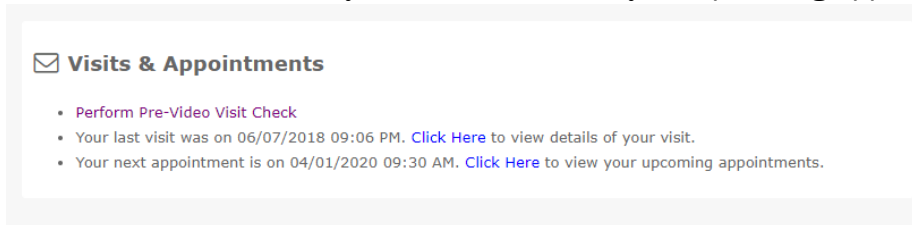
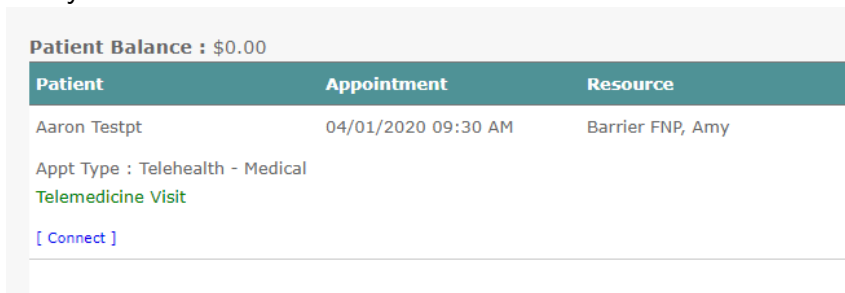


Instructions for accessing Telehealth Services

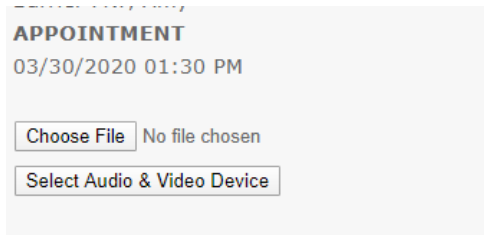
1. You will receive an email and/or text message when your appointment is scheduled with your Patient ID and the link to the access point.
2. You will need a device with video and audio access. This can be a smartphone, tablet, laptop, or desktop with microphone and webcam. Make sure that whatever browser you are using is allowed to access your microphone and camera. (For instance, Chrome on Apple phones or tablets may not allow access, so you may need to use Safari.)
3. Fifteen minutes before your appointment, please log in and connect. You will enter your Patient ID and your Date of Birth to log in. The following screen will appear and you can perform a check to make sure your audio and video are working. You will then click the link that says [Click Here](#) to view your upcoming appointments.



4. The next screen will appear and you will click [Connect](#) on the appointment matching today's visit.

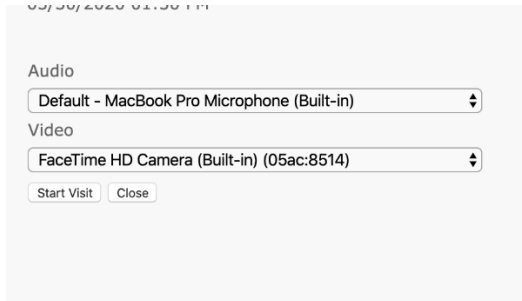


5. Click [Select Audio and Video Device](#).



Instructions for accessing Telehealth Services

6. It should default to your available microphone and cameras. If correct, click [Start Visit](#).



7. You will now have a face-to-face video visit with your provider. The text box can be used if something needs to be spelled out, or if you lose audio. When the visit is over, click [Stop Visit](#).

