

How to connect to Zoom office appointments on your smart phone with cellular data (bars) or wifi/internet (rainbow), or tablet connected to the wifi/internet.

1. 10 MINUTES before your appointment time, find the “Join Zoom Meeting” text from Phreesia. Click on the link, the blue underlined area after “Join Zoom Meeting.”
2. On the next page, **Do NOT** click on the blue “Join meeting” button. Scroll down to “Join from your Browser.” Click on that.
3. Click “Allow” when the pop up asks to access the microphone and camera. **This is very important.**
4. Type your name into the rectangle under “Your name.” This is under “Enter Meeting” and the black screen/video of you.
5. Make sure you see yourself on the screen above “your name.” If you can’t, look at the video camera to the bottom right of the black space. If there is a red line through it, click on the red line. This should allow the video camera to connect to Zoom. If a pop up asks to connect the video camera, click on “Accept” or “Yes.” The microphone symbol, bottom left of your picture, should be green when you talk. If not, check for a red line through the microphone. Click on the red line and this should connect your microphone. Once there are no red lines, you can see yourself on video and the microphone symbol turns green when you talk, proceed with step 6.
6. Scroll down, if necessary, to click on the blue ‘Join’ button.
7. You should be in the CommonSpirit waiting room. If you can’t hear music, follow the advice shown in the video. If that doesn’t fix it, pause the video by pushing on it. Click on the speaker symbol in the upper right hand corner of the video. This should turn on your speakers.
8. The doctor will pick you up from the waiting room when it is your appointment time, sometimes before. You will see the doctor on your screen **and a pop up window on your**

device will ask you to allow access to your microphone. Click “Allow.” If you do not, we can't hear each other.

9. If your microphone symbol or video camera has a yellow caution sign, that means they are not connected to Zoom. Click on one at a time to address this problem. Once you click on a yellow caution sign, a pop up will ask you, cellular data or wifi? If your device is connected to wifi/internet (rainbow), choose wifi. If it is connected to cellular signal (bars), choose cellular data. If not connected to either, quickly find a place where you have one or the other. You will need a strong signal for this office visit.
10. Do not be discouraged. This really is a simple process once you get started. Rule of thumb, wear your glasses for close up if you need them, so you see all the pop up windows. Always choose “Accept” or “Yes” to any question the program asks you. **REMEMBER TO CLICK ON “ACCEPT” ON THE POP UP WINDOW AFTER YOU CAN SEE YOUR DOCTOR ON THE SCREEN.**
11. If you get confused and can't hear the Doctor, press on the bottom of the Zoom screen (on iphone or ipad), or the top of the Zoom screen (android phone or tablet) to pull up the controls. Go to chat. The doctor may have typed instructions for you. You can always type your question into chat and push enter/return or the blue arrow to the right of the chat box to send the question to your doctor.
12. If you are still nervous about following these directions for a Zoom office appointment, contact a family member, friend or your usual ride to doctor's appointments to be there with you for the appointment. They can help you sign in and stay until the Doctor and you can see **and hear** each other, or just be available if you get stuck. The average Zoom visit from starting the connection 10 minutes before the appointment time to the end of the office visit is around 20-30 minutes. This is hours less than the time it takes to drive to an office and go through the steps required there. Your doctor looks forward to seeing you on your screen.