

SecureVideo Zoom instructions for patients

Windows computers and tablets

Welcome to medical care from the comfort of your home. ProHEALTH Care is now able to securely video chat with you, using your own tablet or computer with a camera. You will be able to see and communicate with your healthcare provider.

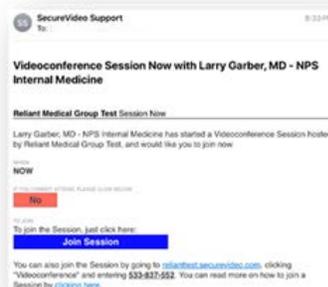
The instructions below will guide you through the process of preparing your tablet or computer for the video visit. Most of the steps only have to be done the very first time you have a video visit.

You will receive a meeting invitation from your healthcare provider in your email. If this is your first video visit, try entering the video waiting room using the steps below as soon as you receive the invitation. This will give you extra time to make sure that you can figure out how to do it.

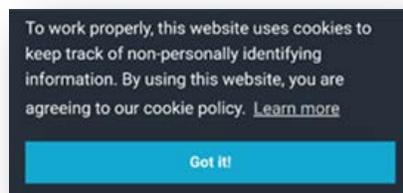
Make sure you are connected to your home's Wi-Fi network. A lot of data is used to download the app and during actual video use. If you have problems, call back the office that you have an appointment with.

Instructions

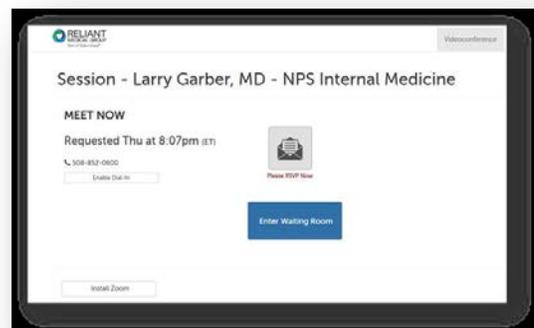
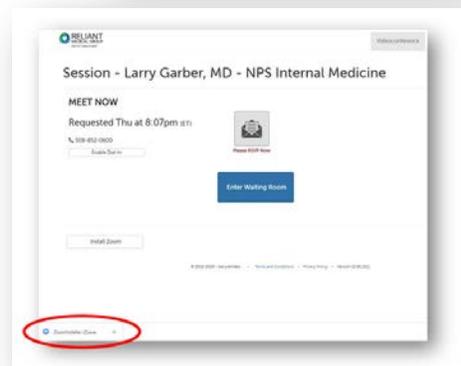
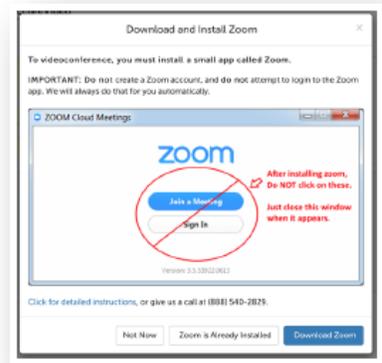
1. Click on email link or "Join Session" button in email.

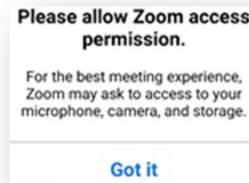


2. This takes you to the invitation on the SecureVideo website. However, if this is your first time doing a video visit, you may see this notice and you should click "Got It".



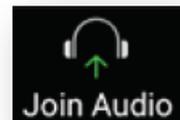
3. Similarly, if this is your first time, you will be instructed to download and install Zoom by clicking “Download Zoom”. If this didn’t pop up, scroll a little further down and click “Install Zoom”.
4. In the future, if this pops-up again, simply click the “Zoom is Already Installed” button.
5. If a window pops up asking where you want to save the download, just click “Save”.
6. 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.
7. When done, do not click “Join a Meeting” or “Sign In”. Just exit by clicking the X in the upper-right corner.
8. Go back to your browser and click on the Enter Waiting Room button. If you can’t find it, go back to your email invitation and click “Join Session”.
9. Click on the Enter Waiting Room button. If it doesn’t start loading Zoom after 30 seconds, click on the “Install Zoom” button.
10. Zoom may ask for a series of permissions. You should always click: Got It; Yes; Allow; or OK.





11. If offered, click “Call Using Internet Audio”.
12. Now click the middle of the screen. If you see icons at the top or bottom of the screen that say either “Join Audio” or a red “Unmute” microphone, you need to click the icon to be heard.
13. When clicking the “Join Audio”, if you see “Call via Device Audio” when it pops-up then you need to click on that.

Note: If you see this icon, you are connected to a wireless headset. Click on that icon to use your computer’s speakers.



14. At this point, if you don’t see your picture on the screen, you should click the middle of the screen. If you see a red video camera icon 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.



15. If you see yourself, congratulations! You can either wait for your healthcare provider to join you if now is your appointment time, or click 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”.