

## A Step-by-Step Process to Attending Your Telehealth Visit -Via Mobile Phone

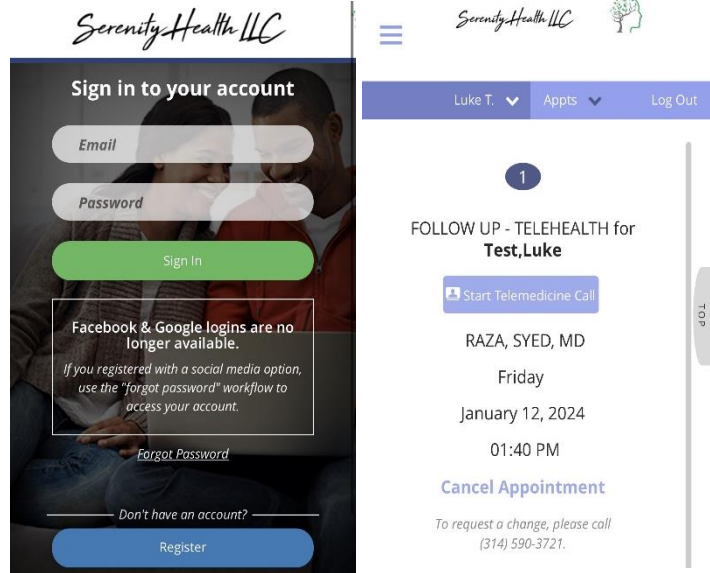
1. Sign into the patient portal using your username and password at <https://pp-wfe-102.advancedmd.com/154693/account/logon>. If are using the link sent to your email, please skip to step 4a.

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.

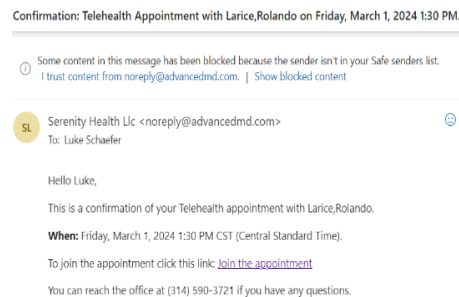
3. Once you input the 6-digit code and are signed in, tap the hamburger icon in the top left corner of the screen, then tap “Appointments”. If your appointment is not showing on the screen, tap the word “Appts” next to where your name is displayed and click “Upcoming”. Doing so will show you your next appointment.

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, please tap the words “Join the appointment”, which are underlined in blue.




5. You will be taken to a new screen where you will be asked to confirm your patient identity by typing in your last name and date of birth. This information confirms you are the correct patient. After it is filled out, please press “Confirm” to proceed.



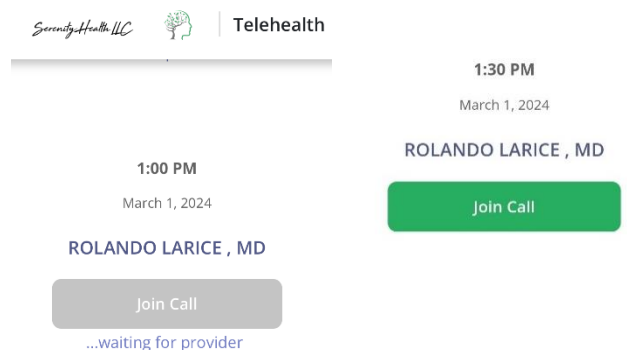
### Confirm Patient Identity

Patient's Last Name \*

Birth Date \* 

Confirm

6. 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.





7. If the provider is not yet 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 seen above. Please click to join the call.
8. If using an Apple™ product and you do not have Zoom™ downloaded, you will be prompted to do so. This is required to see our providers. Please go to the App Store and download the Zoom™ app then return to the waiting room.
9. If using an Android™ mobile device, doing so will take you to the zoom website where you can download what is required to see the provider. Under the initial prompt, “Zoom Client for Meetings”, tap “Download from Zoom”. This only takes a few seconds. **This step only needs to be done once, not for every individual telehealth visit.** Once you receive the notification that the plug-in is downloaded, please return to the previous screen with the zoom code and click the blue arrow to proceed.
10. You will then be prompted to fill in payment information if not previously done so. **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” at the bottom of the screen.
11. Completing payment is the final step towards seeing your provider virtually. When payment is complete, the provider will be notified. You will be re-directed to the waiting room where you can tap “Join Call”, in the green box. Doing so will direct you into the virtual visit. Please enable your mobile microphone and camera for the call to communicate with your provider.

