myUNM Health

Virtual Visits

Tip Sheets, How-to's and More
for your Video Appointment

Staying connected to health
care has never been easier

UNM HEALTH

Contents

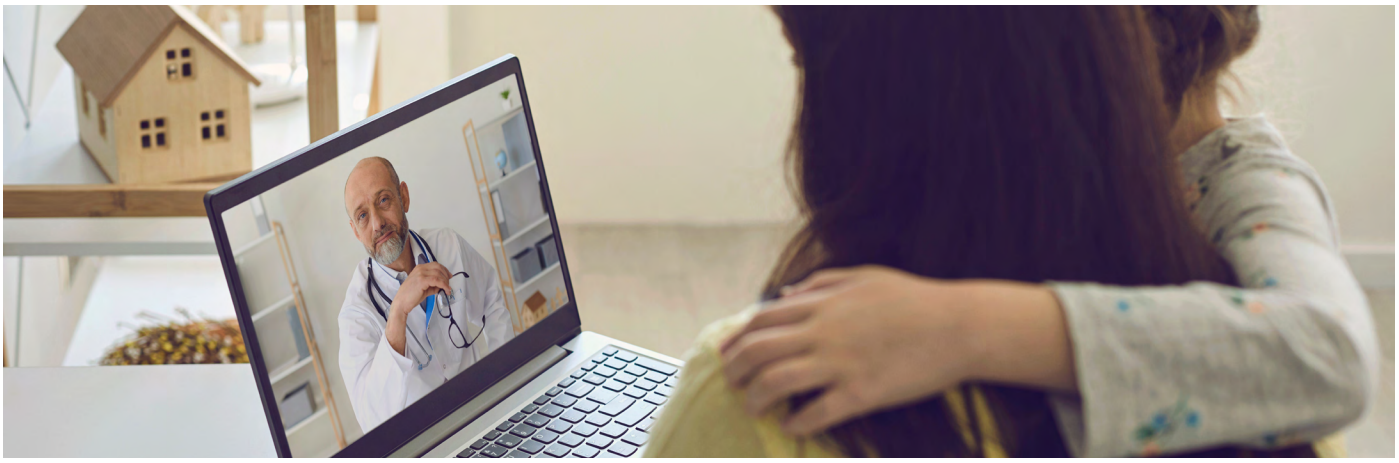
Preparing for Your Visit 3

How to Connect 6

Troubleshooting and Tips 9

- Google Chrome 10
- Firefox 11
- Safari 12

Connecting to Your UNM Health Appointment via Zoom 13



Preparing for Your Virtual Visit

Find a quiet and private area for your video consult. **Do not drive during a call.**

Best Practices for Your Visit

Before Visit:

- Use supported browsers/apps such as Google Chrome, Firefox or Safari
- Use Wi-Fi if available
- Find a quiet and private area to have your Virtual Visit
- **Do not drive** during the call
- Have bright lighting

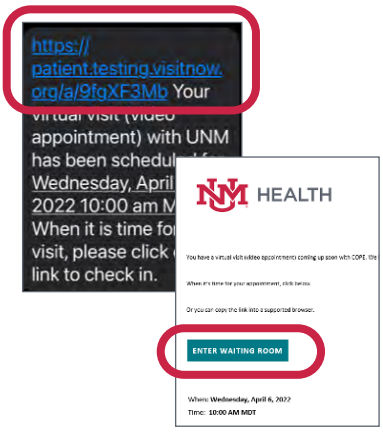
While Waiting:

- Do not leave or minimize the waiting room screen or browser
- Do not take a phone call or text message while waiting or during the visit
- Do not let your phone or device go to sleep. As soon as your screen dims, tap your screen.
- If you have to leave, tap the **Exit** button on your screen

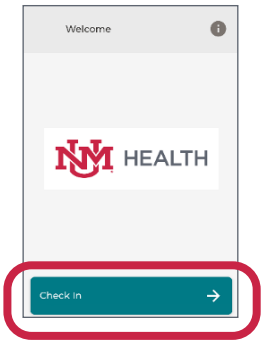
In-Session:

- Do not refresh or leave the screen
- Do not answer a call or text

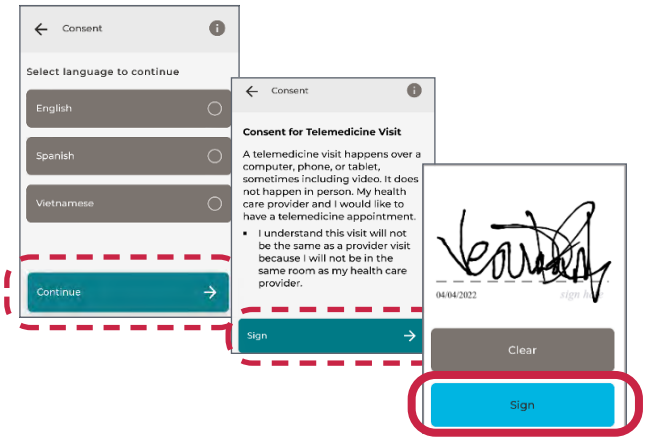
Connecting to Your Virtual Visit (Video Appointment)



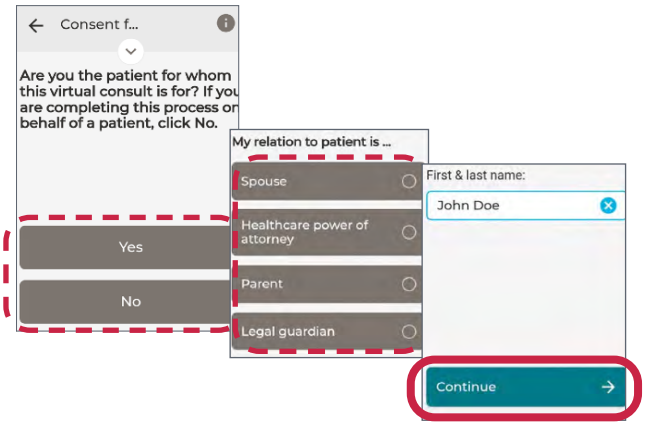
1. Click the blue link from your text or click “Enter Waiting Room” from your email.



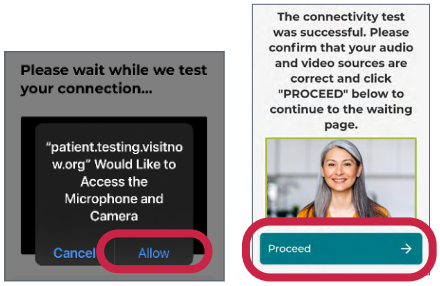
2. Click “Check-In”



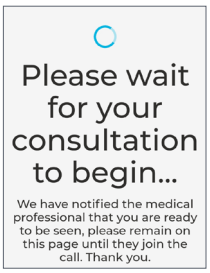
3. Pick your language and click “Continue.” Read the consent and click “Sign.” Sign the screen with your finger or mouse, click “Sign.”



4. Click “Yes” if you are the patient. Click “No” if you are not the patient and choose your relation to the patient then click “Submit.” Enter your name and click “Continue”



5. Click “Allow” then “Proceed” on the next screen.

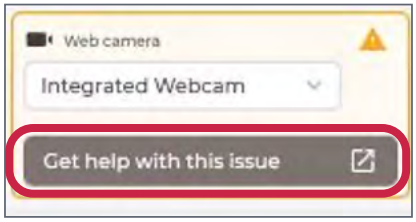


6. Your provider will appear on the screen soon.

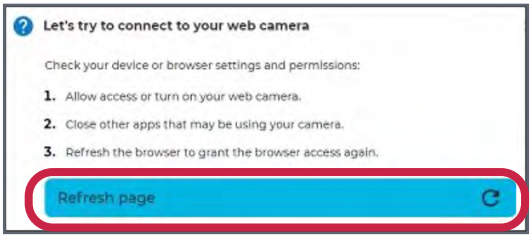
Use browsers like Google Chrome, Firefox or Safari

Troubleshooting Connection Issues

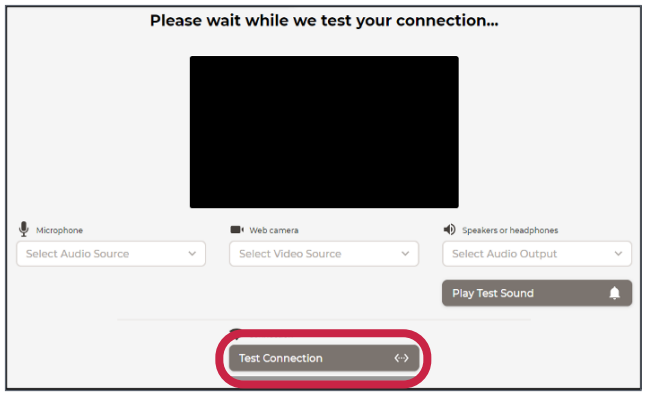
If a yellow triangle (⚠) appears in the upper right-hand corner of your camera, microphone, or speaker box, there is a problem.



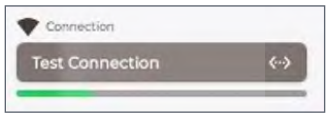
1. Click “Get help with this issue.”



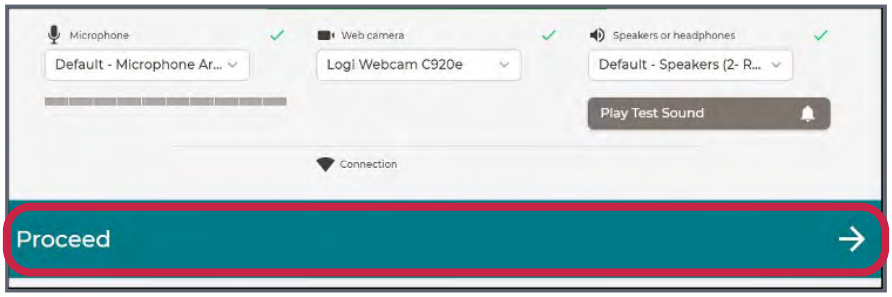
2. Follow the instructions that appear to fix the problem, then click the blue “Refresh page” button.



3. This screen will appear again.
   Click “Test Connection.”



You will see green move across this bar.



4. The “Proceed” button will appear when everything is ready. Click “Proceed” to enter the waiting room. A provider will connect with you soon.

Still not working? Please call your clinic for further assistance.

Use browsers like Google Chrome, Firefox or Safari (A browser is a program that allows you to search the internet.)

How to Connect to Your Virtual Visit

1. **Find your email or text message reminder for your Virtual Visit.**
   Click "Enter Waiting Room" in your email, or click the link from the text.

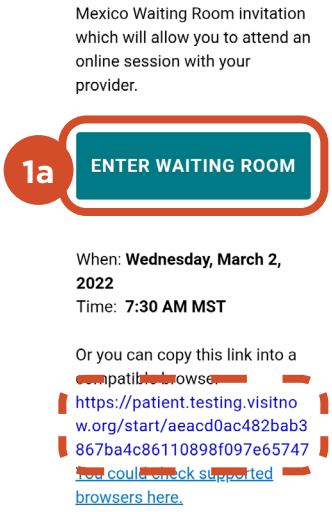
   1a. **In your email**, click "**Enter Waiting Room"** or click the **provided link**

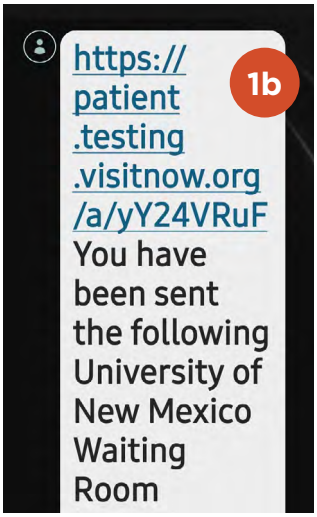
   or

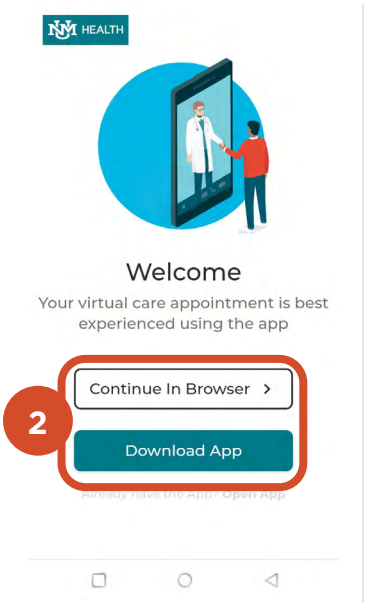
   1b. **In your text messages**, click the **URL link**

2. From the Welcome screen click "**Continue in Browser**"
   You do not need to download the app

3. Click "**Check In**"



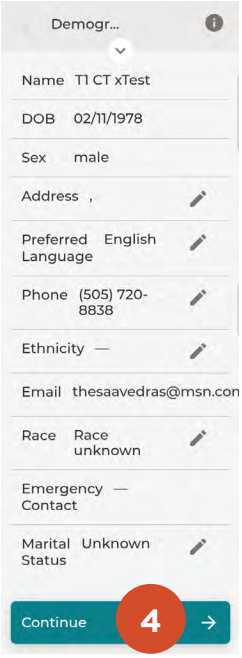


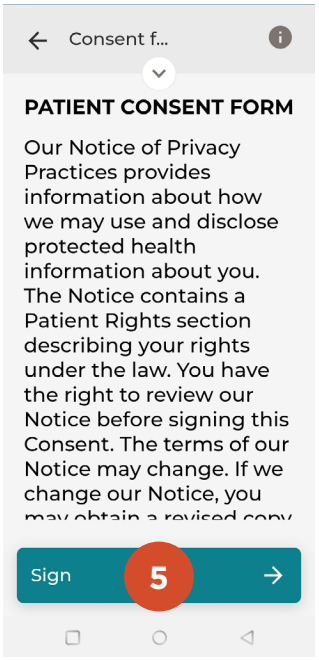


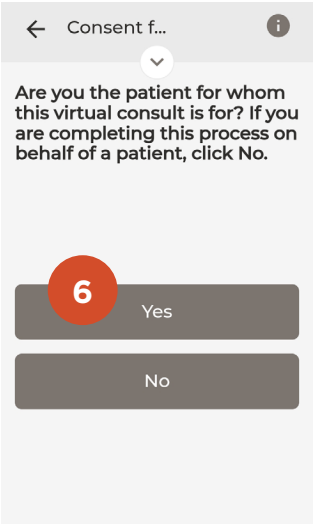
4. Click “**Continue**”

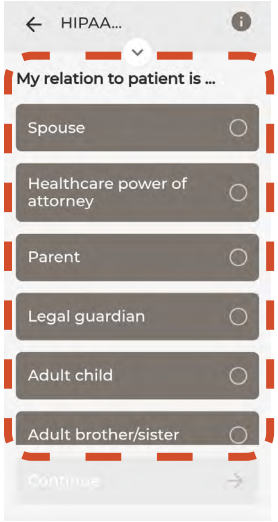
5. Read the Patient Consent Form and click “**Sign**.” Sign the screen with your finger and click “**Sign**” again to submit.

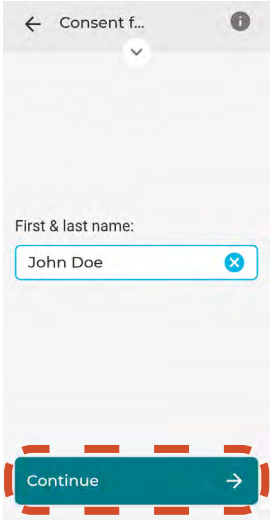
6. Click “**Yes,**” **if you are the patient**. If you are not the patient, click your relationship to the patient and enter your name on the provided screens. Then click “**Continue**.”











7. The system will test your connection automatically

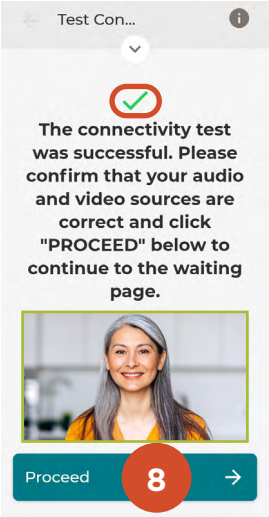
8. When the test is successfully completed, you will receive a green check mark. Click "**Proceed**."

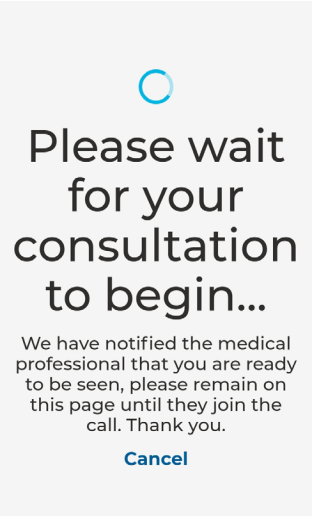
   8a. When your Virtual Visit appointment has ended, click the **red phone icon** (⛔) and then click "**End**"

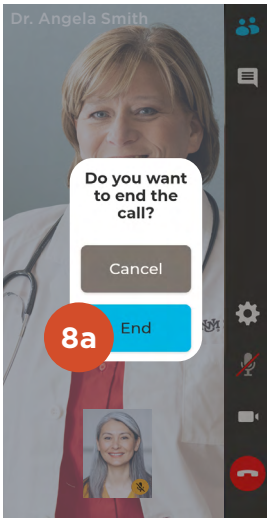
Note: **Please do not close the waiting room screen before your provider has joined the call. You may wait several minutes for your provider. Closing the screen early may cause you to miss your appointment.**

At the end of your video appointment you will be prompted to rate the quality of your call.

The Virtual Visit system will automatically test your device for video & microphone compatibility.







Virtual Visit Troubleshooting and Tips

Frequently Asked Questions

My provider can't see or hear me.
What should I do?
Make sure there are no red Xs or slashes \ on the camera and microphone icons.

My provider still can't hear or see me.
What should I do?
Click the gear icon (⚙) on the screen and see if you can use a different camera or microphone.

I've been sent back to the Waiting Room.
Is my Virtual Visit over?
No. Your healthcare provider just put you on hold and will be back soon.

Can I take a call during my Virtual Visit?
No. Do not take or receive phone or video calls because it could end your Virtual Visit too soon.

I want to end my Virtual Visit.
How do I do that?
Click the red phone icon (☎) and then click End.

Can I use other apps during my Virtual Visit?
No.

I'm having trouble speaking.
How can I talk to my provider?
Click the chat icon (💬) to type a message to your health care provider.

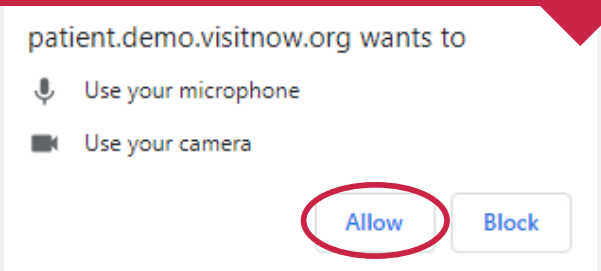
How do I schedule a follow-up Virtual Visit?
Contact your health care provider or clinic.

Common Audio and Video Issues Across Browsers

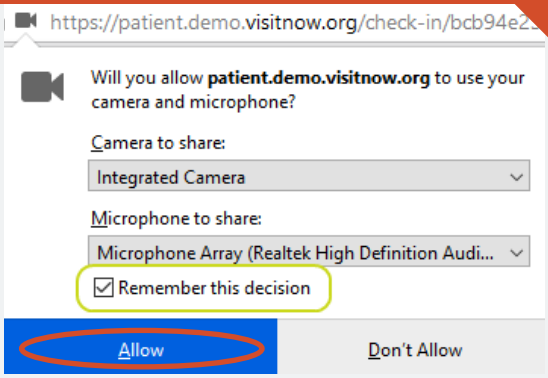
Check your browser settings to make sure unmhealth.visitnow.org can use your camera and microphone.

If you are using a headset, make sure it is not muted.

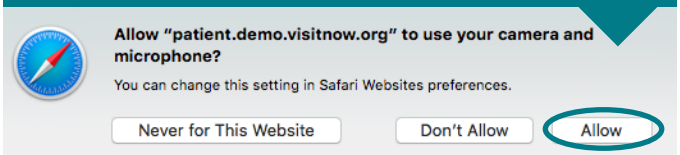
Google Chrome



Firefox

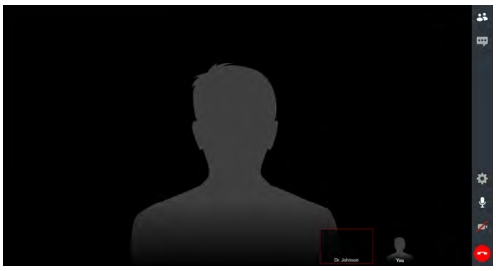


Safari

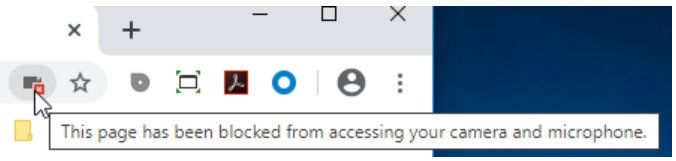


Troubleshoot Audio & Video for Google Chrome

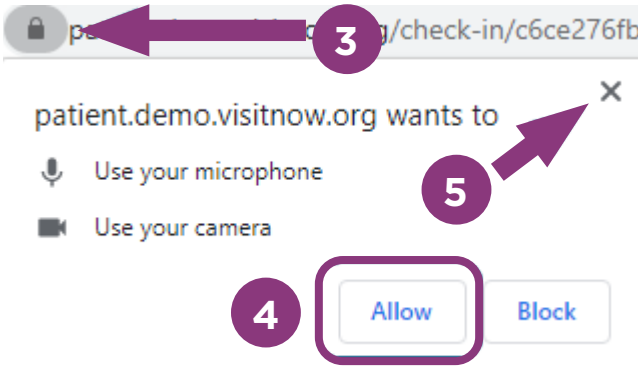
1. If you cannot see yourself on your screen or see a red slash over the mic or camera icons, click on the icons to enable them



2. If you get a message saying that your browser cannot use to your microphone or camera, then please follow the instructions below:

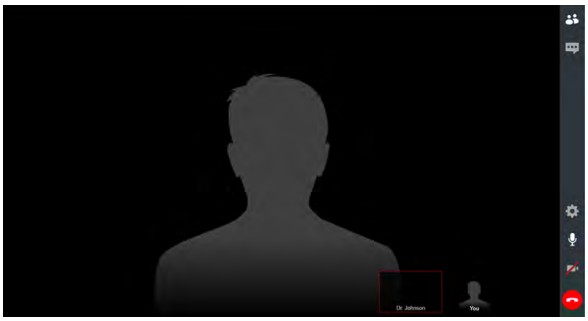


3. In the upper left-hand corner of the browser, **click the lock** icon
4. Click "**Allow**"
5. Click the **X** to close the pop-up window and to return to the Virtual Visit
6. Click the **refresh** button

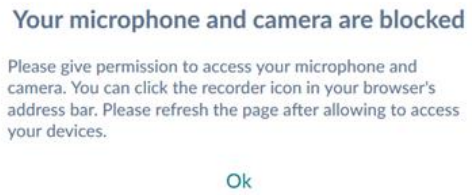


Troubleshoot Audio & Video for Firefox

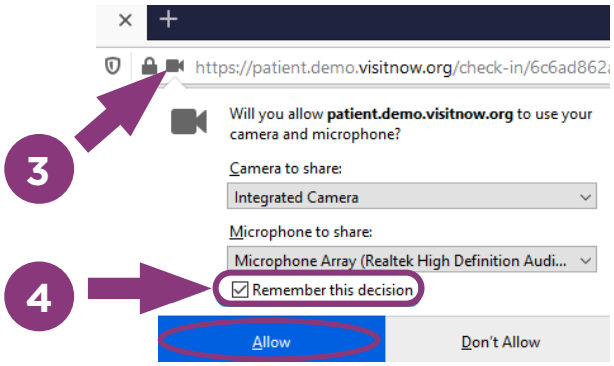
1. If you cannot see yourself on your screen or see a red slash over the mic or camera icons, click on the icons to enable them

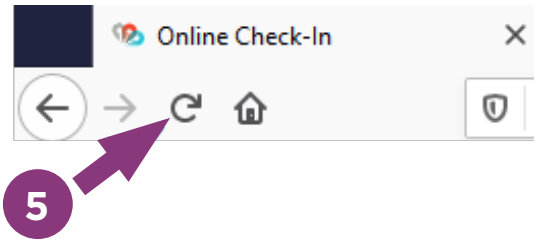


2. If you get a message indicating that your browser does not have access to your microphone or camera, then please follow the instructions below:



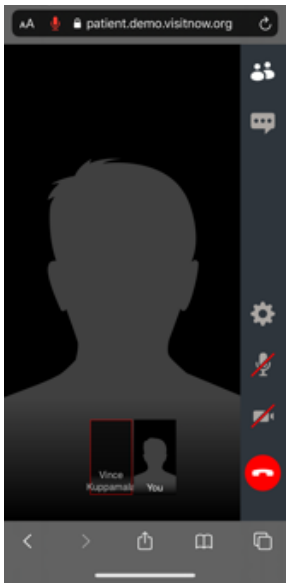
3. Click the **camera icon** in the upper left-hand corner
4. Click "**Remember this decision**" and click "**Allow**" to return to the visit
5. Click the **refresh** button

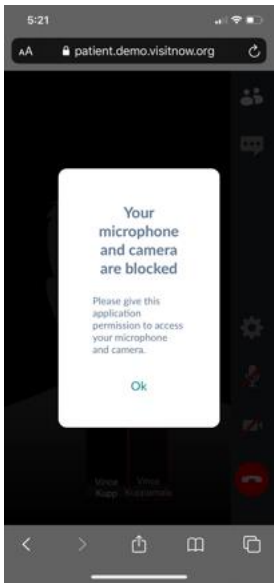


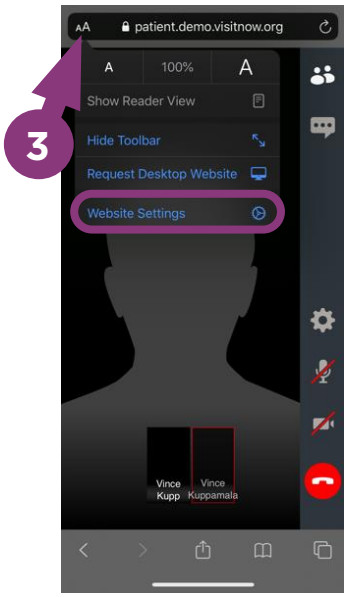


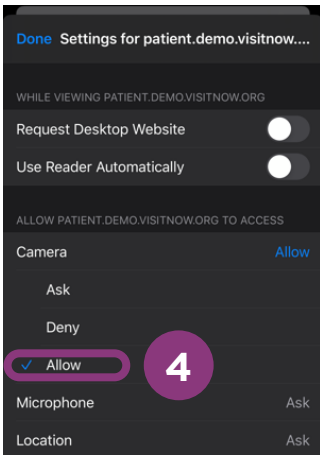
Troubleshoot Audio & Video for Safari

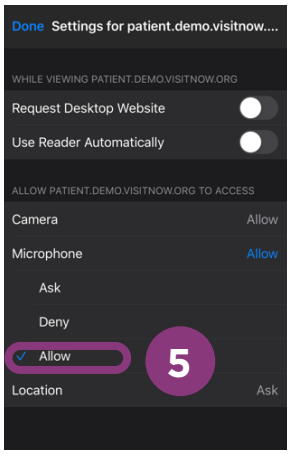
1. If you cannot see yourself on your screen or see a red slash over the mic or camera icons, click on the icons to enable them
2. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:
3. Click the icon at the top of your screen with the letters "**AA**" and click "**Website Settings**"
4. Under "Camera" please ensure that "**Allow**" is checked
5. Under "Microphone" please ensure that "**Allow**" is checked
6. Click "**Done**" in the top left to return to the visit
7. Click the **refresh** button

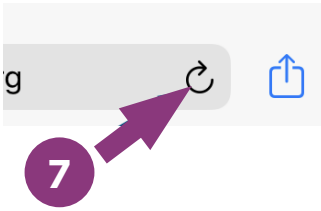












Connecting to Your UNM Health Appointment via Zoom

UNM Health may schedule you for an appointment using the online video calling program, Zoom.

The following pages will go over how to connect via desktop computer or smartphone to your Zoom appointment.

Interested in an interactive web training using Zoom?
Scan this QR Code using your smartphone camera or QR Code scanner app to walk through the system step-by-step. You can also find this training online at **https://bit.ly/UNM-Health_How-To-Zoom**

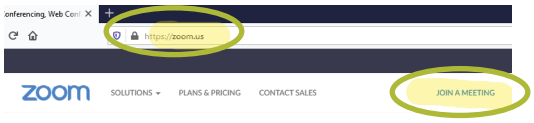
Connecting to Your Zoom Appointment via Computer

1. **To automatically connect, click on the Zoom link that your clinic sent to you. Skip to step 6.** If using the Meeting ID and Passcode, go to the next step.
2. Enter **Zoom.us** in your web browser and click "**Join a Meeting**"
3. Enter the **Meeting ID** (set of numbers)
4. Click "**Open Zoom Meetings**" then "**Launch Meeting**"
5. Enter your **name** and the **Meeting Passcode**, then click "**Join Meeting**"
6. First time users will see these screens:
   a. Check "**Always Allow**" and click "**Choose Application**"
   b. Click "**Open Link**"
7. You have will now arrived in your provider's Zoom room. You will see one of the windows shown here.
8. Click "**Join with Computer Audio**"
9. You will now see your provider on the screen and your Virtual Visit can begin

1

https://hsc-telehealth.zoom.us/j/4040188640?pwd=SFZnUE9FOGNLaUExVTdFcD

2



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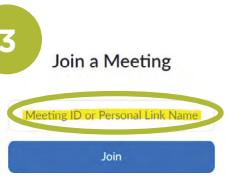

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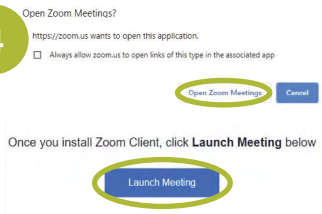

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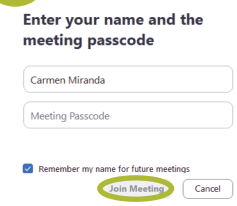

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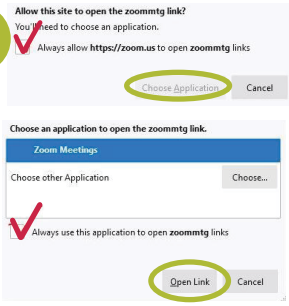

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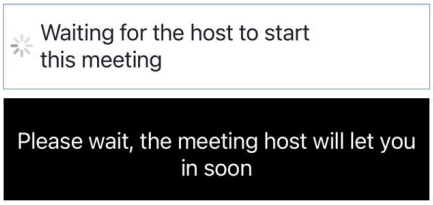

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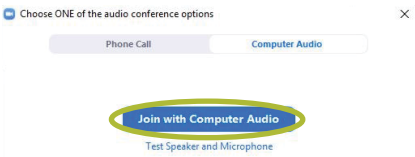

Connecting to Your Zoom Appointment via Smartphone

1. **To automatically connect, click on the Zoom link that your clinic sent to you. Skip to step 4.** If using the Meeting ID and Passcode, go to the next step.

2. Locate the Zoom application on your smartphone's app store, download and open the app. Click "**Join a Meeting**."

3. Enter the **Meeting ID**, your **name**, and click "**Join**." On the following screen, enter the **Meeting Passcode** and click "**Continue**."

4. You have will now arrived in your provider's Zoom room. You will see one of the windows shown here.

5. These windows may appear requesting permissions:
   a. Click "**OK**" for Camera
   b. Then "**Join with Video**"
   c. Click "**OK**" for Microphone

6. These additional windows may appear requesting permissions:
   a. Click "**Allow**" to send notifications and "**Call Using Internet Audio**"

7. You will now see your provider on the screen and your Virtual Visit appointment can begin

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https://hsc-telehealth.zoom.us/j/4040188640?pwd=SFZnUE9FOGNLaUExVTdF

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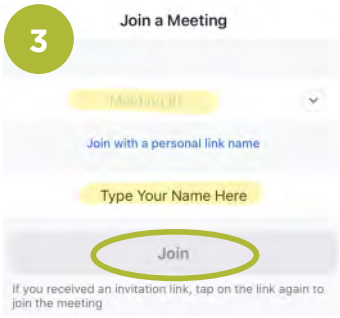

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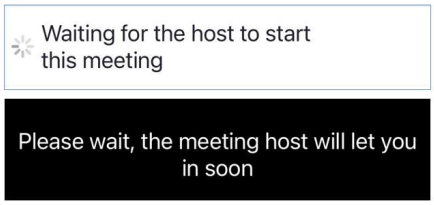

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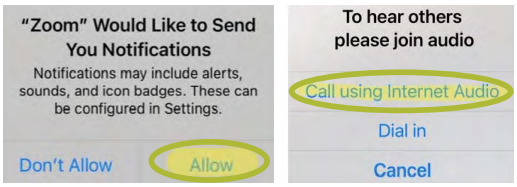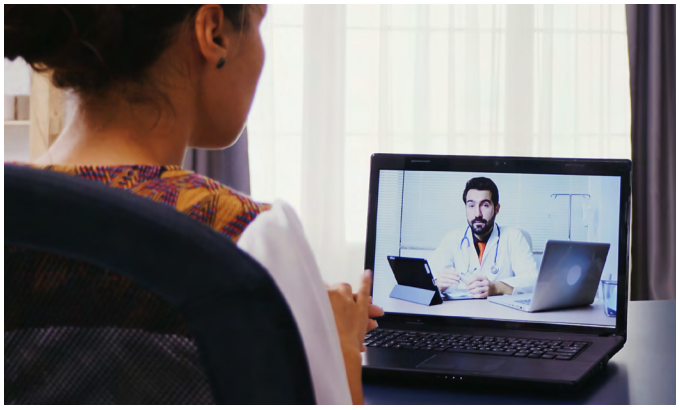
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