

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.

- Please download Cisco Webex Meetings on your device at your earliest convenience. Preferably, greater than 24 hours in advance of your Video Visit. Instructions below.
- If you experience difficulties downloading the application, 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 and ensure you have Cisco WebEx Meetings installed prior to your visit

Step 1:

Download the **WebEx** Meetings app from the app store. This is a free application.



Step 2:

Once downloaded, click **open**. This will pull up the apps homepage.

Step 3:

From your email find the message with the invite for a WebEx meeting (virtual visit).

Click "Join the meeting" link

Hi Ken O'Neill,

Jeff Grossman is inviting you to this WebEx meeting:

Test Virtual Meeting Appointment

Host: Jeff Grossman

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:

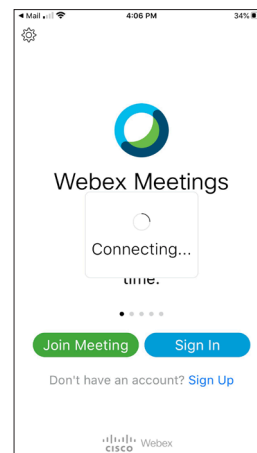
995 865 659

Password:

(This meeting does not require a password.)

Step 4:

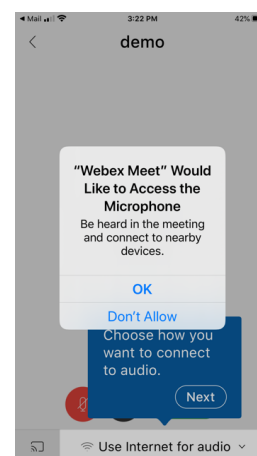
This will bring you to the Webex meeting. A connecting icon may pop-up on your mobile device as it switches to the Webex app.



Step 5:

If this is your first time connecting to Webex it will ask for microphone access.

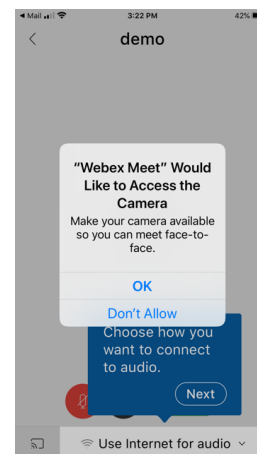
Click OK.



Step 6:

If this is your first time connecting to Webex it will ask for Camera access.

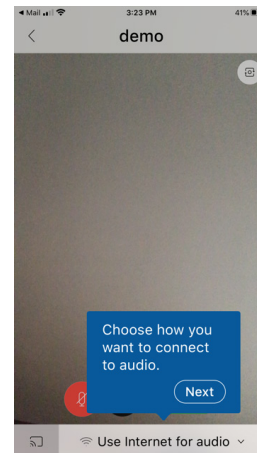
Click OK.



Step 7:

If this is your first time connecting to Webex it will ask you to “choose how you connect to audio”.

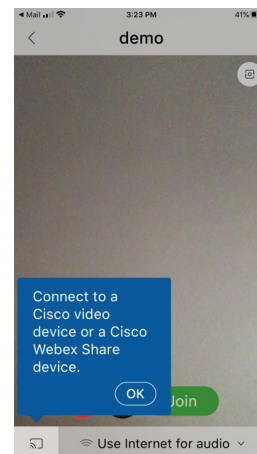
Click NEXT



Step 8:

If this is your first time connecting to Webex it will show “connect to a video device or webex share device”.

Click OK.



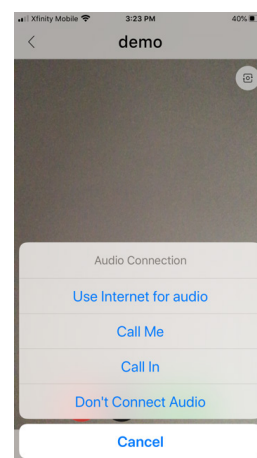
Step 9:

Options to join audio connection will be

1. Use Internet for audio
2. Call Me
3. Call In
4. Don't connect audio

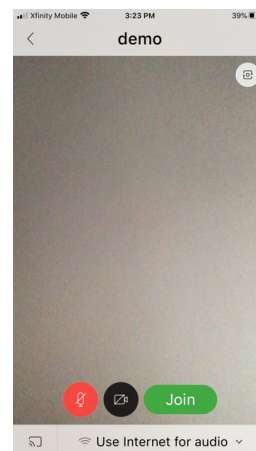
Select **Use Internet for audio.**

***Patients must connect using the “Use Internet for audio” option, or audio will not work.**



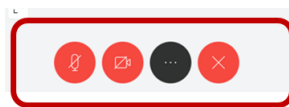
Step 10:

Click the green **Join** to connect to your Webex meeting.

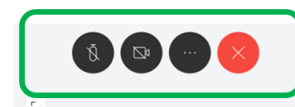


Step 11:

Microphone and camera icons will be **black** when they are sending sound and video.



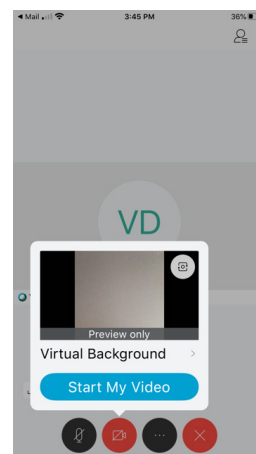
Not sending audio or video.



Sending audio and video.

Step 12:

If necessary, tap on a red icon to active video.
Click **Start My Video**.



Step 13:

To end meeting click on the red 'X'.

