

# ZOOM USER GUIDE

## WELCOME TO TELEHEALTH

Your waiting room is ready.

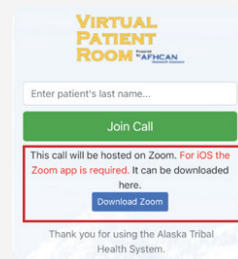
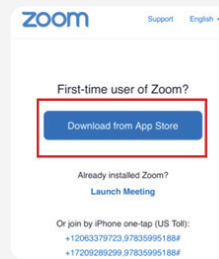
**Congratulations! Your choice to use Telehealth Services will increase your access to quality healthcare and make for a healthier you.** It's simple to connect and see your healthcare provider from anywhere. All you need is a computer with a webcam (most computers already come with one installed) or a smart phone, and a connection to the Internet. Follow these easy steps to check in for your appointment on Zoom, a secure and private teleconferencing website.

### Joining Zoom by Phone

1

To access your appointment download the Zoom app from your app store or click the personalized link from your provider to be taken through a download option.

Once you have the Zoom app on your phone, proceed to Step 2.



2

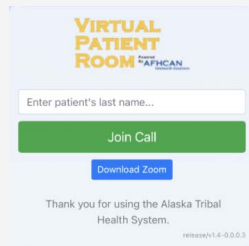
To enter your provider's virtual "waiting room", click on the personalized link sent to you from your provider's office. (E.g. [rooms.video/zoom](#))

3

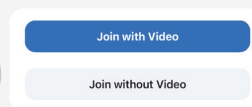
Type in your last name and click "Continue" to join the meeting

#### TIPS FOR A SUCCESSFUL CALL:

- A device restart before your appointment
- A good Internet connection
- A quick test of your camera and mic while you are waiting for your provider
- Close ALL other Apps on your device prior to connecting



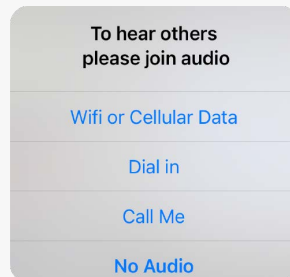
4



Select "Join with Video" and click "Allow" when prompted to provide access to your camera and microphone.

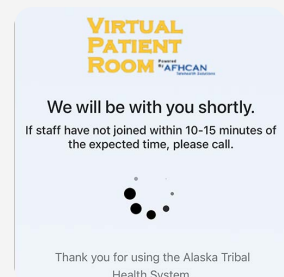
5

You will be prompted to connect your audio. The prompt will ask you to join audio via Wifi or Cellular Data.



6

Your provider's nurse will appear on the screen shortly to prepare you for your visit with the provider.



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## Joining Zoom by Computer

**1** To enter your provider's virtual "waiting room", click on the personalized link sent to you from your provider's office. (E.g. [zoom.us](https://zoom.us))

**2** Click "Launch Meeting" when the webpage opens

Click **Open zoom.us** on the dialog shown by your browser  
If you don't see a dialog, click **Launch Meeting** below

Launch Meeting

**3** Select how you would like to join the meeting.  
From your Zoom app or your browser.

Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [Join from Your Browser](#)

**4** Select "Join with Computer Audio" to allow access your microphone.

Choose ONE of the audio conference options

Phone Call Computer Audio Call Me

Join with Computer Audio

Test Speaker and Microphone

Automatically join audio by computer when joining a meeting

**5** Type in your last name and click "Join Call"

### TIPS FOR A SUCCESSFUL CALL

- A computer restart before your appointment
- A good Internet connection
- A quick test of your camera and mic while you are waiting for your provider

VIRTUAL  
PATIENT  
ROOM

Enter patient's last name...

Join Call

Download Zoom

Thank you for using the Alaska Tribal  
Health System.

release/v1.4-0.0.3

**6** Your provider's nurse will appear on the screen shortly to prepare you for your visit with the provider.

VIRTUAL  
PATIENT  
ROOM

We will be with you shortly.  
If staff have not joined within 10-15 minutes of  
the expected time, please call.



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