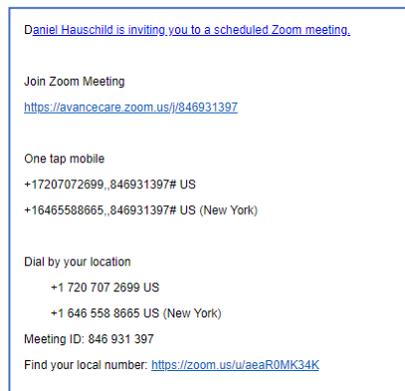


Zoom Patient Instructions

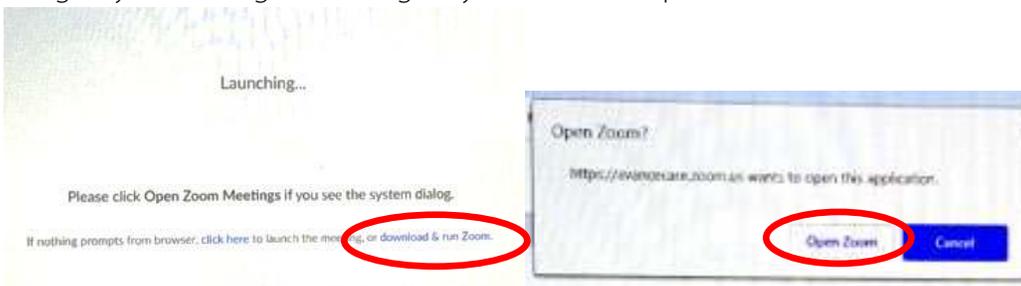
Joining the meeting from the email invitation sent by your provider is the quickest way to start your session. This email will be received from an Avance Care email address. Your email client may give you the option to save the meeting to your online calendar.

Via Zoom Desktop App

1. Click on the link in your email invitation



2. You will see a launching page and will either have to select "Download & Run Zoom" or it may automatically give you a dialog box asking for you to select "Open Zoom"



3. If prompted, enter your name and select "Join Meeting"



4. If you join the meeting before your provider, Zoom will give you a screen stating that it is waiting for the host. As soon as your provider signs on, your video session will start. Please prepare to sign in 3-5 minutes before your scheduled appointment time. If your provider has not initiated the session within 5 minutes of the scheduled start time, please call your Avance Care office to verify that the provider will be available for your appointment.

Via Web Browser

If you prefer to join Zoom meetings from a web browser, follow the instructions below. You will need your meeting ID provided by Avance Care in the original Zoom email invitation.

1. Open any browser (Chrome, Safari, Internet Explorer/Edge, Firefox)
2. Go to join.zoom.us
3. Enter your meeting ID given by your provider
4. Click **Join**

Via Zoom app on Mobile Device

You can also join your Zoom meeting session on an Apple or Android mobile device after downloading the Zoom app. You will need your meeting ID provided by Avance Care in the original Zoom email invitation. You do not have to sign into the app in order to join a meeting.

1. Select **Join a Meeting**
2. Enter the meeting ID number given by your provider and your name
3. Make sure your video and audio are connected and turned on
4. Select **Join**

Join a Meeting

Meeting ID or Personal Link Name

Your meeting ID is a 9, 10, or 11-digit number

Join

Join a meeting from an H.323/SIP room system

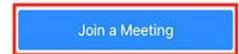
Android



Note: You can join a meeting with or without signing in.



Apple



Sign Up Sign In

