

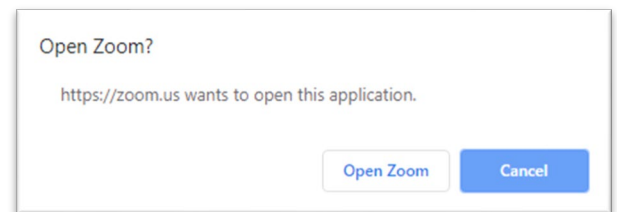
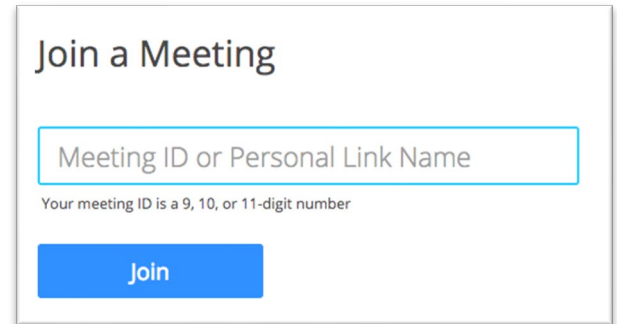


Client Guide for Telemedicine Appointments

Web Browsers

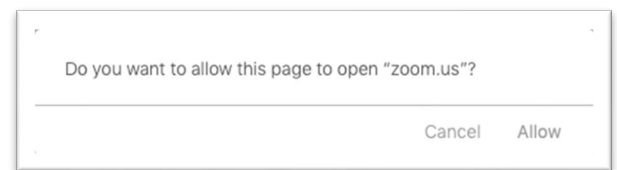
Google Chrome

1. Open Chrome and go to join.zoom.us.
2. Enter the [meeting ID](#) provided by your clinical provider.
3. Click **Join**.
 - If this is your first time joining from Google Chrome, you will be asked to open the Zoom client to join the meeting.
 - You can check **Always open these types of links in the associated app** to skip this step in the future.
 - Click **Open Zoom Meetings** (PC) or **Open zoom.us** (Mac).



Safari

1. Open Safari and go to join.zoom.us.
2. Enter the [meeting ID](#) provided by your clinical provider.
3. Click **Join**.
4. When asked if you want to open zoom.us, click **Allow**.

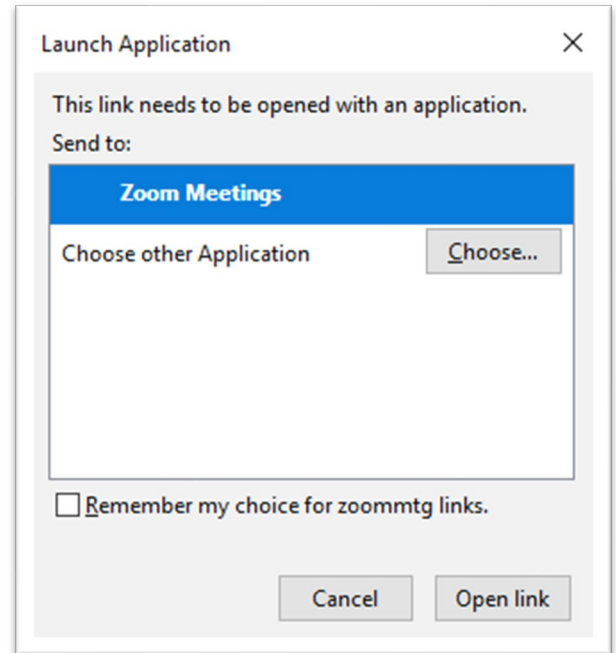


Microsoft Edge or Internet Explorer

1. Open Edge or Internet Explorer and go to join.zoom.us.
2. Enter the [meeting ID](#) provided by your clinical provider.
3. Click **Join**.

Mozilla Firefox

1. Open Firefox and go to join.zoom.us.
2. Enter the [meeting ID](#) provided by your clinical provider.
3. Click **Join**.
 - If this is your first time joining from Firefox, you may be asked to open Zoom or the Zoom installer package.
 - To skip this step in the future, check **Remember my choice for zoommtg links**.
 - Click **Open Link**.

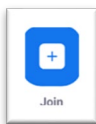


If you are not able to join by Zoom or your audio isn't working on your computer:

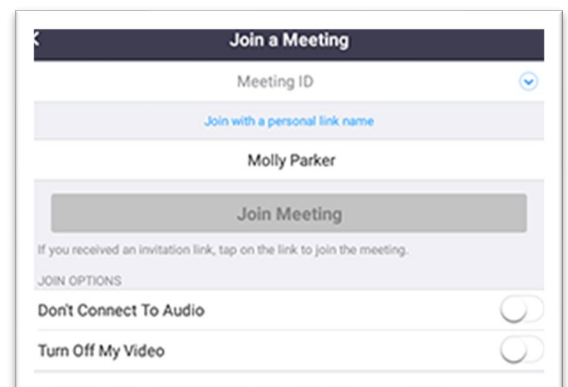
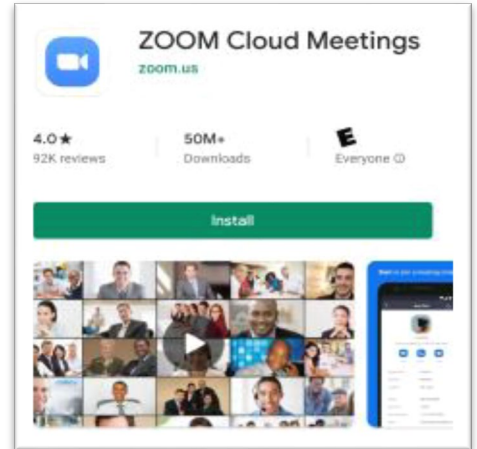
1. Call the following number: (646) 876-9923
2. Enter the provider's meeting ID, followed by #
3. When they ask for a participant ID, press #

Android Devices

1. Go to the Google Play Store and search for **ZOOM Cloud Meetings**.
2. Tap the entry by zoom.us and click Install.
3. Read permissions listing. Accept permissions if needed.
4. Allow installation to complete. Once complete you will find the launcher on either the home screen or app drawer.
5. Open the Zoom mobile app.
6. Join a meeting using one of these methods:
 - Tap **Join a Meeting** if you want to join without signing in.
 - Sign in to Zoom then tap **Join**.

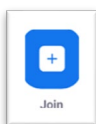


7. Enter the [meeting ID](#) number and your display name.
 - If you're signed in, change your name if you don't want your [default name](#) to appear.
 - If you're not signed in, enter a display name.
8. Select if you would like to connect audio and/or video and tap **Join Meeting**.

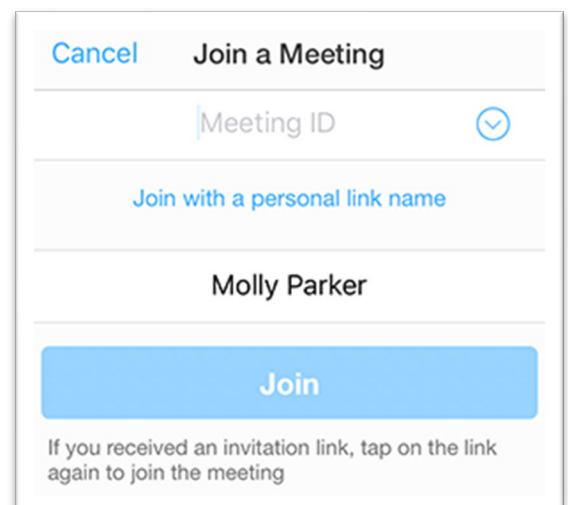


iOS Devices (iPhone or iPad)

1. Go to the Apple App Store and search for **ZOOM Cloud Meetings**.
2. Tap on the **GET** button and the install process will start.
3. Tap **Open**.
4. Join a meeting using one of these methods:
 - Tap **Join a Meeting** if you want to join without signing in.
 - Sign in to Zoom then tap **Join**.



5. Enter the [meeting ID](#) number and your display name.
 - If you're signed in, change your name if you don't want your [default name](#) to appear.
 - If you're not signed in, enter a display name.
6. Select if you would like to connect audio and/or video and select **Join**.



First Appointment Protocols

1. Enter the clinical provider's personal meeting ID to join the Zoom meeting.
 - Meeting ID is embedded within the appointment reminder
2. The clinical provider will ask you to verify your address, phone number, and location.
3. The clinical provider will outline expectations for the appointment.
 - If disconnected:
 - Clinical provider will try to re-start the meeting
 - Client attempts to rejoin the meeting
 - If disconnected for a second time:
 - Clinical provider to call client via telephone to problem solve next steps, wrap up appointment, or reschedule appointment.

Ongoing Protocols

Web Browser

1. Go to join.zoom.us in a web browser
2. Enter the clinical provider's meeting ID that was provided to you at your first on
3. appointment (10-digit number).
4. Click **Join**.
5. The clinician will ask you to verify your address, phone number and location
6. Provider with Outline Expectations for the Appointment
 - If disconnected:
 - Clinical provider will try to re-start the meeting
 - Client attempts to rejoin the meeting
 - If disconnected for a second time:
 - Clinical provider to call client via telephone to problem solve next steps, wrap up appointment, or reschedule appointment.

Android and iOS Devices

1. Open the Zoom App
2. Click **Join**.
3. Enter the clinical provider's meeting ID that was provided to you at your first on
4. appointment (10-digit number).
5. The clinician will ask you to verify your address, phone number and location
6. Provider with Outline Expectations for the Appointment
 - If disconnected:
 - Clinical provider will try to re-start the meeting
 - Client attempts to rejoin the meeting
 - If disconnected for a second time:
 - Clinical provider to call client via telephone to problem solve next steps, wrap up appointment, or reschedule appointment.