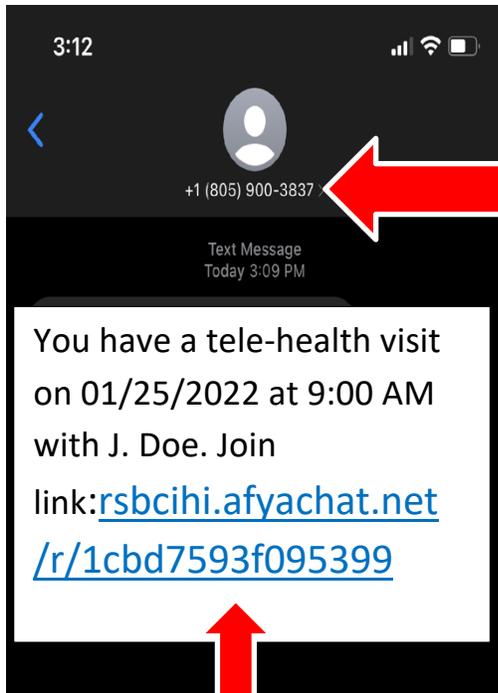


Step 1: On Your Cell Phone

This is the appointment text message you get



The text message link will always come from this number (805) 900-3837

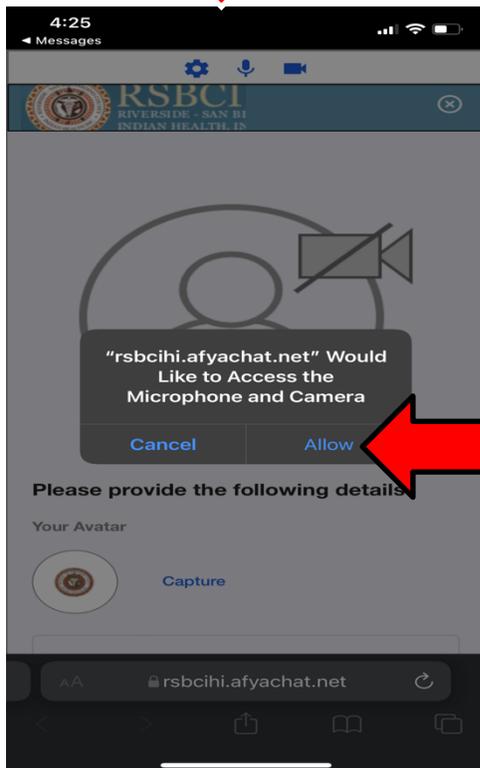
Important: Please Add this number to your Contacts as RSBCIHI Telehealth, so you can recognize the appointment number in the future

If you forgot to add number to your contacts and can't find the text message on Visit Day, you can search **18059003837** in your text search box to find the appointment text

On Visit Day: Click on the Blue Link

This will take you to the Allow Microphone and Camera Page

Step 2:



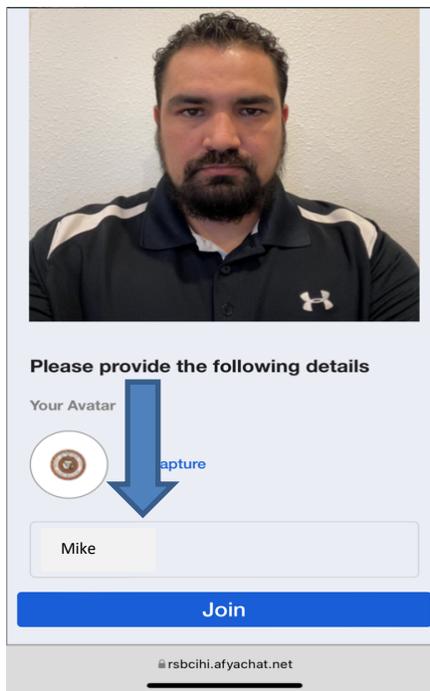
This pop up should appear to allow access to your camera and microphone. Click Allow.

If the pop up box does not appear see instructions below to fix your settings!

iPhone & iPad Go To: Settings→Scroll down to Safari→Open Safari→Scroll down to Camera→Open Camera→Click on Ask→ Go Back to Safari→Open Microphone→Click on Ask

Android- Go To: Settings→ Scroll down to Apps & Notifications→ Click on the icon for the Web Browser you use→ (best to Use Chrome) → Click on Permissions→ Turn on permissions for Camera and Microphone

Step 3: You should see Yourself on this Page



At the bottom of this screen type your name (Blue Arrow). Then click the Join button (Red Arrow)

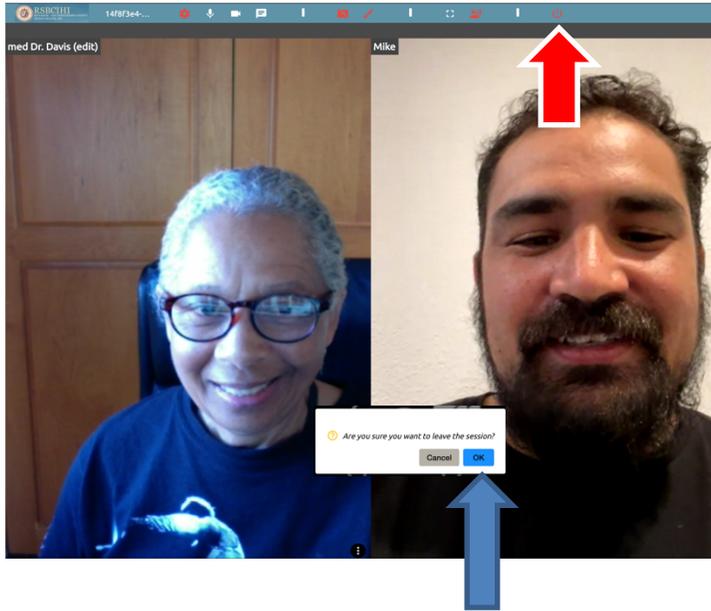
Tip: May be need to scroll down or turn your phone Sideways to see the full screen.

Once you click this Join button you will be in the visit:

Step 4: View once You and Provider have Joined



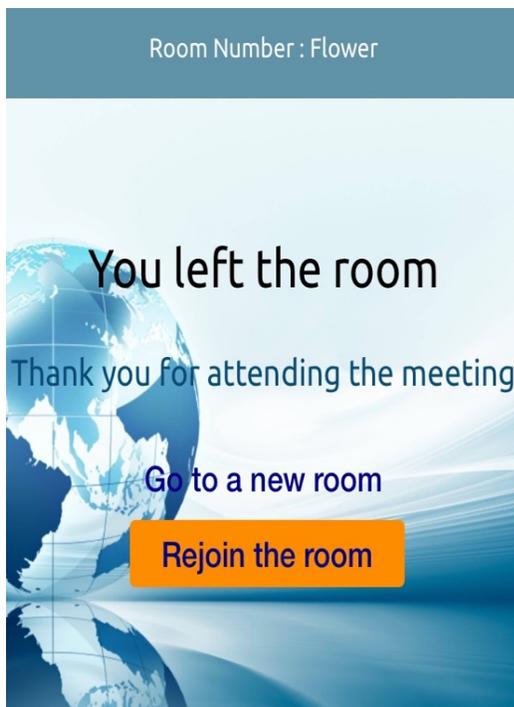
Step 5: Sign Off when Visit is Completed



In the TOP RIGHT Corner of the screen is a RED Sign Off Button, (Red Arrow)  Click the Button and a message pop's up: Are you sure you want to leave the session?, (Blue Arrow), Click OK

TIP: If you Unintentionally leave the room too soon:

You will see this page to Rejoin: Click the "Orange Rejoin the room" button to get back to visit.



Other Tips:

How to Allow Camera & Microphone for Computers, Laptops and Tablets

Window Computer/Laptop- Go to Settings→Go to Privacy→ Scroll Down to App Permissions-→ Then to Camera, make sure it is switched ON→Below Camera is Microphone, make sure it is switched ON

Apple Mac Computer- Click on Apple Logo in Top Left Corner ,  → Click on System Preferences→ Click on Security and Privacy→(One at a time) →Then Click on Privacy on the bar across the top→ from the list on the Left Side, Click on Camera and allow Apps to access camera→then click on Microphone and allow Apps to access microphone

If any assistance is needed, call Michael Reichling at (951) 849-4761 ex:1127