

# Connecting to Your Virtual Visit

Find a quiet and private area for your video consult. **Do not drive during a call.**

## Best Practices for Your Visit

### Before Visit:

- Use supported browsers/apps such as 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:

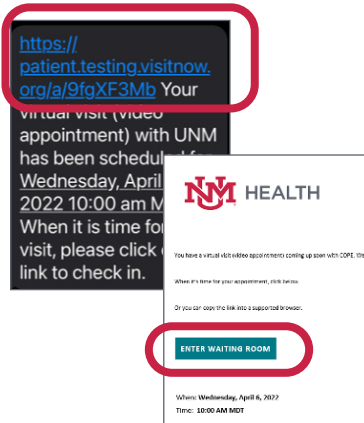
- Do not leave or minimize the waiting room screen or browser
- Do not take a phone call or text message while waiting or during the visit
- Do not let your phone or device go to sleep. As soon as your screen dims, tap your screen.
- If you have to leave, tap the **Exit** button on your screen

### In-Session:

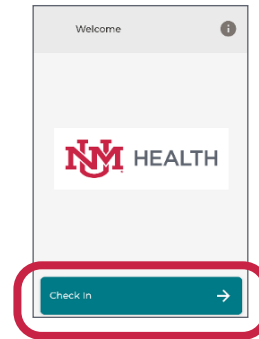
- Do not refresh or leave the screen
- Do not answer a call or text



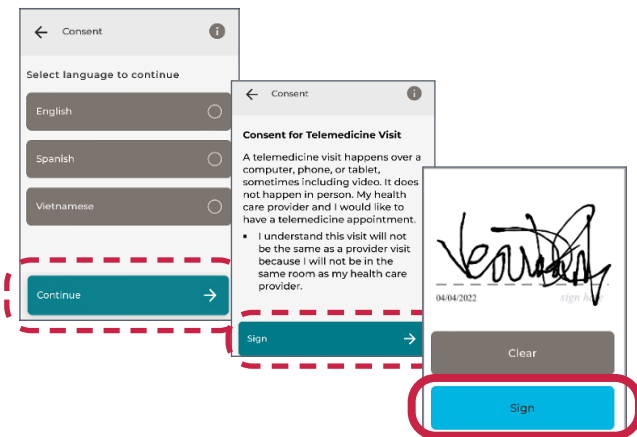
## Connecting to Your Virtual Visit (Video Appointment)



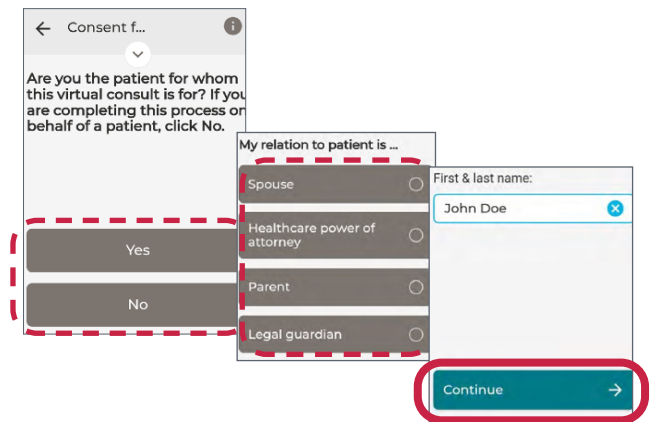
1. Click the blue link from your text or click “Enter Waiting Room” from your email.



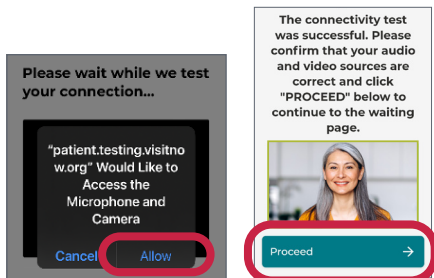
2. Click “Check-In”



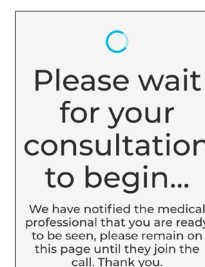
3. Pick your language and click “Continue.” Read the consent and click “Sign.” Sign the screen with your finger or mouse, click “Sign.”



4. Click “Yes” if you are the patient. Click “No” if you are not the patient and choose your relation to the patient then click “Submit.” Enter your name and click “Continue”



5. Click “Allow” then “Proceed” on the next screen.

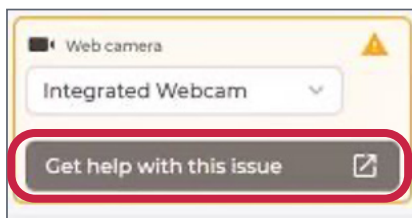


6. Your provider will appear on the screen soon.

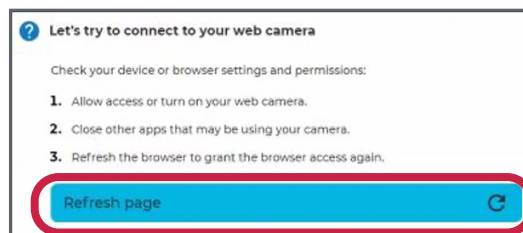
Use browsers like Google Chrome, Firefox or Safari

## Troubleshooting Connection Issues

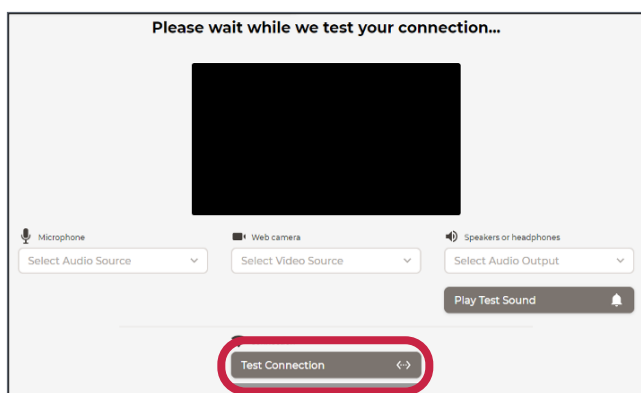
If a yellow triangle (⚠️) appears in the upper right-hand corner of your camera, microphone, or speaker box, there is a problem.



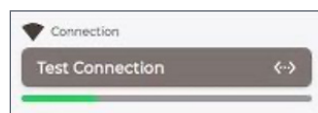
1. Click “Get help with this issue.”



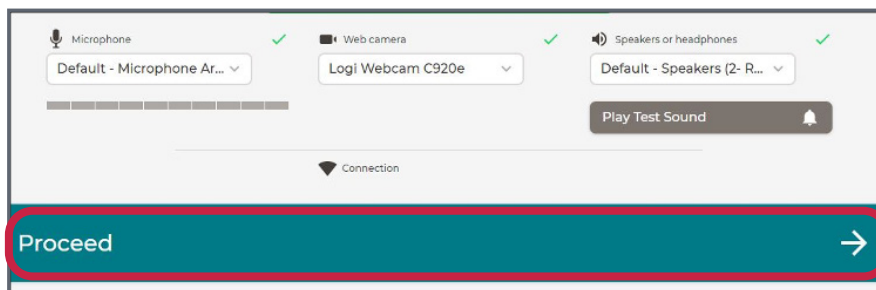
2. Follow the instructions that appear to fix the problem, then click the blue “Refresh page” button.



3. This screen will appear again. Click “Test Connection.”



You will see green move across this bar.



4. The “Proceed” button will appear when everything is ready. Click “Proceed” to enter the waiting room. A provider will connect with you soon.

**Still not working? Please call your clinic for further assistance.**

Use browsers like Google Chrome, Firefox or Safari (A browser is a program that allows you to search the internet.)