Downloading and Using the Zoom Application for your Zoom Videohealth Appointment from MyPatient Connect.

Using the Zoom application for your Videohealth Visit 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 My Patient Connect account.

2. Click on the Messaging icon at the top of the screen, or, on a mobile device, select Menu and then Messaging:

3. Locate and open the Videohealth Visit Appointment message in your Inbox. The link for the Zoom meeting will be in the message:

   Click this meeting link from your device: [https://zoom.us/my/chxxprovider](https://zoom.us/my/chxxprovider)

   **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). Then 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.

   **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 7.**
**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 7.

4. 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 mobile device, click Open.

If you get an error on a mobile device that the browser cannot open the page, try going to the AppStore or GooglePlay store and downloading the Zoom Cloud Meetings app first, then go back to your Videohealth Visit Appointment and click the Zoom meeting link again.

5. Type in your name if prompted, and then click **Join Meeting** (computer/laptop) or **Continue** (mobile device):
6. 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.

7. 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.
8. 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.

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9. 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.

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