

Telehealth Appointments with Zoom or Ring Central from Your Computer or Smart Phone- Job Aide for Clients 04-27-2020

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Telehealth is a remote video and audio session that allows our Aspire Health Alliance providers to reach you remotely. Your prescriber will provide you remote appointments using the Zoom software. Your clinician may offer you telehealth services using Ring Central or another video software. Both free applications can be accessed from your personal computer or smart phone.

LAUNCHING THE ZOOM APPLICATION FROM YOUR COMPUTER OR MOBILE DEVICE (CELL):

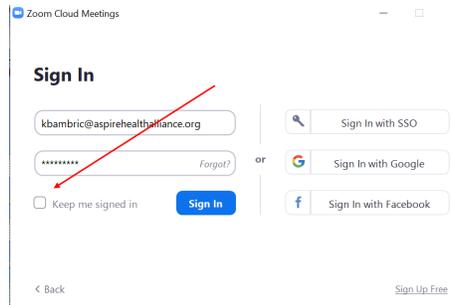
1. Download Zoom on your computer desktop by going to www.zoom.us ; Or on your mobile device; from the app store, download Zoom Cloud:



1. Create a username and password
2. Upon login, if you have not previously saved your login the initial screen will appear, requiring you to click *Sign-In*:

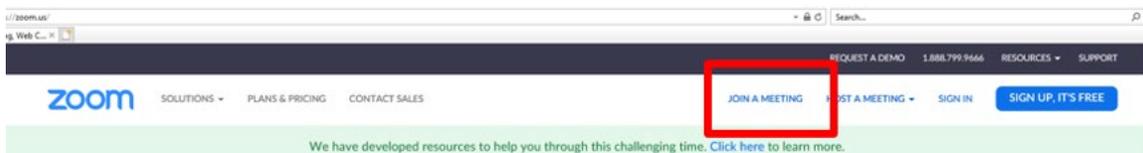


3. Enter your Zoom username and password for sign-in, be sure to click the box stating *Keep Me Signed In* to avoid having to re-enter your username and password in the future:



ENTERING A ZOOM SESSION:

1. Your Aspire Health Alliance provider will contact you via phone or email with the Zoom Meeting ID and password for your remote appointment.
2. At the time of your appointment, launch the *zoom* app or go to www.Zoom.us
3. Select **Join Meeting**

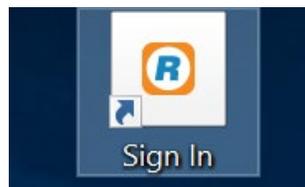


4. Enter the 9-digit meeting code and the password
5. Note: connectivity issues can depend on phone/internet service where the provider and/or you are located. If the connection is not strong, your video or audio could fade in and out.

USING THE RING CENTRAL APP:

From your Cell or Mobile Device

1. Download the *Ring Central* app



Click on the **Ring Central** icon to open

2. Prior to your appointment, you will receive an email or phone call from your provider that includes a Meeting ID (10 Digit Code).
3. When you open the RingCentral Meetings App, click: Join a Meeting.
4. Enter the Meeting ID.

From your computer or desktop:

Your telehealth session requires video as well as audio; please ensure your computer has both a camera and microphone. If your microphone is not working; there is a dial in number for the audio portion.

1. Prior to your appointment, you will receive an email or call from your provider which includes a link.
2. 5 minutes prior to our appointment, click the link.
3. Your web browser will prompt you to "Download and Run" RingCentral Meetings.
4. Click Join Audio and Start Video.