

Preparing for your virtual visit

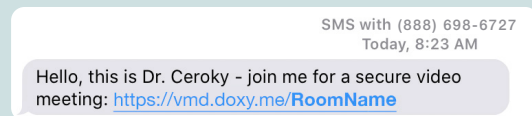
Follow these steps to connect with your primary care provider

The virtual waiting room

1. Enter the waiting room.

Your provider will email or text you a link to join your virtual visit. At your appointment time, go to the web address from the message you received from your provider.

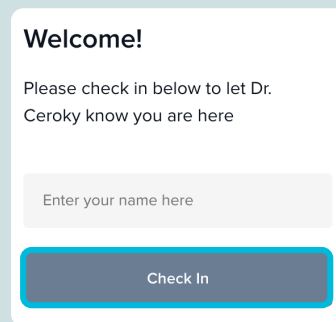
- If joining from the device where you received the message, simply click the link in the message.
- If joining from a device different than where you receive messages, type the address into your browser. Click on the link in the message.



2. Enter your name.

When prompted, type in your name to let your provider know who you are and that you are in the waiting room.

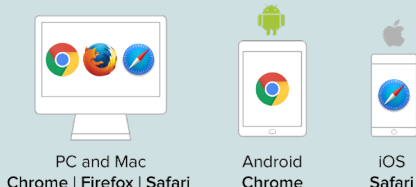
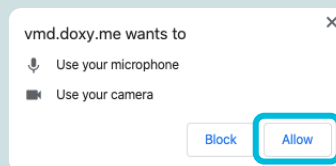
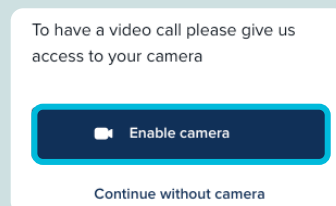
When you have entered your name, click the **Check In** button.



3. Enable camera and microphone permissions.

When prompted:

- Click the **Enable camera** button to allow your browser to access your camera and microphone. This ensures that your provider will be able to see and hear you during the visit.
- Then click **Allow** on the pop-up.
- You are now in the **Waiting Room**. Your provider will start your visit momentarily.



Technology requirements

To participate in a virtual visit, you must have access to either a computer or phone/tablet with a working camera and microphone.

Tips for a good experience

- Ensure you have a strong and stable internet connection for maximum call clarity.
- Use the **Start Test** button in the waiting room to test your microphone and camera before your visit with your provider.
- Close all other browser windows and applications to minimize distractions throughout your call.