

Preparing For Your Telemedicine Visit

Following are instructions on using your cell phone, tablet (including iPads) or computer to participate in a telemedicine visit using Zoom video. You will receive an email invitation to join your telemedicine visit which is sent at the time your appointment is made.

Your clinician will call you on the date and time of your telemedicine visit to initiate the session.

IMPORTANT: If you are first time user of Zoom on your cell phone you will need to download and install an app prior to your appointment . Instructional videos are available at www.youtube.com

When Using Laptop or Desktop Computer

1. Click the link provided in the invitation email you received. If you are unable to find it please contact us immediately at 630-262-2640, menu option 3; new appointments.

Telemedicine Appointment with ALICE SONG on 3/17/2020 3:00 PM. Inbox x

In Step Behavioral Health <noreply@advancedmd.com> [Unsubscribe](#)
to JOHN ▾

Hello JOHN TEST,

You are scheduled for a telemedicine appointment with ALICE SONG.

When: Tuesday, March 17, 2020 at 03:00 PM (UTC -6 Central Standard Time).

We recommend that you join 15 minutes before your appointment time in order to complete any necessary forms.

Join from your PC, Mac, iOS or Android device: <https://telemed.advancedmd.com/Application.Web.MVC/?code=824783843>.

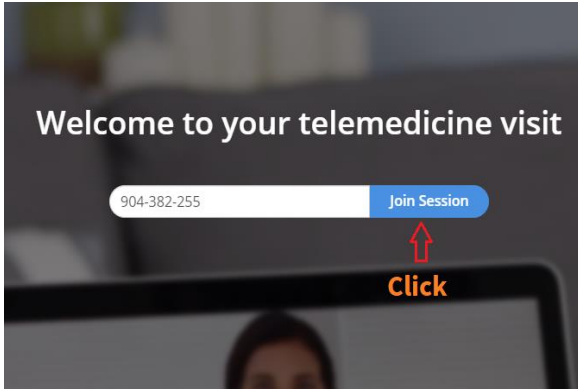
Visit Code: 824783843

If you have questions or need help, please contact us by phone: 6302622640

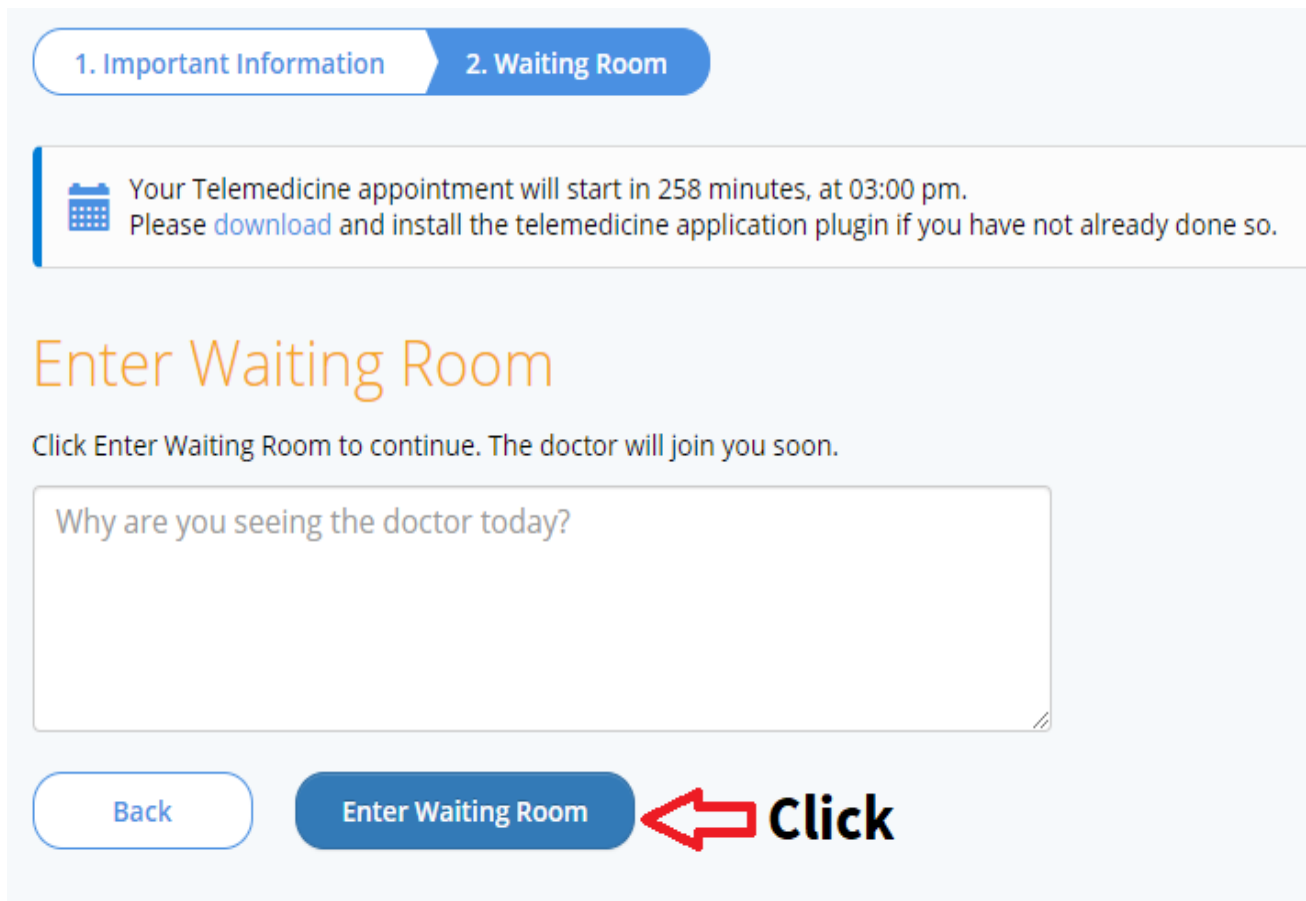
Thank you,
In Step Behavioral Health.


Click

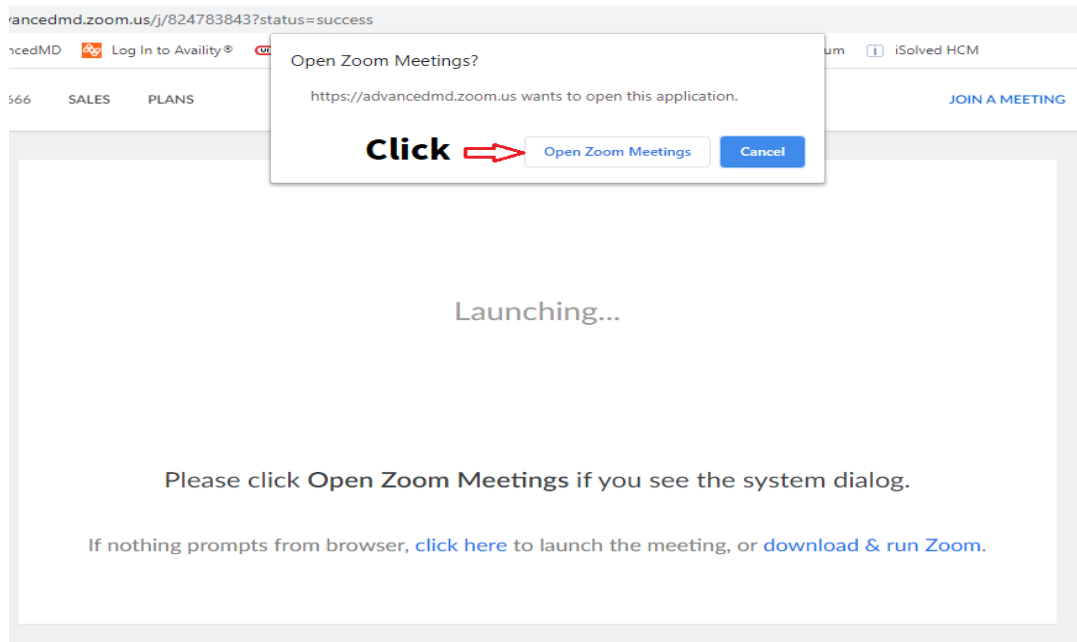
2. Click "Join Session".



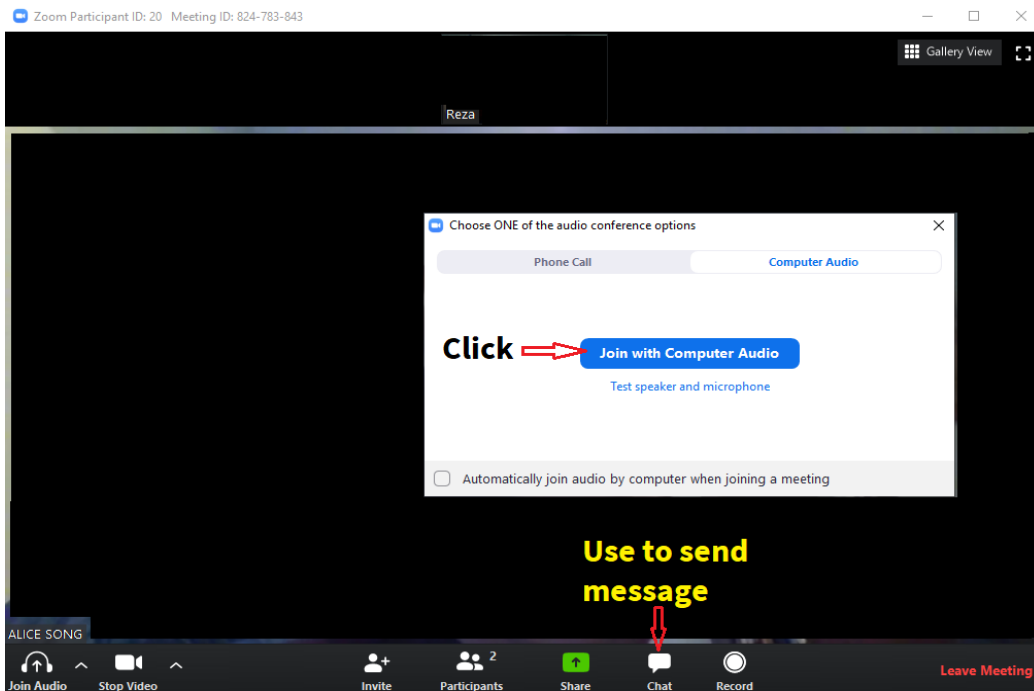
3. Click "Enter Waiting Room".



- If you are a first time user of Zoom you will be prompted to download the software which will automatically install. Otherwise you will be prompted to “Open Zoom Meetings”.



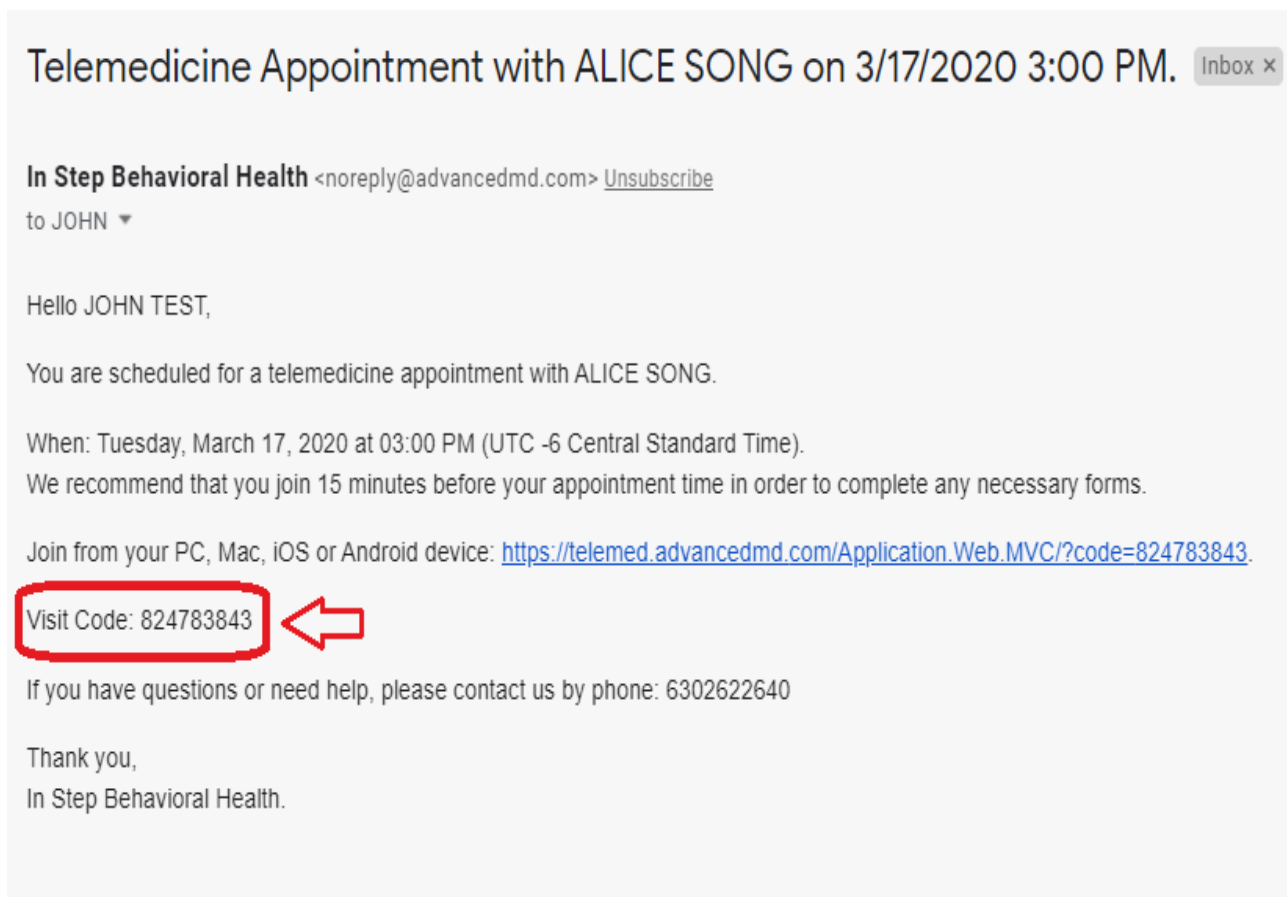
- Click "Join with Computer Audio".



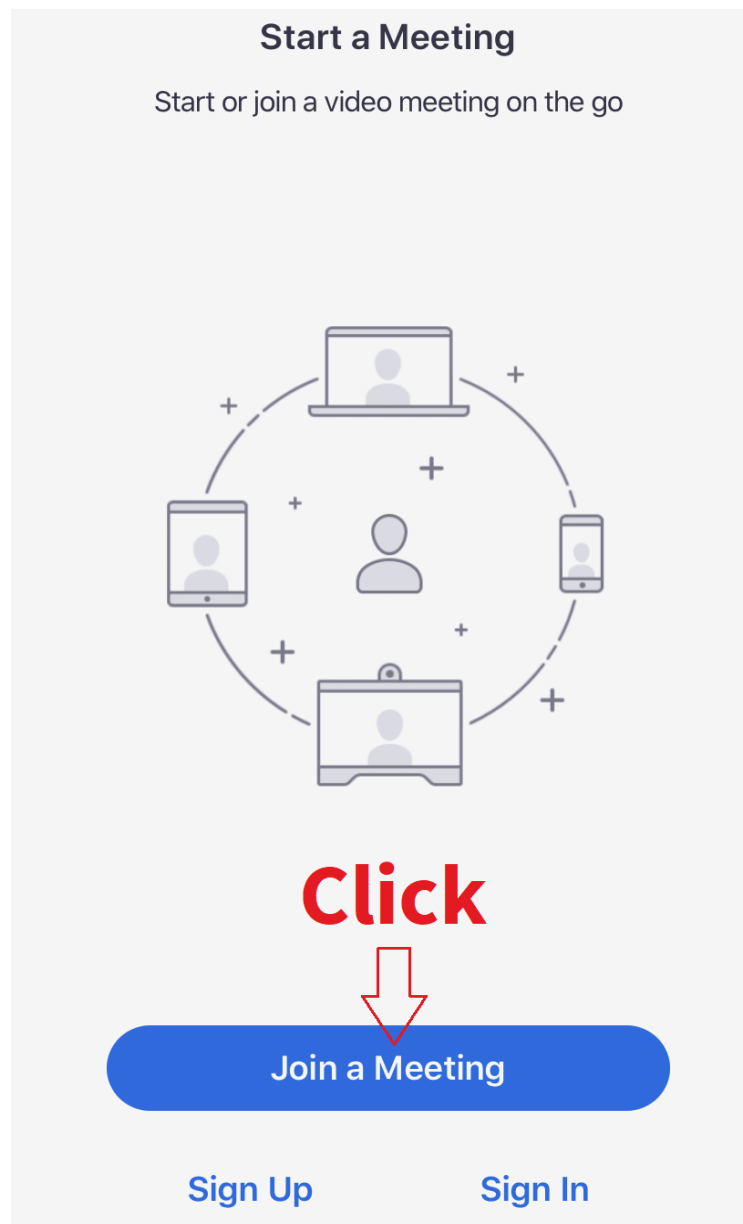
Now you can see and communicate with your provider. Also, you can send messages to your clinician by clicking on the “Chat” icon. The chat feature is helpful if you encounter a communications problem.

When Using Cell Phone or Tablet

1. Open the invitation email you received (if unable to find it please contact us immediately).
Jot down the “Visit Code” in the email as you will need it later.



3. Find the “Zoom” app on your device and tap “Join a Meeting”.



4. Enter the “Visit Code” number you wrote down from the invitation email in the “Meeting ID” box and tap “Join”.

Cancel Join a Meeting

Meeting ID **1. Enter the Visit Code**

Join with a personal link name

2. Click Reza's iPhone

Join

If you received an invitation link, tap on the link again to join the meeting

JOIN OPTIONS

Don't Connect To Audio

Turn Off My Video

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

5. You are now in the virtual waiting room waiting for your clinician to start the telemedicine session.

[Telemedicine](#) [Leave](#)

⌛ Waiting for the host to start this meeting

Meeting ID 389-467-263

Time 14:00 Central Daylight Time

Date 2020-03-16

IF YOU ARE THE HOST, SIGN IN TO START THIS MEETING

[Sign In](#)

6. As the clinician enters the session your mobile camera will be turned on and a pop up window will ask you to join audio. Tap “Call using Internet Audio”. You will then be able to see and communicate with your clinician.

