

## Connecting to eVisit from Email

### Laptop/Desktop

*Prior to your appointment please ensure you have the following:*

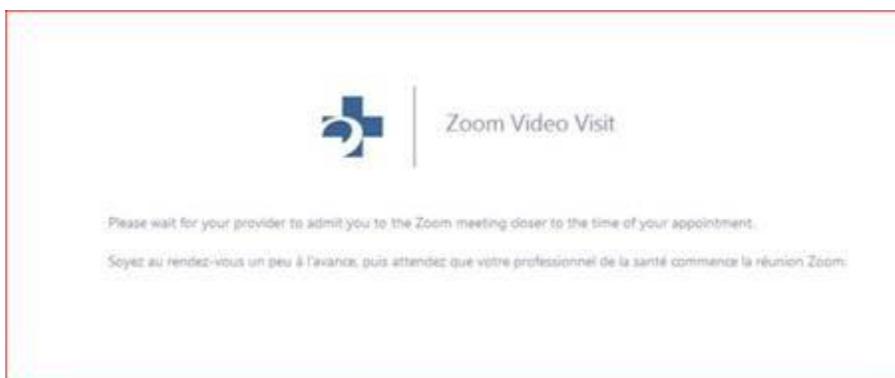
- ✓ The most recent version of the [Zoom application](#) installed on your computer.

*To launch the appointment:*

1. Login to your email account, **Google Chrome** browser preferred, and find the email from **'Epic Virtual Care'** which you should have received at the time the appointment was booked.
2. Please click on the link provided in this email that appears as below:

[CLICK HERE TO JOIN THE ZOOM MEETING](#)

3. The following screen will appear, this is the **'Virtual Care Waiting Room'**:



You will remain on this virtual waiting screen until the host admits you into the appointment. Please remain on the line until the host admits you, this could be later than scheduled if the clinic is running late.

**\*\*Apple IOS Users:** Please disable pop-up blockers to allow Zoom pop-up to connect to appointment or connect through Google Chrome browser.

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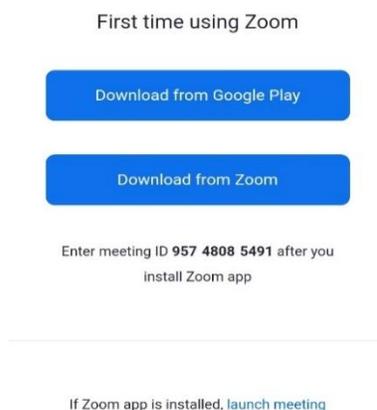
## Mobile Device/Tablet

**Prior to your appointment please ensure you have the following:**

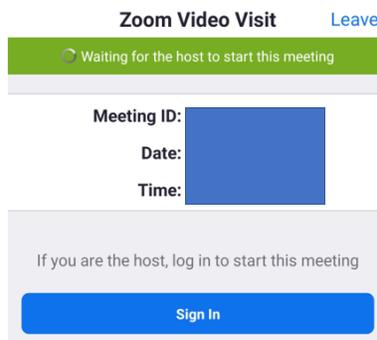
- ✓ The most recent version of the **Zoom** application on your device.
  - ✓ When you launch the appointment from your email you will be prompted to download the Zoom app, if you do not already have it installed.
1. Login to your email account and find the email from **'Epic Virtual Care'**, you should have received at the time the appointment was booked.
  2. Please click on the link provided in this email that appears as below:

[CLICK HERE TO JOIN THE ZOOM MEETING](#)

3. The screen below will appear, if you do not have Zoom then please install it. If you already have Zoom select 'launch meeting'



4. Once Zoom is launched, the following screen will appear:



You will remain on this virtual waiting screen until the host admits you into the appointment. Please remain on the line until the host admits you, this could be later than scheduled if the clinic is running late.

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## Troubleshooting Issues

- ✓ Prior to your video visit, please use the 'Test Your Connection' feature found in the video visit section of your **MyChart** account. This will ensure your internet has adequate band width for video streaming.
- ✓ Google Chrome is the preferred browser for virtual care appointments

### Camera and Microphone Issues:

#### **Camera issues:**

1. While in zoom, right-click on the video window and select 'Settings'
2. Next, click on the privacy tab, choose 'Allow' and select the 'Remember' checkbox
3. Now select the 'Webcam' tab and then select the camera you wish to use.

#### **Microphone Issues:**

4. Go to the 'Microphone' tab
5. Select your microphone from the menu

Once you have completed the above 5 steps, close all tabs/ windows and you should be ready begin your visit.

### Poor Video Quality:

1. Ensure that you have closed all other programs aside from Zoom and your web browser
2. Close any unrelated internet tabs

The above steps will ensure there is enough space on your computer and internet to allow for good quality video streaming.

### For more support please visit the following links:

- [Zoom – Camera isn't working](#)
- [Zoom – Audio Issues](#)
- [General Troubleshooting issues](#)