How to check in for your video visit

1 **Use a computer or device with camera/microphone**

PC and Mac
Chrome | **Firefox** | **Safari**
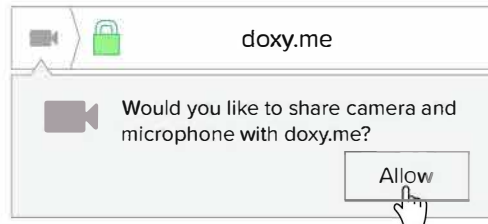
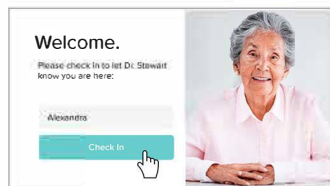Android
Chrome

iOS
Safari

2 **Enter your clinician's doxy.me web address into the browser**

Telemedicine Solution ✕

3 **Allow your browser to use your webcam and microphone**

doxy.me

Would you like to share camera and microphone with doxy.me?

Allow

4 **Type in your name and click check in**

Welcome.

Please check in to let Dr Stewart know you are here:

Alexandra

Check In

✓ Secure
✓ No software to download
✓ HIPAA compliant
✓ No registration needed

5 **Your care provider will start your visit**

Call Tips
- Make sure you have a good internet connection
- Restart your device before the visit
- Test your camera and mic from the waiting room
- Need help? Send us a message 💬 https://doxy.me

Powered by **doxy.me**

Getting Ready for Your Telehealth Visit: Your Device

- When you enter the website for your telehealth visit, your device (such as smartphone, tablet, or laptop) may say it needs access to your camera and microphone.
  - Click *Enable* or *Allow* when you see this, this is needed for the telehealth platform to work.
  - Don't worry, nothing will be recorded or stored on your device by allowing access to the microphone and camera.
- Be sure the smartphone, tablet, or laptop you will be using is charged up prior to the session.
- Find a place where internet or cell phone service is reliably good, to help be sure the call doesn't cut out in the middle of the session.

Getting Ready for Your Telehealth Visit: Your Privacy and Safety

- Your privacy and confidentiality are important, be sure you are in a private space where friends, family, roommates or anyone else cannot overhear the telehealth visit. Use headphones, if you can.
- For your safety, we need to know where you are physically located during the telehealth session, so please be in a set location, not driving, walking, or otherwise travelling from one place to another.

Getting Ready for Your Telehealth Visit: Starting Your Visit

- 5 minutes before your appointment, get comfortable in your well-lit, private space and put the headphones you will use on, if you have them.
- Follow the instructions on Page 1 of this document.
- You will enter into a waiting room. Be patient, your provider will let you into the visit as soon as possible.

If you have any trouble, try one more time, and if the trouble continues call