

Instructions for how to join a Telehealth call

For desktop or laptop computers

The following instructions will guide you in connecting to your video call. Please note video calls may use large amounts of data; if availability of data is a concern please contact your internet service provider.

- 1. Open your Telehealth Appointment email notification**
- 2. Copy and paste the video call link embedded in your appointment email into the browser**

E.g. appointment link—Join the meeting:
<https://call.lifesecloud.com/12345>

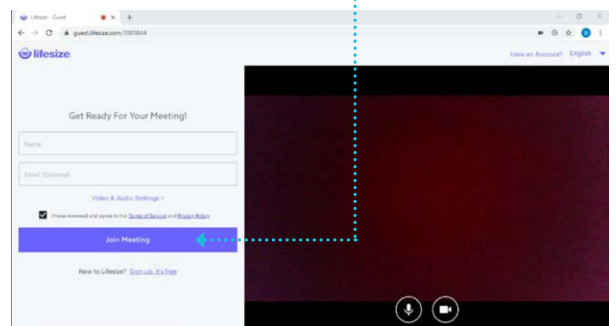
- 3. Join calls from your browser**

All of the Lifesize features are available from Google Chrome and Microsoft Edge* browser. You can also join a meeting from other popular browsers and Lifesize will detect if you have the desktop app installed, if not Lifesize will prompt you to download and install it.

*Older versions of Microsoft Edge will prompt you to download and install the desktop client.

- 4. Enter your name and click "Join meeting"**




Tick the terms and conditions box—this will commence the video call



- 5. 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 to connect but this is often minimal.

UNDERSTANDING KEY ICONS

Icon	Function	Action
	This is your microphone	Turn microphone on and off
	This is your camera	Turn camera on and off
	This will end the call	Leave the call or presentation