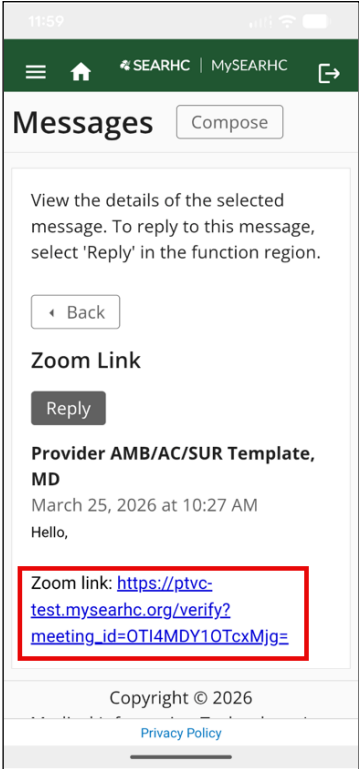
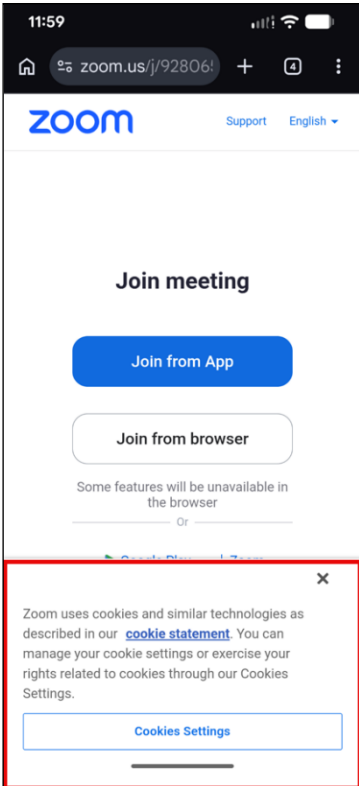


# MySEARHC Quick Reference Guide

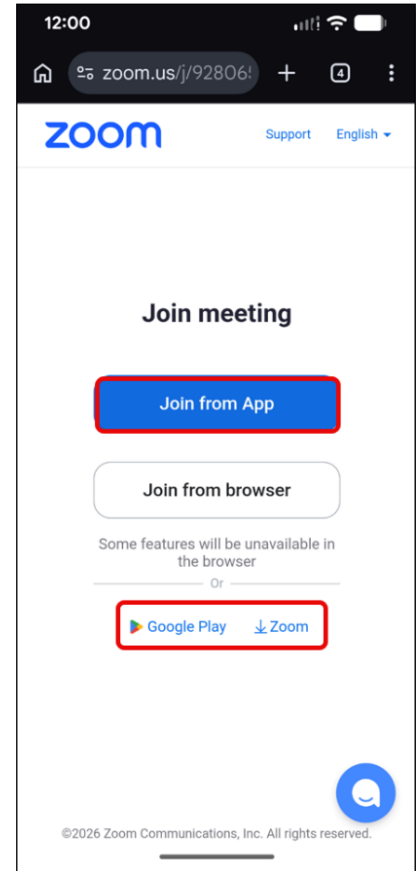
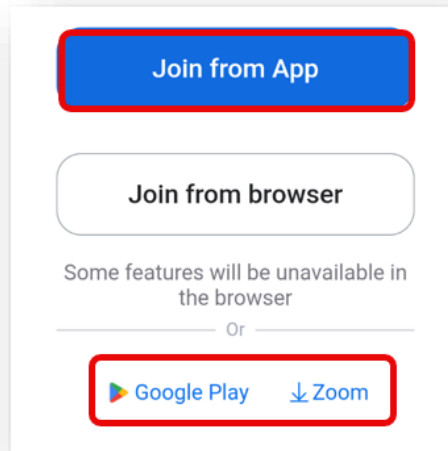
## Telehealth Visits Using Zoom on an Android Cell Phone

<p><b>1</b></p>	<p><b>Join the Telehealth Zoom Session</b></p> <ul style="list-style-type: none"> <li>In the <b>MySEARHC</b> portal, go to the <b>Messages</b> page and locate the message with the <b>Zoom Link</b>.</li> <li>Tap the link to open your <b>Telehealth</b> session.</li> </ul> <p><b>NOTE:</b> It may take some time for the <b>Zoom</b> page to open.</p> <div data-bbox="360 709 873 892" style="border: 2px solid red; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Zoom link: <a href="https://ptvc-test.mysearhc.org/verify?meeting_id=OTI4MDY1OTcxMjg=">https://ptvc-test.mysearhc.org/verify?meeting_id=OTI4MDY1OTcxMjg=</a></p> </div> <p style="text-align: center;">Sample</p>	 <p>The screenshot shows the 'Messages' screen in the MySEARHC app. A message from 'Provider AMB/AC/SUR Template, MD' dated March 25, 2026, contains a Zoom link. The link is highlighted with a red box: <a href="https://ptvc-test.mysearhc.org/verify?meeting_id=OTI4MDY1OTcxMjg=">https://ptvc-test.mysearhc.org/verify?meeting_id=OTI4MDY1OTcxMjg=</a>.</p>
<p><b>2</b></p>	<ul style="list-style-type: none"> <li>Select <b>Cookies Settings</b> to view your options or tap the <b>X</b> to close the message.</li> </ul> <div data-bbox="323 1310 915 1663" style="border: 2px solid red; padding: 10px; margin: 10px auto; width: fit-content;"> <p>Zoom uses cookies and similar technologies as described in our <a href="#">cookie statement</a>. You can manage your cookie settings or exercise your rights related to cookies through our Cookies Settings.</p> <p style="text-align: center;"><a href="#">Cookies Settings</a></p> </div>	 <p>The screenshot shows the Zoom mobile app interface. At the bottom, a cookie consent message is displayed, which is highlighted with a red box. The message text is: "Zoom uses cookies and similar technologies as described in our <a href="#">cookie statement</a>. You can manage your cookie settings or exercise your rights related to cookies through our Cookies Settings." Below the message is a button labeled "Cookies Settings".</p>

3

- The preferred option for joining your Telehealth session is **Join from App** due to better performance.

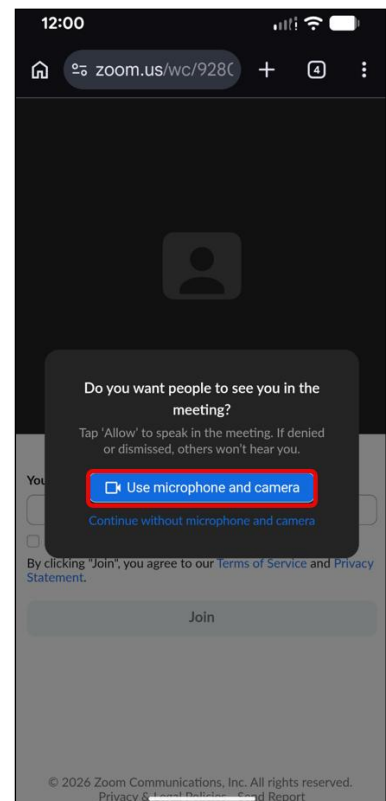
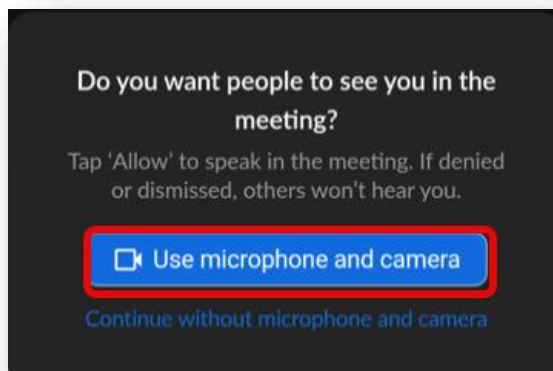
**Note:** If you need to download the **Zoom** app, you have the option available on your screen. Tap the **Zoom** download link next to **Google Play**.



4

### Audio and Visual Settings

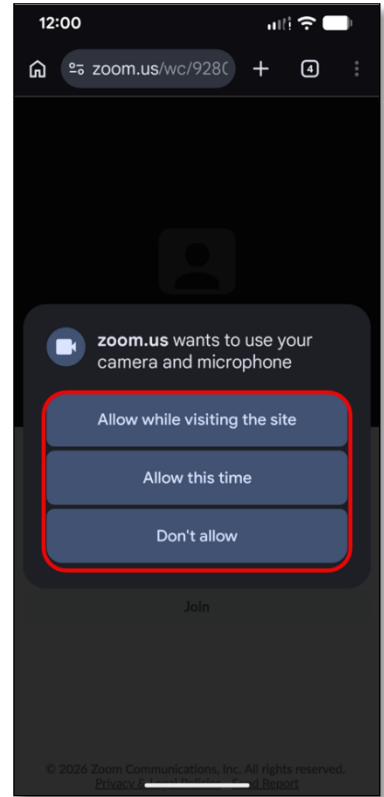
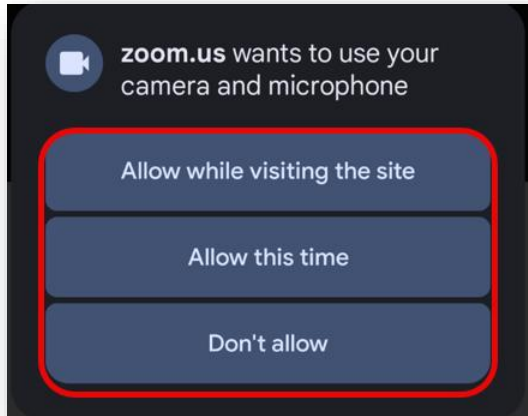
- To allow your provider to hear and see you during the Telehealth visit, tap **Use Microphone and camera**.



5

- Select a **camera and microphone** option (e.g., **Allow this time**).

**NOTE:** Selecting **Don't allow** will result in the provider not being able to see or hear you.



6

- Enter **Your Name** and select **Join**.

**NOTE:** To avoid having to do this for every Telehealth visit, check the **Remember my name for future meetings** option.

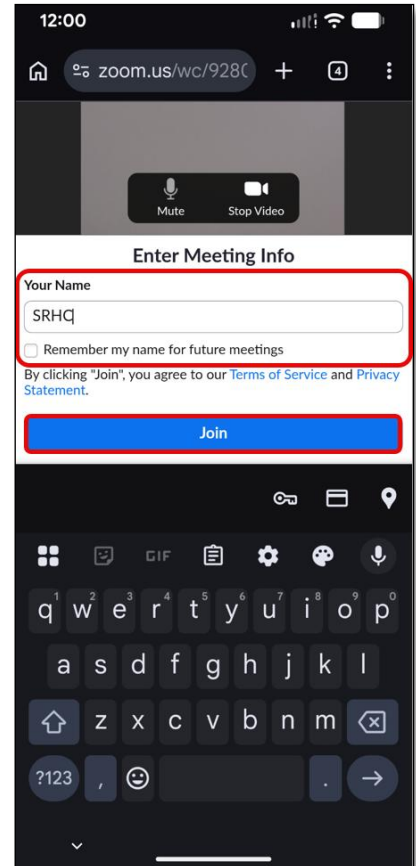
**Enter Meeting Info**

Your Name

Remember my name for future meetings

By clicking "Join", you agree to our [Terms of Service](#) and [Privacy Statement](#).

**Join**

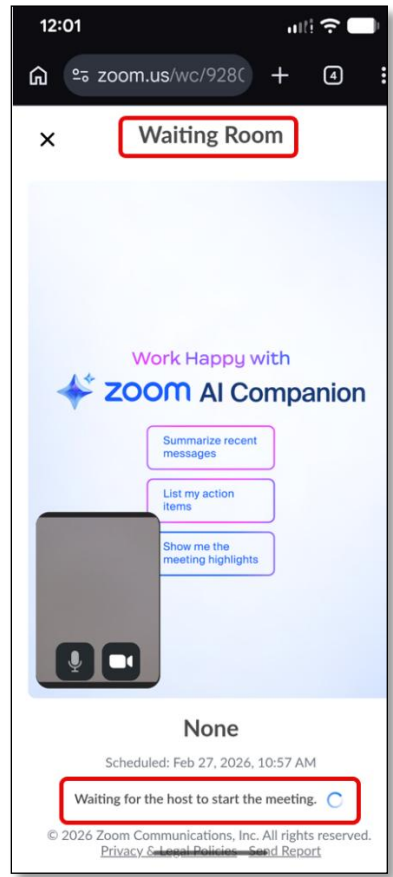


7

**The Virtual Waiting Room**

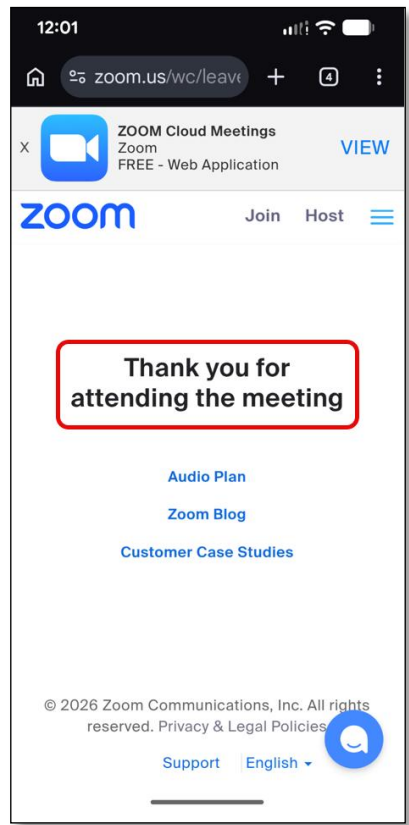
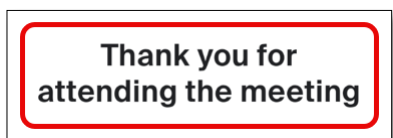
- Before being admitted into your Telehealth session, you will join the virtual **Waiting Room**.
- Please wait for clinical staff/provider to start the meeting.

**NOTE:** Selecting the **X** will cause you to exit the session.



8

- When the Telehealth visit is finished, the provider will end the session.
- You can now close your screen.



**Looking for further help?**

Contact the Patient Support Center at 907.463.0400