Welcome to medical care from the comfort of your home. We are now able to securely video chat with you, using your own tablet or computer with a camera! You will be able to see your healthcare provider and they will be able to see you as you both talk. The instructions below will guide you through the process of preparing your computer or tablet for the video visit. Note that most of the steps only have to be done the very first time you have a video visit:

- You will receive a meeting invitation from your healthcare provider via email. **If this is your first video visit with Reliant Medical Group, try entering the video waiting room using the steps below as soon as you receive the invitation in order to make sure that you can figure out how to do it. If you have problems, call back the office that you have an appointment with.**

- Ideally you should be connected to your home's WiFi network access because downloading the app and the actual video visit use a lot of data.

**The invitation will look like this:**
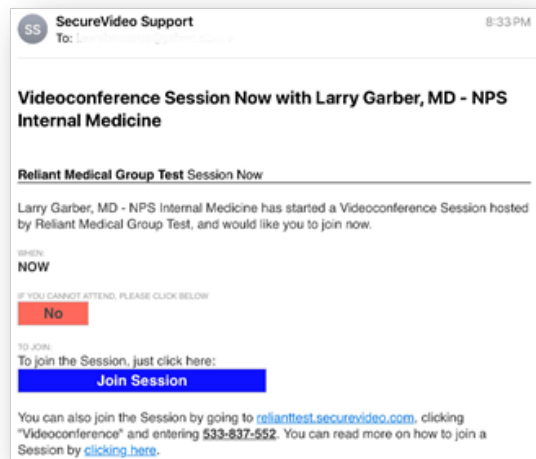
**Click on the "Join Session" button in the email.**

- This takes you to the invitation on the SecureVideo.com website. However, if this is your first time doing a video visit, you may see this notice and you should click the blue "**Got It**" button. Similarly, if this is your first time, you will be instructed to download and install Zoom by clicking "**Download Zoom**": (If this didn't pop up, click "**Install Zoom**" button)

- In the future, if this pops-up again, simply click the "**Stop Showing This Message**" button.

- If a window pops up asking where you want to save the download, just click "**Save**".
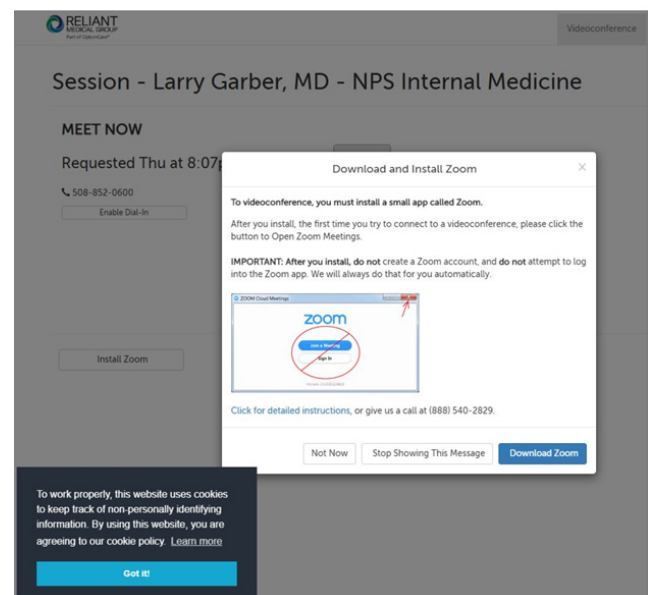
- Zoom will now download. You typically see the progress of this near the bottom of your screen. When it's done downloading, click on it. Click "Run" if prompted. Click "Yes" to allow the app to make changes if prompted:
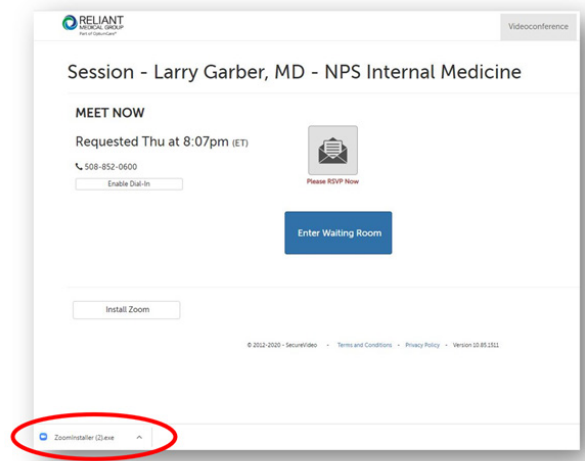
- When done, do **NOT** click "**Join a Meeting**" or "**Sign In**"! Just click the **X** in the top-right corner:
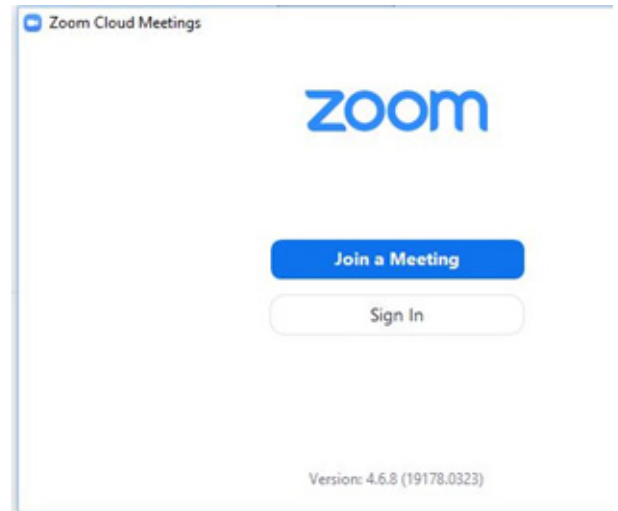

- Now navigate back to your web browser. If you can't find it or it doesn't look like the image below, go back to your original invite and click on it again. Now you will see this:
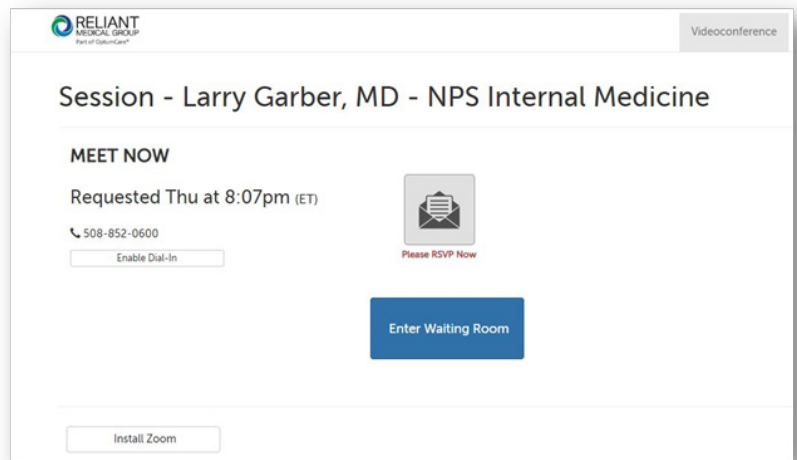
- Click on the **Enter Waiting Room** button. If it doesn't start loading Zoom after 30 seconds, click on the "**Install Zoom**" button as shown above.
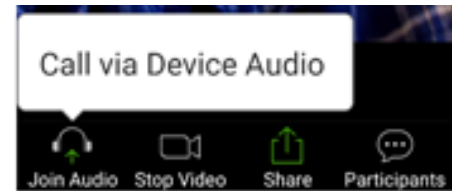
- Zoom may ask for a series of permissions. You should always click "**Got It**" or "**Yes**" or "**Allow**" or "**OK**":
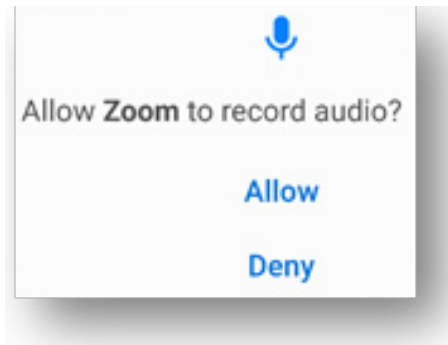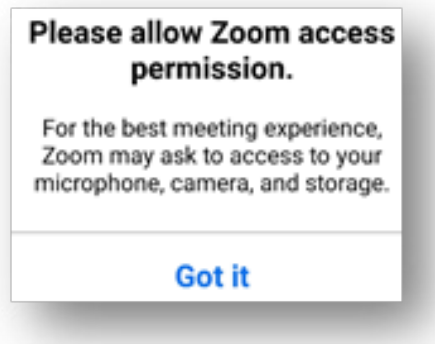
- If offered, click "**Call via Device Audio**" or "**Call Using Internet Audio**":

- Now touch the middle of the screen. If you see at the top or bottom of the screen icons that say either

  Join Audio or a **red Unmute** microphone, you need to click the icon to be heard.

- When clicking the Join Audio, if you see "**Call via Device Audio**" when it pops-up then you need to click on that.

- Note that if you see this icon, your phone is connected to a wireless headset.

- If you see this icon, your <u>speaker</u> is muted and you won't be able to hear.

  Click on that icon to use your computer's speaker:

- At this point, if you don't see your picture on the phone, you should touch the middle of the screen. If you see a red video camera with a slash through it at the top or bottom of the screen, you need to click on the video camera icon and allow access so that you can be visible to your healthcare provider:

- If you see yourself, congratulations! You can either wait for your healthcare provider to join you if now is your appointment time, or touch the screen and click "Leave" to come back later. You can come back later by clicking on the link in your invitation again and then clicking "Enter Waiting Room"