Virtual Visit Instructions

CaroMont Health

We look forward to seeing you via our secure virtual visit platform.
**Please read these instructions to prepare for your virtual visit.**

Important Notes

- Video visits require an internet connection, computer with a camera or smartphone.
- Please download the Zoom app prior to your visit.
  - **You do not have to create an account.** CaroMont Health uses SecureVideo for virtual visits, and SecureVideo uses Zoom tools from inside their website.
- Please call your provider's office and ask for assistance if you experience difficulty connecting to your virtual visit.

How to Connect to a Virtual Visit

STEP 1: You will receive a text or email invitation that includes a link from SecureVideo. The invitation will include the provider's name and the date and time of your appointment.

STEP 2: Click on the link in the invitation 10 minutes prior to your appointment to make sure your device is working and you are in the virtual waiting room on time. For computers, click on **"Join Session"** in the email (Image 1). For smartphones, click the **blue hyperlink** in the text message (Image 2).
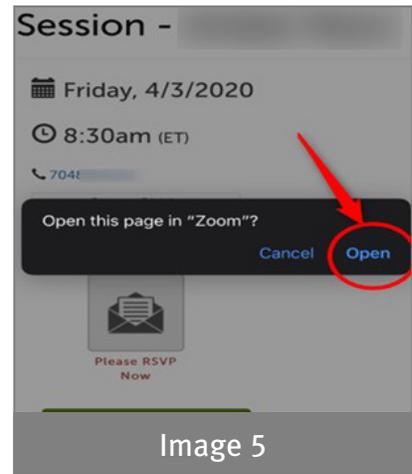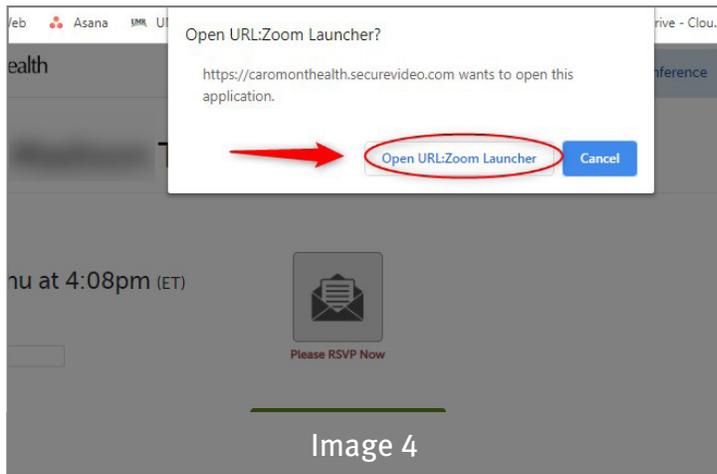

Image 1

Image 2
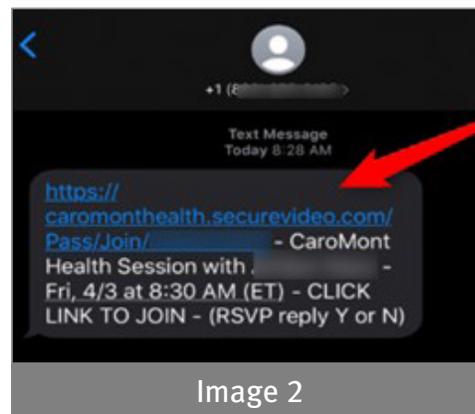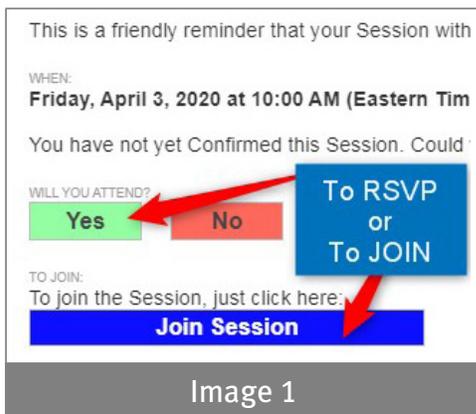
STEP 3: You will then be taken to your session. Click on the green button labeled **"Enter Waiting Room."**

STEP 4: If Zoom is already installed on your device, you will be prompted to open Zoom. You will see the following message and should click **"Open URL:Zoom Launcher"** on the computer (Image 4) or **"Open"** on the smartphone (Image 5). Move on to **Step 5 on Page 2.**

**If Zoom is not installed on your device, follow the instructions on Page 4.**

Q: *What happens if I clicked "Cancel" instead of "Open?"*

A: You would remain on this screen (Image 3) and would need to click **"Enter Waiting Room"** again; this time, click **"Open."**

Image 4

Image 5

STEP 5: After entering the waiting room, you will briefly pause on a meeting screen. **DO NOT** click anything (Image 7), including **"Join a Meeting," "Sign Up"** or **"Sign In."**

*Tip:* If you cannot get to this screen (Image 8), return to the email or text message and start over at **Step 3.**
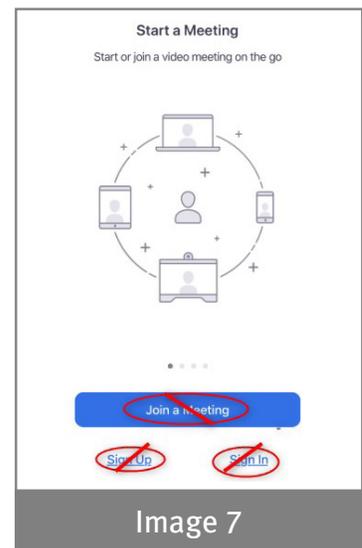
Q: *What if I clicked "Sign Up" or "Sign In" or clicked "Join a Meeting" and entered a Meeting ID?*

A: Click **"Cancel"** in the top left of your screen or click **"OK"** if you received an error message stating "**This meeting ID is not valid**" and return to the previous screen in **Step 5.**
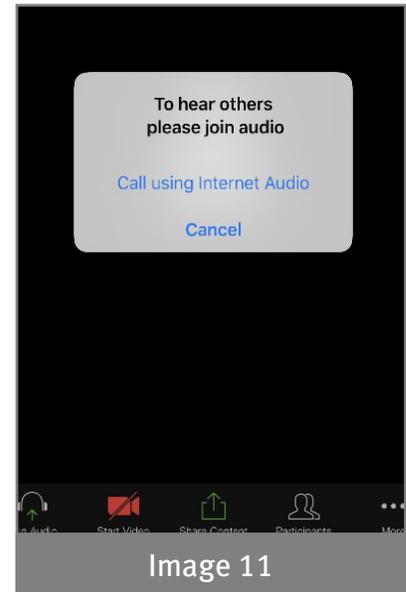

Image 7

STEP 6: You will automatically be taken to the following screen (Image 8, computer; Image 9, smartphone) **and will remain here until the provider starts the visit.**

Q: *What if I tried to sign in as the host ?*

A: Click **"Cancel"** in the top left of your screen or click **"Leave Meeting"** in the top right and return to the previous screen in **Step 6.**
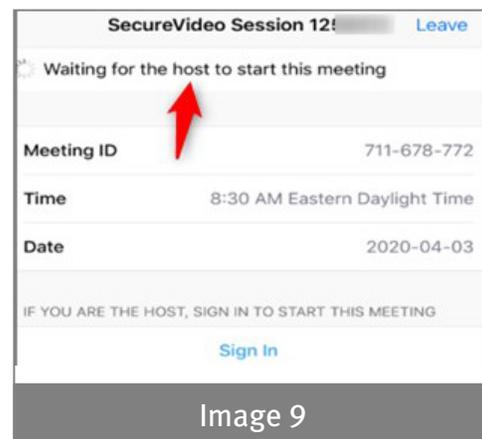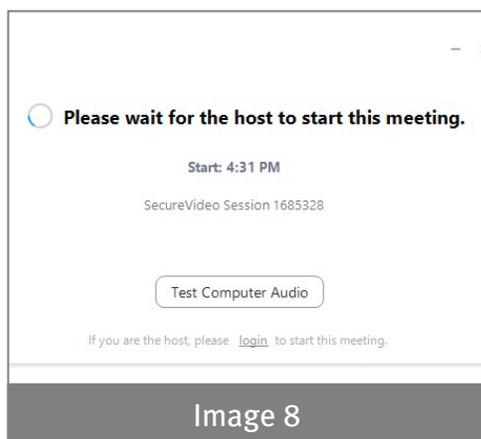
Image 8

Image 9

STEP 7: After the provider starts the visit, you will automatically be allowed into the visit and will have to choose your audio setting. Click **"Join with Computer Audio"** for computers (Image 10) or **"Call using Internet Audio"** for smartphones (Image 11).
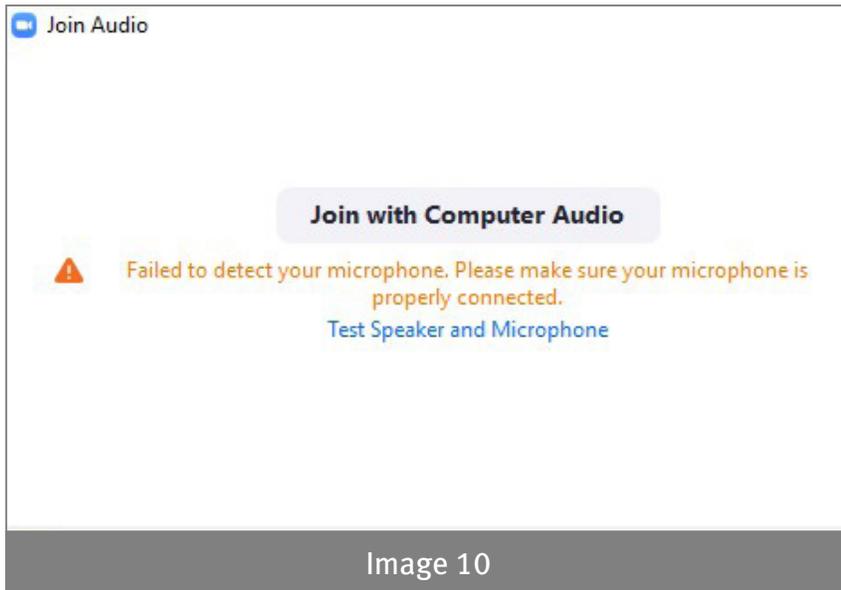

Image 10

Image 11

Q: *What if I have followed these instructions and still need help connecting to my virtual visit?*

A: Please call your provider's office and ask for assistance.

STEP 8: Click on the **"Start Video"** icon at the bottom of your screen (Image 12).

Tip: For smartphones, the screen may appear black or you may see and hear your provider before they can see you (Image 13). If this happens, touch or tap your screen to have the icons appear and then you will be able to **"Unmute"** and/or **"Start Video"** (Image 12).

Image 12

Image 13
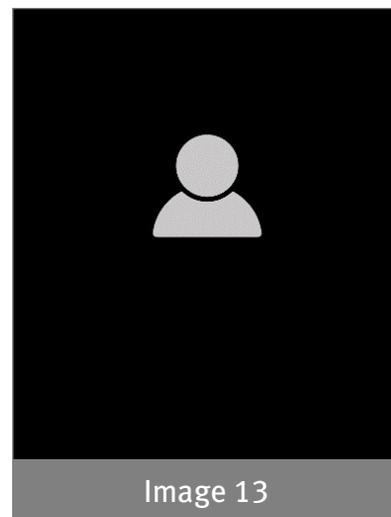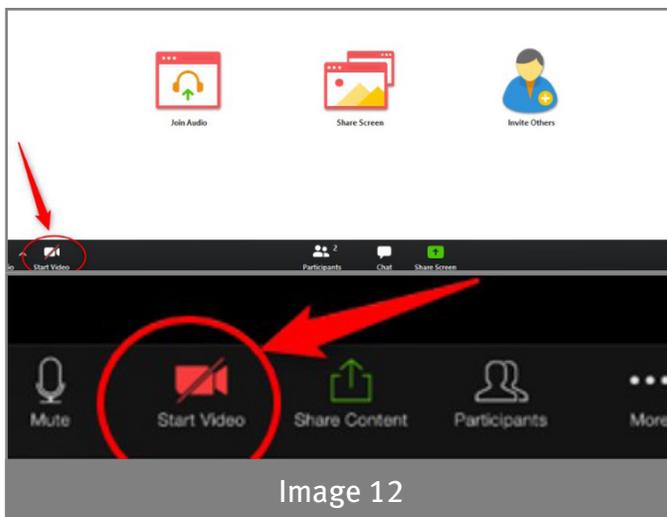
STEP 9: After your visit ends, be sure to close all windows if using a shared computer.

How to Install Zoom

STEP 1: If Zoom is NOT already installed on your device, you will be prompted to install the app. You will see the following message and should click **"Download Zoom"** (Image 6).
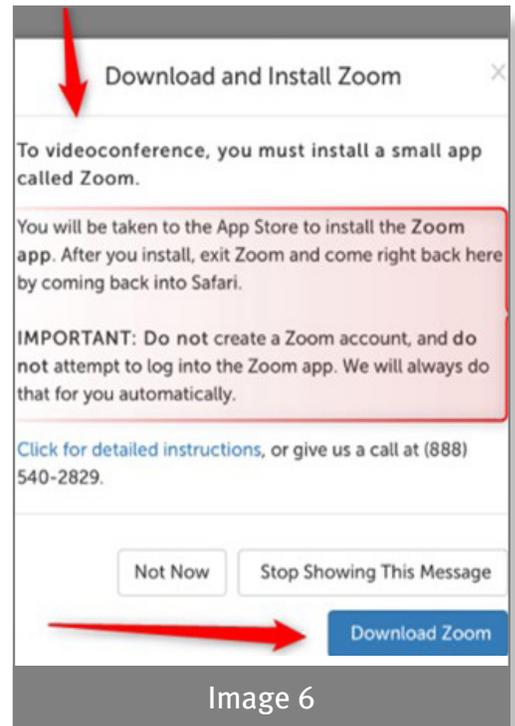
STEP 2: COMPUTER INSTRUCTIONS
The Zoom Installer will appear at the bottom left of your screen. Click on it to launch the installation.

STEP 3: SMARTPHONE INSTRUCTIONS
Your phone will take you to the Zoom App in the App Store (Apple) or Google Play (Android). Click **"Get"** and download the app.

Tip: Once Zoom has been installed, **DO NOT** click **"Join a Meeting"** or **"Sign In"** (Image 8). Return to the web browser or **"internet"** tab and start over at **Step 2** of this handout.

Download and Install Zoom ✕

To videoconference, you must install a small app called Zoom.

You will be taken to the App Store to install the Zoom app. After you install, exit Zoom and come right back here by coming back into Safari.

IMPORTANT: Do not create a Zoom account, and do not attempt to log into the Zoom app. We will always do that for you automatically.

Click for detailed instructions, or give us a call at (888) 540-2829.

Not Now   Stop Showing This Message

Download Zoom

Image 6

Q: *What if I did not download Zoom?*

A: You have to download Zoom to continue with the virtual visit. You will be prompted to install the application after you click **"Enter Waiting Room"** during **Step 3.** Follow the instructions in **Step 4** to install Zoom.