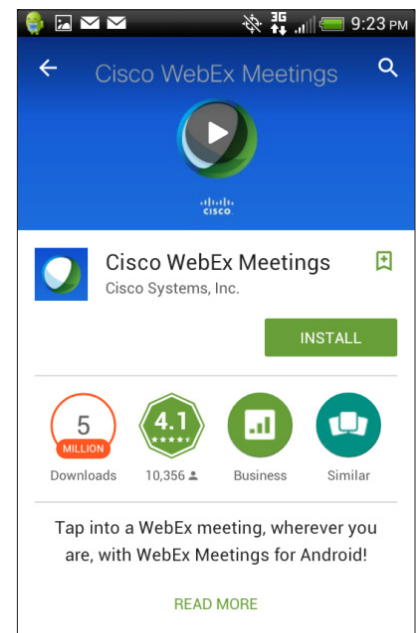


Thank you for scheduling a Video Visit with your provider. Please follow the guidelines and the instructions below to have the best experience with your Video Visit.

- Please download Cisco Webex Meetings on your device at your earliest convenience. Preferably, greater than 24 hours in advance of your Video Visit. Instructions below.
- If you experience difficulties downloading the application, please call your provider's office.
- Please make sure that the visit occurs in an environment that allows to appropriately protect your privacy. Examples would include an office, your home or in a parked car.
- Be sure to join the meeting 15 minutes before your scheduled time; otherwise, your appointment may be cancelled. You cannot join sooner than 15 minutes prior to your appointment time.
- As it is important for us to care for all our patients in a timely matter, we are asking you to make sure that you are prepared for this visit: please follow the step-by-step instructions below and ensure you have Cisco WebEx Meetings installed prior to your visit

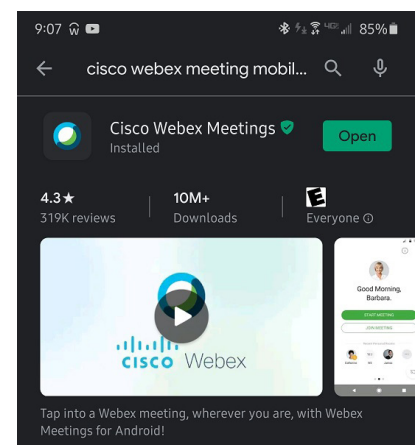
Step 1:

Download the **Cisco WebEx Meetings** app from the Google Play app store. This is a free application. **Click Install.**



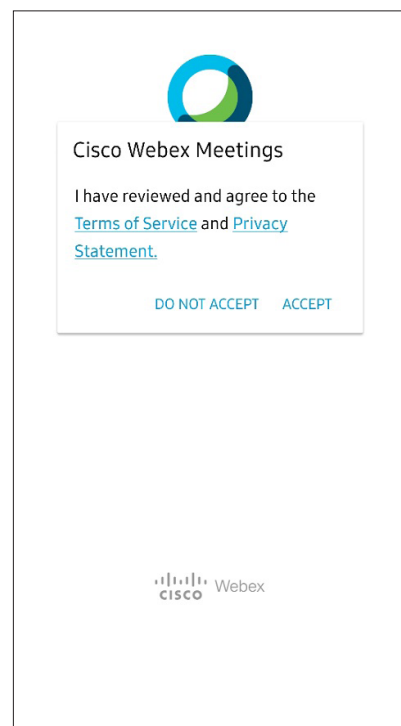
Step 2:

Click **Open** once Cisco WebEx Meetings has installed.



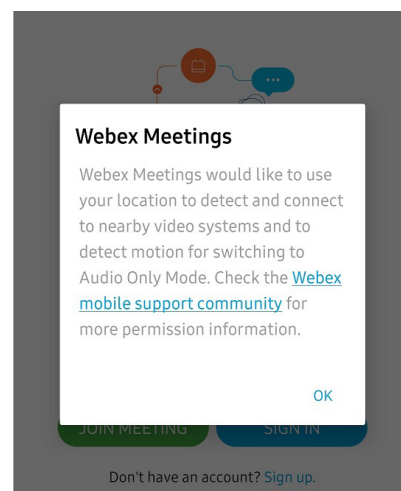
Step 3:

Cisco WebEx Meetings may ask you to accept the Terms of Service and Privacy Statements, Click **Accept**.



Step 4:

Cisco WebEx Meetings requires you click **OK** on this screen.

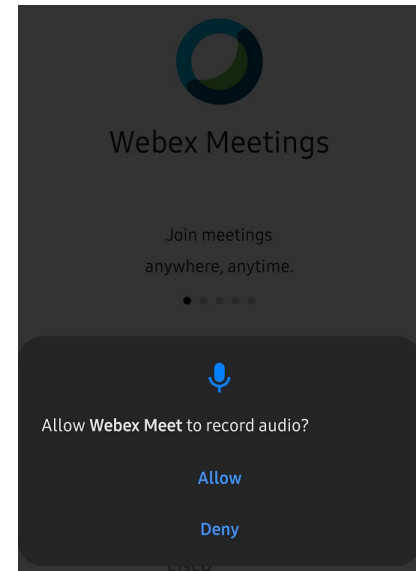


Step 5:

Cisco WebEx Meetings may ask you for permission to:

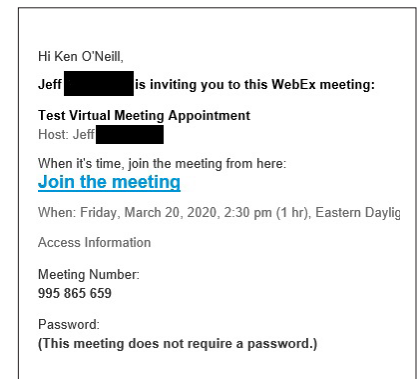
- a. your contacts, click **Allow**
- b. make and manage phone calls, click **Allow**
- c. take pictures and record video, click **Allow**
- d. access your device's location, click either **Allow all the time** or **Allow only while using the app**
- e. record audio, click **Allow**

To avoid issues, follow the above recommendations.



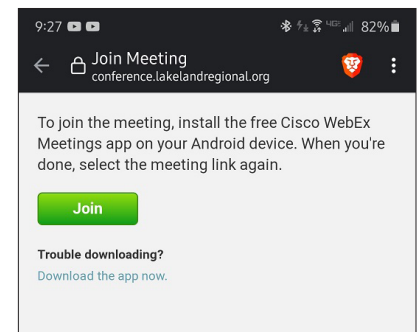
Step 6:

From your email find the message with the invite for a WebEx meeting (Video Visit). Click the **Join the meeting** link



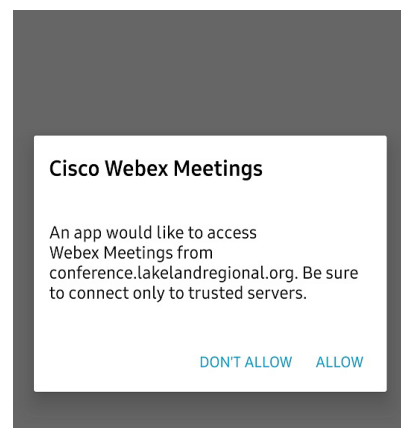
Step 7:

This will bring you to the Join Meeting page. Click the green **Join**.



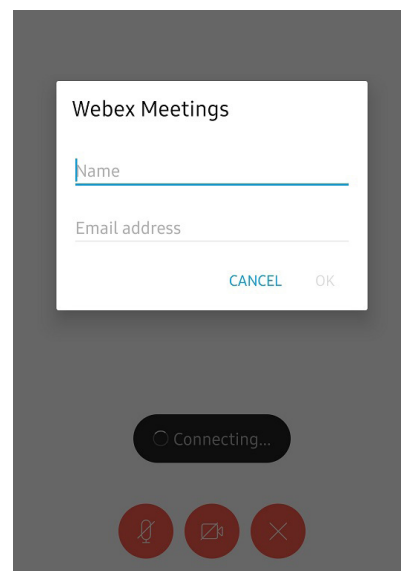
Step 8:

The app may ask for permission to access WebEx meetings from conference.lakelandregional.org, click **Allow**.



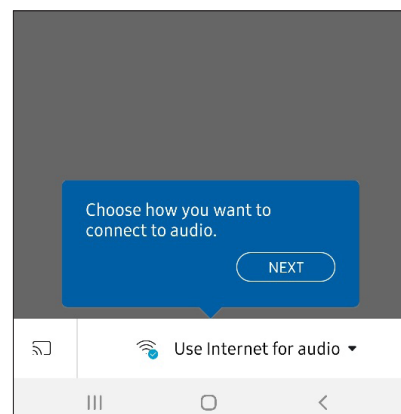
Step 9:

If this is your first time joining a WebEx Meeting you will be asked to enter your name and email address. Once entered, click **OK**.



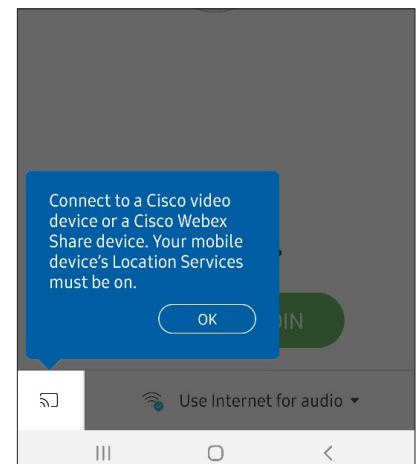
Step 10:

Click **NEXT** to connect to audio.



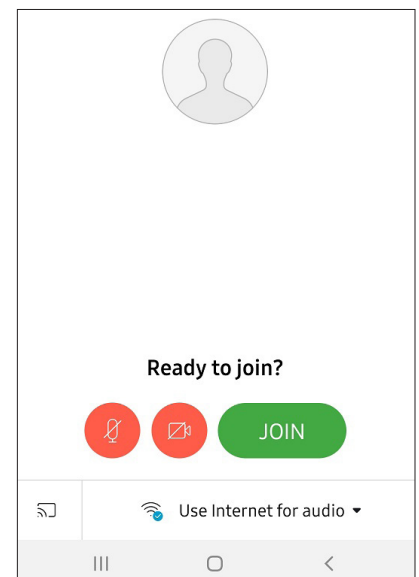
Step 11:

The app may inform you that your mobile device's Location Services must be on. Click **OK** to connect to the visit.



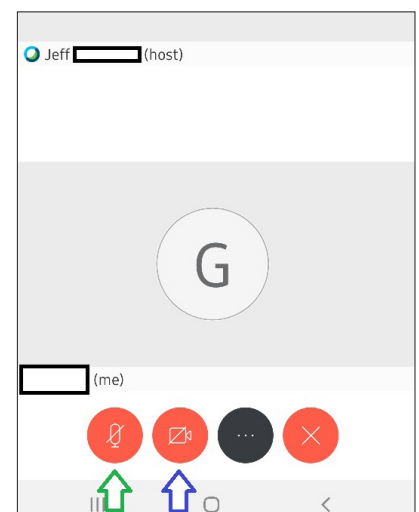
Step 12:

Click the green **JOIN** button to enter the meeting.



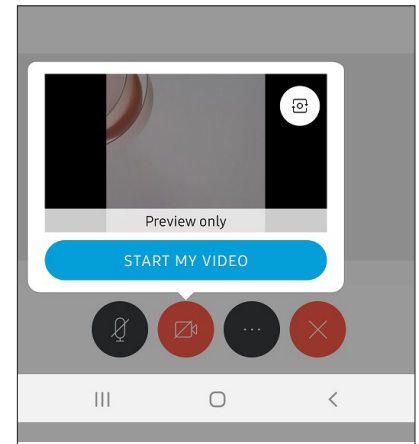
Step 13:

You will be presented with four buttons at the bottom of your phone. Click the **microphone** button the **green arrow** is pointing to turn on your sound so the provider can hear you and then click the **camera** button the **blue arrow** is pointing to which will start your video so the provider can see you.



Step 14:

After you clicked the camera button in the previous step the video preview window will open. Please click **START MY VIDEO**.



Step 15:

To end the meeting, click the **Red Circle with the x**.
Then click **LEAVE MEETING**.

