

# Instructions for how to join a Telehealth call

## For tablet or smartphone

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

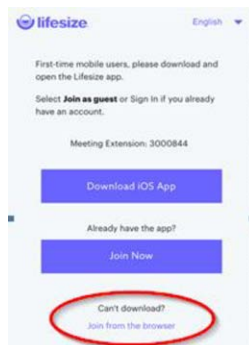
### 2. Click on the video call link embedded in your appointment email

E.g. Join the meeting—<https://call.lifsizecloud.com/12345>

The link may not be active in some mobile email clients. Please cut and paste the address into your mobile browser to continue.

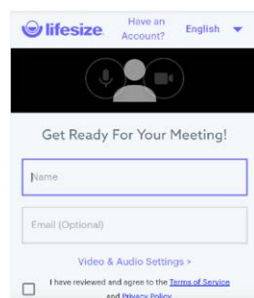
Android devices should open to the browser client automatically.

Apple iPhone and iPad devices to open the meeting in the browser select the link at the bottom of the page if available. If not select Download App and go to Step 4.



### 3. Enter your name and click "Join Meeting"

Tick the terms and conditions box—this will commence the video call. (Go to Step 6)

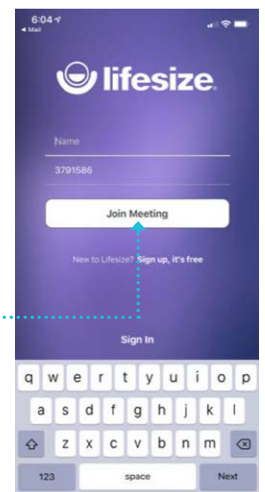


### 4. The App Store will open to the Lifesize app download page. Click "Get"

Once downloaded you will get the option to "Open" the app. Close the app store and return to your email invite.

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




Your browser will reopen to the same page. Click on "Join Now". Your browser may ask to open the app. Click "Ok". The app will now open. Enter your name and click "Join Meeting".



### 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 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