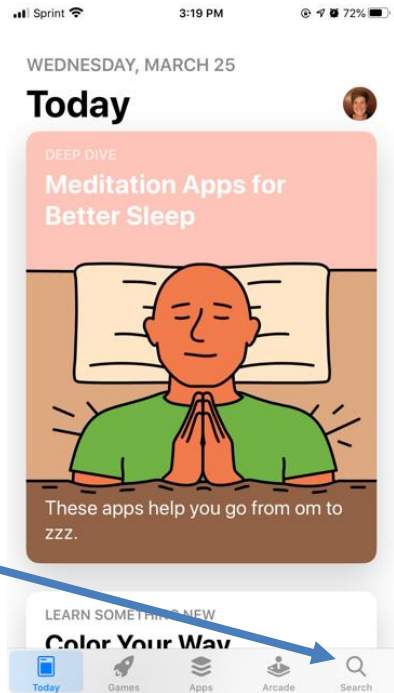


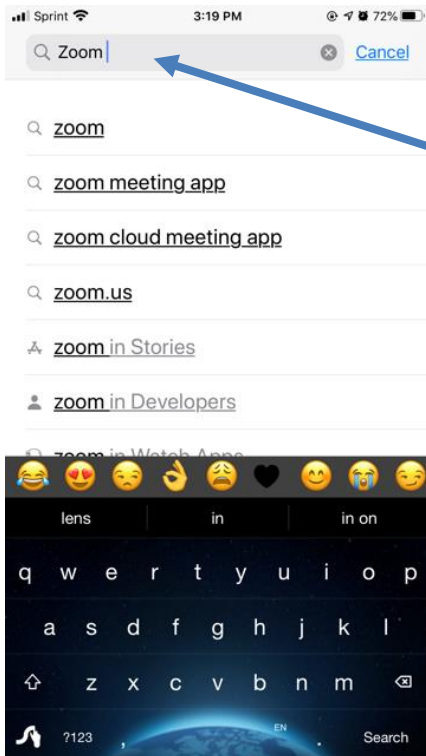
Instructions for Zoom Set-up for Apple



1. Locate “App Store” icon on device



2. Click “Search”



3. Enter “Zoom” in search bar



Sprint 3:20 PM 72%
zoom cloud meeting app Cancel

ZOOM Cloud Meeti...
Meet Happy
★★★★★ 113K
GET

4. Find "ZOOM Cloud Meeting" app, click "GET" and download/install the app

Google Duo
High Quality Video Calli...
★★★★★ 533K
GET

Sprint 3:23 PM 70%
zoom cloud meeting app Cancel

ZOOM Cloud Meeti...
Meet Happy
★★★★★ 113K
OPEN

5. Click "Open" after app has been installed.

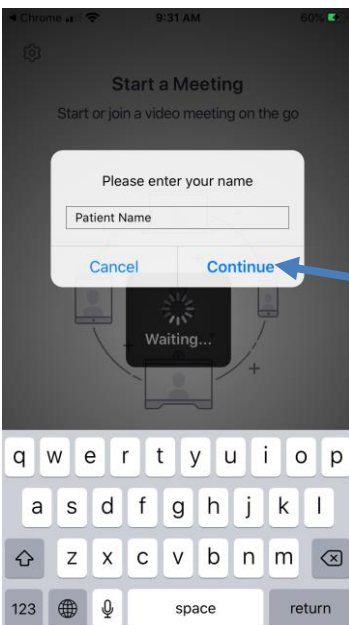
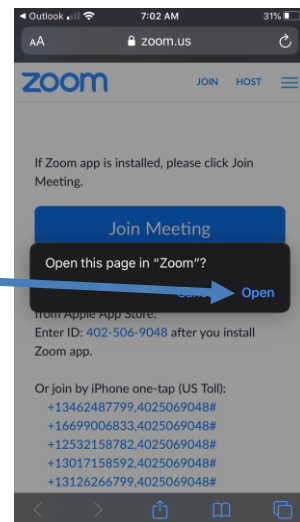
Google Duo
High Quality Video Calli...
★★★★★ 533K
GET

Please ensure that you have the Zoom application installed or follow the attached instructions to install it. To then join the Zoom meeting, click the link below and follow the prompts.

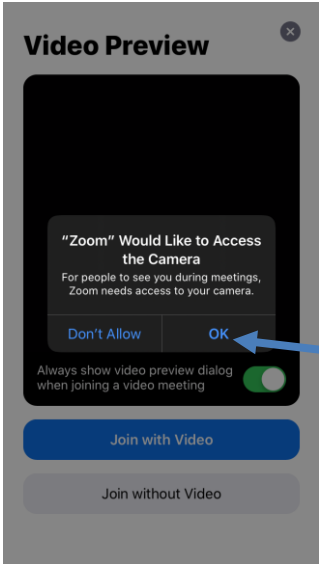
<https://zoom.us/j/> 

6. Click the link from the email you received from Telehealth@thinkhealthcare.org

7. Your mobile browser will warn that the link will open in "Zoom", click Open

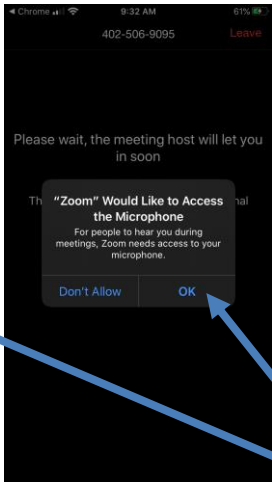
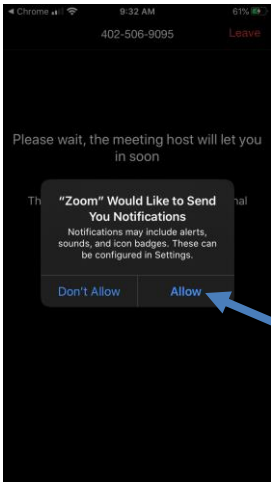
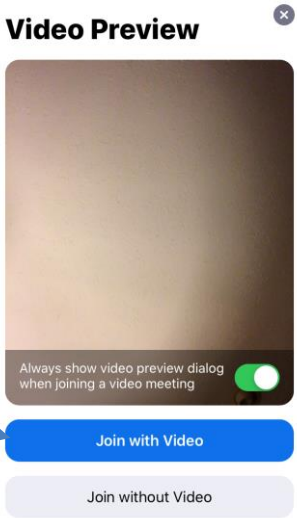


8. If prompted, you'll need to enter your full name and hit Continue

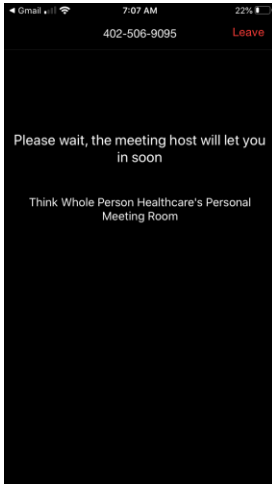


9. If prompted, Press OK to allow Zoom to have access to your device's camera

10. Select "Join with Video"

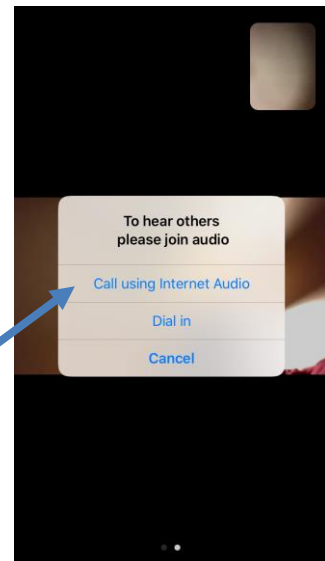


11. If prompted, Press OK to allow Zoom to have access to your device's microphone and Allow to Send Notifications so that Zoom can notify you when your provider has added you to the Zoom room.



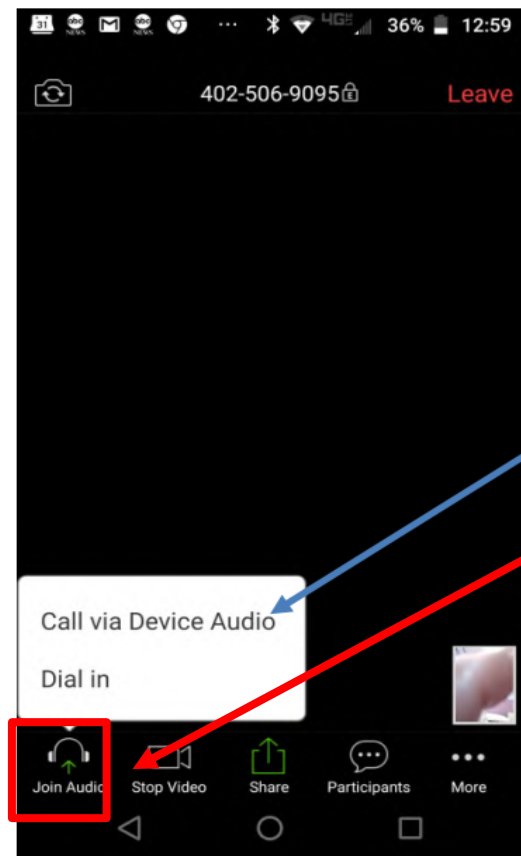
12. You are now fully setup in the Zoom app. If it is not your designated appointment time, you may close the app and return to step 6 ten minutes prior to your appointment time

13. When the provider or their team is ready, you will enter the Zoom Room. Click “Call using Internet Audio” to use your device for audio. You are now in your Telehealth session.



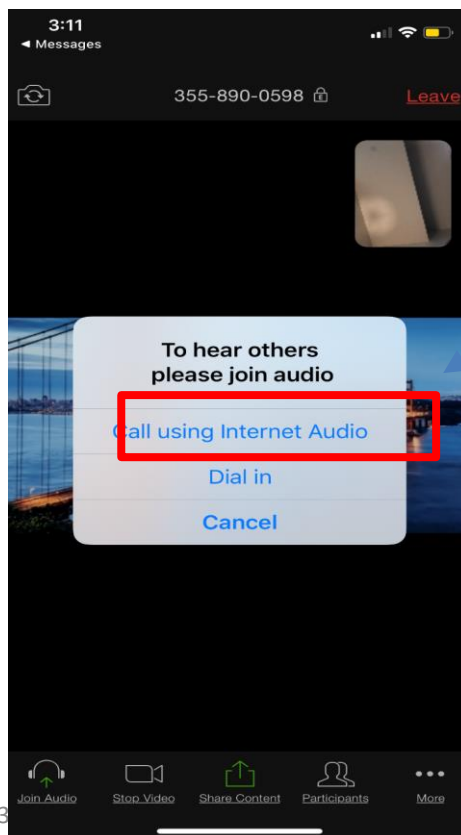
Troubleshooting your Zoom meeting

I can see my provider, but they are unable to hear me.



Choose Call via Device Audio

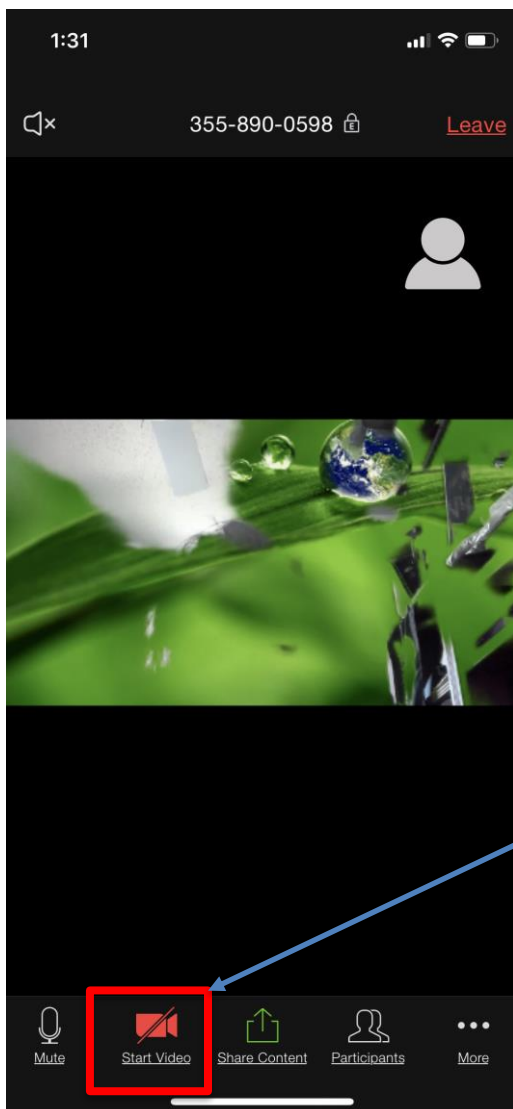
Join Audio



Choose Call using Internet Audio

Troubleshooting your Zoom meeting

I can hear and see my provider, but they are unable to see me.



Click on Start Video and your video share will begin.