

Zoom User Instructions

Zoom



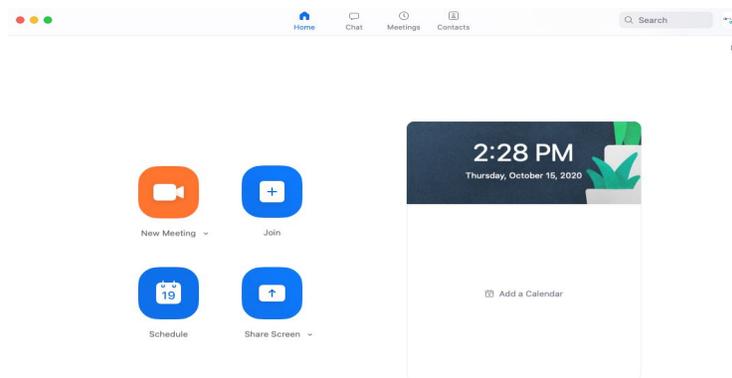
You can access

Setup Instructions for First-Time Users (Browser)

To sign up for your own free account, visit zoom.us/signup and enter your email address. You will receive an email from Zoom (no-reply@zoom.us). In this email, click Activate Account. You also may be prompted to install the desktop client on your computer.

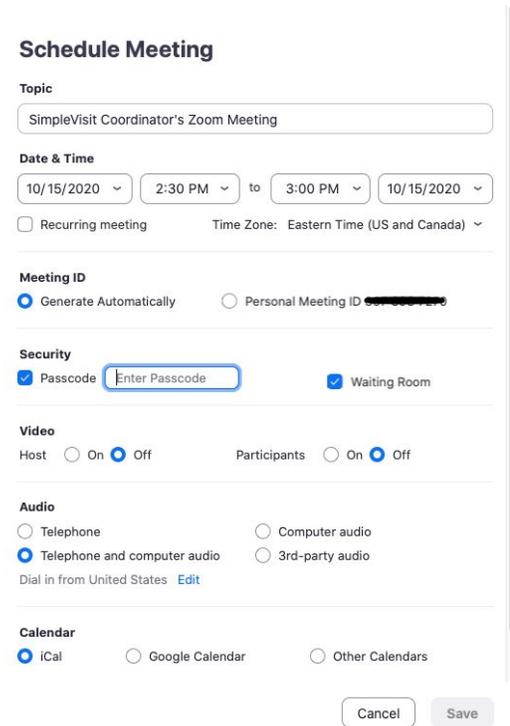
You will be the “host” of the Zoom meeting when doing a video call with SimpleVisit. Once logged in, to schedule a Zoom meeting, follow these steps:

1. Click on **Schedule** from the options shown on the home screen in Zoom.



2. Under “Meeting ID” check the box to use your Personal Meeting ID (PMI) to start the meeting.

3. Set a passcode for the meeting (and be sure to store elsewhere as you will need this again later).



Schedule Meeting

Topic
SimpleVisit Coordinator's Zoom Meeting

Date & Time
10/15/2020 2:30 PM to 3:00 PM 10/15/2020
 Recurring meeting Time Zone: Eastern Time (US and Canada)

Meeting ID
 Generate Automatically Personal Meeting ID [REDACTED]

Security
 Passcode Waiting Room

Video
Host On Off Participants On Off

Audio
 Telephone Computer audio
 Telephone and computer audio 3rd-party audio
Dial in from United States [Edit](#)

Calendar
 iCal Google Calendar Other Calendars

4. Click “Save” to schedule the meeting.
5. You will give your PMI and password to SimpleVisit in order for us to connect you to your doctor.

Setup Instructions for First-Time Users (App)

1. Download or Open the Zoom app

Downloading the App:

- On Apple devices, go to the App Store. On Android devices, go to the Google Play Store.
- Search and Download the Zoom app.

2. Click “Sign Up” to create an account. Follow the steps as it guides you.

3. Once you've created an account, select the "Schedule" option on the main page.
4. Check the box to use your Personal Meeting ID (PMI) to start the meeting and set a passcode for the meeting (and be sure to store elsewhere as you will need this again later).
5. Click "Save" to schedule the meeting.
6. You will give your PMI and password to SimpleVisit in order for us to connect you to your doctor.

At the Appointment Time

You will need to enter the meeting you scheduled about 3-5 minutes before your appointment time, when a SimpleVisit Coordinator will also request to join the meeting. Upon accepting them into the meeting, you will see a welcome screen with the SimpleVisit logo displayed and hear welcome music playing. Hang tight on this screen until the SimpleVisit Coordinator greets you to confirm that you can hear and see them okay. At that point they bridge you together with your provider.

Connectivity Solutions

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.