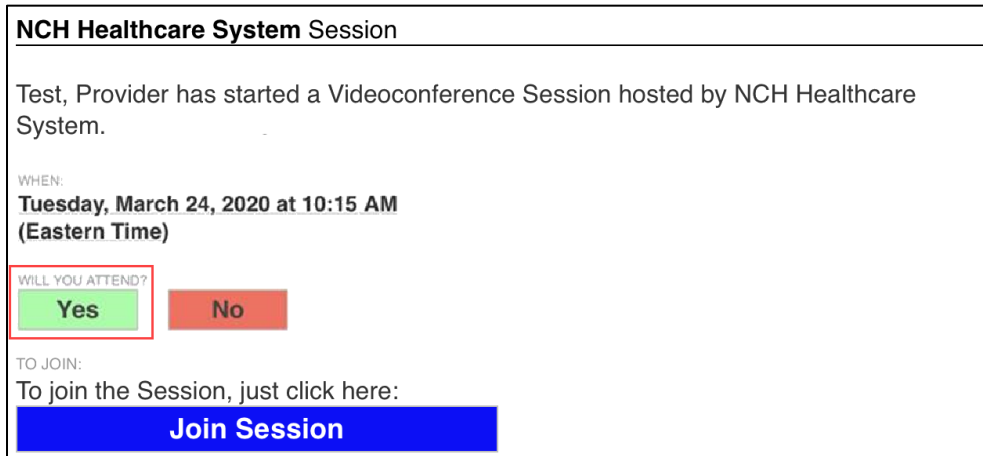


Once you schedule an appointment with your provider, you will receive a **SecureVideo Support** email with appointment details. **If you do not see the appointment email, be sure check your 'Spam' (or 'Junk') folder.**

To RSVP for Your Virtual Appointment

1. Click **“Yes”** to RSVP for the Videoconference Session.



NCH Healthcare System Session

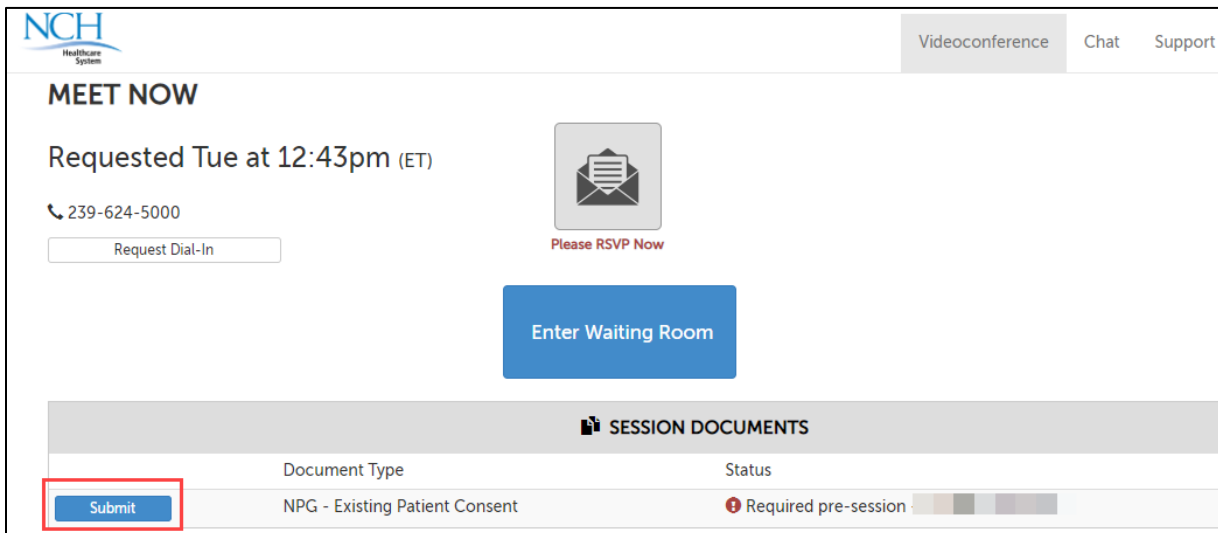
Test, Provider has started a Videoconference Session hosted by NCH Healthcare System.

WHEN:
**Tuesday, March 24, 2020 at 10:15 AM
(Eastern Time)**

WILL YOU ATTEND?

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

2. Once you click **“Yes”**, a new window will open with session details.
3. From this screen you will be able to submit your RSVP, join your appointment, and submit forms. Please be sure to submit the NPG-Patient Consent form, located under Session Documents, prior to joining the Virtual Visit with your provider.



NCH Healthcare System

Videoconference Chat Support

MEET NOW

Requested Tue at 12:43pm (ET)

239-624-5000

SESSION DOCUMENTS

Document Type	Status
<input type="button" value="Submit"/> NPG - Existing Patient Consent	! Required pre-session

4. Click **“Submit”** to complete and electronically sign the form. When finished, you can close the window until it is time for your appointment.

Before Your Virtual Appointment

What you will need:

- An internet-connected computer, tablet or a smartphone with audio and video capabilities.
- **ZOOM Cloud Meetings** application downloaded to your device (available on **Google Play** and the **Apple App Store**).

To Download and Install ZOOM Cloud Meetings Application:

1. Go to the App Store (Apple) or Google Play (Android) and search for 'ZOOM Cloud Meetings'
2. **iOS:** Tap Get, then Install (you may have to enter your Apple ID Password).
Android: Tap ' ZOOM Cloud Meetings App, then Install. Finally, tap Accept.



Join Your Virtual Appointment Session

1. When it is time to join the virtual appointment with your provider, locate the appointment email, and click **“Join Session.”**

NCH Healthcare System Session

Test, Provider has started a Videoconference Session hosted by NCH Healthcare System.

WHEN:
**Tuesday, March 24, 2020 at 10:15 AM
(Eastern Time)**

WILL YOU ATTEND?

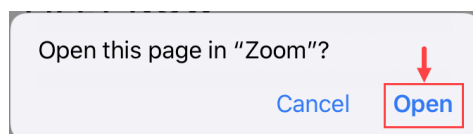
TO JOIN:

To join the Session, just click here:



NOTE: Once the appointment window opens, you may be instructed to download the Zoom application again, if you already have the application installed on your device, you can select **“Stop Showing This Message”** and proceed to your appointment.

2. When it's time to join, click **“Enter Waiting Room.”** Then click **“Open”** when asked to open the meeting in Zoom.

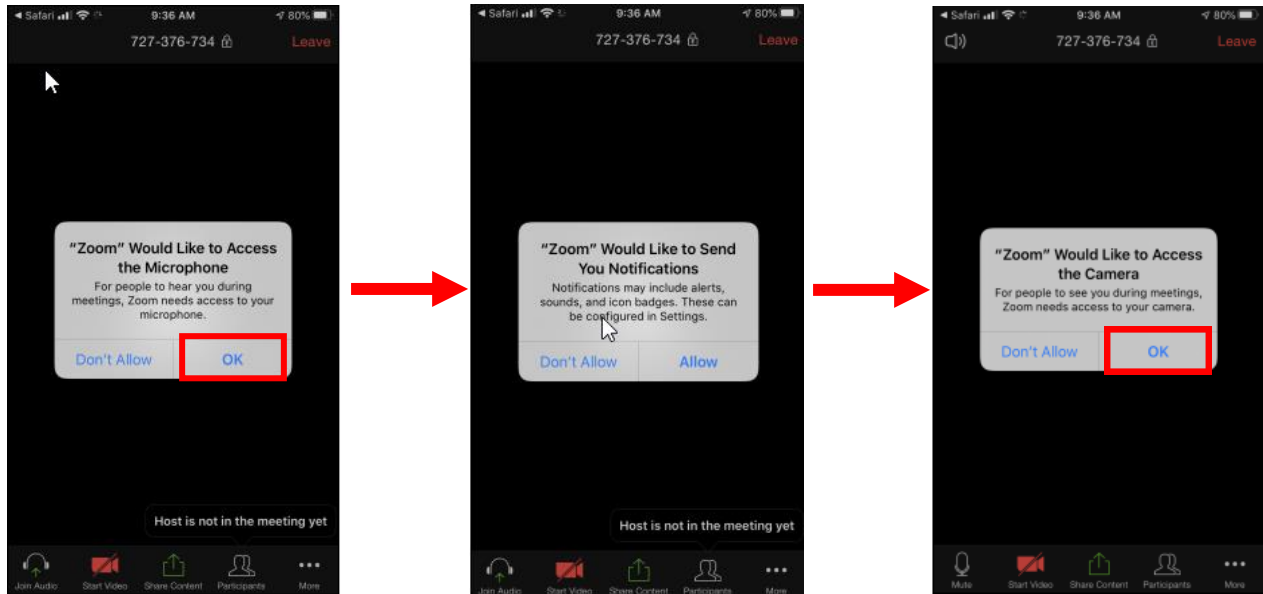


It is suggested that you enter the virtual waiting room 5 minutes before your scheduled time.

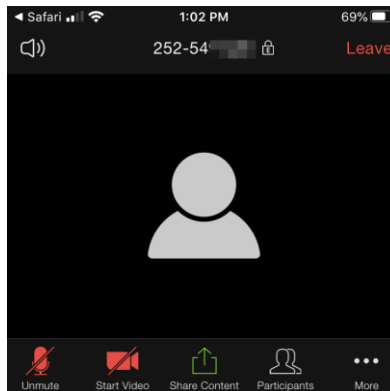
During the Meeting

- When in the meeting, you will be prompted to allow the application access to the microphone, camera, and the option to receive notifications.

Select **“OK”** for both Microphone and Camera so your provider can hear and see you.



- You will see the following screen while waiting for your provider to join the call:



- Use the Microphone button  to mute/unmute your audio.
- Use the Video Camera button  to turn on/off your video camera.
- Click **“Leave”** in the upper right corner to exit the meeting when you are finished with the call.