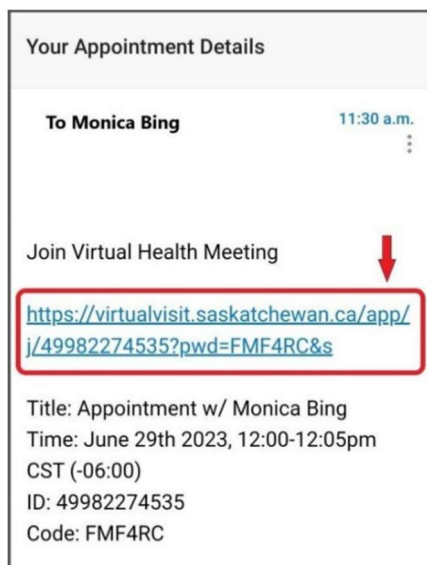


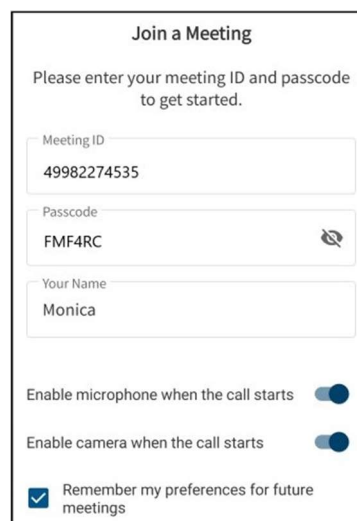
PATIENTS JOINING A VIDEO 'MEETING' USING A MOBILE DEVICE ON THE APP

- No 'SK Virtual VISIT' Account -

1. You will receive an email from your doctor's clinic. Open the email on your mobile device and click the 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 off** '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'.

Test Audio & Video

When prompted, 'Allow' your camera and microphone for the test

6. If you need assistance, click the 'Help' button at the bottom and 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.

Help

7. When you are ready to begin, click 'Join Meeting'.

Join Meeting

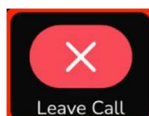
8. You will be taken to a screen where you will **wait** until your healthcare provider or host grants you access to the video meeting with them.

Please wait, the meeting host will let you in soon



Once the host lets you in, you will be entered into the meeting.

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



10. Click Yes to Leave Call or Cancel to return to the video.

Yes, leave call

No, cancel