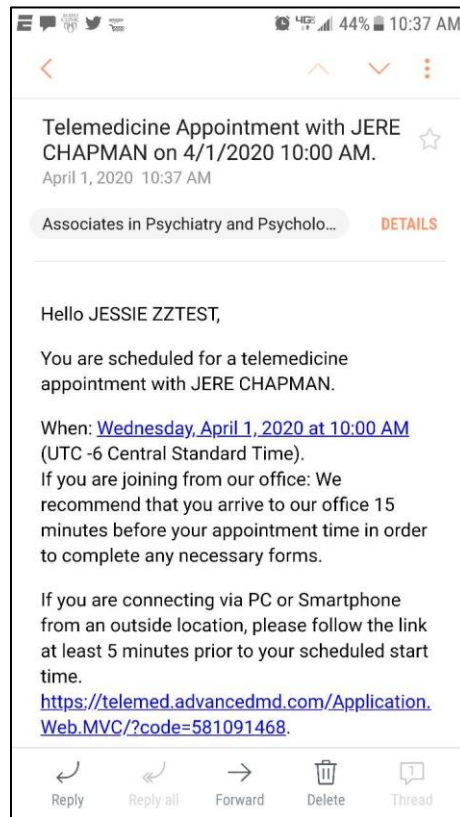# ASSOCIATES IN PSYCHIATRY AND PSYCHOLOGY
TELEMEDICINE PATIENT INSTRUCTIONS WITH SCREENSHOTS

1. After you have made your appointment, you will receive an e-mail from our staff.   Open the e-mail and click on the **email link** after the 3rd paragraph.


2. After clicking on the link, you should see the below screen. (If you do not, please try and open the link again. Should you continue to have problems, please call us at 507-288-8544.) The telemed code should already be entered. (If not, refer back to your e-mail to find the code.) Click the **blue arrow** to continue.
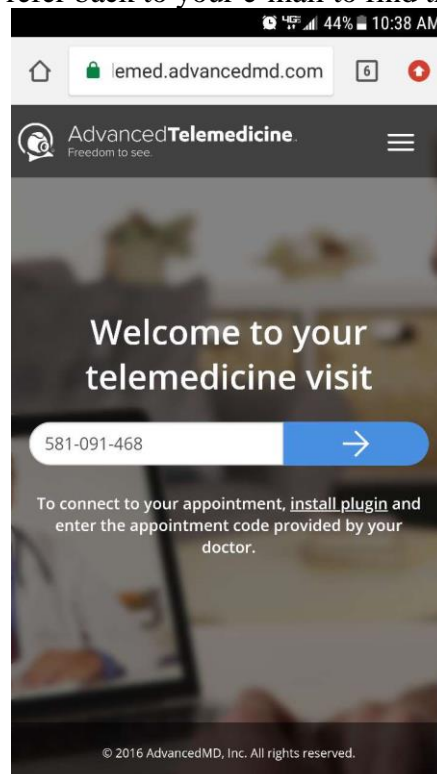
3. After you click the blue arrow, you will need to download the free Zoom app. *You only need to do this on the first telemed visit*. You may also choose to download it before your appointment by going to your app store, (ie Google Play, iTunes etc.)
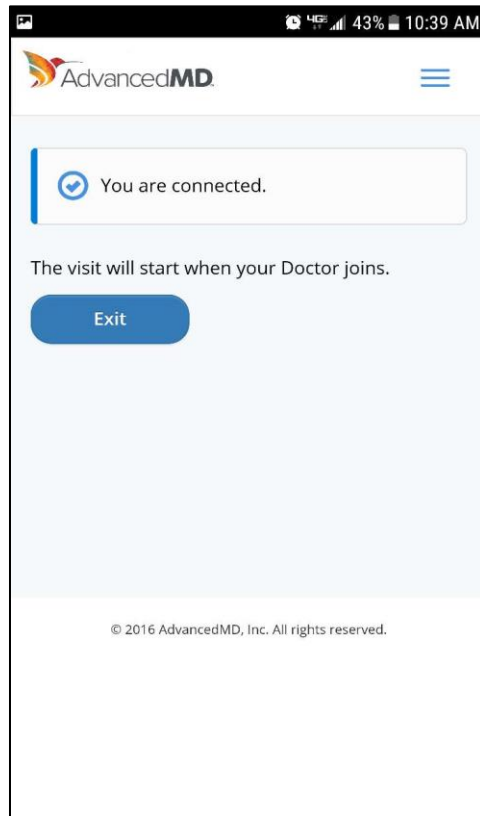   After reviewing the "Important information", click **"I agree"**. *Please note: your credit card will not be charged; your visit will be billed normally.*
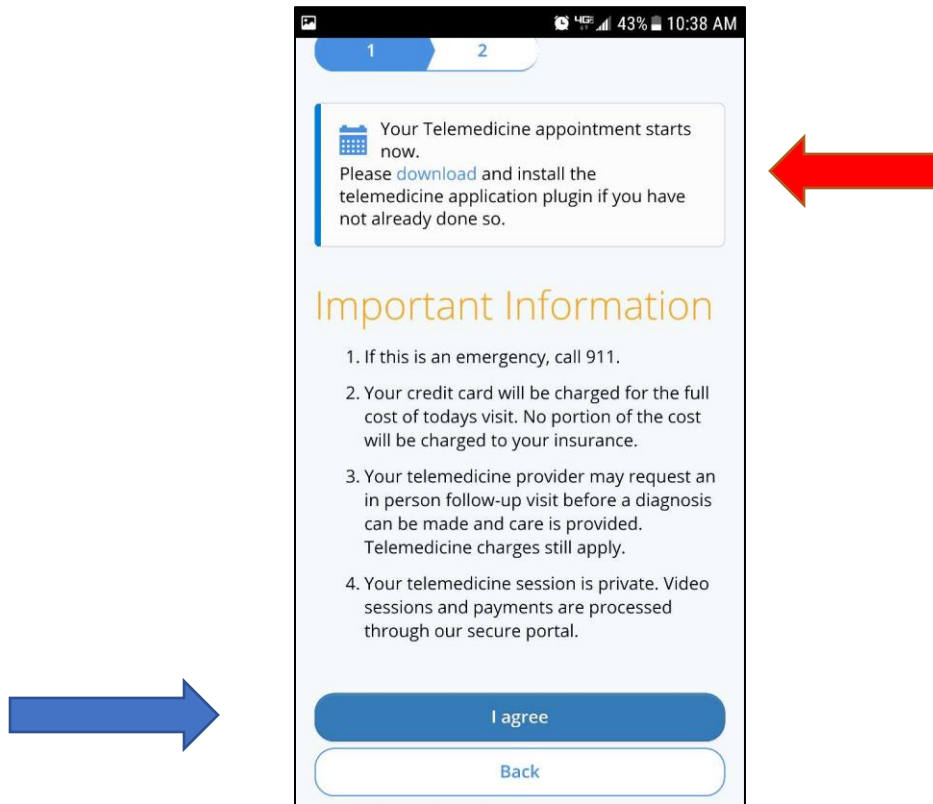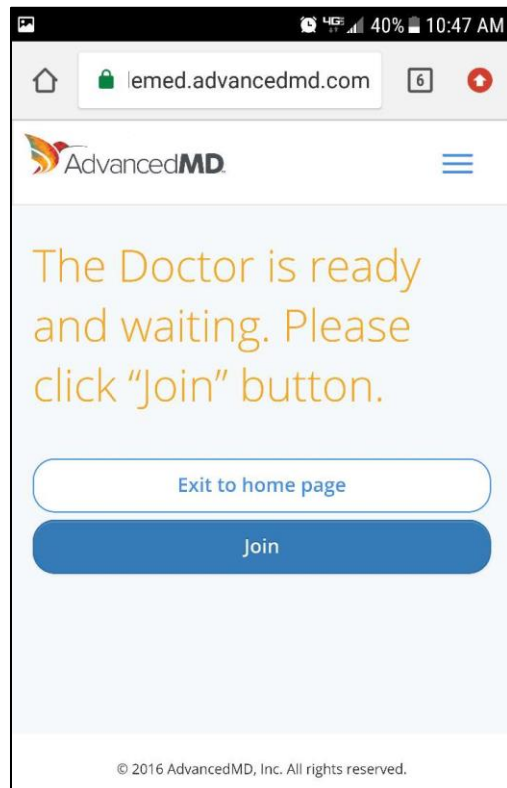

4. You will be prompted to enter the waiting room. Click on the blue **"Enter Waiting Room"** button.
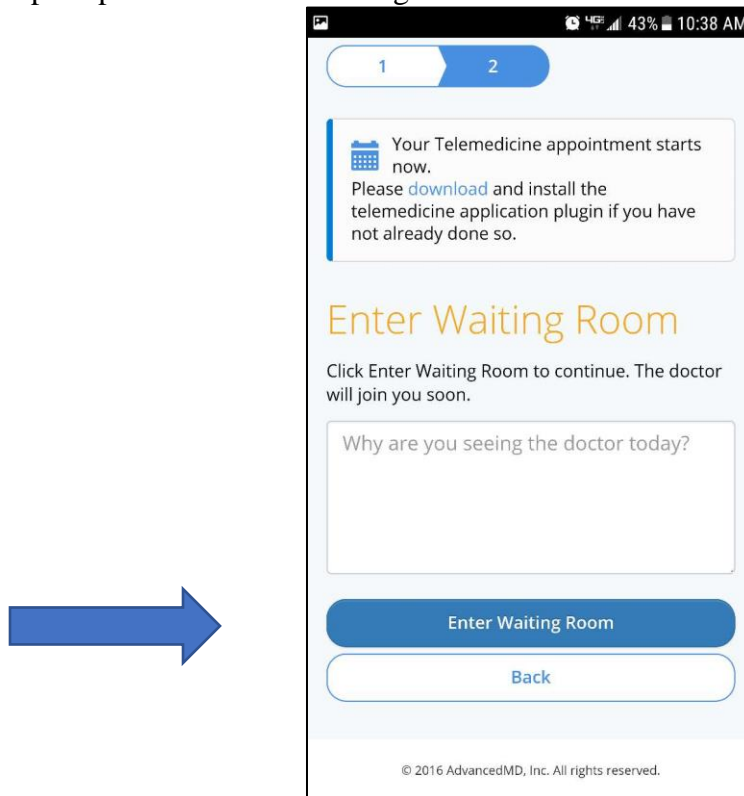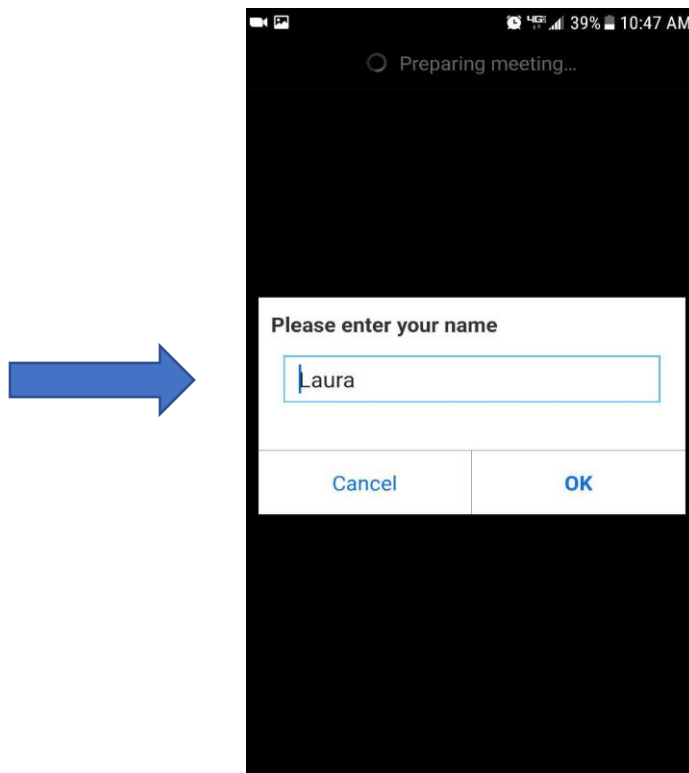
5. Upon entering the waiting room, the below screen will appear. You will remain here until your provider joins the call.

6. Once your provider starts the call, your screen will automatically change. Click **"Join".**

7. After you click "Join", you will be prompted to enter your name.

8. Once you enter your preferred name and click **"OK"**, you will be connected to your provider.
   Important Make sure your session has audio and video allowed. If your video icon is Red, click on the icon to change to Green/On. Please ensure the audio is on by clicking on the join audio icon and choose "use device audio". You should now be able to hear and see your Provider.