

Downloading and Using the Zoom Application for your Zoom Videohealth Appointment from your Personal Email

Please note that Zoom requires the following operating systems in order to run on a mobile device:

- iOS 7.0 or later:
 - Send and receive video using front or rear camera
 - iPhone 4 or later, iPad Pro, iPad Mini, iPad 2 or later, iPod touch 4th Generation, iPhone 3GS (no front facing camera)
 - iPadOS 1.3 or later
 - Android 4.0x or later
 - Kindle Fire HD

- Supported Browsers for Web Start:
 - iOS/iPadOS: Safari5+, Chrome
 - Android: Webkit (default), Chrome

Using the Zoom application for your videohealth provider appointment:

Decide which device you will use for your videohealth appointment. You will need a camera and an audio connection. Mobile devices like smartphones and tablets work great! You can also use your desktop computer or laptop if it has a camera and a microphone.

We recommend joining the meeting 10-15 minutes before your scheduled appointment time to make sure your device is working. Make sure the volume is turned up on your speakers or mobile device.

You may receive a phone call from your Provider's medical assistant shortly before your appointment, to update medical information.

1. Log in to your personal email.

2. Locate and open the **Videohealth Visit Appointment** message in your Inbox from your provider's office. (Check your Junk mail if you don't see the message in your Inbox.) The *Zoom meeting link* and *Zoom Meeting ID* will be in the message:

****PLEASE DO NOT REPLY TO THIS EMAIL ADDRESS. IF YOU HAVE QUESTIONS, PLEASE CALL YOUR PROVIDER'S OFFICE. THANK YOU****

Thank you for agreeing to participate in our videohealth visit! To ensure that you have the smoothest experience we ask you complete the following steps:

Before the visit:

1. Download Zoom Cloud Meetings on your mobile phone or tablet device through your app store.
2. If you will be using a PC with camera and microphone, download Zoom Client for Meetings from <https://zoom.us/download>
3. Test your computer or device to make sure you are able to connect: <https://zoom.us/test>
4. Check your Patient Portal account for the time of your appointment.
5. Instructions for Zoom are available here: <https://www.concordhospital.org/app/files/public/1224/Video-Visit-Downloading-Zoom-from-your-Email.pdf>

At your scheduled visit time:

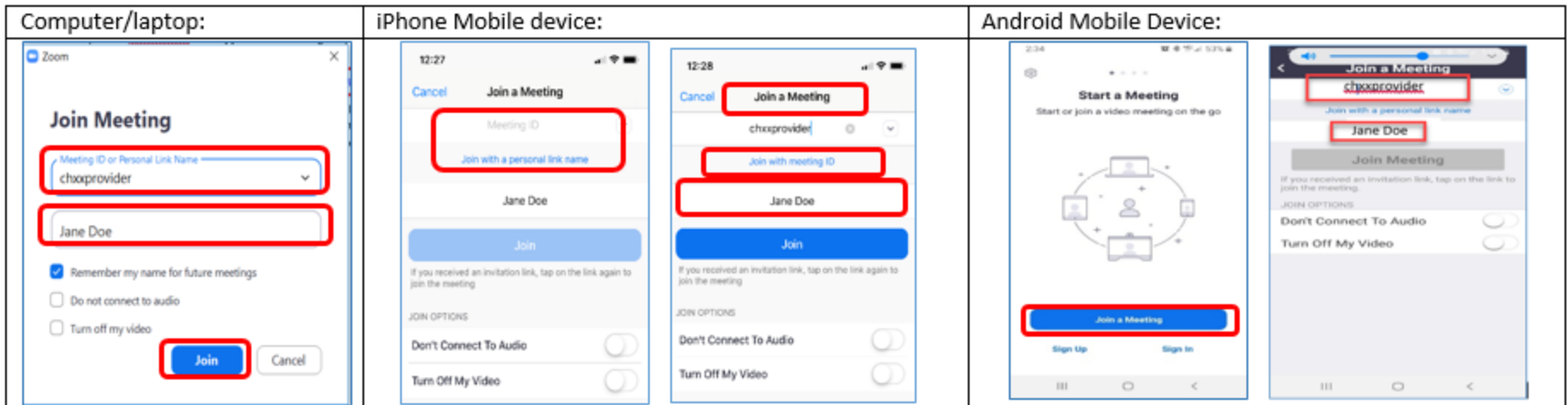
1. Please join the Zoom meeting 10 minutes prior to your appointment.
2. You may get a phone call from your Provider's office 5-10 minutes ahead of the appointment to update your medical information.
3. Make sure you are in a quiet and private place.
4. Have ready any information that you will need during the visit.
5. Click this meeting link from your device:

Provider Link: <https://zoom.us/chxxprovider>
Zoom Meeting ID: 555-555-5555

OPTION 1: If you already have Zoom on your device, you can open the Zoom application, click **Join a Meeting**, and type in your provider's *Personal Link Name*, which is at the end of the Zoom link (Ex., **chxxprovider** in the example above) or join the meeting using the *Zoom Meeting ID number*. Once entered, click **Join**.

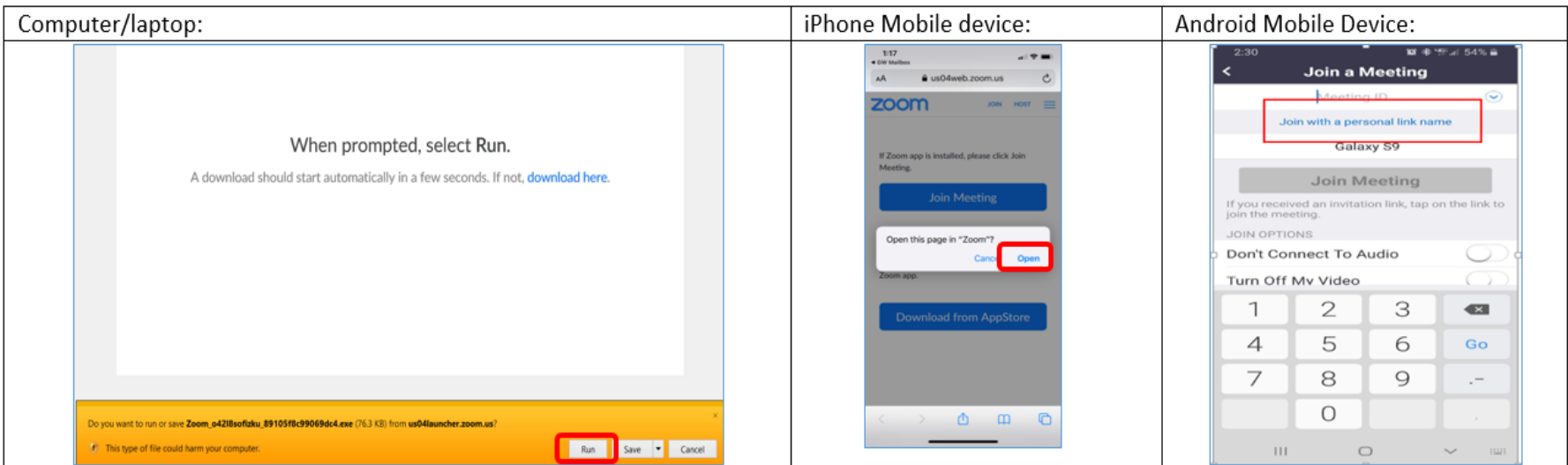
If you are on a **mobile device**, you will have to first click Join with a *personal link name* and then key in the provider's personal link name or join using the *Zoom Meeting ID number*.

****Be sure your name is keyed into the name box so that your Provider will know who you are in the Zoom meeting!**** **Then skip to step 6.**



OPTION 2: Click on the link in the message where it says, “Click this meeting link from your device.” The Zoom application will launch on your device; if you have already loaded Zoom, please skip to step 6.

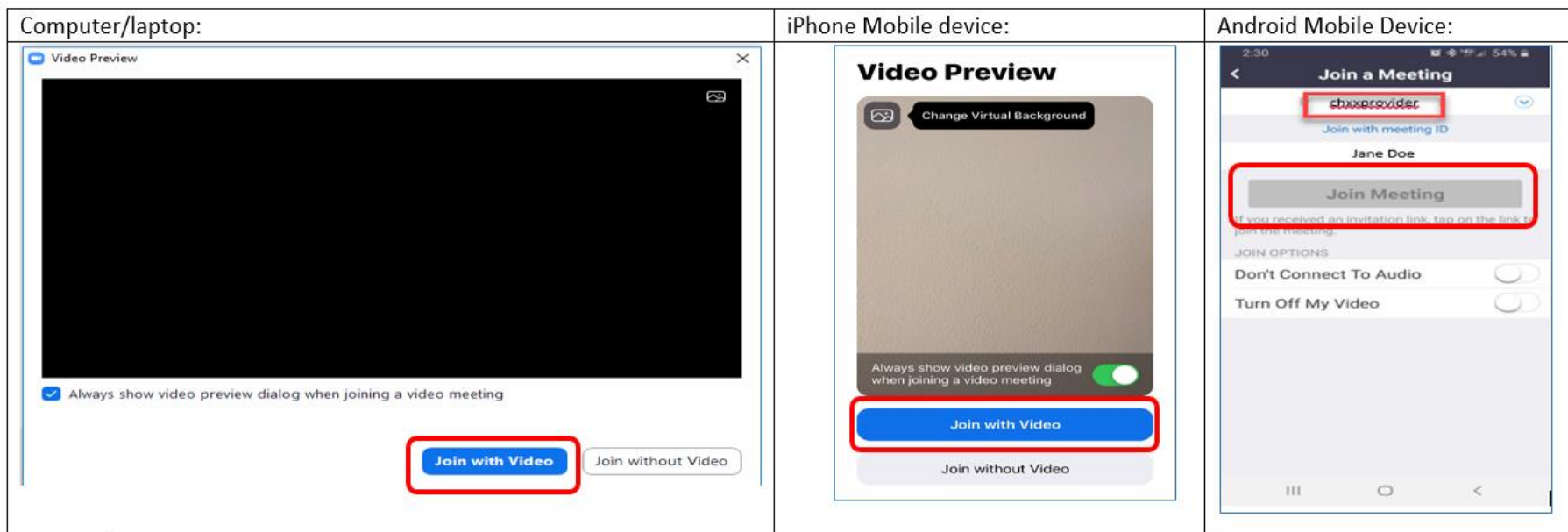
- If you haven't yet loaded Zoom on your device, you will need to follow the prompts to download it. On a computer/laptop, click on **Run**. On a smartphone/mobile device, click **Open/Join Meeting**.



4. Type in your name if prompted, and then click **Join Meeting** (computer/laptop) or **Continue** (mobile device):



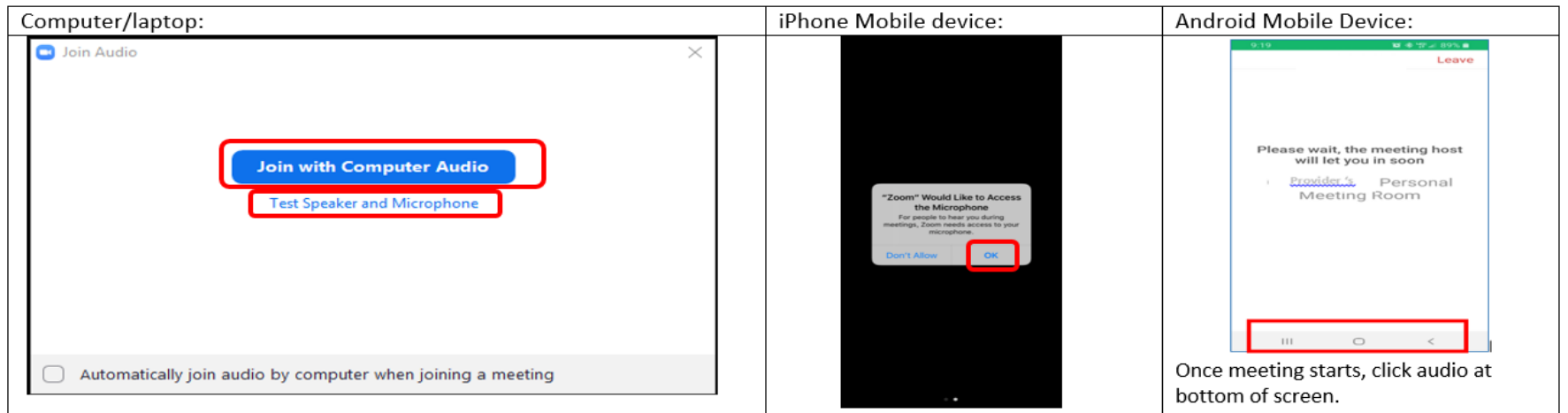
5. Click **Join with Video**. If you are on a smartphone/mobile device, you will get a message saying that Zoom would like to Access the Camera; click **OK**. You should be able to see yourself on the video screen.



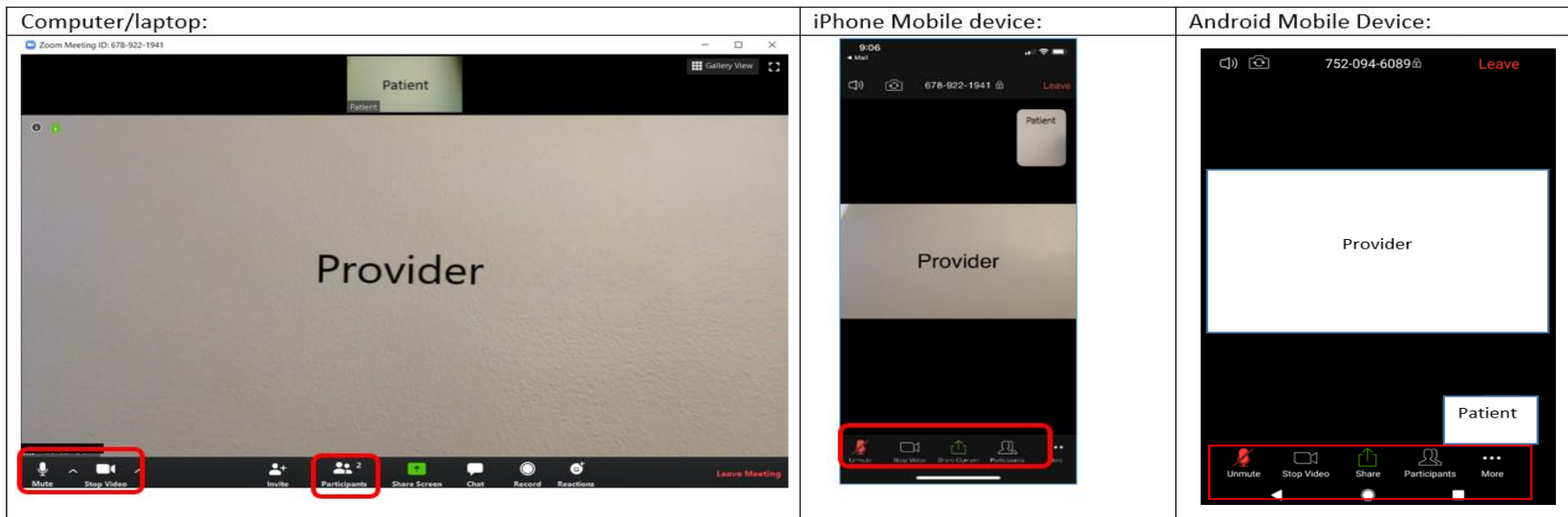
6. You are now in the Zoom meeting, in your provider's virtual waiting room. Your provider will join you at your scheduled appointment time. If you get disconnected, rejoin the meeting by following the steps above.



7. When your provider is ready to meet with you, he or she will bring you into the virtual exam room.
- If you are on a computer/laptop, first click **Test Speaker and Microphone**. Follow the prompts to be sure you can hear and be heard in the Zoom meeting. Then click **Join with Computer Audio**.
- If you are on a smartphone/mobile device, you will get a message saying that Zoom would like to Access the Microphone; click **OK**. When prompted, click **Call using Internet Audio**.



8. On a computer/laptop, the controls for your microphone and video are at the bottom of the screen in the toolbar. On a mobile device, the toolbar may be at the top or the bottom of the screen, depending on the position of the device. You can also see the number of participants in the meeting in the toolbar.



When your videohealth appointment is finished, your provider will end the Zoom meeting.