Video Visit on your Personal Computer

SpectrumHealth
Lakeland

Thank you for scheduling a Video Visit with your provider. Please follow the guidelines and the instructions below to have the best experience with your Video Visit.

- If you experience difficulties connecting to your Video Visit, please call your provider's office.

- Please make sure that the visit occurs in an environment that allows to appropriately protect your privacy. Examples would include an office, your home or in a parked car.

- Be sure to join the meeting 15 minutes before your scheduled time; otherwise, your appointment may be cancelled. You cannot join sooner than 15 minutes prior to your appointment time.

- As it is important for us to care for all our patients in a timely matter, we are asking you to make sure that you are prepared for this visit: please follow the step-by-step instructions below.

Step 1;

Sign into your email account and open the email received from your physician's office with an invitation to a WebEx meeting (virtual visit).

Step 2:

Click on the **blue hyperlink** in the email to connect to the meeting 10 minutes before your appointment.

Hi

is inviting you to this WebEx meeting:

Test Virtual Meeting Appointment
Host:

When it's time, join the meeting from here:
Join the meeting

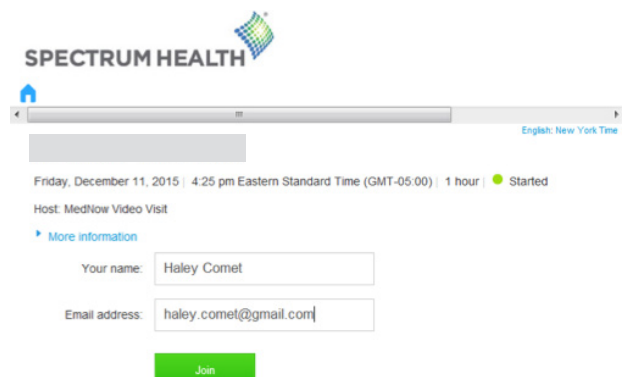When: Friday, March 20, 2020, 2:30 pm (1 hr), Eastern Daylig

Access Information

Meeting Number:
995 865 659

Password:
(This meeting does not require a password.)

Step 3:

Login to the visit by inputting your name and email address, then click "**Join**."

SPECTRUM HEALTH

English: New York Time

Friday, December 11, 2015 | 4:25 pm Eastern Standard Time (GMT-05:00) | 1 hour | ● Started

Host: MedNow Video Visit

▸ More information

Your name: Haley Comet

Email address: haley.comet@gmail.com

Join

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Step 4:

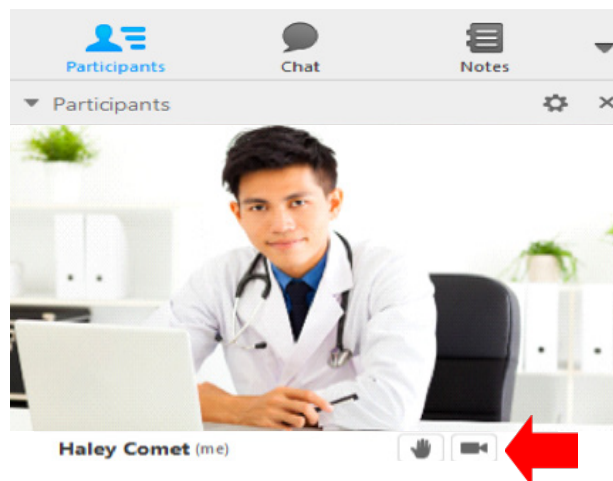Leave Meeting password blank unless included in your invitation

Example:

Meeting number: 123 456 789

Meeting password:

Step 5:

Click on "**Start My Video**" when prompted, or click the gray camera icon to begin your video visit.

Step 6:

Click the audio icon and select "**Call Using Computer**" or "**Call Using Interne**t" or "**Call Me**" and enter the number to be called