

SETTING UP ZOOM FOR YOUR TELEHEALTH APPOINTMENT

Zoom is a health information (HIPAA) compliant video conferencing system that allows you to have a video conference-based visit with your UW/SCCA care provider or specialist. You must have a computer, tablet or smart phone with a front-facing camera to participate in the telehealth visit. There are a few steps you must take to help you prepare for your initial appointment. At the beginning of your appointment, your provider will also ask you for an alternate contact number at which to reach you, just in case you have trouble getting started or if you get disconnected during the appointment.

The Zoom application is also available for download to use on smart phones and tablets. The apps are available in the Apple App Store and on Google Play. See instructions below for steps to set up your computer or phone for Zoom.

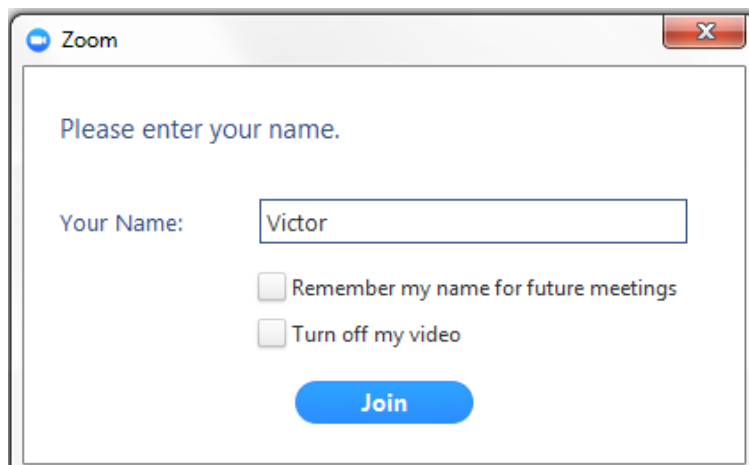
1. You will receive a link to participate in your telehealth appointment via email. Follow this link to get to the Zoom website.
2. You will be prompted to download the Zoom software to use on your computer, tablet, or smartphone. This software is free to use. You do not need to create your own account.

When prompted, select **Run**.

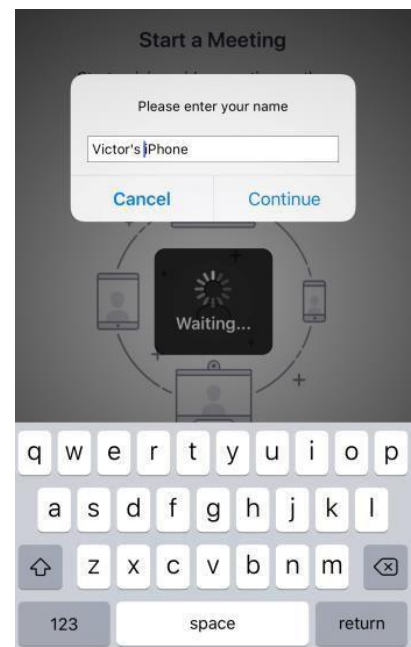
A download should start automatically in a few seconds. If not, [download here](#).

If you cannot download or run the application, [join from your browser](#).

3. Once you have downloaded the software, a box will prompt you to enter your name. Enter the **name that you would like your provider to call you**.

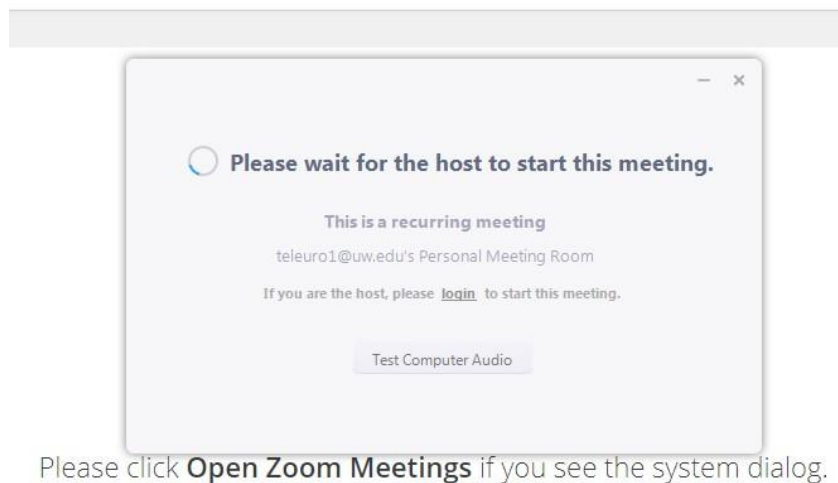
A screenshot of the Zoom desktop application window. The window has a title bar with the Zoom logo and a close button. The main content area says "Please enter your name." Below this, there is a label "Your Name:" followed by a text input field containing the name "Victor". Underneath the input field are two checkboxes: "Remember my name for future meetings" and "Turn off my video", both of which are currently unchecked. At the bottom of the form is a blue "Join" button.

Computer

A screenshot of the Zoom mobile application interface. At the top, it says "Start a Meeting". Below this is a prompt "Please enter your name" with a text input field containing "Victor's iPhone". There are "Cancel" and "Continue" buttons. Below the input field is a circular loading indicator with the text "Waiting..." in the center. At the bottom of the screen is a standard mobile QWERTY keyboard.

Phone

4. If your provider has not yet started your appointment in Zoom, you will see a message such as the below, letting you know that you are awaiting the *host* to start the meeting.

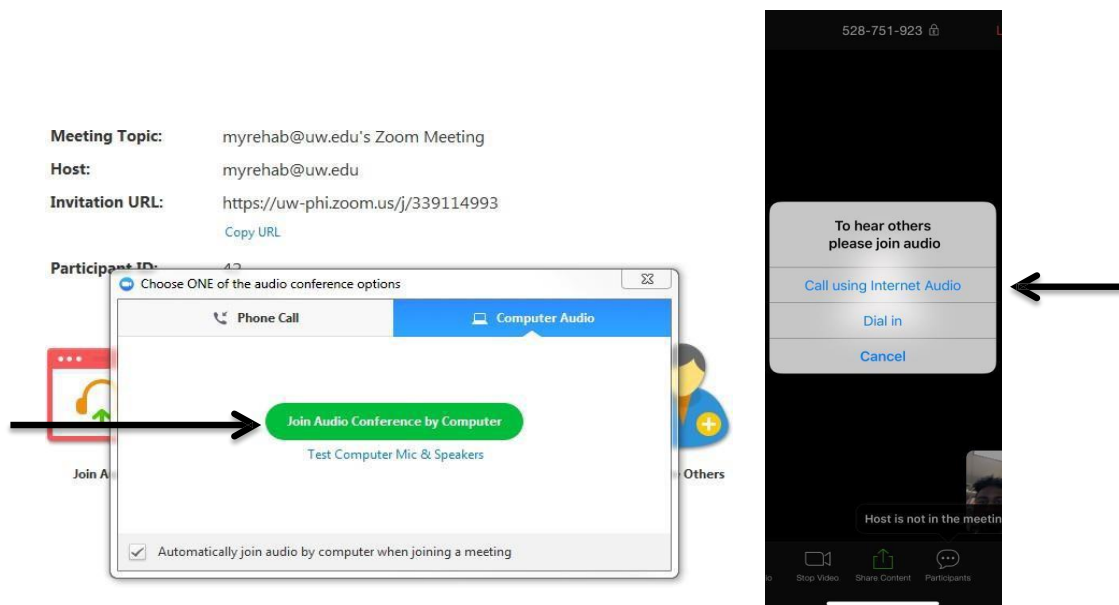


5. Once your provider starts your meeting, you will be placed into a *waiting room* for the meeting and will see a message such as the below.

Please wait, the meeting host will let you in soon.

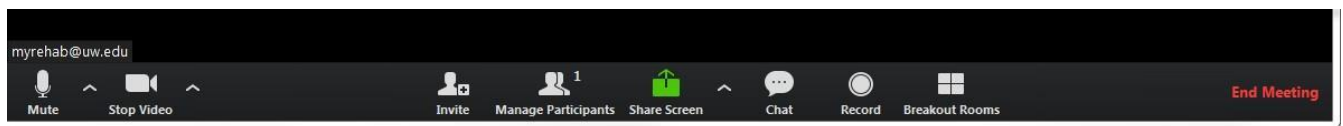
teleuro1@uw.edu's Zoom Meeting
4/21/2019

6. The next prompt will ask you how you'd like the audio (sound source) for the meeting to be connected. It is best to connect by computer or the audio on you tablet or smart phone.

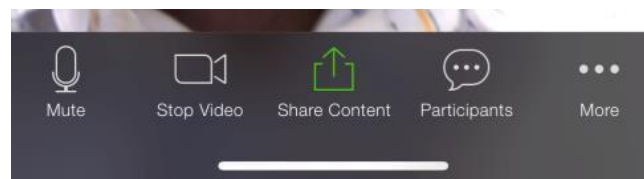


7. Be sure that your microphone is not muted and that your speakers are not muted. This way you and your provider can speak to each other. You will also need to make sure that your video stream is “started” so that you can see each other. The tool bar at the bottom of your screen should look as pictured below. You may have to hoover your mouse over the screen on your computer or tap the screen on your phone to get this toolbar to appear.

COMPUTER:



SMARTPHONE:



8. You should be able to see and talk to your provider. If your provider is having issues seeing or hearing you, they may contact you at the number that you provided to them at the beginning of your session.
9. Downloading the Zoom software or phone app does not have to be done again for subsequent visits. For subsequent visits, click the link provided by your care team and you will begin at step 4 above.