



Joining compassion with technology

Video Visits - Launching a Visit Through a Text or Email Link

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Tip Sheet

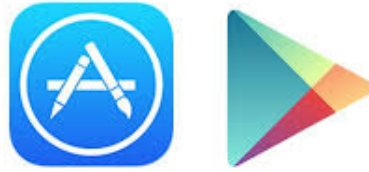
This tip sheet outlines how to launch a video visit when receiving a Zoom link via email or text.

Preparing for your Video Visit

1. Before the day of your video visit, ensure you have access to a device that has a camera and microphone. Most laptops, cell phones, and tablets have these already built in.
2. If you are using a smartphone or tablet to conduct your video visit, ensure you have the Zoom app downloaded to your device.

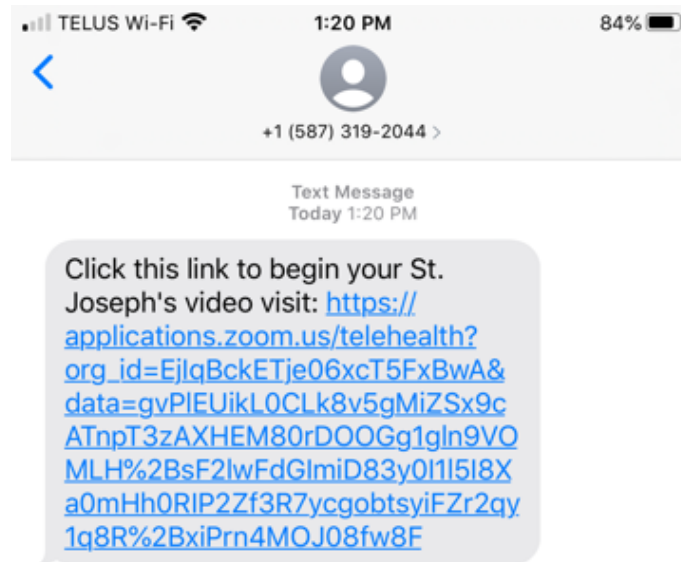


You can download the app through the App Store (for Apple devices) or the Google Play Store (for Android devices)



Launching Your Video Visit

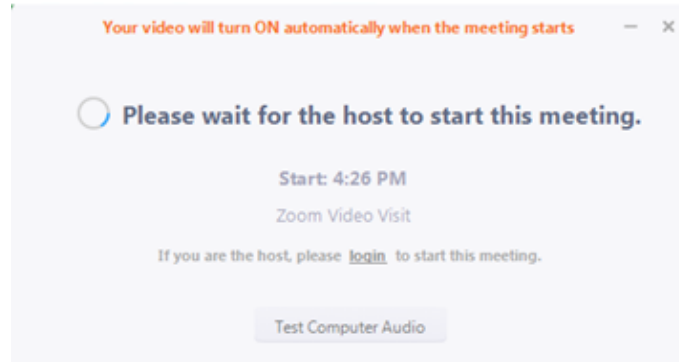
1. Your healthcare provider will send you a Zoom link via email or text. The link will appear as shown below:



Click on the link.

2. If you have successfully installed the Zoom software, the video visit will successfully connect. You will then see a message informing you that you are waiting for your St. Joseph's clinician to join the visit. While you wait, you will be placed in a virtual waiting room. When you are in the virtual waiting room, your screen should display the image below.





When the clinician joins the video visit, you will be able to see and hear them through the Zoom software.

3. Ensure you have joined with both audio and video. All audio and video settings are locating in the bottom left corner of the Zoom window.

