

Virtual Appointment from your Mobile Device Patient “HOW TO” Guide

PLEASE NOTE: Instructions may differ slightly depending on your mobile device manufacturer and model.

Step 1 Connect to WI-FI (if available)

Step 2 Install the Cisco Webex Meetings App

iPhone/ iPad: Apple Store **Android:** Google Play

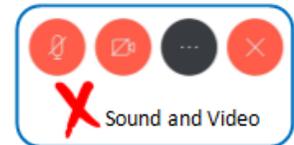
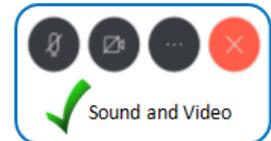
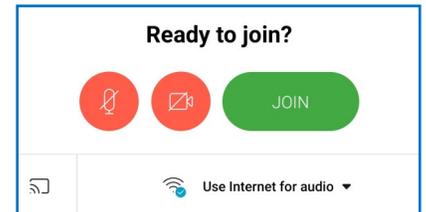
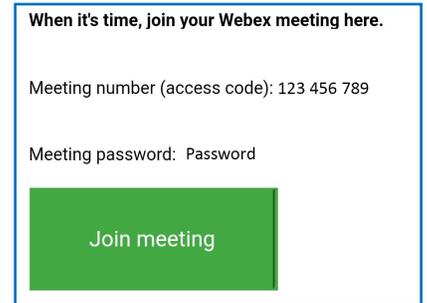
Step 3 Join the Meeting (your appointment)

(5 Minutes before the start of your meeting)

A. Open the PRMC Telehealth email and tap on the ‘Join Meeting’ link within the email. If this is the first time using this app you will need to accept the terms and Allow Webex Meetings access to your mobile device.

B. When you are ready to join, tap the green JOIN button. If prompted, enter your name and email and tap ‘OK’

C. When joining the meeting your sound and video will be turned off. You must Turn ON microphone and camera. Tap the microphone and camera buttons. The button will turn from Red to Black to let you know it’s turned on. **You may have to go to your phones settings and allow the WebEx to access your camera and microphone.**

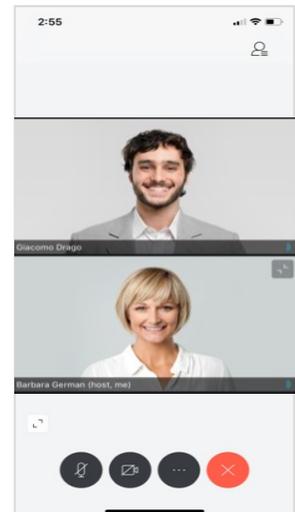
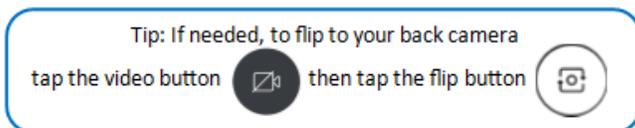


The Patients **may join 10 minutes** prior to meeting start time. Any earlier than this, users may receive an error message. If you have successfully joined, but the provider has not joined yet, please wait here, the provider will be with you shortly.

Step 4: Interact with your provider

Your Appointment is **now LIVE!**

You should see both the provider’s camera and your camera.



Should the WebEx meeting lose connection, please call the providers office.
(As then you can conduct a telephone visit)

To end the appointment tap  **and then, Leave Meeting**