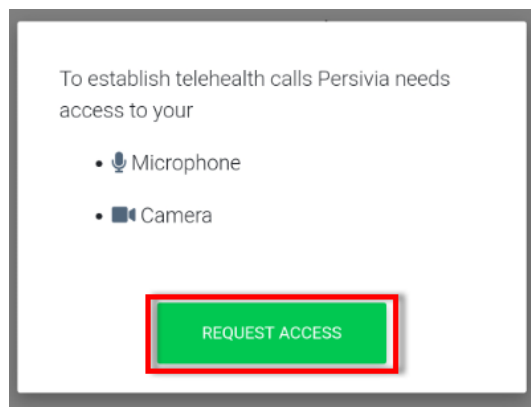




Using a Smartphone

Accessing the Appointment

1. Join 15 minutes ahead of schedule so if there are any issues joining the appointment that there's time to call the office for assistance.
2. Make sure to choose **Allow** or **Request Access** for any pop-ups that show up when joining.



3. If the phone screen locks while waiting for the provider, make sure to hit the **Refresh** icon after unlocking – Without refreshing, the provider won't be able to see the caller.
4. If issues arise, close out of the internet browser on the phone and restart the process from the text message.

Using a Computer

Accessing the Appointment

1. Use Google Chrome as the internet browser for best results.
2. Join 15 minutes ahead of schedule so if there are any issues joining the appointment that there's time to call the office for assistance.
3. Make sure to choose **ALLOW** for any pop-ups that show up when joining.
4. Be sure that no other programs are using the webcam (e.g. Zoom).
5. If issues arise, close out of the internet browser on the phone and restart the process from the email message.