

Instructions for how to join a Telehealth call

For Tablet or Smart Phone

The following instructions will guide you in connecting to your video call.

Please note video call may use large amounts of data; if availability of data is a concern please contact your internet service provider.

1. Download the free VidyoConnect application from the App Store

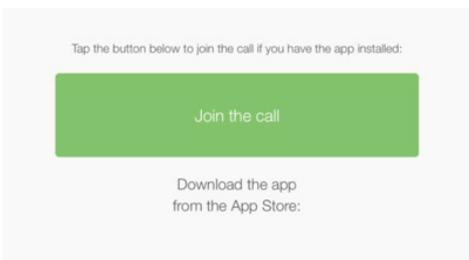
Once this program is downloaded you do not need to open it.



2. Open your Telehealth Appointment email notification

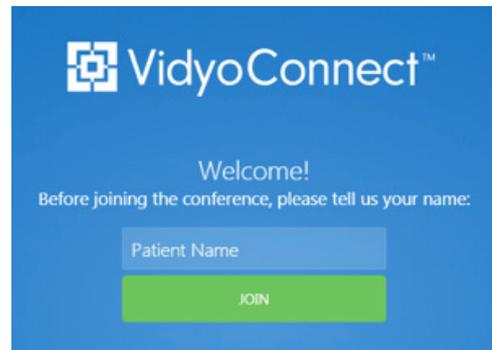
3. Click on the video call link embedded in your appointment email

E.g. Appointment Link – <https://mater.vcnw.biz/join/E5Nw3f>



4. Click "Join the call" to connect

5. Enter your name and click "Join"
– this will commence the video call



6. If the clinician is also connected you will see their face on the screen.

If they are not connected, you will only see yourself in the small self-view window. There may be a waiting period for someone from Mater Health to connect, but this is often minimal.

UNDERSTANDING KEY ICONS

Icon	Function	Action
	This is your speaker/volume icon	Click to mute; or Right click to change speaker
	This is your microphone	Click to mute; or Right click to change microphone
	This is your camera	Click to turn off camera; or Right click to change camera
	This is a text function	Enter text and hit send
	This will end the call	Disconnect