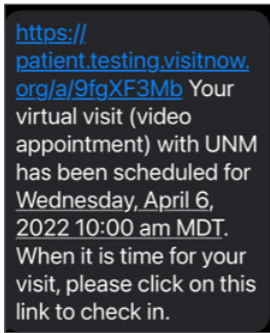- If you have to leave, tap the **Exit** button on your screen

In-Session:

- Do not refresh or leave the screen
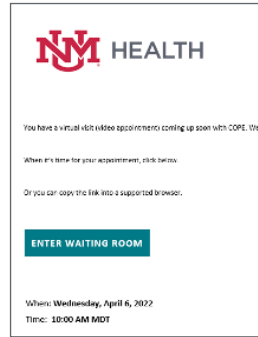
- Do not answer a call or text
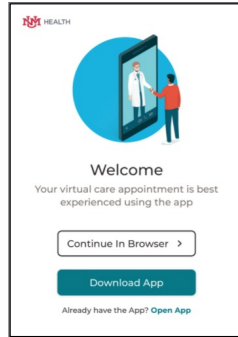
Patient Check-in (Video Appointment)

Text Notification

Email Notification
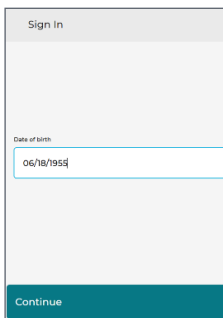

Download the App

Begin Check In

1 You will receive reminders with the clinic name and your appointment date and time. At the time of your appointment, click on the blue link in your mobile phone/device notification to connect, or on the teal "Enter Waiting Room" button from your email notification.
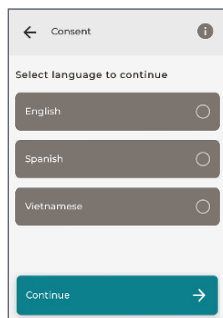
2 After clicking on the link, you will see this screen. It is recommended that patients download the app. Click on "Download App" to be directed to the app in the app store.

After downloading the app, click on your appointment link (as shown above) to begin the check-in process.
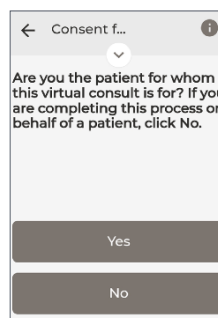
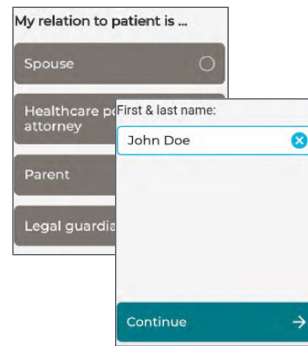If you don't want to download the app, click on "Continue in Browser" to begin the check-in process.
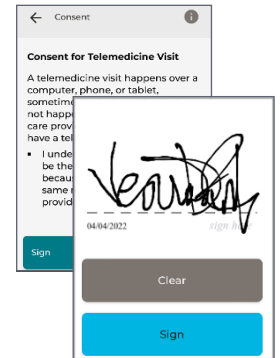

3 Enter Patient Date of Birth
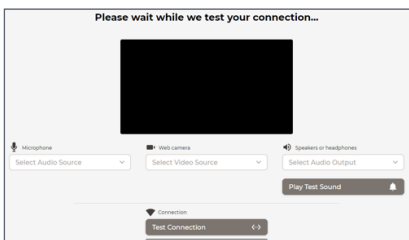
4 Select Preferred Language

5 Are you the Patient?

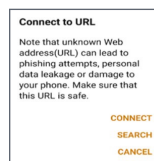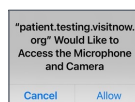**5a** If you are not the patient, what is your relation to the patient? Then enter your name.

6 Read the telehealth consent form then sign or type your name on the following screen. Click on "Sign" to proceed.
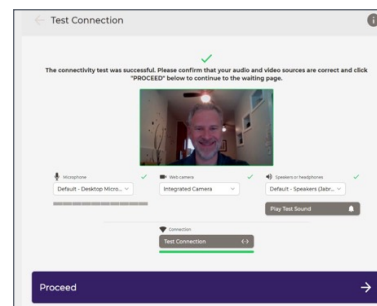
iPhone   Android

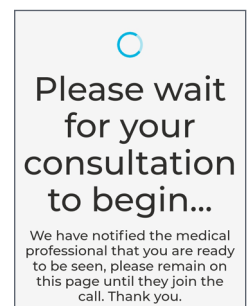**7** The system will now connect to your camera and microphone.

8 Watch out for pop-up screens asking you to give camera and microphone access to the system. Please click on "Connect" if you are using an android device and "Allow" if using and iPhone.

9 Once you see a green checkmark at the top of the screen and can see your image in the box, click on proceed.

10 Arrived! Wait for your provider to connect.