



Welcome to our guide on how to prepare for your video appointment on your computer! We're here to make the process easy and enjoyable for you. Let's get started!

Appointment Creation ⓘ

When your provider or clinic books you for an appointment, we'll send you an email notification. To begin, simply click on the link labelled "HERE" to create your 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 create a password. We recommend choosing a password that is both strong and easy for you to remember. On this page, you'll also find details about your appointment. It's all conveniently displayed for you.

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

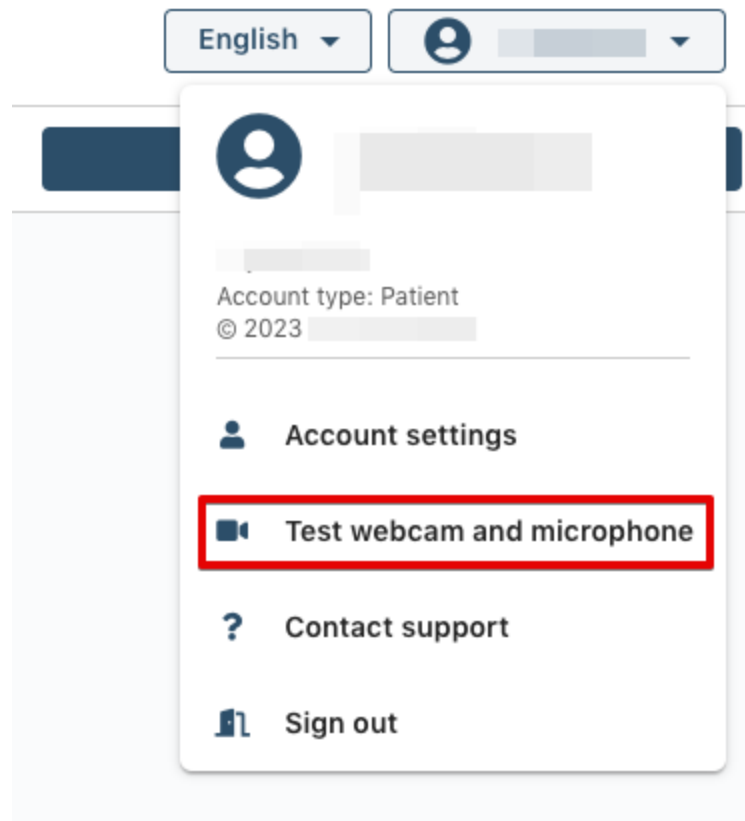
Submit

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

[services](#) and [privacy](#)

Webcam Testing

Once you've logged in to your account, click on your name in the top right corner, followed by "Test webcam and microphone." Follow the on-screen instructions to ensure everything is working smoothly before your appointment. It is possible that you will need to download the Zoom app if it is not on your computer.



Joining Your Video Appointments

10 minutes before your scheduled appointment, you'll notice that the "Join" button becomes active and clickable. When ready, click this button to launch your session!

Congratulations!

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