



Calling Guide

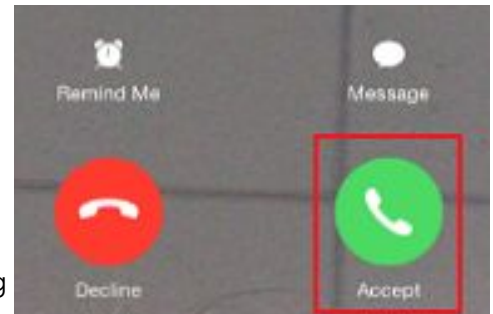
Once you have setup your device, use this guide to learn how to make calls via FaceTime, Zoom, Skype, Microsoft Teams, or another TeleHealth Platform

If you have trouble with this, feel free to call 475-675-0564 to access our free patient tech-support.



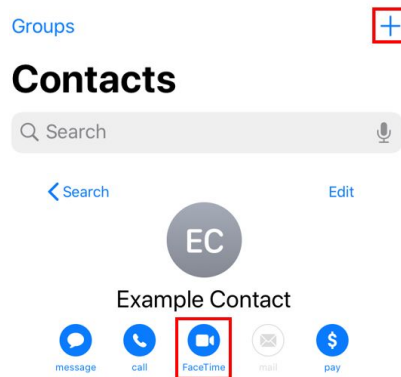
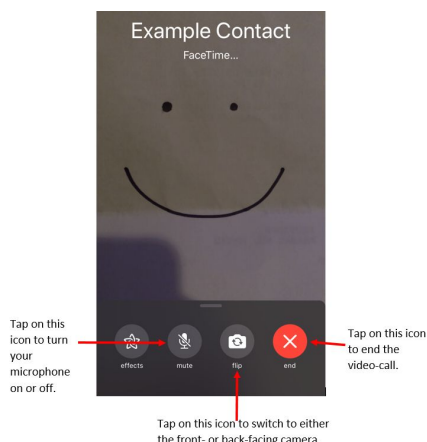
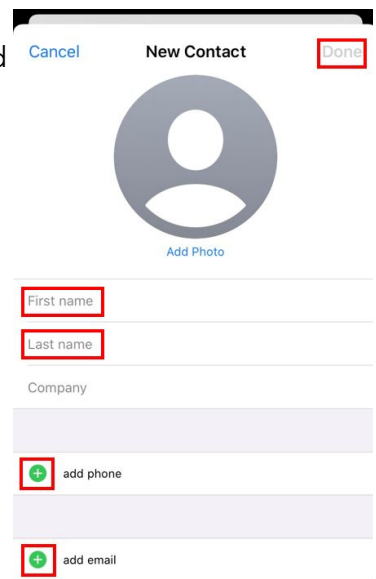
Using FaceTime (Must Have an Apple Device to Use):

- 1) Follow the instructions on the "Full Apple Guide" to set up an Apple ID.
- 2) You will need to provide your doctor with the email used to create your Apple ID or with your phone number if you have a phone number linked to your device. This will be the same email as the one used to create your Gmail account, or it will be the email you had prior to setting up this device. Your doctor can then "FaceTime" you with this user ID to video-call you.
- 3) To accept a call: Click the FaceTime logo (it looks like the green image to the right)
- 4) Your doctor will FaceTime you at the time of your appointment. You will see the call pop up on your computer or phone. Click "Accept" by clicking the green phone icon below.



Your doctor (or family member/friend) might also provide you with their contact information so that you can Facetime them directly. If they provide you with a phone number or email, follow these steps after signing into your Apple ID in order to Facetime them:

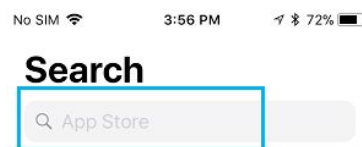
- 1) Unlock your iPhone and open the "Contacts" app (image to the right).
- 2) Tap on the blue plus sign in the upper right-hand corner to add a new contact.
- 3) Fill in your contact person's information in the appropriate areas. When finished, press the "Done" text in the upper right-hand corner (as shown in the image to the right).
- 4) You should now see the newly added contact card for the person. If they have an Apple device (e.g. iPhone, device, Mac), you should see a blue camera icon labeled "Facetime" under their name. Tap on this icon to send a Facetime call request to their device.
- 5) As soon as you press that icon, your camera should open and you should see yourself. For details on controlling your Facetime call, see the image below:



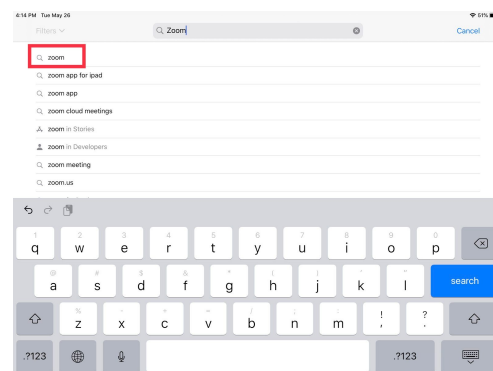
Using Zoom:



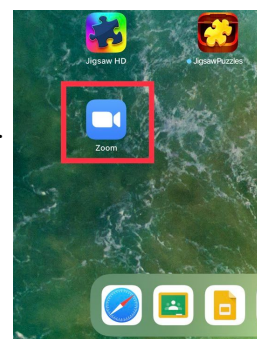
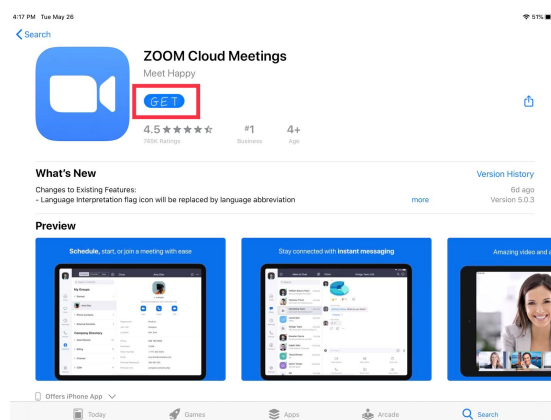
- 1) Install the Zoom app by opening the Apple App Store or the Android App store by using your finger to tap its icon (shown to the right).
 - a) Depending on the view you have, you may have to look at different parts of the screen to find the search bar/icon. Sometimes, searching is a bit more complicated. If you don't see a search bar at the top of the screen, you might have to look at the panel of icons at the bottom of the screen. The search icon looks like a magnifying glass and is shown below. Click on the search icon to get to the search bar shown above.



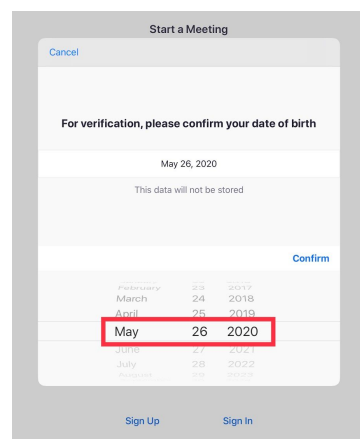
- 2) Click on the search bar to search your respective App Store for Zoom. When you click on the gray rectangular box that is the search bar, a digital keyboard will come up from the bottom of the screen. Use your finger to type out "zoom"
 - a) The very first application shown, "ZOOM Cloud Meetings", is the correct application. Use your finger to click on Zoom's icon (the blue and white box located to the left of "Zoom Cloud Meetings" as shown below).



- 3) The image above shows the screen you will see after completing step "f". Underneath the name of the app, "ZOOM Cloud Meetings", and to the right of the app's logo, you will find a small blue rounded rectangle button. You will find that this small blue rectangle has the word "GET" in white lettering. Tap on this blue rectangle. If the blue rectangle turns into the image shown below, you have succeeded. If you don't see this transformation, try tapping the "GET" button, again.
- 4) Next, click on the home button of your device. Take a look at the image below to locate this button. If you are having difficulty seeing it, try grazing your fingertip along the side panels of your device screen until you come across a circular indentation. The green arrow in the image below points to the location of the home button. Depending on the general color of your device, the home button will be black or white.
- 5) After installing the Zoom app, open the app:
 - a) You have now gotten up to the second step! Pressing the home button takes you back what is known as the "home screen". Each square is the icon of an application and represents that application. Take a look at the red box on the left side of the image below. Inside the red box is the Zoom icon. Remember that blue and white box from before? It's the same image! Use your finger to tap on the Zoom icon.
- 6) The image to the right is what your current screen should look like. As shown below, click on the blue text saying "Sign Up". This will allow you to make a Zoom account.

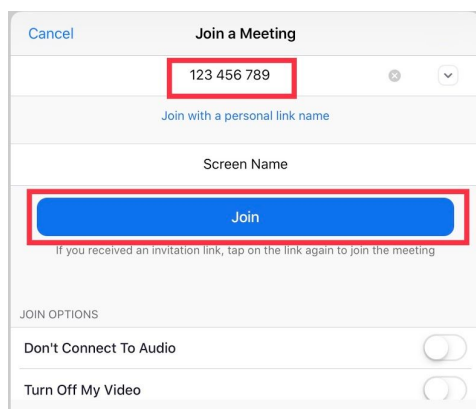


- 7) You'll have to enter your date of birth, next. The date shown will automatically revert to the current date. To enter *your* date of birth, drag the black text shown in the image below up or down until you reach the month, day, and year of your date of birth. Then click "Confirm."
- 8) You'll next need to enter your email address, first name, and last name. To do this, tap on where, in faded gray text, it says "Email Address". A digital keyboard will come up from the bottom of the screen.
- 9) Tap on the letters needed to spell out your email address. To type the "@" symbol, tap on the ".?123" button at the bottom left of the keyboard, then tap on the "@" button.
- 10) Once you enter this information, click the "Confirm" button just as you did before. You'll have to check your email to confirm your email address with Zoom. Press the home button just as you did before and click on the email app. Confirm your email address by following the directions provided in the email you receive.



11) Joining a Zoom meeting

- a) Once on the Zoom home page, click on the "Join" button (the blue circle with a plus sign) which can be identified as the upper right circle on the Zoom home page.
- b) Enter the Meeting ID you have received by typing in the space that says in faded gray letters "Meeting ID". The meeting ID will be between 9 and 11 numeric digits long (ex: 123 456 7890). Once you have finished

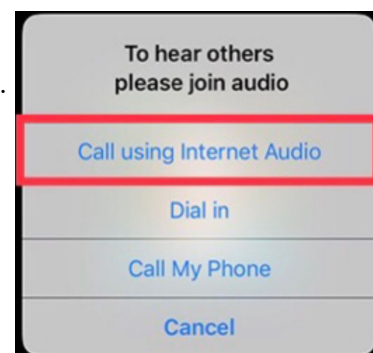


entering the meeting ID, click the now "lit up" blue rectangle that says in white letters "Join" (as the image to the left shows).

c) Next, enter the meeting password. This might be a series of about 6 numbers (ex. 123456), an alphanumeric code (ex. 1aBC2d), or a word (ex. person). If the meeting password has letters in it, make sure you are using the correct case, as Zoom meeting passwords are case-sensitive). Once you have entered the Meeting ID and Password, click "Join" or "Enter".

d) Once you have been admitted into the meeting (this may take a minute or two, as the meeting host must let you in), be sure to click

"Join Using Internet Audio", so that you will be able to hear the content of the meeting and speak to others!



Using Skype:

Before you can download the Skype app, you must have set up your Apple device (iPhone, device, or iPod) and also signed up for an Apple ID account. After you have set up your device and signed into your Apple ID account, follow these instructions:

1. Open the App Store. Once you open the App Store, you should see the word "Search" in large letters at the top of your screen.
2. If you do not see it, you should still see five different icons in a ribbon across the bottom of your screen. The rightmost icon is a magnifying glass icon labeled "Search". Please click on this icon to switch to the search tab of the App Store.
3. To begin your search, press on the light gray search bar located below the word "Search," type in "Skype", and then press the blue "search" button in the bottom right corner of the keyboard. Refer to the top image to the right for assistance.
4. You will now see a list of search results. Find the one labelled "Skype for iPhone" with the icon shown in the bottom image to the right and press on the "GET" button to begin downloading the app. It is free to download, so do not worry incurring any charges.

5. Press the home button to return to your home screen. The Skype app should now appear as an icon on your screen. If you don't see it, swipe your finger on your screen to check the different pages of your home screen.
6. Press on the Skype app icon to open the application.
7. Press on the blue button labelled "Let's go" to proceed, then press on the blue button labelled "Sign in or create" on the next page (as the image to the right shows).
8. If you already have a Skype account, press on the area above the black line labelled "Skype, phone, or email" and type in your Skype username, phone number, or email and then press the blue "Next" button.
9. If you do not already have a Skype account, press on the small blue text that says "Create one!"

Create account

someone@example.com

[Use a phone number instead](#)

[Get a new email address](#)

Back

Next

10. You will now be prompted to enter your cell phone number. If you do not have a cell phone, please press the blue text that says "Use your email instead" (outlined in orange in image to the left). If you do not have an email, please refer to the guide on TeleHealthforSeniors.org that describes how to set up an email account.

11. Press directly on the text that says "someone@example.com" above the black line. A keyboard should pop up on your screen. Type in your email and then tap anywhere on the screen above the keyboard to dismiss the keyboard. Then, press the blue "Next" button.
12. To create a password, tap directly on the text that says "Create password" above the black line. Like before, a keyboard will pop up and you can type in whatever password you want. Make sure to write down your password on a piece of paper for safekeeping. When you are finished, tap the blue "Next" button.

What's your name?

We need a little more info before you can use this app.

First name

Last name

Next

13. It will then ask you for your first and last name. To enter your name, tap directly on the text that says "First name" and type in your first name. Tap directly on the text that says "Last name" and type in your last name. When finished, press the blue "Next" button.
14. To enter in your country/region, press on the dark gray rectangular box with the upside down white triangle on the right end of the box labeled "Country/region". A list of options should appear. To find your country/region, swipe your finger up/down until you find the right one. To enter your birthday, follow the same steps to click on the gray box with the upside down white triangle to find the list of months/days/years. Swipe up/down until you find the correct information, then tap anywhere on the screen above the list of options to dismiss them. When you have entered in the correct information, press the blue "Next" button.
15. You will then be prompted to enter in the code that was sent to either your phone or email (depending on what you used to sign up) by Skype. This is done to verify that you have entered the right information. Please check either your texts (if you used your phone) or your email inbox (if you used your email) for the code. It may take a few minutes to deliver. If you can't find the code, please check your spam/junk folder. Once you have the code, press on the "Enter code" text and type in the code. Then, press the blue "Next" button.

Verify email

Enter the code we sent to

@gmail.com. If you didn't get the email, check your junk folder or [try again](#).

Enter code



I would like information, tips, and offers about Microsoft products and services.

Choosing **Next** means that you agree to the [Privacy Statement](#) and [Microsoft Services Agreement](#).

Next

Create account

Before proceeding, we need to make sure a real person is creating this account.



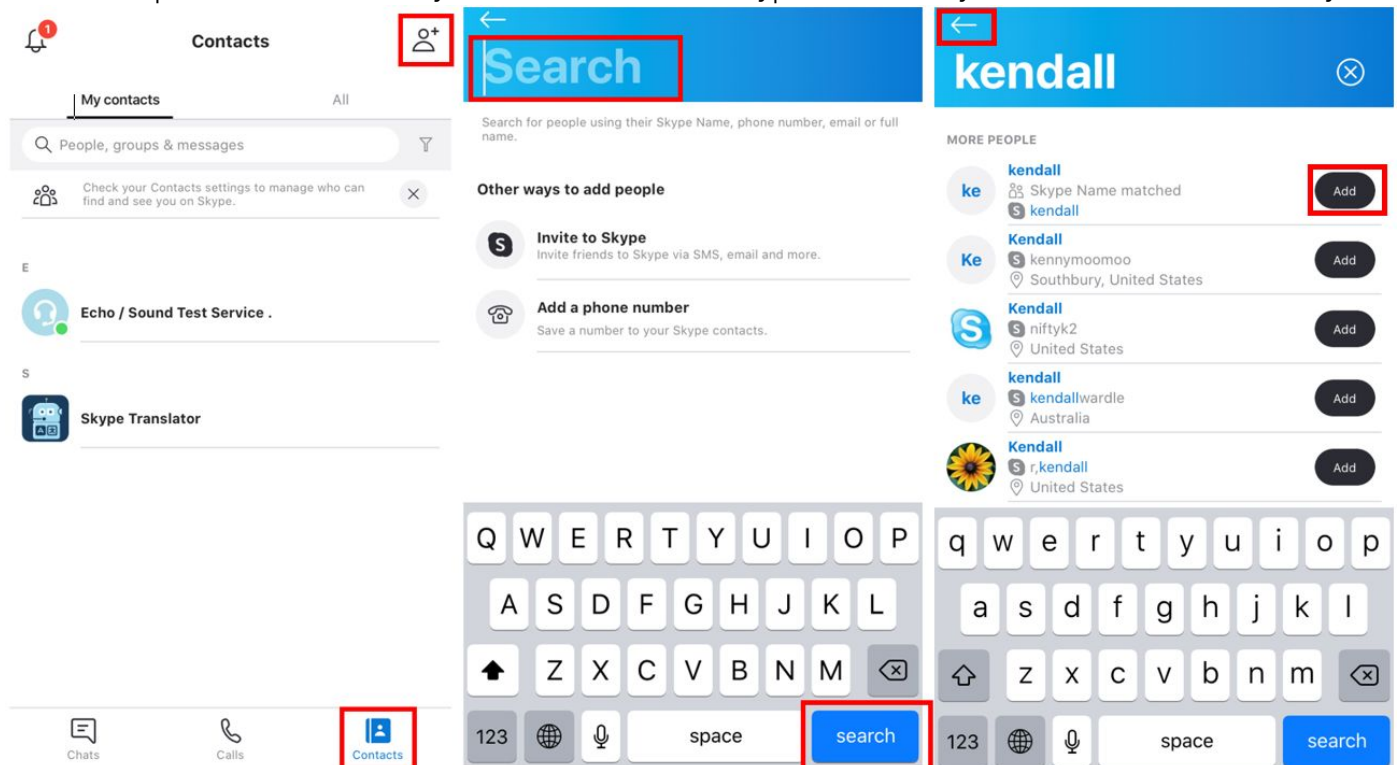
New

Audio

Enter the characters you see

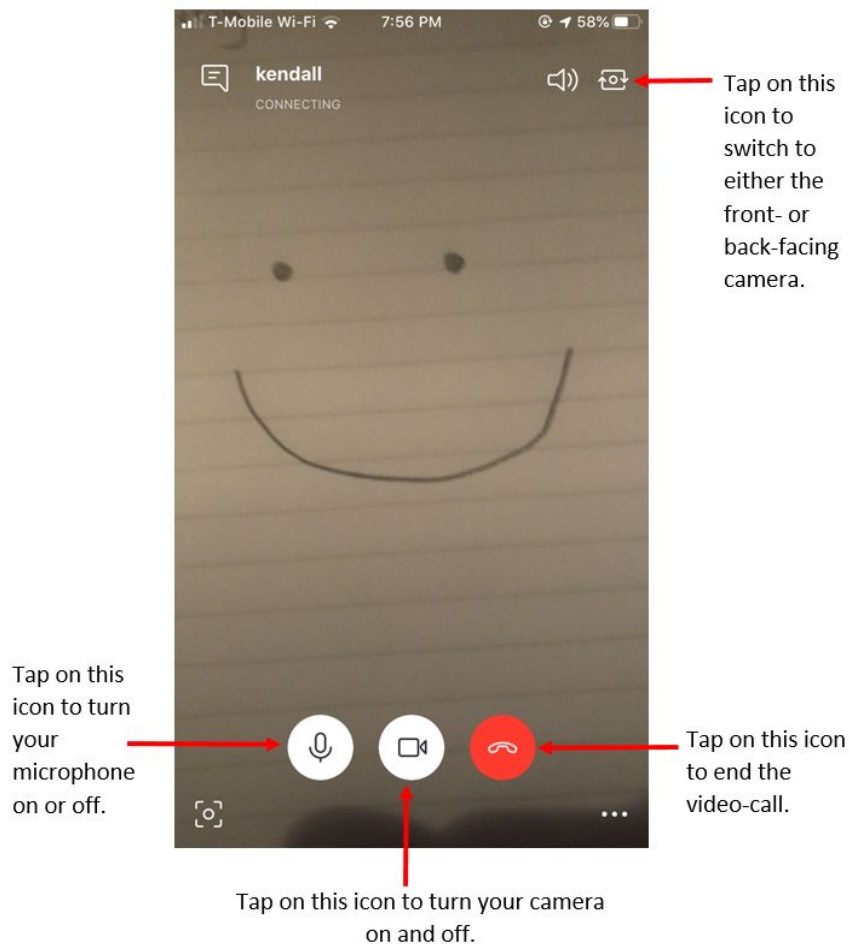
Next

- a. You should also see a box with a white checkmark next to an option that says "I would like information, tips, and offers...". This is not required to sign up, and if you want to opt-out of unnecessary texts/emails, simply tap on the white checkmark and it should disappear.
16. You will then see a screen that asks you to verify that you are a real person creating the account. You should see a small white box that contains strange looking text. To pass this point, you have to enter the characters you see. In this example, the image I saw looked like "XGPPHdSW". If you are having trouble figuring out which characters are shown in the image, press on the gray "New" button and a new image of characters should appear. Once you have determined the characters in the image, tap on the area above the blue line and type in the characters you see. Then, press the blue next button.
 - a. If you are finding it very difficult to decipher the characters, click on the gray "Audio" button. Make sure the volume on your phone is turned all the way up. You will hear a series of words being played. In the white area above the blue line, type the words you heard. Then, press the blue "Next" button.
17. After the verification step, your account should be ready to go. It will ask you to choose your theme, which just means what colors your Skype program will appear as. To pass this step, tap on the blue "Continue" button.
18. It will then ask you to sync your contacts. This is not required, so to skip this step, press on the black "Skip" text in the upper right-hand corner.
19. It will then ask you to grant Skype permission to access your microphone, camera, and to send you notifications. Press "OK" to all three boxes that appear on your screen to say yes. This is important for your doctors/family to hear and see you and to make sure you don't miss a call.
20. Now, to add your doctor (or someone else) as a contact on your Skype account, press the "Contacts" button in the bottom right of your screen. Once the page changes, you should see an icon of a person's head and a plus sign in the top right corner of your screen. Tap on this icon to proceed.
21. You should now be able to type in the person's Skype account. This could be a Skype name, a phone number, an email, or a person's full name. If you are unsure, what to type in, contact your doctor's office (or family



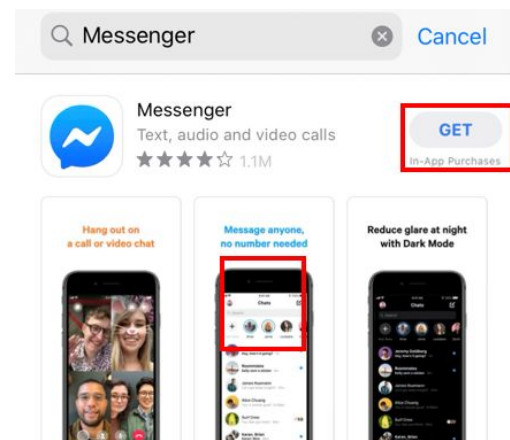
- member/friend) and ask what their Skype username is.
22. Once you type in their username, a list of people should appear. When you find the account name that matches the information you have, press on the black "Add" button to the right of their name to add them as a contact. Once you have added them as a contact, press on the white arrow pointing to the left in the upper left hand corner of the screen.
23. You should now see the person in your contact list. To video call/send messages to that person, tap on their name. In the upper right hand corner, you should see an image that looks like a camera. To video call the person, tap on this icon.

24. As soon as you press that icon, your camera should open and you should see yourself. For details on controlling your video call, see the image below:



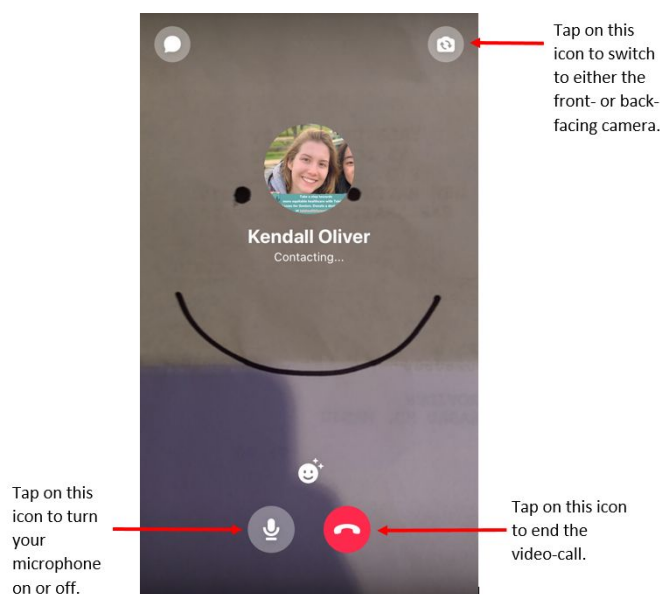
Using Facebook Messenger:

1. Open the App Store.
2. Once you open the App Store, you should see the word "Search" in large letters at the top of your screen.
3. Tap on the light gray search bar located below the word "Search," type in "Messenger", and then press the blue "search" button in the bottom right corner of the keyboard.
4. You will now see a list of search results. Find the one labelled "Messenger" with the icon shown in the bottom image to the right and



press on the "GET" button to begin downloading the app. It is free to download, so do not worry incurring any charges.

5. Press the home button to return to your home screen. The Messenger app should now appear as an icon on your screen. If you don't see it, swipe your finger on your screen to check the different pages of your home screen.
6. Tap on the Messenger app icon to open the application, then tap on the "Create New Account" button. You will be redirected to the Safari (internet) application. Follow the steps to make a Facebook account.
7. Tap on the box below "First name" and type in your first name, then do the same with the "Last name" box. When you finish, tap on the blue "Next" button.
8. Facebook will now ask you to verify your email. Check the inbox of the email you used to sign up (or your text messages for the mobile phone number you used). If you can't find the email, wait 5 minutes and also check your spam/junk folder. Tap on the white box in the middle and type in the code.
9. Facebook will ask you to add a mobile number (or email, depending on what you used initially) and a profile picture. It is not necessary to provide this, so you can skip these steps by tapping "Next" in the upper right-hand corner.
10. It will now direct you to download the Facebook app. Press on the blue "Download Now" button to be redirected to the app store. If you are not redirected, open the app store application and search for Facebook. Tap on the "GET" button like before (steps 2-6) to download the Facebook application.
11. After the download completes, tap on the Facebook application to open it. Type in your email (or phone number) and password into the corresponding boxes, then press the blue "Log In" button.
12. Once you are logged in, Facebook will ask for your permission to send you notifications. Click "Allow" to make sure you don't miss important messages from your family/doctor/friends. You can then search for the person you want to video call with. Do so by tapping on the magnifying glass icon in the upper right-hand corner.
13. Tap on the search bar at the top of the screen and type in the name of the person you want to video-call/message. On Facebook, adding someone on to your Facebook contacts is called adding a friend. When you see the person you want to add, tap on the icon to the right of their name. It should turn blue.
14. It may take a couple days for the person to respond to your friend request. After they do, close the Facebook application and open the Messenger app we downloaded earlier. You should now see your new Facebook friend in your list of contacts. Tap on their name/photo to proceed.
15. To video-call your Facebook friend, tap on the blue camera icon in the top right corner of your screen.
16. As soon as you press that icon, your camera should open and you should see yourself.
17. For details on controlling your video call, see the image below:



Using Microsoft Teams:

- 1) You can download the Microsoft Teams App from the app store for your respective device. You click the logo on your device and it brings you to the store.

a) Apple: 

b) Google Play: 

- 2) Next, search for the Microsoft Teams app by searching for it in the app store. You may see an ad on the top, but you press "Download" to download the app. Below is an example for an apple device.
- 3) Once you have the app downloaded, you can initiate a video call with your physician. Your physician should private you a link that will automatically open up the app to call with them. The call can also open in your web browser.

Using Other TeleHealth Platforms

There are a number of telemedicine services/software available that are designed for doctors to use with their patients, including programs like MyChart or Updox. For most of these services, your doctor will provide you with sign-up instructions that you will follow. You most likely will be texted or emailed a link that you should click and open in your internet browser. If you'd like more help with using MyChart, please see our "MyChart App Guide" for more detailed instructions and information. If you find yourself struggling with any app or website and we did not address it in our guide, please feel free to call our free tech-support team at 475-675-0564. We are here to help!