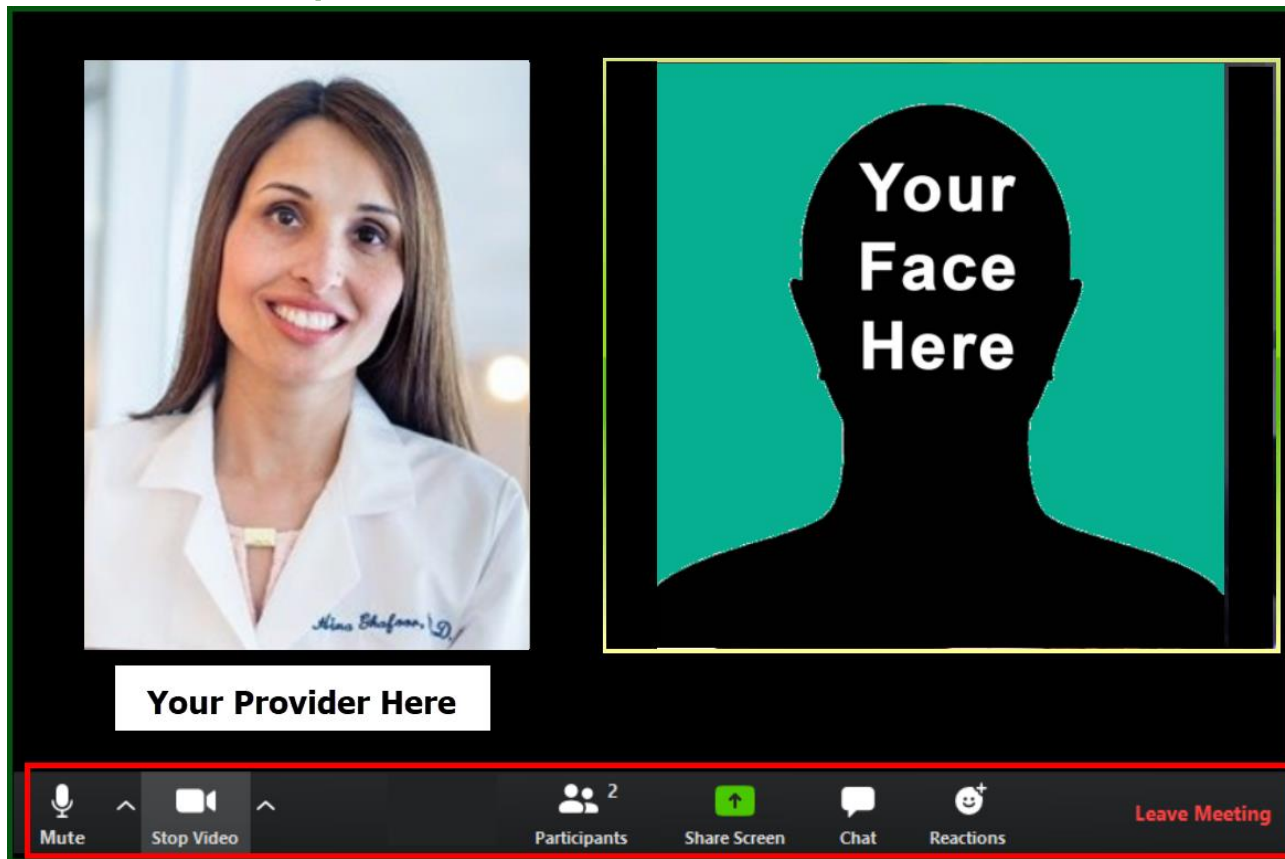


Navigate Zoom During Telemedicine Visit

From a Computer



Your Zoom Tools

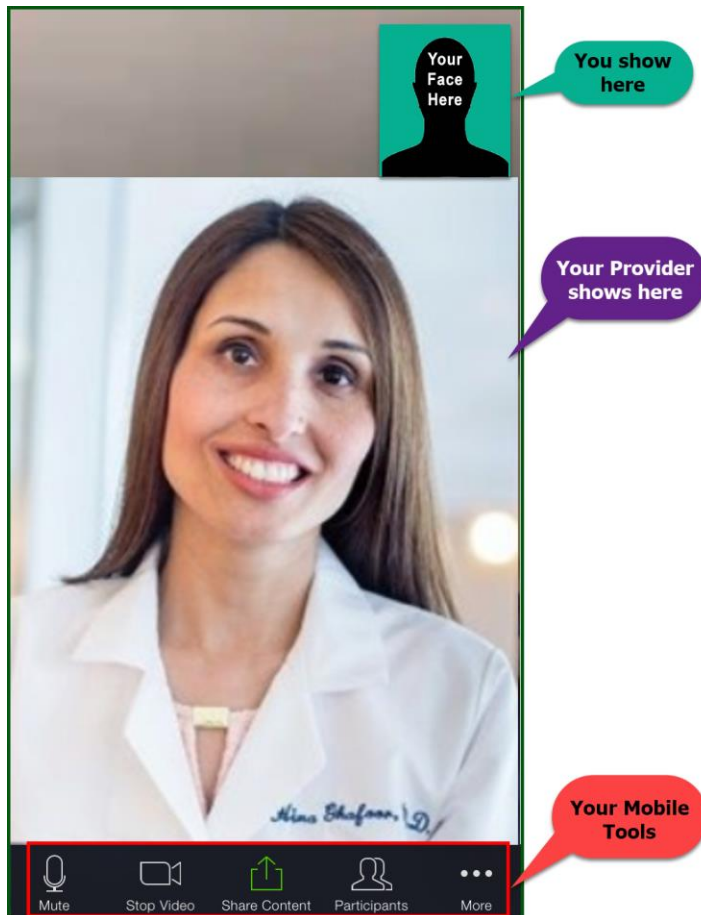
1. Microphone: Allows you to toggle sound on and off during the visit
2. Camera: Allows you to turn your video on and off during the visit
3. Participants: Allows you to see anyone who is signed into the visit
4. Share Screen: Lets you share your computer screen during the visit
5. Chat: Allows for text conversation during the visit
6. Reactions: Allows for emoji reactions
7. Leave meeting: Lets you leave the meeting
 - a. Note: When Providers end their side of the visit, this will end both sides of the call

Prompts for Computer Browser

1. You may receive prompts on to allow some actions when connecting to your Telemedicine visit:
 - a. Join with either Computer Camera or Audio –
 - i. This lets the Provider hear and see you during the visit
 - ii. You can also test your Audio and Video connections at this point



From a Mobile Device



1. Microphone : Allows you to turn sound on and off during the visit
2. Camera: Allows you to turn your video on and off during the visit
3. Share Content: Lets you share content from your device to their screen during the visit
4. Participants: Allows you to see anyone who is signed into the visit
5. Leave meeting: Lets you leave the meeting
 - a. Note: When Providers end their side of the visit, this will end both sides of the call

Prompts for Mobile Device

2. You may receive prompts on your phone to allow the following actions when connecting to your Telemedicine visit:
 - a. Allow access to **Camera** – this lets you display your face during the visit
 - b. Allow access to **Microphone** – this lets the Provider hear you during the visit
 - c. Open in **Zoom** – your phone may open an internet browser then prompt to open the Zoom application you previously downloaded, you want to click **Open** to allow the video visit to start
 - d. You may be prompted to Allow Zoom to send Notifications – this is not required to complete the visit and you do not have to allow this setting
3. If you did not download the Zoom App prior to selecting **Begin Visit** from your MyChart, your internet browser will open and you will receive an error.
 - a. In this event, Close the browser, download the app
 - b. Go back into your MyChart and select **Begin Visit** again