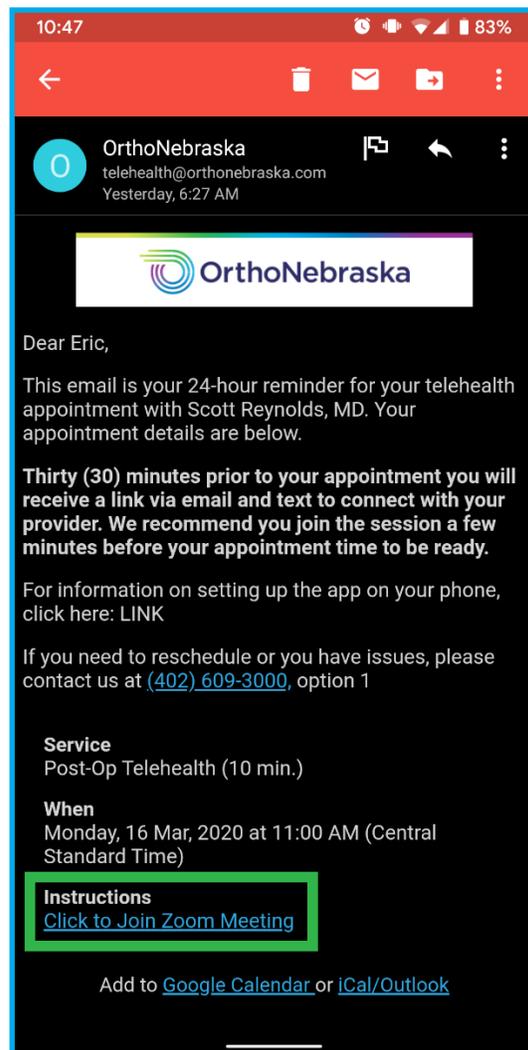
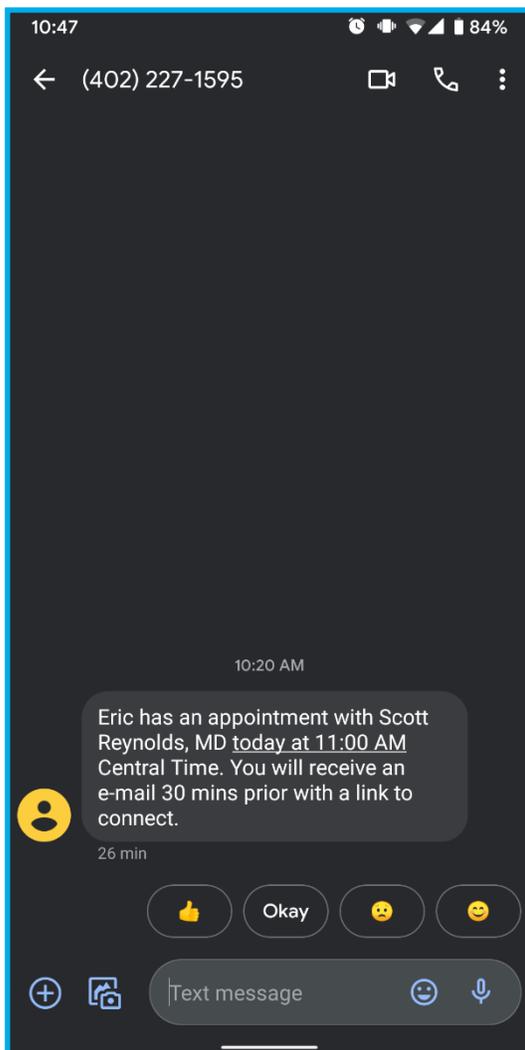


You will receive a text reminder the day before and thirty (30) minutes prior to your scheduled appointment, as well as confirmation and reminder emails at the time of scheduling, 24 hours and thirty (30) minutes prior to your appointment.

Please note: These emails will contain the link to join your telemedicine session, so we recommend saving them in your email inbox so they are readily available. You **DO NOT need to sign up for a Zoom account** to take part in a virtual care visit.

Instructions

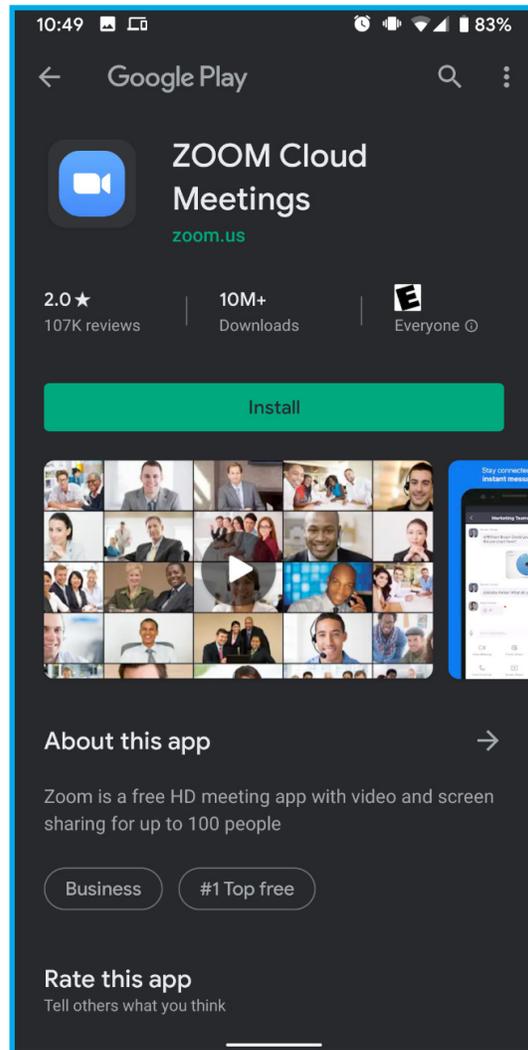
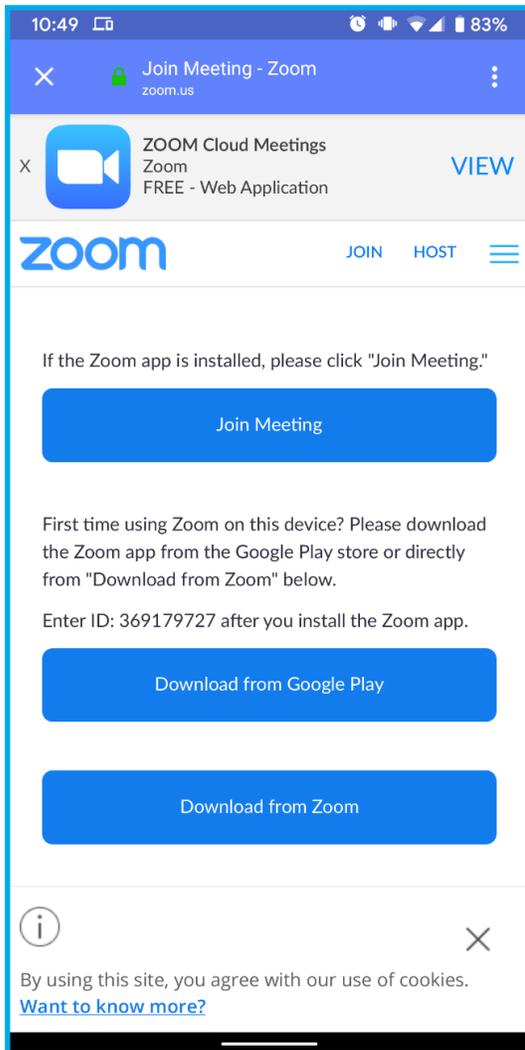
At least five (5) minutes prior to your scheduled appointment time, click the “Click to Join

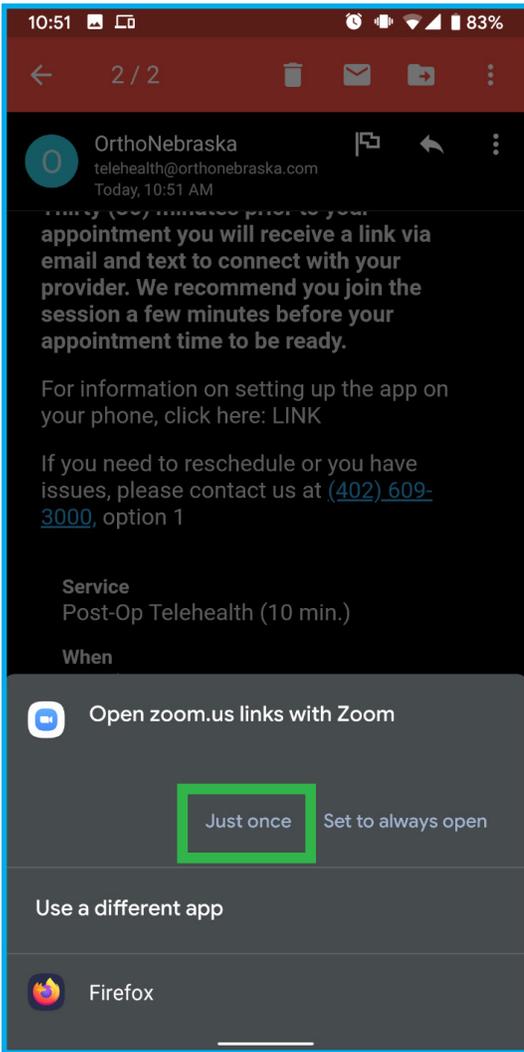


If you already have the Zoom app installed, you can click on “Join Meeting”.

If you do not already have the Zoom app installed, click on “Download for Google Play” or “Download from App Store” button and install it from your app store.

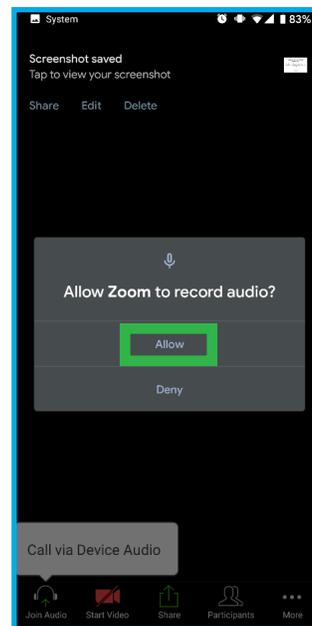
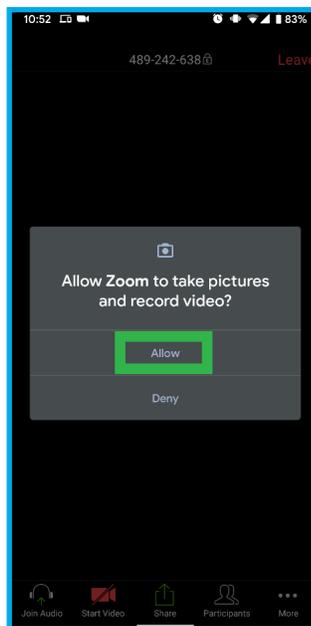
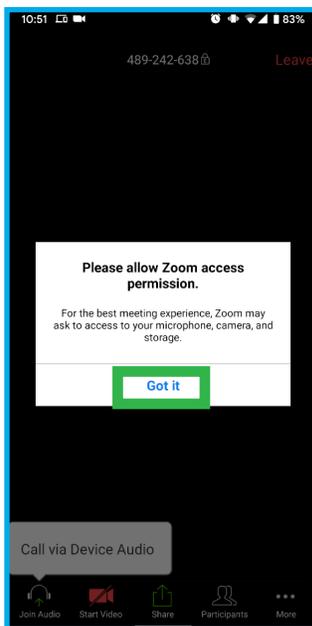
Once the app is installed go back to your email and click the link again and this time select “Join Meeting”.





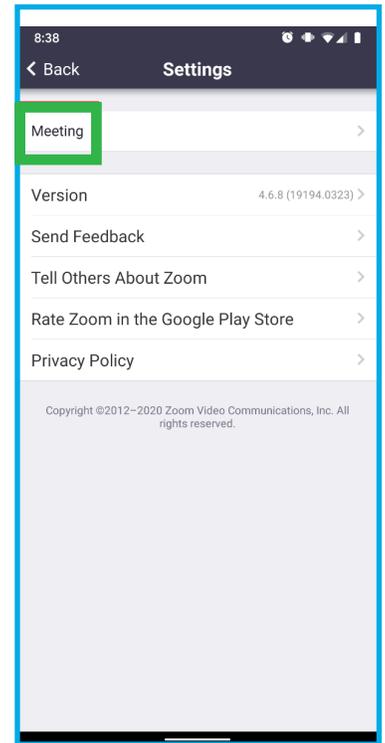
You may be prompted to open links with Zoom, click “Just Once”. (see green box on the image on the left)

When you first launch the app, it will ask you for video and microphone permissions, select “Allow” on these pop up screens. (see green boxes in the images below)

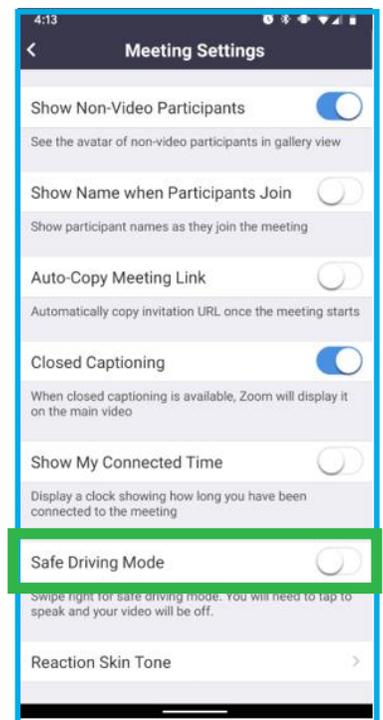
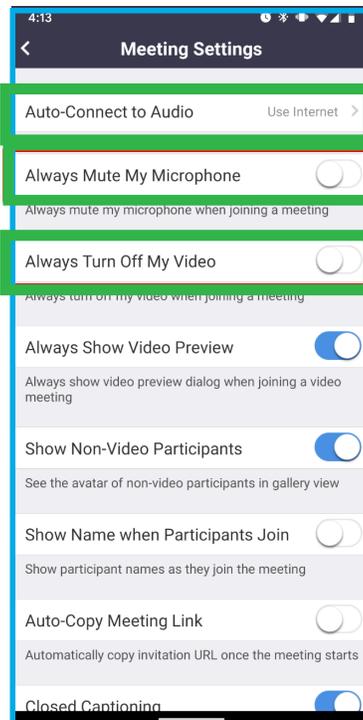


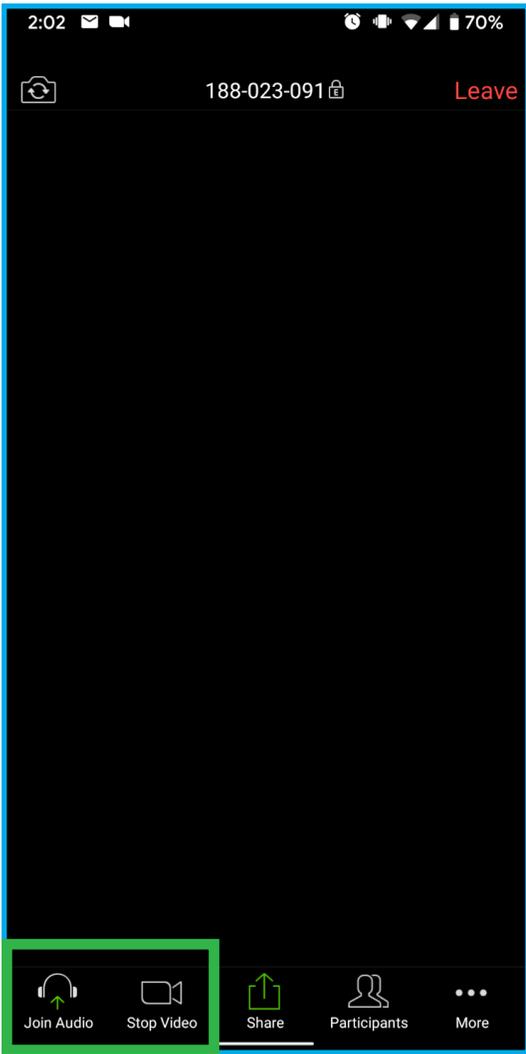
If you download the Zoom app ahead of time (which we recommend); A few items to check for optimal experience:

When you open the Zoom app, select the gear icon in the top left corner to go to “Settings” and select “Meeting”



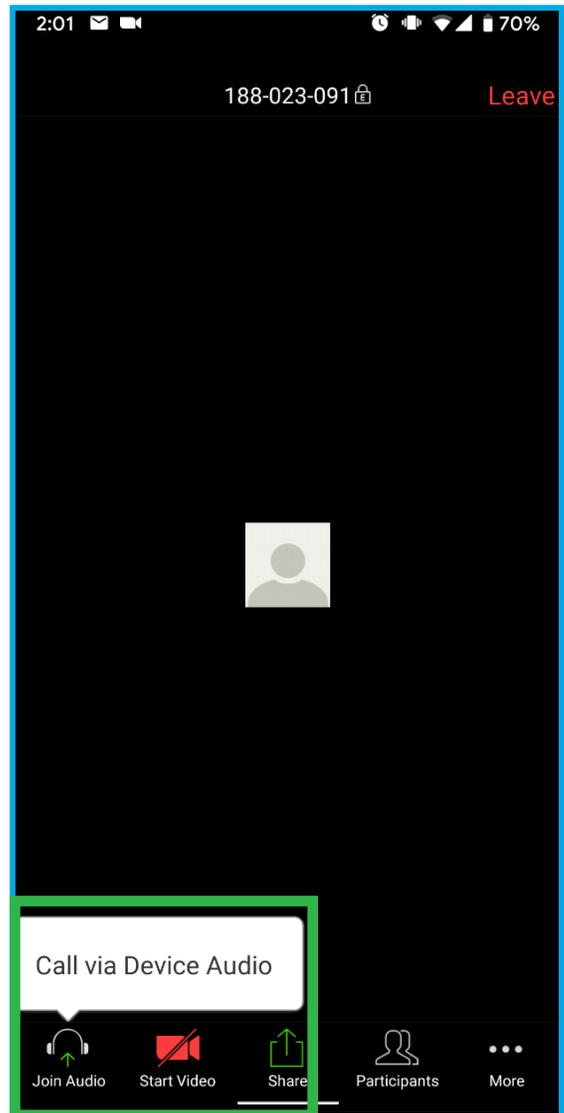
In the Meeting Settings make sure the following settings are set:
Auto-Connect to Audio: Use Internet
Always Mute My Microphone: Off
Always Turn Off My Video: Off
Safe Driving Mode: Off





Be sure both Audio and Video are enabled and do not have a red slash through them. If you denied access on the previous step, you will need to go to your profile picture, then settings, and adjust your audio and visual settings to allow access to your phone camera and microphone.

(see green box in the image to the left)



Be sure both Audio and Video are enabled and do not have a red slash through them and if prompted, select "Call via Device Audio" in the bubble *(see green box in the image to the right)*

If you need to use your back camera, use the camera flip button.

Once your session is completed, you can choose, "Leave" to leave your session.

