

First time joining an appointment on a Mobile Device

Welcome to our guide on connecting with your provider using a **mobile device**! We're here to make the process as smooth and easy as possible. Let's get started!

As soon as your provider or clinic schedules an appointment for you, we'll send you an email notification to keep you informed. To get started, simply click on "HERE" to create a password.

Hi Patient Z,

Provider X has invited you to a video appointment on January 1, 2024.

Follow the steps below to register your account in advance of your appointment.

First Time User?

We strongly recommend setting up your account and the app at least 24 hours before your appointment.

1. Click [HERE](#) to visit your account.
2. Follow the prompts to create your account.

If you are logging in on a mobile device, you will be prompted to download the mobile application from the Apple App Store or Google Play Store.

Setting a Password

You'll be directed to a page where you can set a password. We recommend choosing a password that's both secure and easy to remember. On this page, you'll also find details about your upcoming appointment.

Please set a password _____

Your appointment is at
12:00 PM Eastern Daylight Time

Password

Your password must have a minimum of 8 characters.

Confirm Password

Submit

By continuing, you consent to [services](#) and [privacy policy](#).

App Download

Once you've successfully set a password for your account, you'll be redirected to download the app that your provider will use to connect with you.

Logging In

After downloading the app, simply open it and log in using your email and password. Once you're logged in, you'll find a list of all your upcoming appointments right at your fingertips.

Joining Your Video Appointments

When your scheduled appointment time is just 10 minutes away, the "Join" button will light up, indicating that it's time to connect. Click on the "Join" button, and you might be asked to grant access to your camera and microphone. Click "OK" for both prompts, and you'll be all set. It is possible that you will need to download the Zoom app if you don't already have it downloaded to your cell phone.

Congratulations!

You've successfully joined your video appointment! Your provider will admit you to the session once they are ready to meet with you.

Need A Hand?

If you've followed all the steps but are still experiencing any issues, don't hesitate to reach out to one of our office locations to see if we can assist you. Ottawa: 785-242-3780 or Paola: 913-557-9096.

For Apple



For Android

