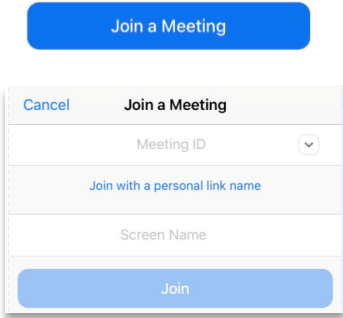
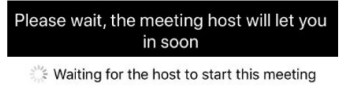
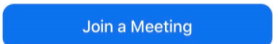
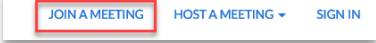
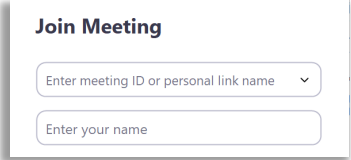
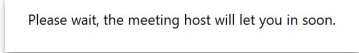
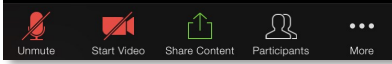
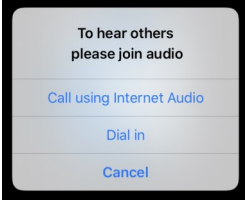

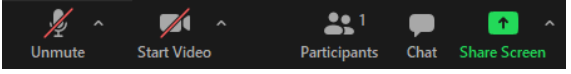




# Patients: Using Zoom for Telehealth



You will receive an email from Choctelehealth@choc.org with your provider's Zoom Meeting Link.

iOS or Android Mobile Device	Desktop or Laptop Computer
<p>Download application from Apple App Store or Google Play Store: <b>ZOOM Cloud Meetings</b></p>	<p>Click the link from the email and follow instructions on opening Zoom to download or click <b>start from your browser</b>.</p>
<p><b>Time of Appointment:</b></p> <p>A. Click link from email to be directed to Zoom <u>OR</u> B. Go straight to your zoom App if you have the Meeting ID.</p> <p>2B. Choose <b>Join a Meeting</b></p>  <p>3B. If you have only the Meeting ID, enter the 10 digit Meeting ID, and then your child's name as the screen name. Click <b>Join</b>.</p> <p>4. Stay in virtual waiting room until physician admits you.</p> 	<p><b>Time of Appointment:</b></p> <p>A. Click link from email to be directed to Zoom <u>OR</u> B. Go straight to Zoom Software or website if given the Meeting ID.</p> <p>2B. Choose <b>Join a Meeting</b></p> <p><b>Software:</b></p>  <p><b>Website:</b></p>  <p>3B. If you have only the Meeting ID, enter the 10 digit Meeting ID, and then your child's name as the screen name. Click <b>Join</b>.</p>  <p>4. Stay in virtual waiting room until physician admits you.</p> 
<p><b>Joining Audio &amp; Video:</b></p> <p>1A. Apple: "Call using Internet Audio" 1B. Android: "Call via Device Audio"</p> <p>2. If these icons on the bottom left hand Corner are red, your audio and video are off. Click the icons to turn them on.</p>  	<p><b>Joining Audio &amp; Video:</b></p> <p>1. Click "Join with Computer Audio"</p>  <p>2. If these icons on the bottom left hand corner are crossed out in red, your audio and video are off. Click the icons to turn on.</p> 
<p><b>Audio Trouble:</b> If accessing audio via the internet is not possible transfer to <b>DIAL IN</b>.</p> <ol style="list-style-type: none"> <li>1. Select <b>More</b> on the lower right of phone</li> <li>2. Select <b>Disconnect Audio</b></li> <li>3. Select <b>Join Audio, Dial in</b>, select one of the toll-free numbers, select <b>Call</b> then <b>Dial</b></li> <li>4. The call will automatically connect you to the meeting audio. Click the pop-up message to return to the video session.</li> </ol> 	<p><b>Audio Trouble:</b> Disconnect from computer audio transfer to <b>DIAL IN</b>.</p> <ol style="list-style-type: none"> <li>1. Click on the arrow</li> <li>2. Select <b>Switch to Phone Audio</b></li> <li>3. With phone in hand, dial one of the toll-free numbers, when prompted enter the Meeting ID + # and the participant ID</li> <li>4. Done</li> </ol> 

## Other Troubleshooting Tips:

1. **On a desktop and cannot download or run the Zoom Application?**  
Click **Join from your web browser**.
2. **Got disconnected?**  
Click the video link again to enter the waiting room and rejoin the session.
3. **Additional Technical Support Needed:** Call Zoom at 1-888-799-9666