

TELE-MENTAL HEALTH SESSIONS: INSTRUCTIONS

We can provide a face-to-face interaction with your provider from wherever you have access to a computer or a smart-phone. The only things you need are an active e-mail address and data and/or internet access. Please provide your e-mail address to Customer Support and/or your provider, and you will receive an e-mail invite for your next appointment date and time. You can join the meeting from your Mac or Windows desktop, and just about every smart-phone (iPhone or Android) or tablet. This guide will show you how to join and participate, whether on your mobile phone or Mac or Windows personal computer.

JOINING WITH A MOBILE PHONE:

1) Download Zoom app through App store for iPhone or Google Play for Android.

2) Open application (there is no need to sign in). Select "join meeting" and input meeting ID provided by provider (can be found on top of screen if meeting is open).

3) There will be no password requested if you enable your settings as instructed.

4) Zoom will ask for permission to access the camera, the answer will have to be yes if you are selecting video.

5) Select "join with video" and then choose your sound options. Calls using internet audio will connect automatically. Please ensure the phone settings are on.





JOINING WITH AUDIO BY MOBILE PHONE:

1) Follow steps above and do not enable video option OR call your provider before your appointment time. The phone number will appear with a 646 area code when calling out from Zoom.





JOINING WITH A COMPUTER:

- 1) Click on the link that was emailed to you from your provider.
- 2) Select "Open Zoom meetings" from your email.
- 3) Choose your audio preferences.
- 4) Join your tele-health appointment!

