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How to Login to Your TeleMedicine Appointment Using Zoom

Equipment Needed:

- Computer, ipad/tablet or Smartphone
- Camera
- Microphone
- Speakers
- Zoom capability (see below)

Before you attempt to Login, Access the Settings or Control Panel of Your Device:

- Turn microphone on
- Turn speakers up
- Enable video on your device

Recommendations:

- Find a quiet, private spot to have your appointment
- Reduce background noise, use headphones if available (NOT REQUIRED)
- Have your appointment in a well lit area with the light in front of you
- IF POSSIBLE - Have a flashlight or desk lamp available to shine on your area(s) of concern, should your provider need more light to see
- Test the Zoom link in your confirmation email as soon as you receive it to ensure you can login for your appointment on time (*when testing LEAVE Zoom when you achieve Step 5 - at this point your device is set up and ready to use for your appointment. On the day of your appointment start over at Step 1 to launch Zoom.*)



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Step-by-Step Instructions To Login to Your Zoom Appointment


1. Open your **Appointment Confirmation Email** and locate the information that looks like the below example (*please note, your email will have your name, your provider, and your appointment information in it; Zoom meeting links are unique - do not attempt to use the one shown here*):
2. Click the **“Join Zoom Meeting”** link in your confirmation email - Zoom should launch automatically

Dermatology Appointment with Dr. Lesley Loss Inbox x

Your Name
to me ▼

Dr. Lesley Loss is inviting you to a scheduled virtual dermatology appointment via Zoom.

Topic: Dermatology Appointment
Time: Your Appointment Date & Time

Join Zoom Meeting
<https://us04web.zoom.us/j/499237318>  Click This Link to Launch Your Zoom Meeting

Meeting ID: ### ## #



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- If you are prompted to enter a **Meeting ID**, it is included in your confirmation email:


Dermatology Appointment with Dr. Lesley Loss Inbox x

Your Name
to me ▼

Dr. Lesley Loss is inviting you to a scheduled virtual dermatology appointment via Zoom.

Topic: Dermatology Appointment
Time: Your Appointment Date & Time

Join Zoom Meeting
<https://us04web.zoom.us/j/4992373185>

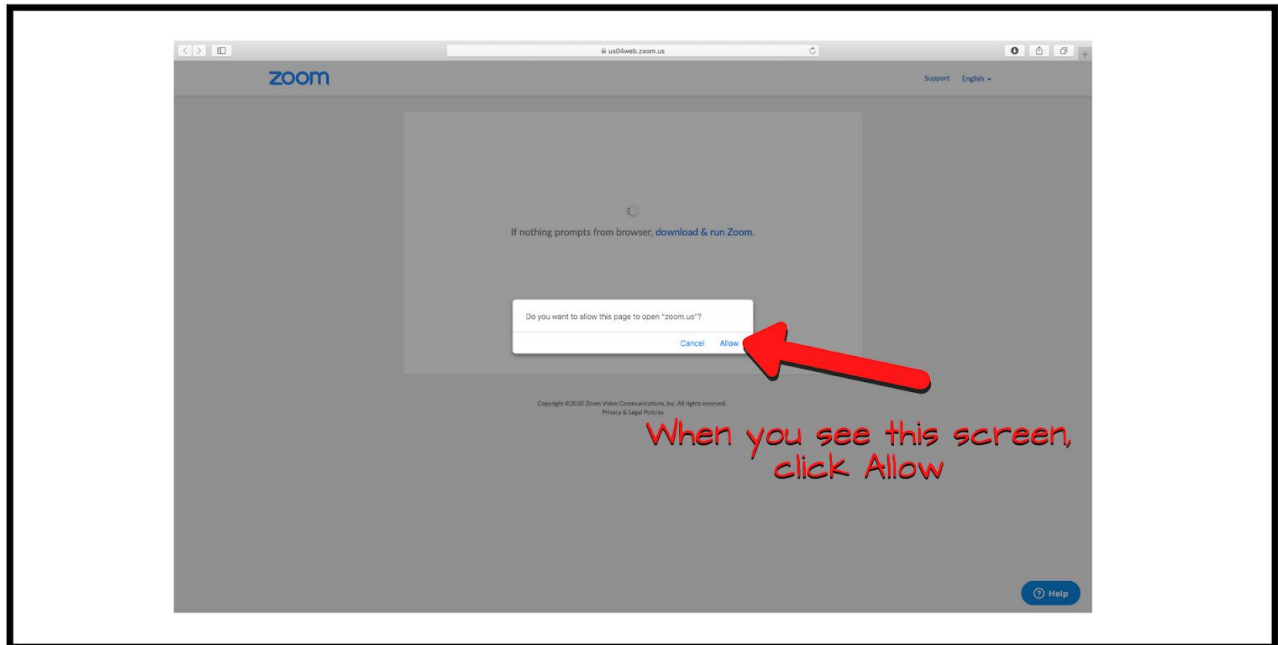
Meeting ID: ### ## #  If Prompted to Enter a Meeting ID,
Enter These Numbers

- **If Zoom does NOT launch automatically upon clicking the link in your confirmation email, please visit [Zoom Download Support](#) to download the appropriate Zoom platform for your device. Please contact our team (585) 272-0700 with questions or concerns.*

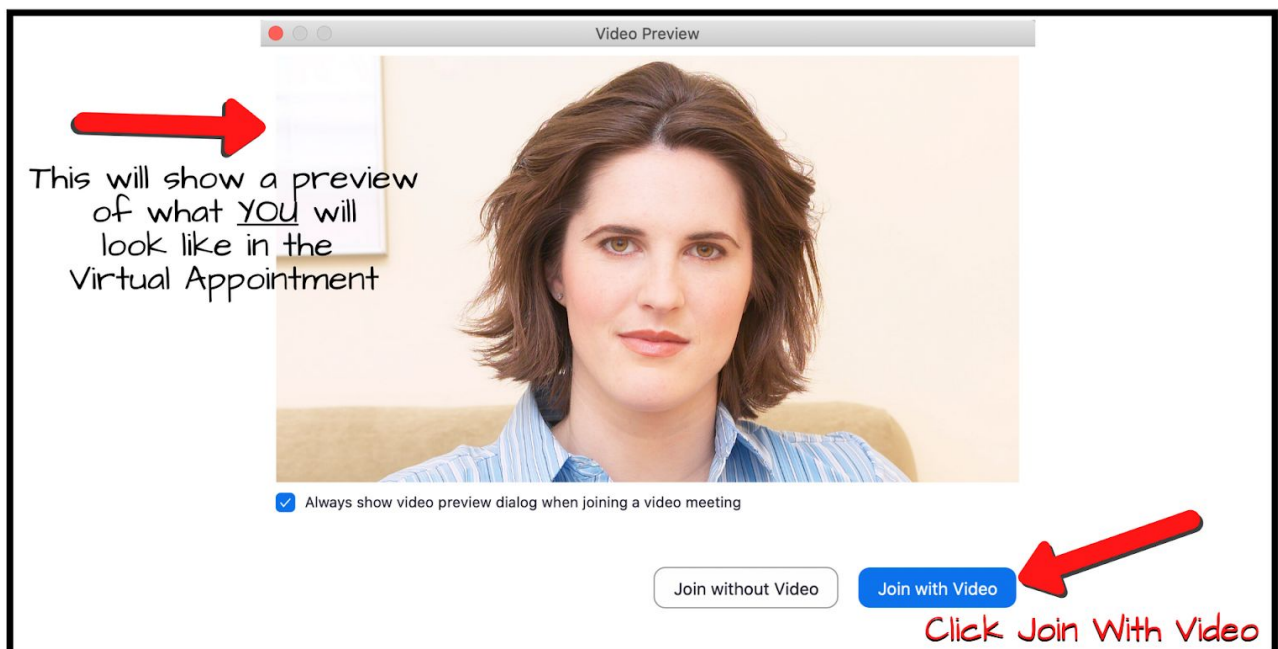


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- When Zoom launches, you will see this screen:
 - Click **ALLOW**



- Zoom will show you a Video Preview window - Click **Join with Video**





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5. You will be placed in a **virtual waiting room** - *do not navigate your device away from this screen, wait patiently and do not leave your device - your provider will start your appointment shortly*
- **If you are TESTING your Zoom capability prior to your appointment time, you may leave Zoom now - your device is set up and ready to use on the day and time of your appointment. **Start at step 1 to launch Zoom on the day of your appointment.***

Please wait, the meeting host will let you in soon.

Dr. Lesley Loss' Personal Meeting Room



You May Test Your
Speaker and Microphone
While in the Waiting Room

Test Speaker and Microphone

6. When the provider starts your appointment your device screen will look like this:



- Make sure the bottom left **“Mute” function is white**, NOT RED. Red means you ARE muted, white means the provider should be able to hear you
 - If you are having trouble hearing or if the provider cannot hear you - use the Chat function to communicate and attempt to troubleshoot
 - Be patient! If the technology is not cooperating we will try to troubleshoot with you.
 - If a solution cannot be found in a timely manner Leave the Meeting and contact our appointment line at (585) 272-0700. We will happily reschedule your appointment at no charge.
 - Prior to the rescheduled appointment please troubleshoot Zoom, and test it.
7. When your appointment has concluded, simply click Leave Meeting in the bottom right corner to end your virtual dermatology appointment.
- If follow-up is necessary a member of our team will connect with you within 24 hours.