Tips for a Good Experience

☐ Download the Zoom application for the best experience.

☐ Use a wired internet connection or reliable, secure Wi-Fi if you want to avoid potential data charges from your internet provider. Public Wi-Fi is **not** recommended.

☐ Make sure your device is charged or plugged in.

> **For Help Call:**
> **Digital Health Support**
> **1-844-870-4756**
> **Monday to Friday**
> **7 a.m. to 7 p.m (PT)**

Join Virtual Visit

You are **not** required to have or sign up for a Zoom account. You can join your appointment using the Zoom App or a compatible internet browser.

Join from Zoom App

1. Click the invite link or copy and paste link into browser.

2. You will be prompted to open or download the Zoom application. Some users may see a widow to always allow Zoom to open links of this type in the associated app.

3. Click **Open**.

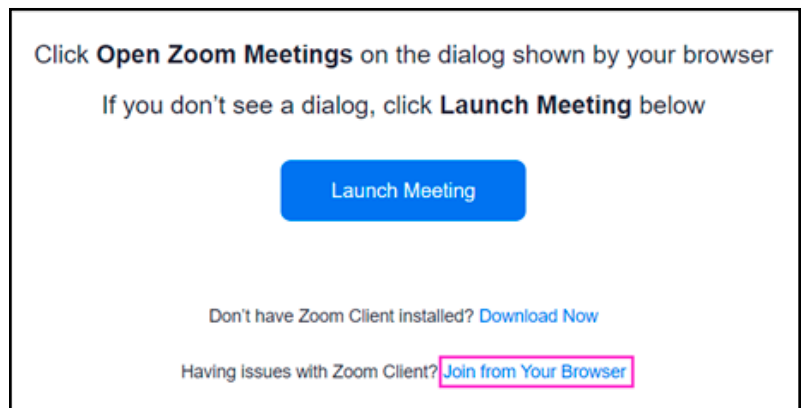|	System Requirements	Download App
PC, Mac, & Linux	Windows, macOS, Linux	Zoom Workplace - Zoom Download Center
iPhone/iPad	iOS and iPadOS	Zoom Workplace - AppStore
Android	Android	Zoom Workplace - Google Play

Joining from Internet Browser

Zoom functions best on Google Chrome, Mozilla Firefox, and Microsoft Edge.

1. Click the invite link or copy and paste link into a compatible browser.

2. A pop-up window will prompt you to open or download the application, click **Cancel**.

3. Click **Join from Your Browser**.

4. Allow Zoom to access your microphone and camera.

5. Enter your name and click **Join**.

How to join a meeting with the Zoom web client

Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

Launch Meeting

Don't have Zoom Client installed? Download Now

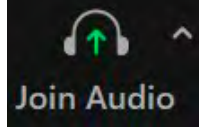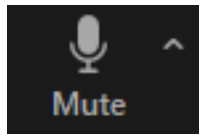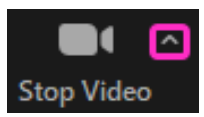Having issues with Zoom Client? Join from Your Browser

Troubleshooting Zoom

Connection is Slow or Disrupted

☐ Click **Leave** and re-join the virtual visit by opening your virtual visit invitation and click/tap the appointment link to join the meeting.

☐ Close any open unnecessary programs or applications.

☐ If your Wi-Fi is slow, consider switching to a wired connection.

Sound and Video Issues

Unable to hear anyone	☐ If you see **Join Audio** button, click it, then depending upon the device you are using either click **Join with Computer Audio** or tap **Call using Internet Audio**.	Join Audio
Join phone audio	☐ Follow **Join by Telephone** instructions on your virtual care invitation if you are unable to join the computer audio	
No one can hear you	☐ Check that your microphone is not muted (there should not be a red line across the microphone button).	Mute
Hard to hear	☐ Check that your speaker volume is turned up high enough.	
Test audio	☐ Click the ^ arrow beside the **Mute** button and click **Test Speaker & Microphone...**	
Video is black	☐ Check if the correct camera is being used, click ^ beside the **Video** button.	Stop Video
Camera or sound not working	☐ Check your device camera and microphone permissions.	
Continued issues	☐ Check that your browser and the Zoom application is updated.	

Zoom Support

Getting Started

Getting Started with Zoom Meetings

Joining a Zoom meeting

Participant controls in a meeting

Joining a meeting with the invite link

Testing audio before Zoom Meetings

Troubleshoot

Troubleshooting audio issues

Troubleshooting video display

Troubleshooting Zoom video crashes

Troubleshooting when you can't join a Zoom meeting

Troubleshooting speaker or microphone issues on your mobile device