

## TELEHEALTH USER GUIDE

# Joining Your Call

## BEFORE YOUR TELEHEALTH CALL

- High speed internet or cellular data is required for video appointments. You can check your home internet speed by clicking **here**.
- Supported devices include Android tablets, iPads, Android smart phones, and Apple iPhones (version 7 and up).
- Ensure you have one of the following browsers set as the default browser on your device: Microsoft Edge, Firefox, Google Chrome, or Safari. Note: Internet Explorer is not supported.
- In all cases, ensure your device is video capable.

## HOW TO JOIN THE CALL

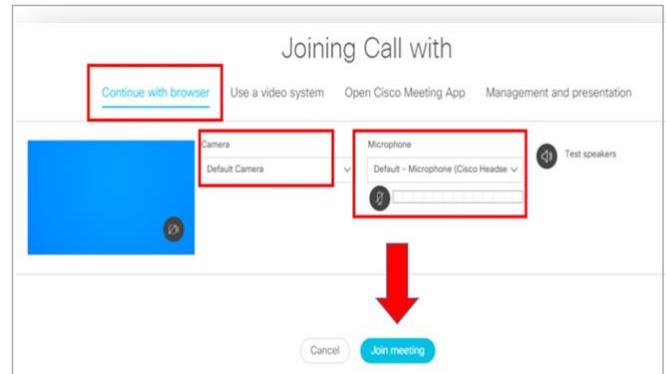
1. You will receive a meeting invitation directly to the email you provided your Health Care Provider.
2. Click '**Join In**'.
3. Type in your name.
4. Click '**Join Meeting**'. You can join the meeting no more than 15 minutes before the scheduled meeting time. If it is not time for the meeting, you will see '**Meeting Not Found**'.



## AUDIO/VIDEO OPTIONS

To select or change audio/video options:

1. Select video options from the **'camera'** drop down menu.
2. Select audio options from the **'microphone'** drop down menu.
3. If using a headset, choose the speaker and microphone for that headset.
4. Click **'Join Meeting'**.



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## HOW TO LEAVE THE CALL

1. Click the **'Leave Meeting'** icon.
2. Note: Leaving the meeting does not end the call.
3. The call will end once all participants have left.
4. Note: Changing audio/visual settings during a call can create audio feedback/visual disturbance.



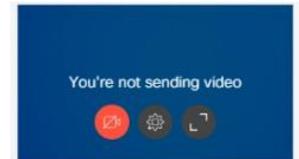
If you encounter disturbance, please leave and rejoin the call.

## MENU OPTIONS/ICONS

Several menu options appear during a call. These icons may become hidden during the call; click in the call window to have icons reappear. Scroll mouse over each icon to view menu option name. Below is a list explaining the function of each menu icons.



**Video** – enables/disables your video capability. If your video capability is on, click this button to disable your video (button will turn red). Click this icon again to resume video.



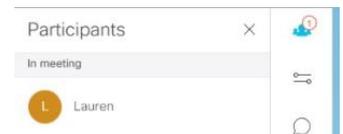
**Media Settings** – allows you to adjust video/audio settings during the call. Note that changing these settings during the call may cause visual/audio disturbance. If you encounter disturbance, please leave and rejoin the call.



**Microphone** – will mute/unmute your audio. Please note that although other participants cannot hear you while you are muted, they may still be able to see you.



**Participant** – will allow you to see the participants who are on the call. The number in the circle will identify how many participants are on the call.



**Chat** – will allow you to chat with other participants during the call. There will be a **red** dot on the 'Chat' icon if you have a message waiting.



**Layouts** – will provide you with various options for your call window layout. Click on the desired layout for the call.

