

Children's Virtual Visit: Patient Instructions

To ensure you have the best experience during your Virtual Visit, please follow following steps outlined below and review the virtual visit tips.

Requirements: Before Your Visit

- A. From your mobile device or tablet (**recommended**):
 1. Go to the App Store (iPhone) or Google Play Store (Android).
 2. Search for “**Zoom**”.
 3. Download.
 4. Click “**Sign In**” if you have already created an account or click “**Sign Up**” to create an account.

Start a Meeting

Start or join a video meeting on the go



Join a Meeting

Sign Up

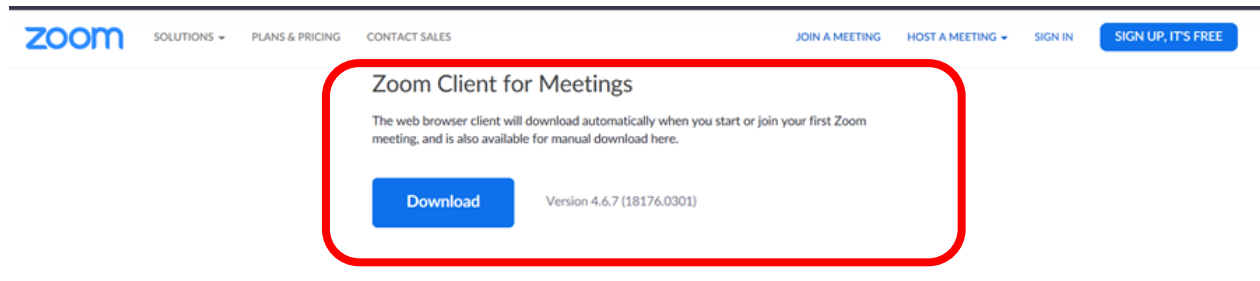
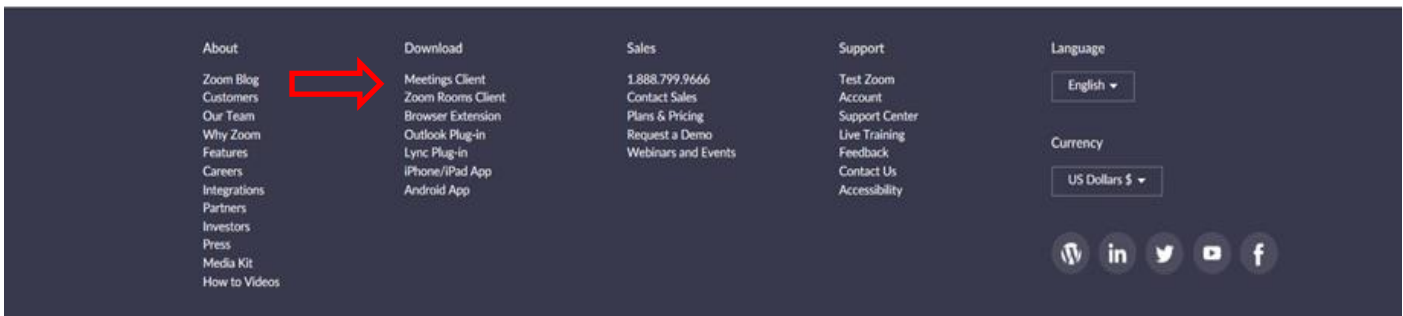
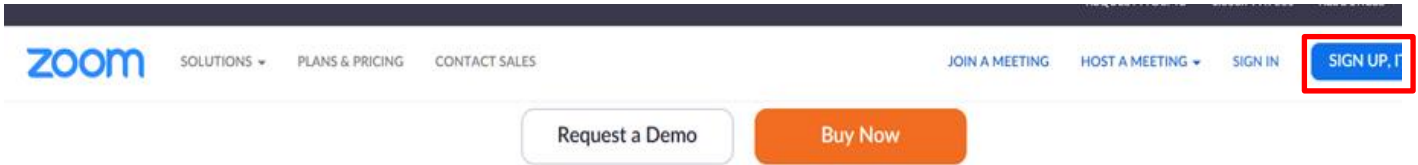
Sign In

- 5. Make sure to enable your audio and video connections on the toolbar at the bottom of the screen.



B. From your computer (**must have an active webcam**):

1. Open your internet browser and go to: <https://zoom.us/>
2. Click **“Sign Up”** to create an account.
3. After signing up, scroll to the **“Download”** section and click **“Meetings Client”**.
4. Click **“Download”**.



Zoom Plugin for Microsoft Outlook

The Zoom Plugin for Outlook installs a button on the Microsoft Outlook tool bar to enable you to start or schedule a meeting with one-click.



[Add Zoom as an Add-in for Outlook on the web](#)

Virtual Visit Tips

- A. Choose a location where you will be physically comfortable sitting and speaking with your provider or clinician.
 - Ensure there is adequate lighting with no glares or distractions.
 - Avoid having a window or other bright light directly behind you so our providers can see your face.
- B. Ensure there is no background noise during your visit.
- C. Position the camera or your mobile device so the provider or clinician will have a clear view of you and your facial expressions.
- D. Set the microphone and audio volume at a level where the provider or clinician can hear you clearly.