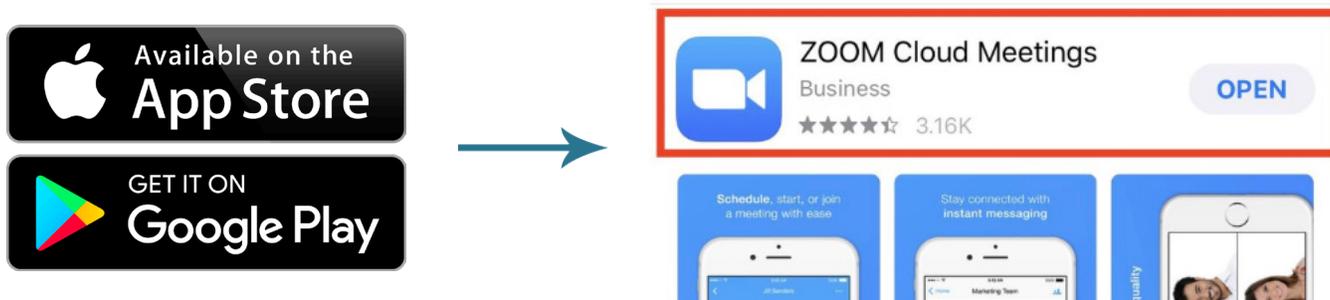


Mobile Device Instructions

+ BEFORE YOUR VIRTUAL VISIT

Download and install “Zoom Cloud Meetings” app from the App Store or Google Play. To do this, open the “store” on your device and search “Zoom.” Tap the Open/Get/Download button to download and install. Now you’re ready!

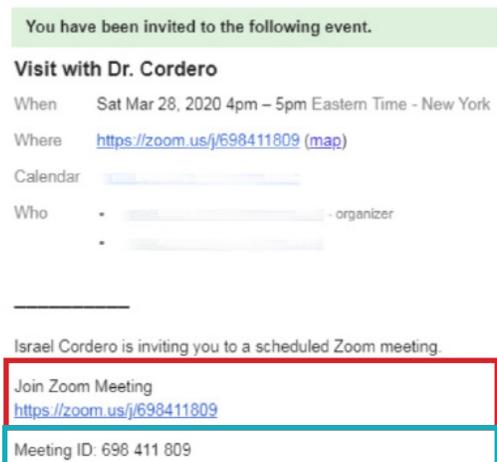


+ AT THE TIME OF YOUR VISIT

There are two ways to start your Virtual Visit on Zoom. You can use either option.

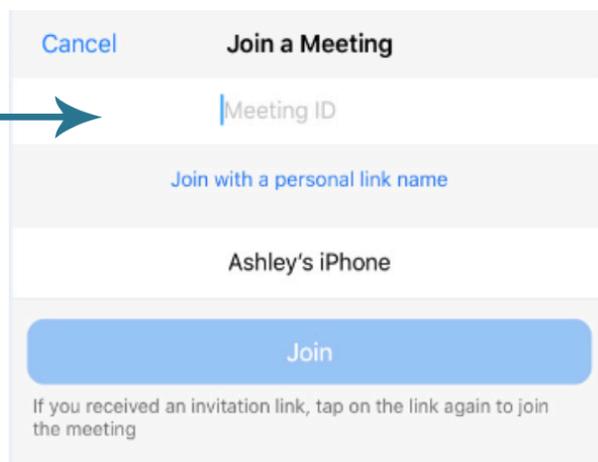
Option 1

When the time comes for your visit, simply click the link below “Join Zoom Meeting” in your calendar invitation email.



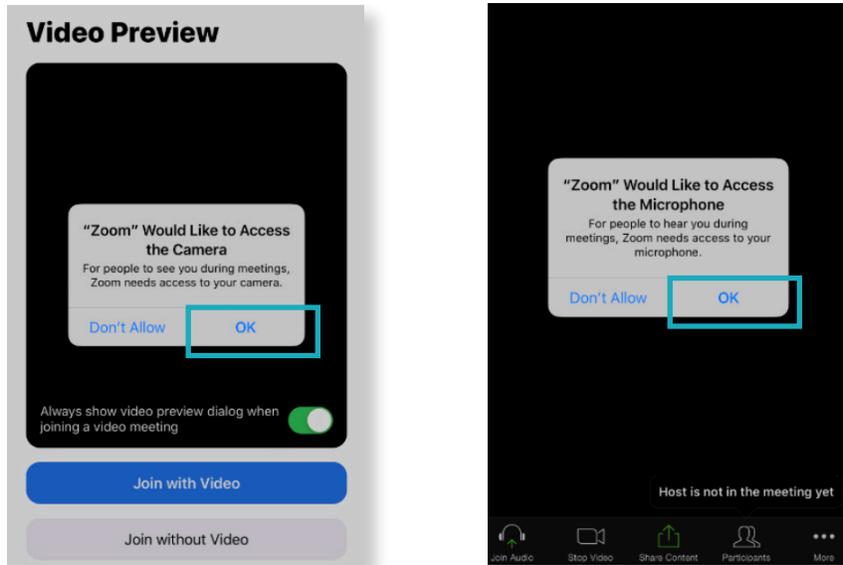
Option 2

You can also start your visit by opening the Zoom app and entering the “Meeting ID” found in your calendar invitation email.

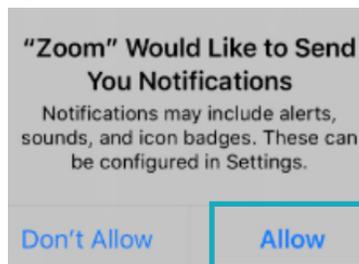


Instructions for Zoom

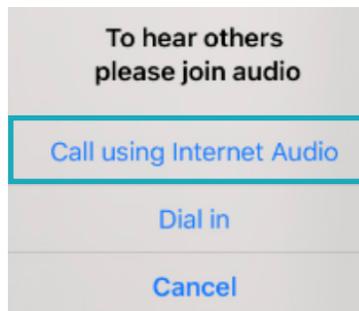
NOTE: At the time of your FIRST Virtual Visit, you will have to click “OK” to allow for BOTH the camera and the microphone on your device to connect with Zoom.



NOTE: At the time of your FIRST Virtual Visit, you can click “Allow” if you would like Zoom to send you appointment reminders.



NOTE: Some mobile devices will ask you to verify your audio preference. **Always select “Call Using Internet Audio”** unless you plan to use a landline for audio during your Virtual Visit.



You should now be connected to your Virtual Visit on Zoom!
After completing these steps, a clinical staff member will greet you shortly.

Instructions for Zoom

Laptop or Desktop Computer Instructions

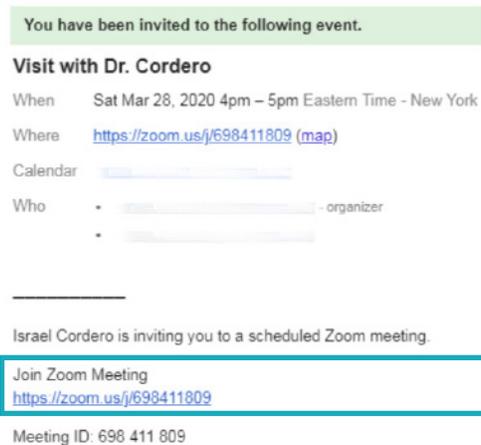
+ BEFORE YOUR VIRTUAL VISIT

1. Please ensure you have a **working web camera** on your laptop or desktop. Some computers come with a camera already installed, or you may have added a camera to your device.
2. Please ensure you have **working speakers** on your laptop or desktop. **Or, instead of using your computer audio**, you can dial in to the meeting using a landline or mobile phone.

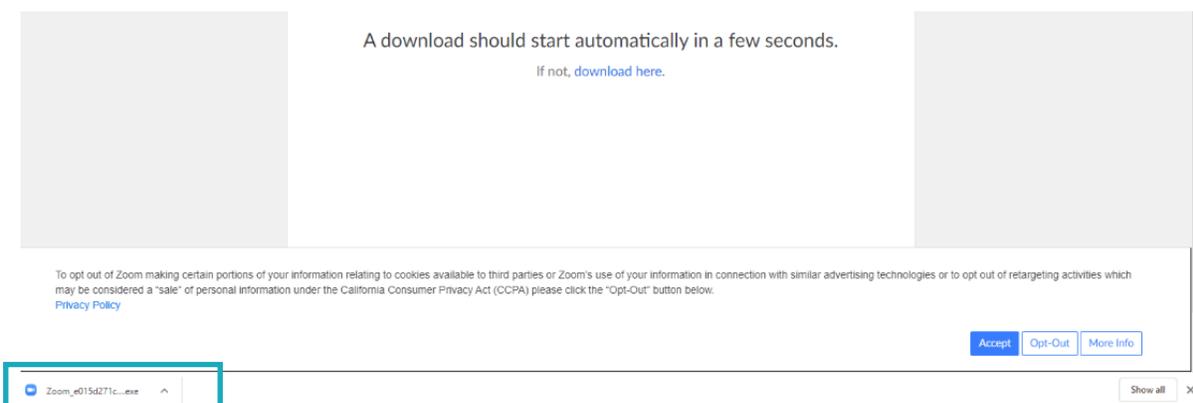
If you plan to dial in, please see Step 5 in the list below. After clicking to join your visit, you will have to click "Phone Call." At this time, you will be given a dial-in number. This number can also be found in your calendar invitation.

+ AT THE TIME OF YOUR VISIT

1. When the time comes for your visit, **click the link just below "Join Zoom Meeting" in the calendar invitation you received by email.** Remember, Zoom works best in the Google Chrome browser.

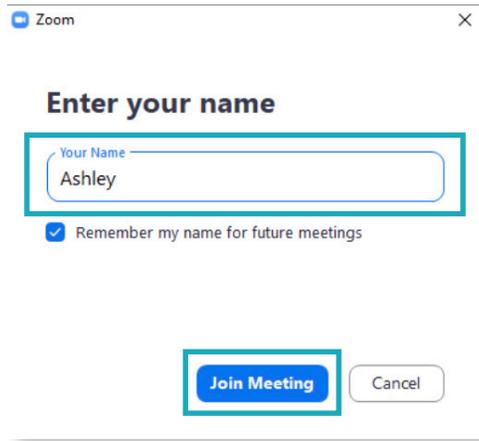


2. **Download and install** the Zoom exe file by clicking the file in the bottom left corner of your screen.

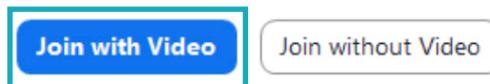


Instructions for Zoom

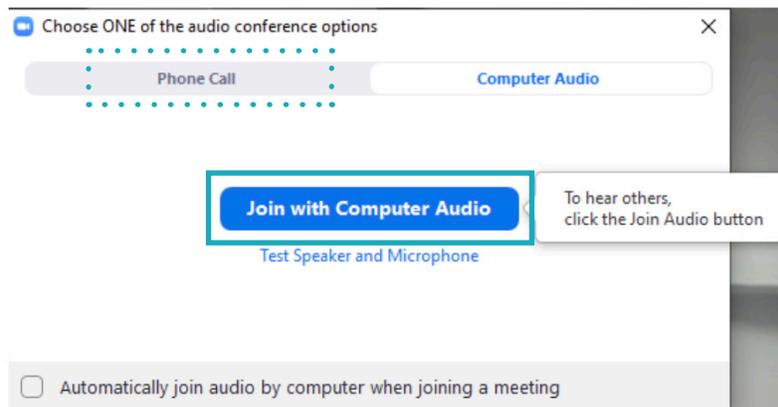
- Next, you should be prompted to enter your name and then click **“Join Meeting.”**



- On the next preview screen, click **“Join with Video.”**



- Then select **“Join with Computer Audio.”** If you prefer to use your landline or mobile phone to dial in, select “Phone Call.” You will be given a number, or you can use the number in your calendar invitation email. You can use the phone for audio while still using your computer for video.



You should now be connected to your Virtual Visit on Zoom!
After completing these steps, a clinical staff member will greet you shortly.