

Video Visits

Preparing and Joining with Your Smartphone, Tablet or Computer

DOWNLOADING ZOOM CLOUD MEETINGS ON YOUR SMARTPHONE OR TABLET

If planning to use your smartphone or tablet for your video visit, you'll need to install Zoom. Here's how you do it:

1. Find the Apple Store icon (for iPhones) or the Google Play icon (for Android phones) and tap it:



If you don't see one of the above icons on your home screen, find the "Apps" icon and tap it:



Browse your apps for the Apple Store or Google Play OR type the name of your app at the top of the page and tap the magnifying glass to find it.

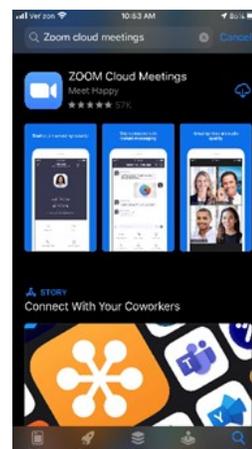


Once it appears, tap on your icon for the Apple Store (for iPhones) or Google Play (for Android phones).

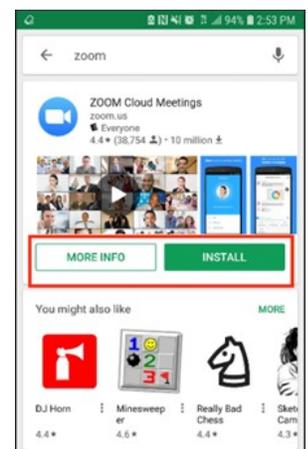


2. Once you've opened the Apple Store or Google Play, type in "Zoom" next to the magnifying glass. It will look like this: **ZOOM Cloud Meetings**.

APPLE



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3. Download the free Zoom app by tapping the cloud icon (for iPhones) or the green “install” button (for Android phones).

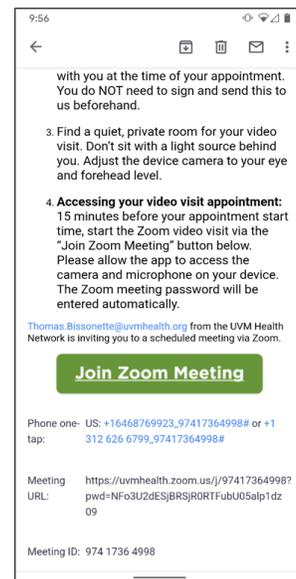


4. After download is completed, find the Zoom app on your phone, whether on the home screen or in your apps, and tap it to open Zoom.



JOINING YOUR ZOOM VIDEO VISIT ON YOUR SMARTPHONE OR TABLET

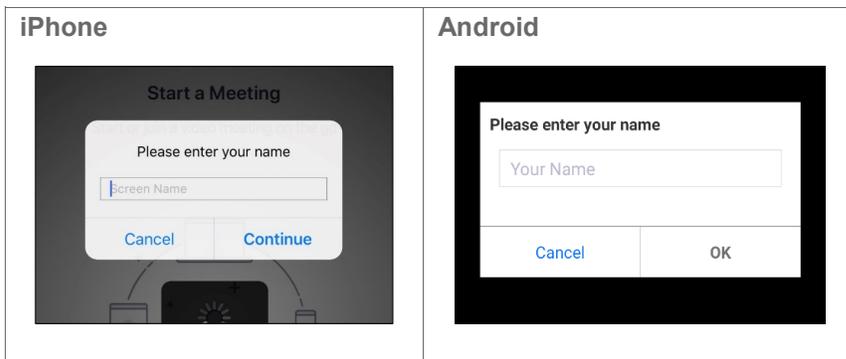
1. Open your email app on your device and find the appointment email from your UVM Health Network provider with the Zoom video visit information. iPhone email example is shown. Android email layout may look different.



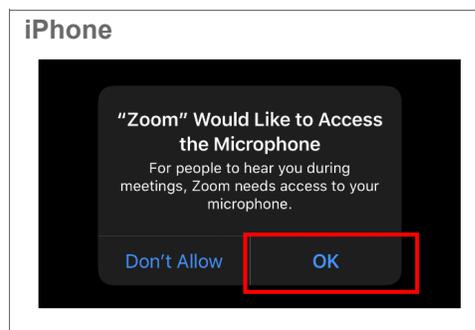
Note: Some email programs may delete the meeting invitation email if you accept it. If you cannot locate the email, check your email application’s calendar to see if the appointment is saved there or contact the Patient Helpline at (802) 847-1830.

2. In the appointment email, click the meeting URL link or Join Zoom Meeting button.

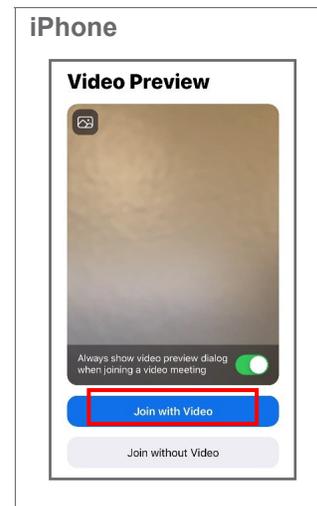
3. The Zoom app will launch and prompt you to enter your name. Type your name and select “Continue” or “OK.”



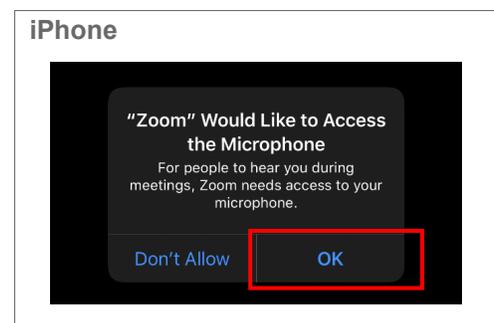
4. **iPhone only:** If you have not used Zoom before, you will be prompted to give Zoom permission to access the camera. Select “OK.”



5. **iPhone only:** A Video Preview screen will display. Select “Join with Video.”

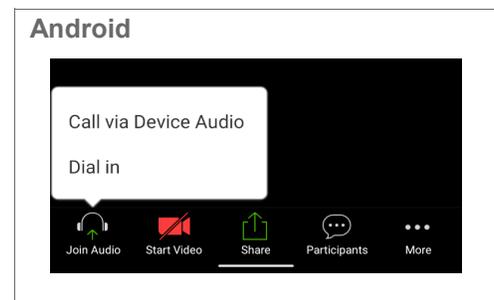
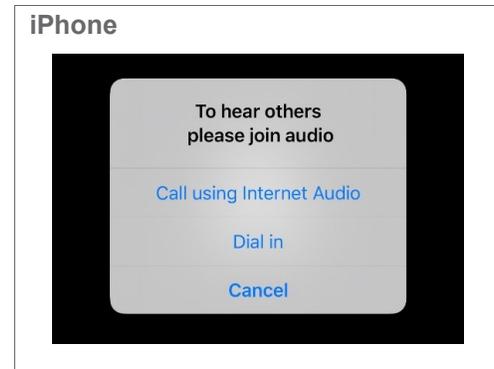


6. **iPhone only:** If you have not used Zoom before, you will be prompted to give Zoom permission to access the microphone. Select OK.



7. After you choose “Join with Video”, an audio option will pop up. Select “Call using Internet Audio” or “Call via Device Audio.”

Your provider will appear on the screen when they join the appointment with their device.



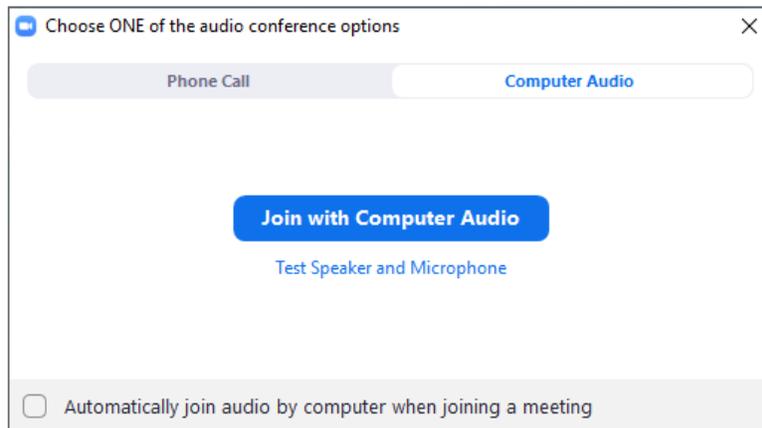
JOINING YOUR VIDEO VISIT ON YOUR COMPUTER (PC OR LAPTOP)

If planning to use your PC or laptop for your video visit, there's no need to install Zoom. You can access it right online. Here's how it's done:

1. Open your email and locate your appointment email sent to you from your UVM Health Network provider. It will include your secure Zoom video visit information.

Note: Some email programs may delete the meeting invitation once you accept it. If you cannot locate the appointment email, check the calendar within your email program or phone to see if the appointment is saved there. If you need help, contact the Patient Helpline at (802) 847-1830.

2. In the appointment email, click the Meeting URL link or Join Zoom Meeting button.
3. If prompted, enter the Meeting ID and provided password. Then click "Join" again.
4. Select "Join from your browser."
5. Enter your name and select "Join" once more.
6. Your screen will present your camera and audio options. Click "Join Audio by Computer."



7. Make sure your microphone and camera icons, presented in the bottom left of your screen, are visible and do not have a red line across them.
8. After completing your appointment with your provider, they will end your video visit. A pop-up message will indicate that your meeting has ended. Click "OK" and close your browser window.