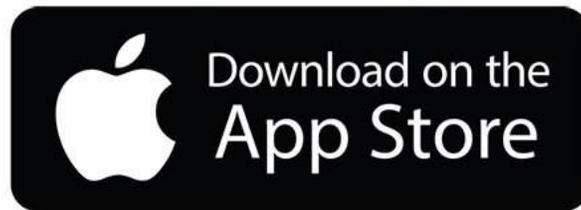# SIGN UP

**Step 1:** Go to your smartphone application store



**Step 2:** Search "Zoom Cloud Meetings" and download the app



| This is what it will look like in the Apple play store | This is what it will look like in the Google play store |

# APPOINTMENT

Please expect a phone call from a Gracepoint Staff Member for your first virtual health appointment to finish setting up.

For each of your VirtualHealth Appointments, you will receive a Secure Video link from your provider through your email or via text.

## Email

If you received a link through your email, please RSVP to your appointment by clicking "Yes" or "No"

WILL YOU ATTEND?

Yes  No

There are two ways you can join your appointment:

1. Click "Join Session" to enter your meeting

TO JOIN:
To join the Session, just click here:
**Join Session**

2. Go to gracepoint.securevideo.com and enter meeting number provided

Once you join the session, click "Enter Waiting Room" and wait for provider to log in.

Enter Waiting Room

# Text



Friday, April 10, 2020

https://gracepoint.securevideo
.com/Pass/Join/269457349 -
Gracepoint Wellness Session with
Cassandra Castro - Fri, 4/10 at
12:15 PM (ET) - CLICK LINK TO
JOIN - (RSVP reply Y or N)

12:09 PM
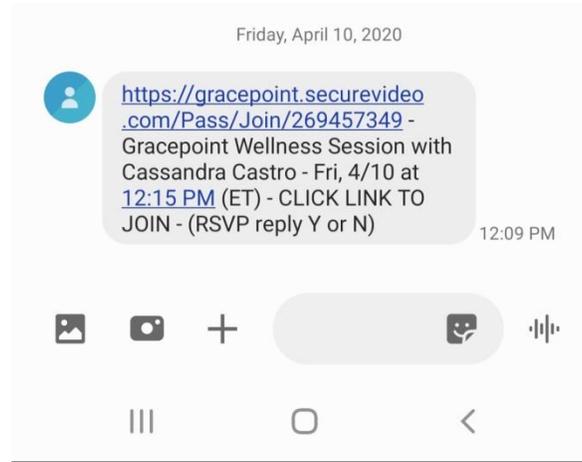
If you received a link via text, please RSVP to your appointment by replying "y" for yes or "n" for no.

To join your appointment, click on the link in the text at your scheduled appointment time.

Once you join the session, click "Enter Waiting Room" and wait for provider to log in.



Enter Waiting Room

# <u>Troubleshooting Tips</u>

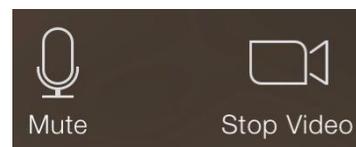If the provider is having trouble seeing or hearing you, please try the following:

1. Be sure your audio is turned on and your video is turned on in the bottom left corner of your screen by clicking "Start Video" and "Join Audio." When you join audio, please also click on "Call via device audio."
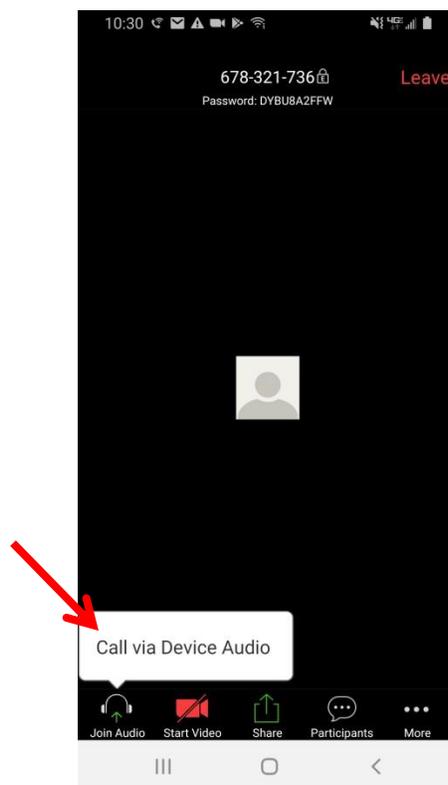


|  OFF  |  ON  |
|-------|------|
|  |  |

**2.** If this doesn't fix the issue, please check the privacy settings on your device for your microphone and camera with these steps:
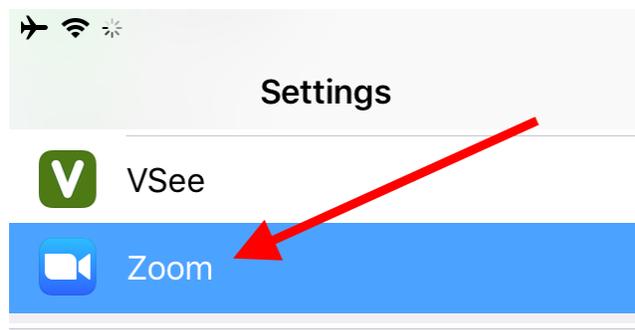
<mark>**Please note that the images may not look exactly like how it is on your phone</mark>
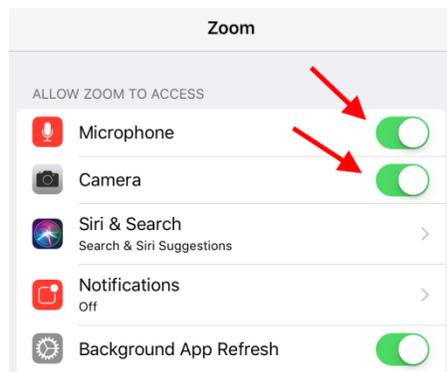
For iPhones:

- Go to your phone's settings



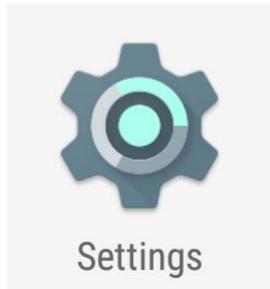- Scroll to the bottom and click on the "Zoom" app



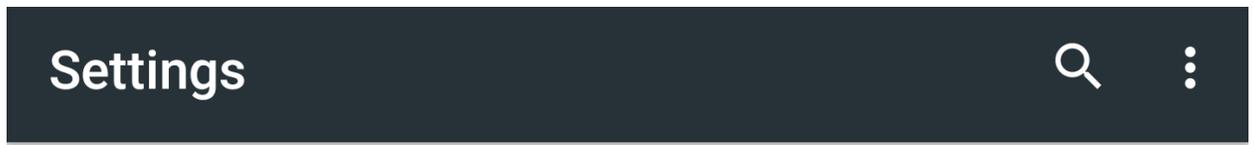- Be sure that the toggles next to "Microphone" and "Camera" are green

For Androids:

1. Tap on your Settings icon to open the settings for your phone.
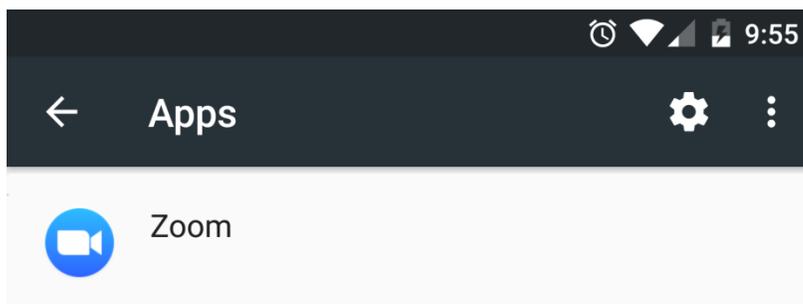


Settings

2. Scroll down in your settings until you see the menu for "Apps", and tap on it to open.
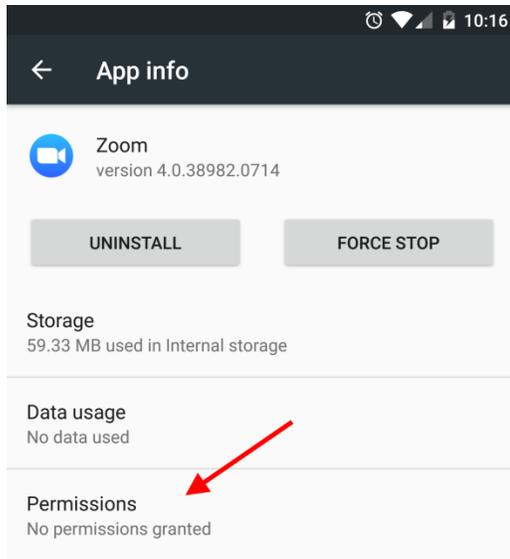


Apps

3. Scroll down your list of apps until you find Zoom, and tap on it to open.



Apps

Zoom

4. Tap on the "Permissions" section to open it.



5. Please make sure Zoom has permission to your microphone and camera.