

Patient Quick Start Guide



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****If the browser language is set to Spanish, it will be automatically detected by the product.***

Joining a Visit

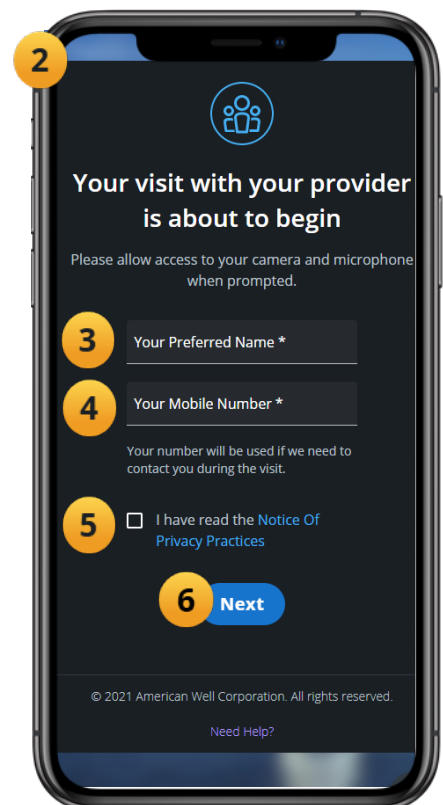
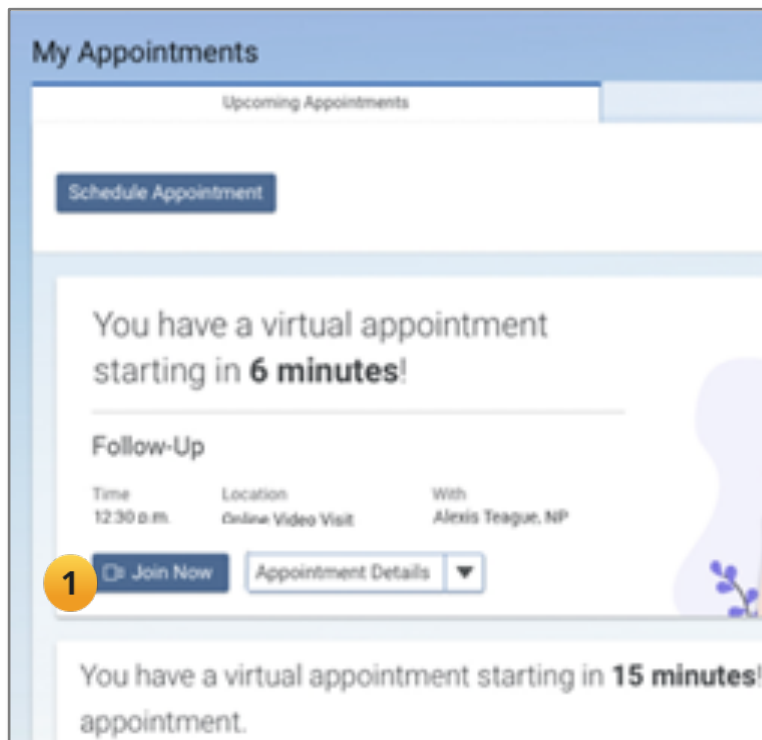
Once your scheduled video visit is confirmed, you will receive reminders based on your account settings.



You can join your video visit through web or mobile devices. There is no required app download. As a best practice, if joining the visit through a web browser or mobile device, it is recommended that a [Chrome browser](#) is used (if accessing through a Windows or Android device) or a [Safari browser](#) (if accessing through a Mac or iOS device).

Joining a visit from the HealthLife Patient Portal (Currently Not Available)

1. Once you complete the check-in process within the HealthLife portal, you will be able to join the visit by selecting **Join Now**.
2. You will then be brought to the **Welcome Page** for your visit.
3. Your **Preferred Name** will automatically populate; however, it can be edited.
4. Your **Mobile Number** will also automatically populate; however, it can also be edited.
5. Check the box to acknowledge the **Notice of Privacy Practices**.
6. Select **Next**.
7. You will then be brought through a pre-visit technology check.

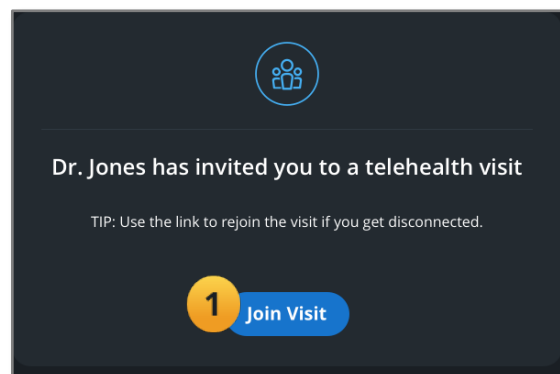


8. The Tech Check ensures your audio and video are setup for a successful video visit. Select **Done** after you have tested your audio and video. The testing areas include:
 - **Camera:** Can you see yourself?
 - **Microphone:** Can you see the audio bar moving when you talk out loud?
 - **Speaker:** Select play. Can you hear the test audio?
9. You will then be brought into your visit. Your visit will begin once the provider joins.

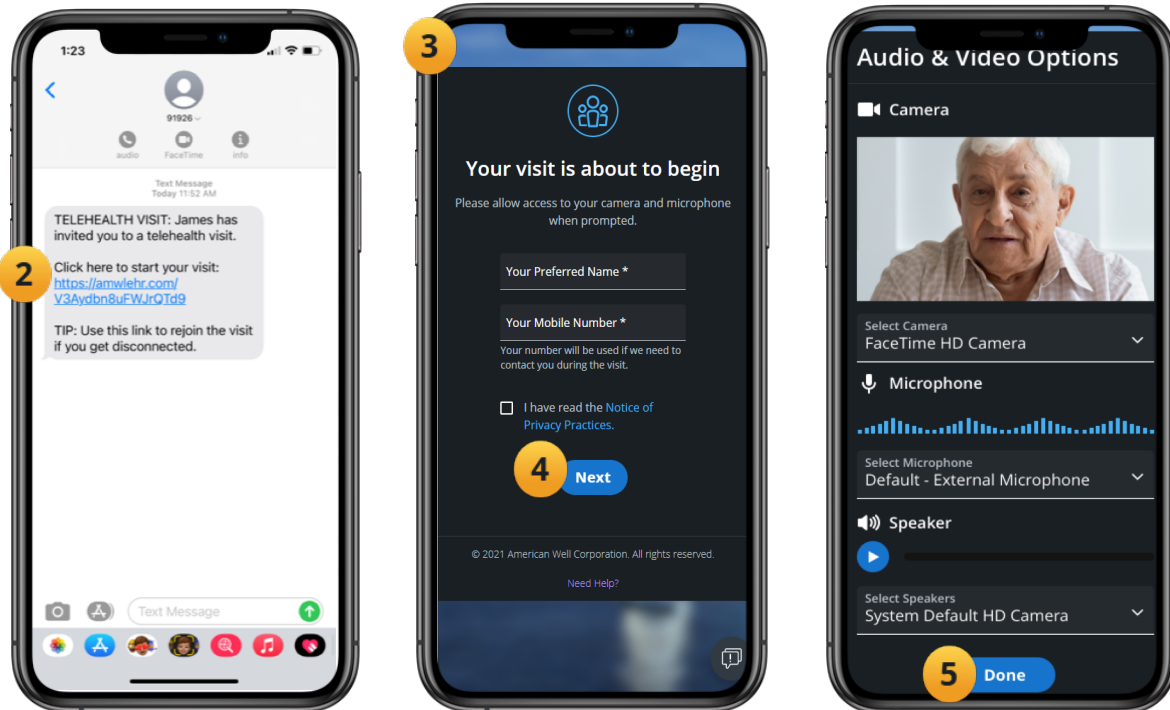
Joining a Visit from an Email Invitation or Text Message



1. If you received an email invitation, select **Join Visit** in the email.



2. If you received a text message invitation for your visit, select the link within the text to launch the visit.
3. You will then be brought to the Welcome Page for your visit. Enter your **Preferred Name**, **Mobile Number**, and check the box to acknowledge the **Notice of Privacy Practices**.
4. Select **Next**.
5. This will bring you through the pre-visit technology check. Once complete, select **Done**.
6. You will be brought into the video visit. The visit will begin once the provider joins the call.



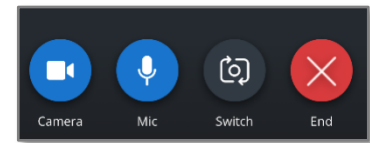
If at any point you are disconnected from the visit or the visit is interrupted, repeat the steps above to rejoin the visit.

In-Visit Video Controls

Once your visit begins, you will be able to adjust your camera and microphone, pop-out your screen, and access a number of other settings noted below.

In-Visit Video Controls

1. **Camera** - The **Camera** button will turn your camera on and off.
2. **Mic** - The **Mic** button will turn your microphone on and off.
3. **Switch** - The **Switch** button will allow you to switch your camera from front facing to backwards facing and vice versa.
4. **End** - The **End** button, will allow you to end the visit.



In-Visit Apps

At the bottom of the visit window, below the in-visit video controls, you will have access to the Participants & Chat apps which you can utilize during your visit. You will also find an ellipsis [...] within the apps toolbar which will display additional in-visit settings, options, and apps.

Participants

The Participants App will allow you to pin focus on a specific participant and add additional guest to your visit, such as family members. Invitations can be sent through text message, email, or a phone call.

Pin Focus on a Participant

1. Select the **Participants** app at the bottom of the screen. This will display all visit participants.
2. On the **List** tab, you can pin a participant, so they stay focused on your screen.
3. Select the ellipsis [...] and select **Pin Focus**.

Adding Participants

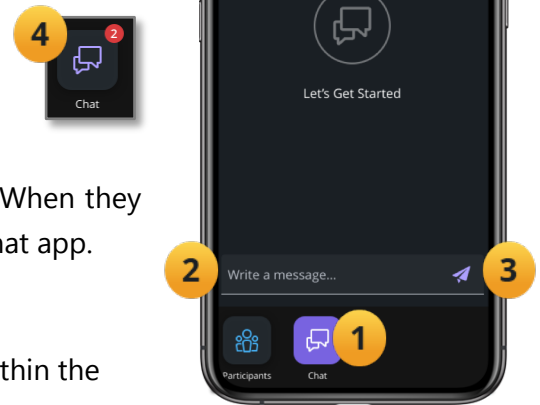
4. To invite a guest, select the **Invite** tab.
5. From the drop down, select **Text Message**, **Email**, or **Phone** and enter the details.
6. Select **Send Invite**. Your invite will now be sent to your visit guest.



Chat

The Chat app will allow you to chat with other members of your visit including the provider, staff, or other visit participants.

1. Select the **Chat** app.
2. Type your chat in the message field.
3. Select **Send**.
4. The provider or staff will be alerted to your message. When they respond, you will receive a new message alert on the Chat app.



More [...]

The **More [...]** is located at the bottom of your visit window, within the app's toolbar. This will offer additional settings, options, and apps.

1. Select the **More [...]** button.
2. **Dialpad** – The **Dialpad** is used if there is a phone IVR.
3. **Device Settings** – Allow you to adjust your camera, microphone, and speaker selections.
4. **Support** – In a separate window, the **Support** page will provide frequently asked questions and the ability to test your device.
5. **Feedback & Help** – Ability to report issues in real-time and access the Help (Support) Page.
6. **Switch to Phone** – Switch to a phone call for the visit rather than the microphone and speakers through the browser.

