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.

**Step 3:**
Login to the visit by inputting your name and email address, then click “Join.”
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 Internet” or “Call Me” and enter the number to be called