

PATIENTS JOINING A VIDEO 'MEETING' ON LAPTOP or DESKTOP

- ON WEB - NO 'SK VIRTUAL VISIT' ACCOUNT -

1. You will receive an email from your healthcare provider's clinic.

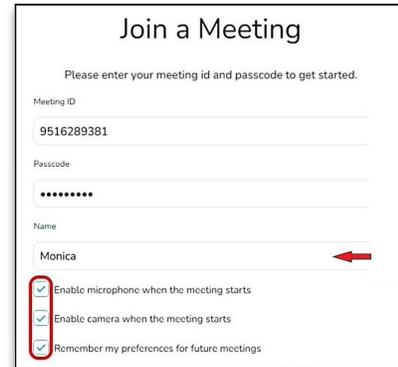
Open the email on your laptop/desktop and click the 'https...' quick link.



2. On the 'Join a Meeting' screen, the Meeting ID and Passcode will have automatically been added.

3. Enter your Name to identify yourself.

4. Enable your Microphone and Camera and check 'Remember my preferences for future meetings'.

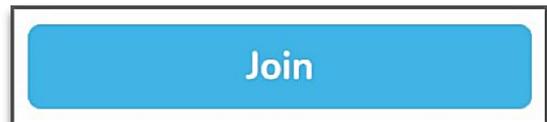


5. It is recommended that you have audio and video capabilities on your device, that you always test the audio and video before you join the meeting, that you have a good Internet connection, and that no other applications are currently using the camera or microphone.

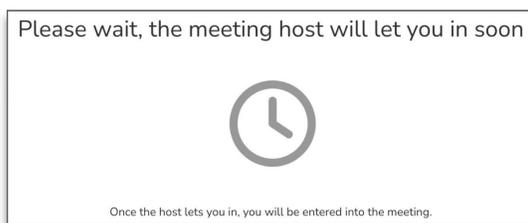
Click 'Test Audio and Video'.



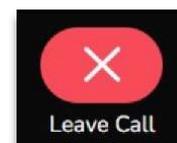
6. After you receive a successful test and when ready to begin, Go Back to the 'Join a Meeting' screen and click 'Join'.



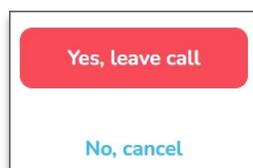
7. You will be taken to a screen where you will wait until your healthcare provider or host grants you access to the video meeting with them.



8. When the meeting is finished, click 'Leave Call'.



9. Confirm to Leave Call, or Cancel to return to the video.



10. If you need assistance, click the 'Help' button at the bottom of the 'Join a Meeting' screen. You will be directed to our general support page. It is here where you can find answers to some frequently asked questions or access our online support team, who will be more than happy to assist you.

