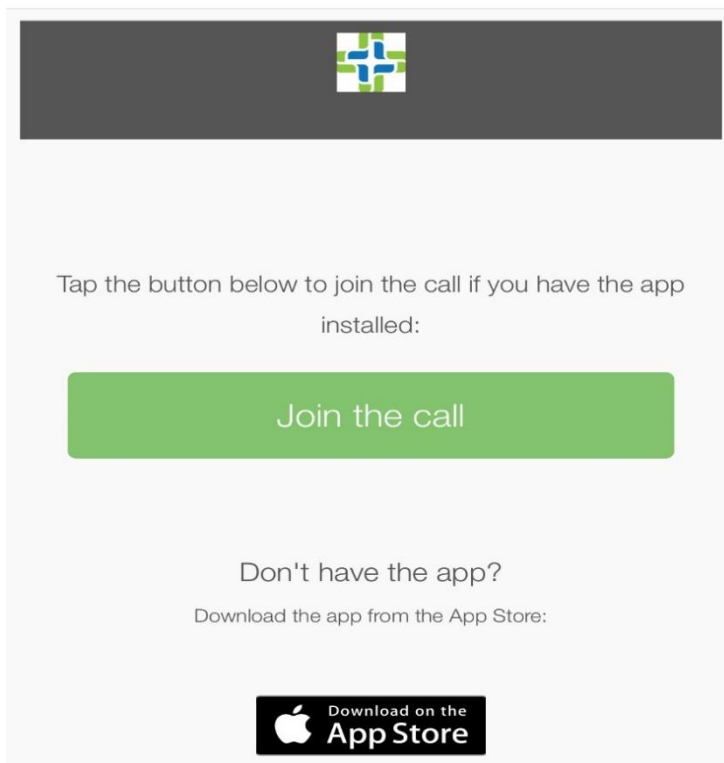




TMH CARE link
A TELEMEDICINE NETWORK
Carelink Appointment

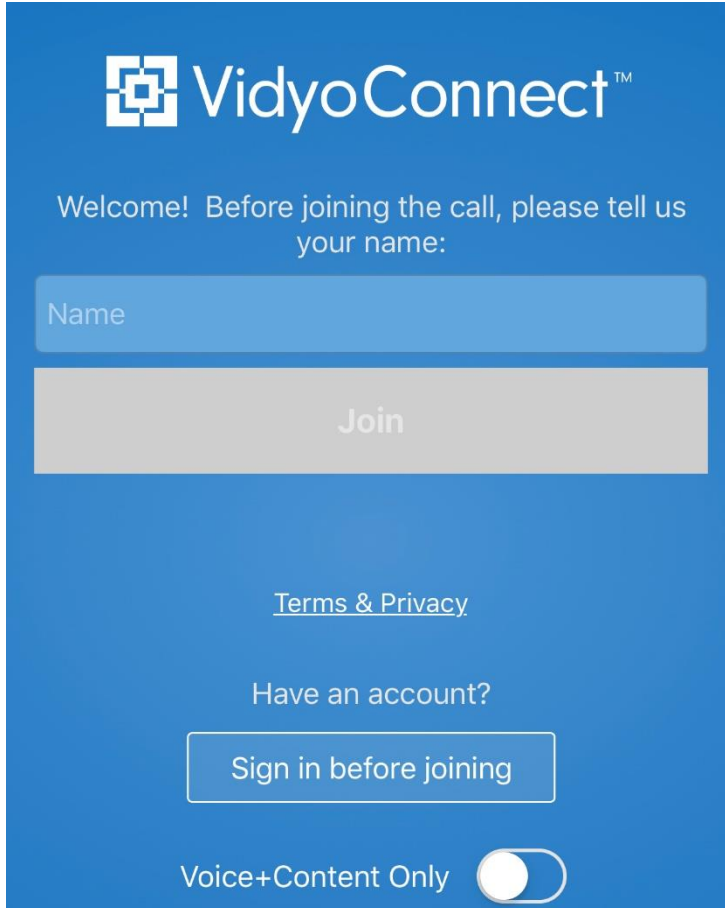
VIDYOCONNECT CAN BE USED ON MOST MOBILE DEVICES (IPHONE, ANDROID, IPAD, TABLET)

1. You are not required to download anything to use this in preparation for your appointment.
2. Click on the link provided in your appointment email or text message.
3. You should see the screen below:



4. Click on: "Join the call".

5. You should see the screen below:



The image shows a blue VidyoConnect login screen. At the top left is the VidyoConnect logo. Below it, the text reads "Welcome! Before joining the call, please tell us your name:". There is a light blue input field labeled "Name". Below the input field is a grey "Join" button. Further down, there is a link for "Terms & Privacy". Below that is the text "Have an account?" and a button labeled "Sign in before joining". At the bottom, there is a toggle switch for "Voice+Content Only", which is currently turned off.

6. You will need to provide your name before joining the call. Click "Join".
7. You will need to agree to the Vidyo User Terms & Conditions and Privacy Policy. Press "Continue".
8. You are now logged in. The screen will be black until the provider joins the call.



HOW TO ACCESS VIDYOCONNECT IF YOU ARE USING A COMPUTER OR LAPTOP

1. Click on the link provided in your appointment email.
2. Screenshot of screen:

A screenshot of the VidyoConnect login interface. The background is a solid blue color. At the top left is the VidyoConnect logo, which consists of a white square with a grid pattern and the text "VidyoConnect™" in white. Below the logo, the text "Welcome!" is centered. Underneath that, it says "Before joining the conference, please tell us your name:". There is a white text input field with the placeholder text "Enter your name". Below the input field are two checkboxes, both of which are checked with a blue checkmark. The first checkbox is labeled "Agree to the Vidyo User Terms & Conditions" and the second is labeled "Agree to the Vidyo Privacy Policy". At the bottom of the form is a large, light gray button with the text "JOIN" in white. Below the "JOIN" button is a white button with a blue border and the text "Sign in before joining" in blue.

3. You will need to provide your name before joining the call. Click "Join".
4. You are now logged in. The screen will remain black until the provider starts the meeting.



CHECKLIST BEFORE YOUR TELEHEALTH CALL OR VIRTUAL VISIT:

- Be sure to allow access to your device's camera and/or microphone.
- Use the Google Chrome browser. (This application does not work well with Safari.)
- If you have not received an email for your Telehealth appointment, check your Spam folder. If it is not there, please call your provider's office.
- Gather all necessary paperwork.
- If you choose to have a care-giver participate in the call, let them know ahead of time the date and time of the call or virtual visit.
- Find a quiet environment – remember you will be sharing private health information.
- Make sure there is enough battery power on your mobile or tablet.
- Check the lighting – make sure the light is bright and facing you, not behind you.
- Look directly at the camera.
- Speak loudly, at a natural pace but not too quickly, as there might be a slight lag.
- If you are experiencing technical difficulties, please call your provider's office.