

# Google Meet User Instructions

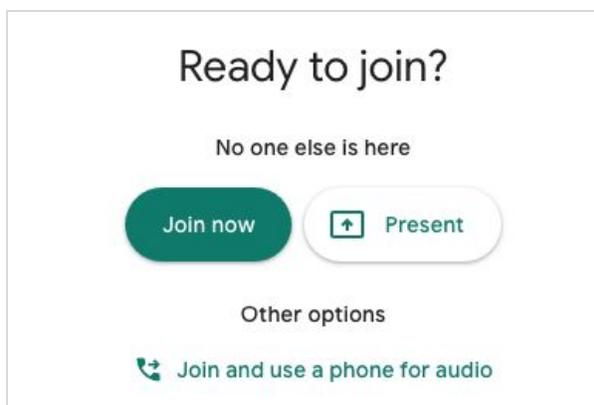
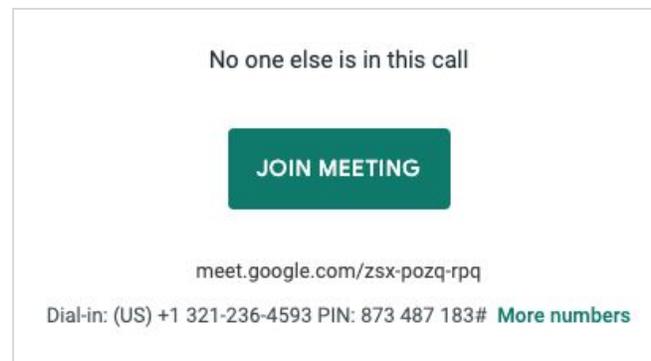
*Google Meet is a video conferencing solution available for iPhone, Android, and browser users.*



**Google Meetings are hosted through a unique link created by Google. You can join a meeting by typing in the code given to you, or through an email sent to you by the host.**

*When you schedule a telemedicine appointment with your doctor and choose Google Meet as your platform, SimpleVisit will send you an email invitation to join a Google Meeting.*

Once you've received the email, **click on Join Meeting** to be redirected to a page where you can ask to join the meeting. If you are using a phone, you may need to download the Google Meet app. If you are using a computer, the link will take you to a webpage.



**3-5 minutes** before the appointment time, click the link to join the meeting that you received from SimpleVisit. You may have to wait for a moment while you are admitted into the meeting. Do not close your browser or app. Upon joining, you will see a welcome screen with the SimpleVisit logo displayed and our welcome music playing. Hang tight on this screen until a SimpleVisit coordinator greets you to confirm that you can hear and see them okay, and then bridges you with your provider.

## Connectivity Issues

Before your call, ensure that you have a stable internet connection to a network nearby, whether Wifi or cellular data. If you experience any issues with FaceTime's connectivity, a SimpleVisit Coordinator may suggest restarting your phone, switching from Wifi to your cellular network or vice versa. If you ever get disconnected from your provider, you can call SimpleVisit at [877-838-4748](tel:877-838-4748) to be reconnected immediately.