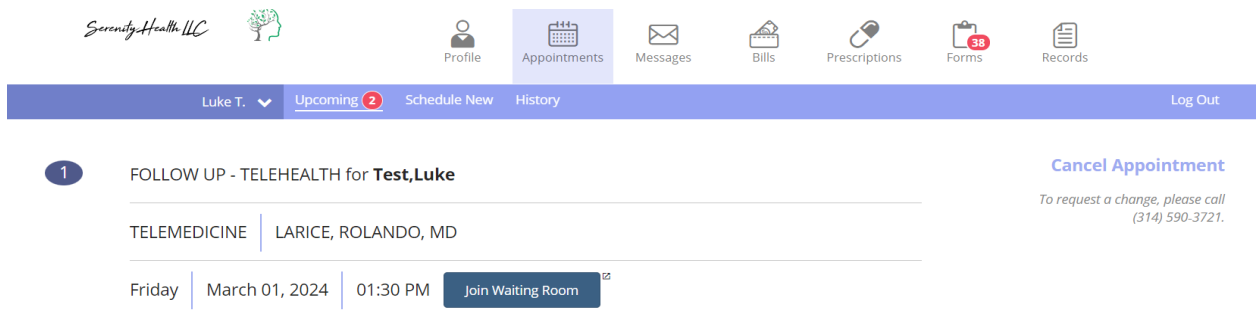


A Step-by-Step Process to Attending Your Telehealth Visit -Via Computer

1. Sign into the patient portal using your username and password at <https://pp-wfe-102.advancedmd.com/154693/account/logon>. If are using the link sent to your email, please skip to step 4a.
2. You will be prompted to verify the person signing in is you with a 6-digit verification number sent to the email linked to your patient portal account.



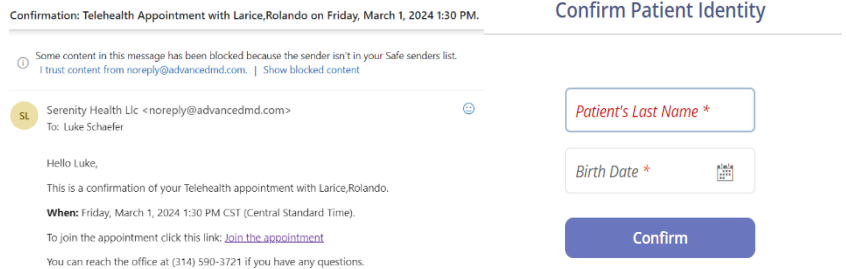
3. Once signed in, click on the “Appointments” tab, then click next on “Upcoming” to see the telehealth appointment that is starting soon.



4. When ready, click “Join Waiting Room”. Please try to complete this step 10 minutes before the call.

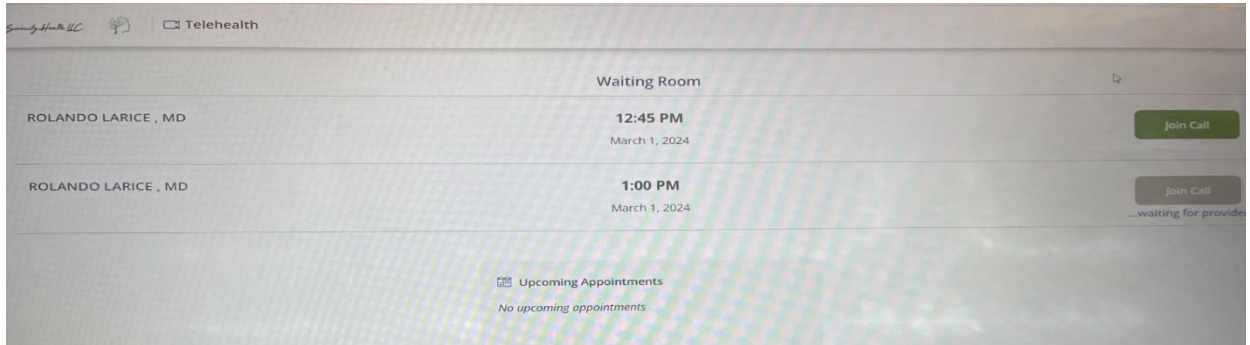
4a. If you are using the link sent to your email to join the session, click the link, which is accessible by clicking the underlined words “Join the appointment”.

5. You will be taken to a new screen where you will be asked to input your last name and date of birth to confirm. This information confirms you are the correct patient.



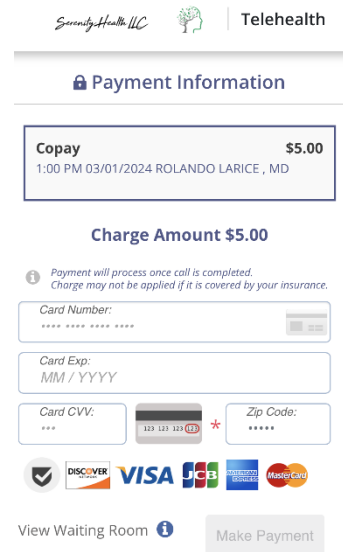
6. From there, press “Confirm” to be taken to the waiting room.

- Once in the waiting room, you will need to wait for the provider to enter the call. If you are at this step before the provider, you will be prompted to “Pay Now” and enter payment information before seeing the provider. Once completed, you will be redirected to the waiting room until the provider is ready to see you.
- If the provider is already online, the words “waiting for provider” will be under the option to join the call. The “Join Call” button will turn green when the provider is ready...as shown in the image below. Please click to join.



- Once you click to join, you will be prompted to type your name to enter the meeting. Please type your name in and click “Join” below it.

- You will then be prompted to fill in payment information. **If you do not complete this step, you will be unable to meet with your provider.** Once all of your information is entered and correct, please click “Make Payment”.



- Completing payment is the final step towards seeing your provider virtually. When payment is complete, the provider is notified. You can click “Launch meeting” to join zoom and they will admit you into the session for your appointment. If you are having trouble with joining, please click the “Join from Your Browser” option close to the bottom of the screen.

Click **Open Zoom Meetings** on the dialog shown by your browser
 If you don't see a dialog, click **Launch Meeting** below

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

[Launch Meeting](#)

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