

ZOOM FOR HEALTH CARE – A HOW TO GUIDE

Accepting Your Appointment Invitation

Once you agree to a video appointment, you will receive your appointment details by email. The email will include a link - with a unique password and meeting ID number - that will give you, and only you, access to your appointment.

Check your email, including your SPAM or Junk Mail folder, to make sure you received the invitation. Confirm the meeting and mark the date on your calendar. If you didn't receive the invitation, contact your provider.

Downloading the Application

Zoom for Healthcare is the application health-care providers are using for virtual care. You are not required to set up a Zoom account; however, you must download the application to your device in advance. After choosing which device you plan to use for your appointment, follow these instructions for help downloading the app.

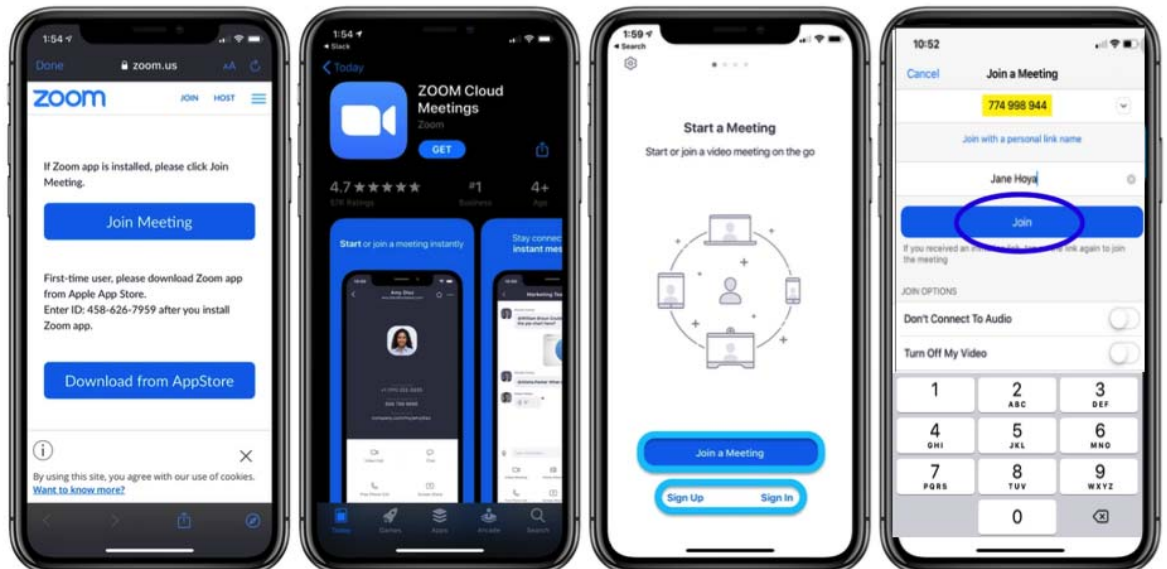
Download on Desktop or Laptop

It is recommended that you download the Zoom desktop app to have the best experience possible. You can download Zoom at www.zoom.us/download


1. Click on **Zoom Client for Meetings**
2. If you are presented with a warning, you will need to Allow/Continue
3. Once the download is complete, click on it to Install
4. Once completed, Zoom will open

Download to your iPhone/iPad

1. Click the meeting link sent in the email invitation.
2. Install the ZOOM Cloud Meetings App from the Apple Store
3. Click **Join Meeting** (you do not need to Sign-Up for a Zoom Account)
4. Enter the Meeting ID (& then Password) provided in the email invitation. Click Join.

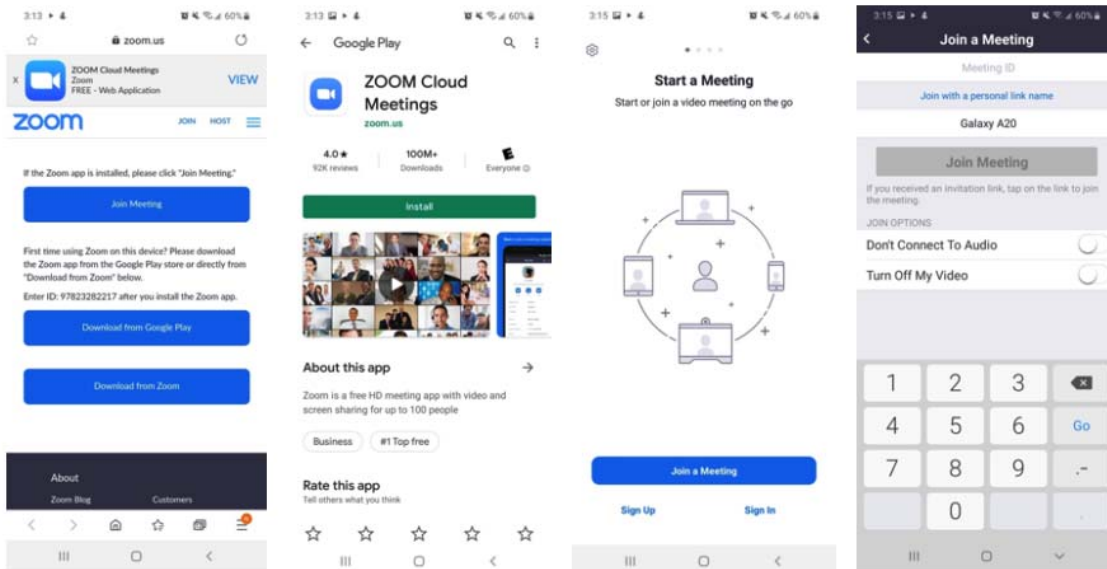


Step by Step Instructions

1. Open the **Apple Store**
2. Click the **Search icon**  (magnifying glass)
3. Type **Zoom** in the search field
4. Click **Get** next to ZOOM Cloud Meetings
5. Click **Install** to download the App. *Note: You will be prompted to enter your Apple ID here*
6. Once the download is complete (this could take a while, depending on your internet speed), click **Open**

Download to an Android

1. Click the meeting link sent in the email invitation.
2. Install the ZOOM Cloud Meetings App from G
3. Click **Join Meeting** (you do not need to Sign-Up for a Zoom Account)
4. Enter the Meeting ID, a display name and click Join Meeting. On the next screen, enter the password.



Step by Step Instructions

Note: Before beginning, you should have your Google username and password near. Depending on your mobile/tablet configuration, you may be required to enter them during the install.

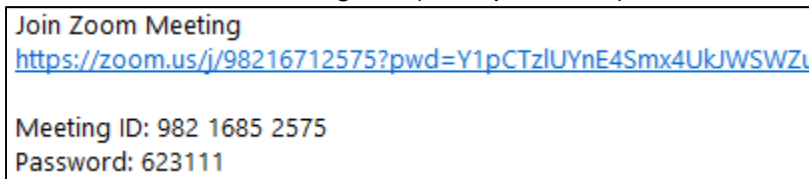
1. Navigate to the **Google Play** App on your phone
2. Ensure you are searching for Apps by selecting **Apps** at the bottom of the screen
3. In the search box, type **Zoom**
4. Select the app **Zoom Cloud Meetings** and click **Install**
5. The download will take approximately 30 seconds. You will be able to see the install progress and when complete, the app will say **Installed**. (this could take a while, depending on your internet speed)
6. Select **Open**.

Testing your Equipment

It is recommended you test your equipment before your appointment. Please visit <https://zoom.us/test> and follow the instructions to test your camera and microphone at least 15 minutes prior to your appointment.

Joining a Meeting

1. From your email program, open the appointment from your Health-Care Professional
2. Click on the Zoom Meeting link (example below)



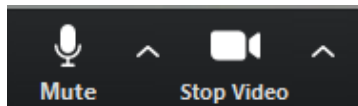
3. If this is the first time you are using Zoom, it will ask to download the Zoom Client for Meetings desktop software. When the download is complete, open it, and run the installation.
4. If you cannot download or run the desktop software:
 - a. Download the Zoom Cloud Meetings app on your Apple/Android smartphone or tablet to join, or
 - b. Join from your web browser using Google Chrome, Safari, Firefox, or Edge. You may be required to sign in with a personal Zoom account if joining via a browser. Signing up for a Zoom account is free. The desktop software and mobile app do not require you to have a Zoom account to join a Virtual Health Visit.
5. You will arrive at the Zoom waiting room. Please wait for your Health-Care Professional to admit you.

Audio and Video Controls

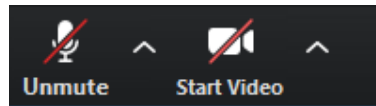
The most common issue with video conferencing is not being able to hear or see one another. Please be familiar with how to control your video and audio before your appointment.

To disable the audio or video, click on the microphone or video camera. To enable, click again.

Audio and video enabled

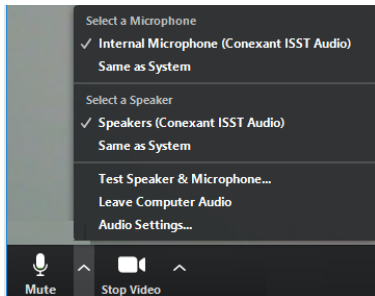


Audio and video disabled



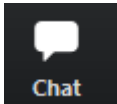
In Meeting audio test

Although you should test your audio and video before beginning your Virtual Health Visit at <https://zoom.us/test>, you can test during the meeting, by clicking on the upward arrow to the right of the microphone and select **Test Speaker & Microphone** and follow the prompts.



Chat with your provider

In the bottom taskbar, click Chat.

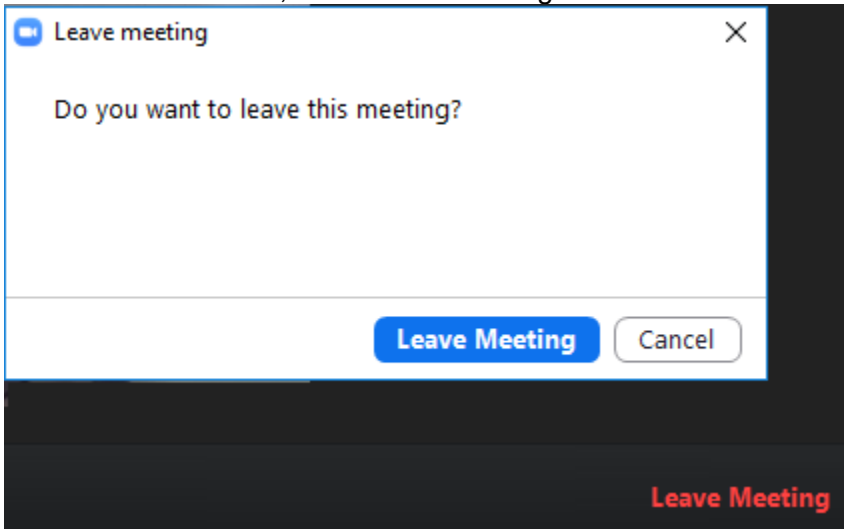


1. Click in the 'Type messages here...' field to type a message.
2. Then hit 'enter' to send.
3. Click the Chat icon again if you wish to hide the chat window.
4. If you receive a chat message, the chat icon turns orange to alert you.



Leave the Meeting

In the bottom taskbar, click Leave Meeting.



A pop-up message will appear that allows you to **Leave Meeting** or **Cancel** and return to the meeting.