



# Join a Virtual Health Visit with your provider from a computer

## 1. Receive your Virtual Health Visit invitation

1. Check your inbox and junk box for a Virtual Health Visit invitation.
2. **Flag the email** so you can easily find it later or use the '**add to calendar**' feature to create an event in your calendar.

## 2. Join your Virtual Health Visit

1. Find your email Virtual Health Visit invitation or go to your calendar and locate the event.
2. Click the **link to join**.

**NOTE:** Please use Google Chrome, Safari, Firefox, or Edge browsers. *Do not use Internet Explorer!*

3. ZOOM will automatically download the desktop software. You do not have to install it.
  - If you want to install it, open the download and run the installation.
  - If you do not want to install it, ignore the download and click to download the file again.
    - i. The page will reload with the following option: **If you cannot download or run the application, join from your browser.**
    - ii. Click to **join from your browser**.

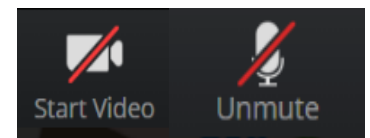


## 3. Choose your audio settings

1. Recommended options:
  - a. **Computer audio:** uses your computer's microphone and speakers
    - *We recommend using the speaker and microphone test!*
  - b. **Phone call:** you phone in using the provided phone number
    - We recommend using this option if your computer audio is not working or the quality is poor

## 4. Start your camera feed and unmute your microphone

1. In the bottom task bar, click **Start Video and Unmute**.
2. If you need to stop your video or mute your microphone, click the same button again.



## 5. Send a chat message to your provider (optional)

1. In the bottom task bar, click **Chat**.
2. Click in the **Type messages here...** field to type a message and hit enter to send.
3. Click the **Chat** icon again if you wish to hide the chat window.
  - If a message is received while the chat window is closed, the chat icon will turn **orange** to notify you.

## 6. Leave the Virtual Health Visit

1. Click **Leave Meeting** in the bottom right corner of the task bar when the visit is finished.
2. Click **Leave Meeting** to confirm.