

ZOOM Setup for your video-based Telemedicine Appointment

Zoom is a HIPAA-compliant video conferencing tool that allows you to have a video-conference-style visit with your provider. HIPAA-compliant means that any and all health information is secure. Zoom may be used from any web browser or the Zoom application is available for download to your computer, tablet or smartphone. There are a few steps in the guide below that you should take to help you prepare for your appointment. You will use Zoom for your cognitive testing and provider appointments.

Zoom may be used from any browser on your computer and on smart phones and tablets. See instructions below for how to use Zoom for your Telemedicine visit.



Note: Currently, Chrome is the preferred browser for most of our Telemedicine tools, including Zoom, for video conference and MRI upload applications. If you prefer to use Chrome as your default browser, please [click here to scroll to the end of this document for the instructions](#).

Important Information to ensure a Successful Zoom Visit:

1. You must be connected to the internet to be in a Telemedicine visit.
2. Your invitation to a Telemedicine visit is a “**Zoom link**” that looks like this:
<https://emory.zoom.us/j/777444999>
3. During installation Zoom will request access for your microphone and camera.
You must accept all permission requests to be in a Telemedicine visit.

Which device are you planning to use for your Telemedicine Appointment?

Click on your device below.



Windows Laptop
or Desktop



Apple MacBook,
iMac or Mac mini



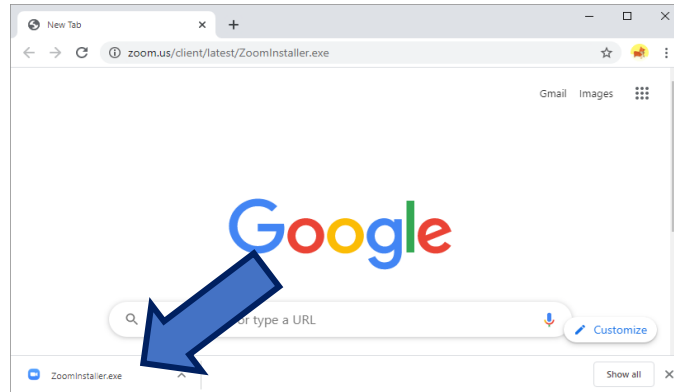
Apple iPhone, iPad



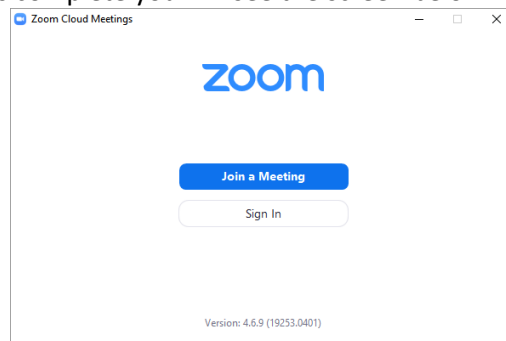
Android device
Samsung, LG, etc.

Installing Zoom for Telemedicine Appointment on your Windows device

1. Please click [this link to install Zoom](#) on your computer. Click the installer file once the download is complete. For Chrome, the completed file will show up at the left bottom corner of the browser window.



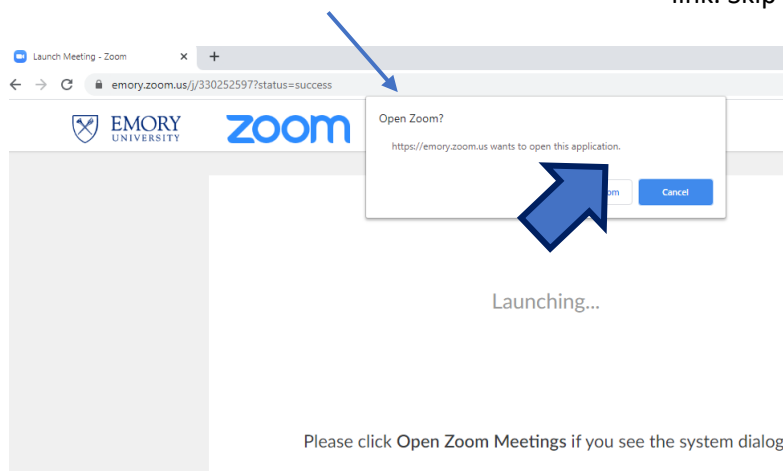
2. Once the installation is complete you will see the screen below.



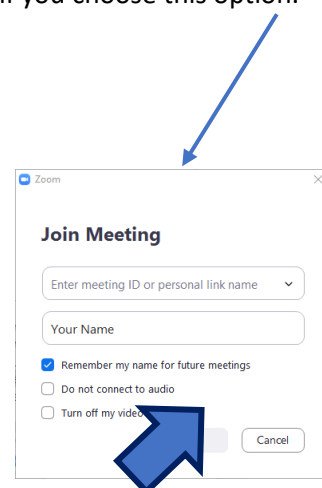
3. Now, you can use the meeting link provided in the portal message (or the email) for your Telehealth appointment.

Option 1: Please click the Zoom link and choose “Open Zoom” when the dialog below comes up.

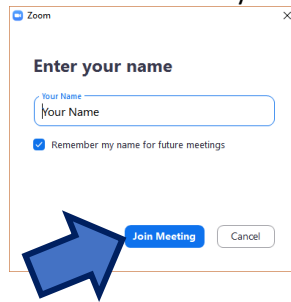
Option 2: Click “Join a Meeting” button in the main Zoom page and enter the 9-digit number, “Zoom Meeting ID”, at the end of the Zoom link. Skip step 4 if you choose this option.



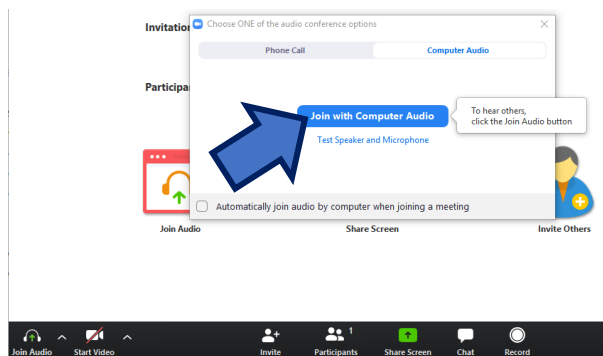
Please click Open Zoom Meetings if you see the system dialog.



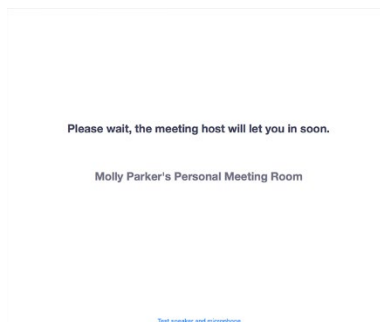
4. When you launch Zoom for the first time it will ask you to enter your name.



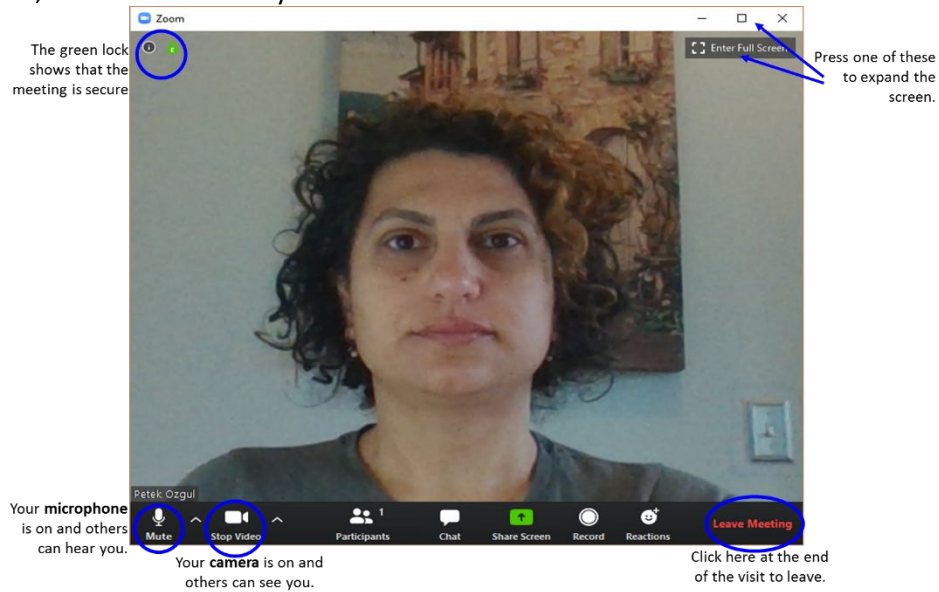
5. Next, you will enter the **virtual waiting room** of your provider. Choose “Join Audio by Computer”. Audio quality and the overall experience of the virtual visit is superior to the Phone Call option. If you are asked, please allow Zoom to use your microphone and camera.



6. You will see the following message when you enter the waiting room. Please wait until your providers admits you.



7. Lastly, start your video by clicking the camera symbol at the left bottom corner of the window and again, allow Zoom to use your camera.

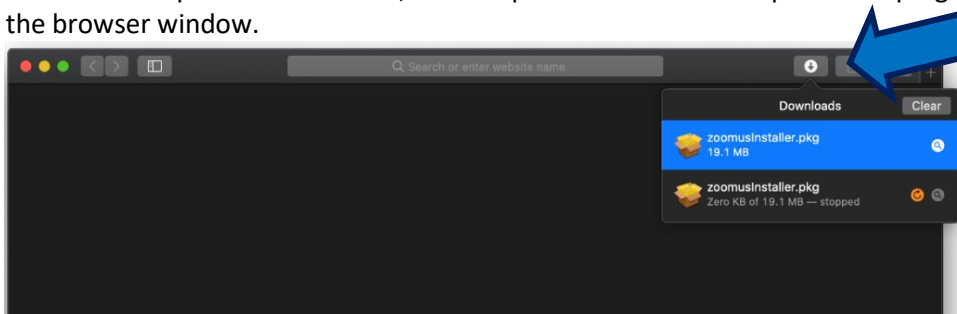


Now, you are all set up for your Telemedicine Visit!

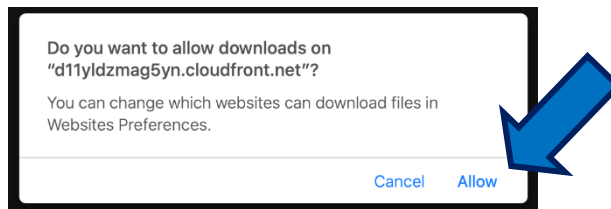
[Click here to go back to the first page.](#)

Installing Zoom for Telemedicine Appointment on your MacBook

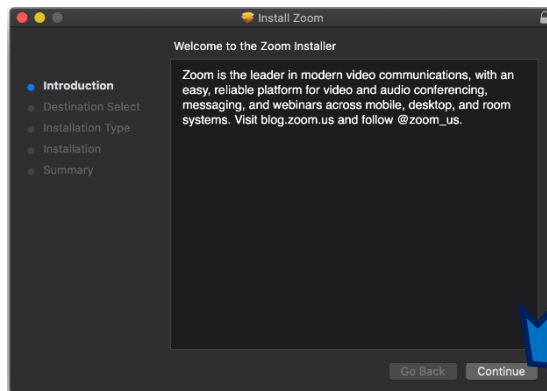
1. Please click [this link to install Zoom](#) on your computer. Click the installer file once the download is complete. For Safari, the completed file will show up at the top right corner of the browser window.



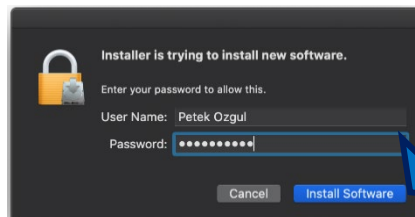
2. Follow the install instructions.
 - If asked, allow the installer to be downloaded.



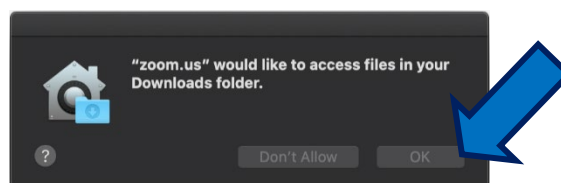
- Follow the steps in the Zoom installer.



- You Macbook may ask for your user password for confirmation. Enter your user password.



- Zoom may request access to the Downloads folder. **You must allow this access.**

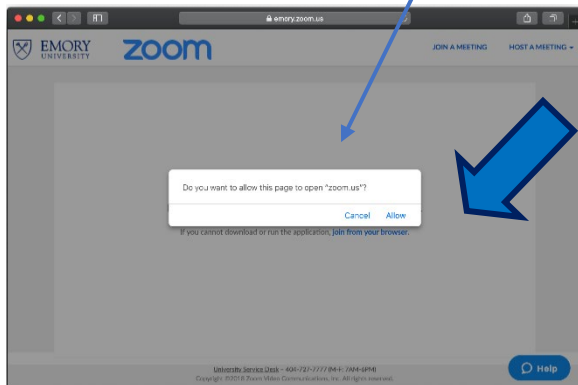


3. Once the installation is complete you will see the screen below.

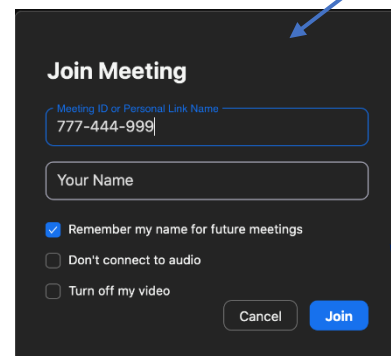


4. Now, you can use the meeting link provided in the portal message (or the email) you received for your Telehealth appointment.

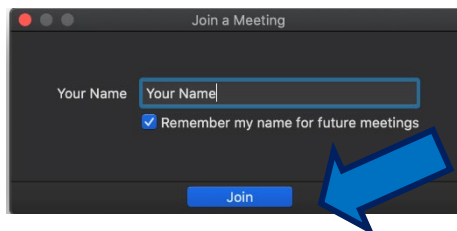
Option 1: Please click the Zoom link and choose "Allow" when the dialog below comes up.



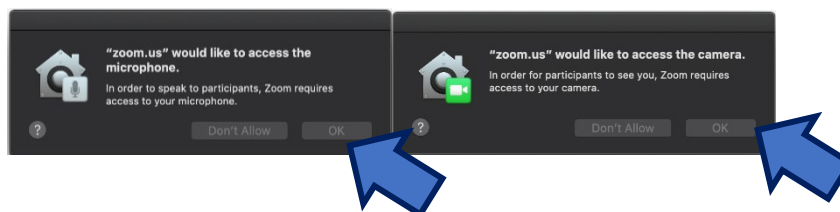
Option 2: Click "Join a Meeting" button in the main Zoom page and enter the 9-digit number, "Zoom Meeting ID", at the end of the Zoom link. Skip step 5 if you choose this option.



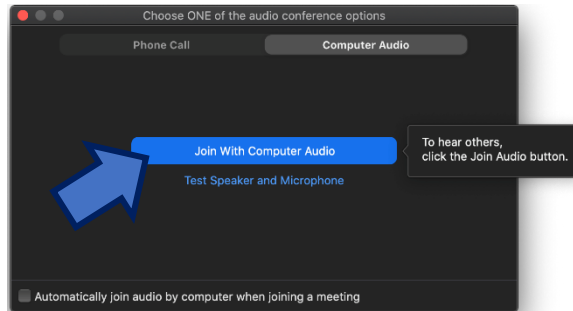
5. When you launch Zoom for the first time it will ask you to enter your name.



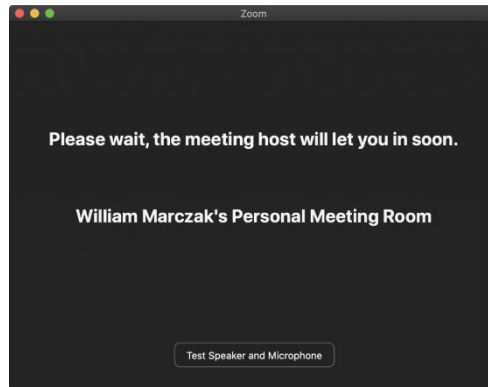
6. Next, you will enter the **virtual waiting room** of your provider. If you are asked, please allow Zoom to use your microphone and camera.



7. Please choose “Join with Computer Audio”. Audio quality and the overall experience of the virtual visit is superior to the Phone Call option.



8. You will see the following message when you enter the waiting room. Please wait until your providers admits you.





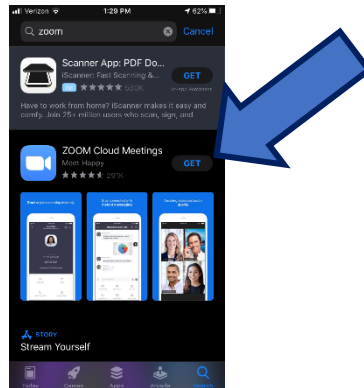
9. Lastly, start your video by clicking the camera symbol at the left bottom corner of the window and again, allow Zoom to use your camera.



Now, you are all set up for your Telemedicine Visit! [Click here to go back to the first page.](#)

Installing Zoom for Telemedicine Appointment on your iPhone or iPad

1. Please open  Apple App Store and search for  Zoom. Click the “Get” button to install the application.



2. Once the installation is complete you will see the screen below.

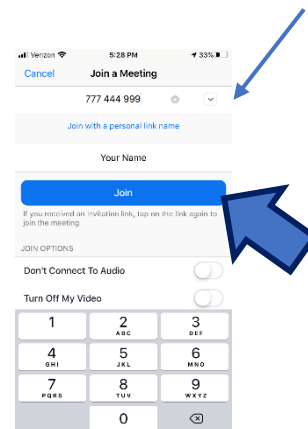


3. Now, you can use the meeting link provided in the portal message (or the email) you received for your Telehealth appointment. When Zoom launches for the first time it will ask you to enter your name.

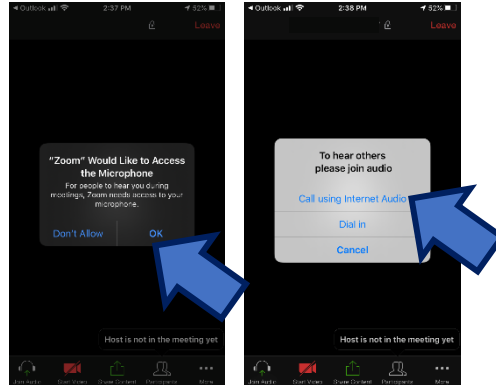
Option 1: Please click the Zoom link and choose “Continue” when the dialog below comes up.



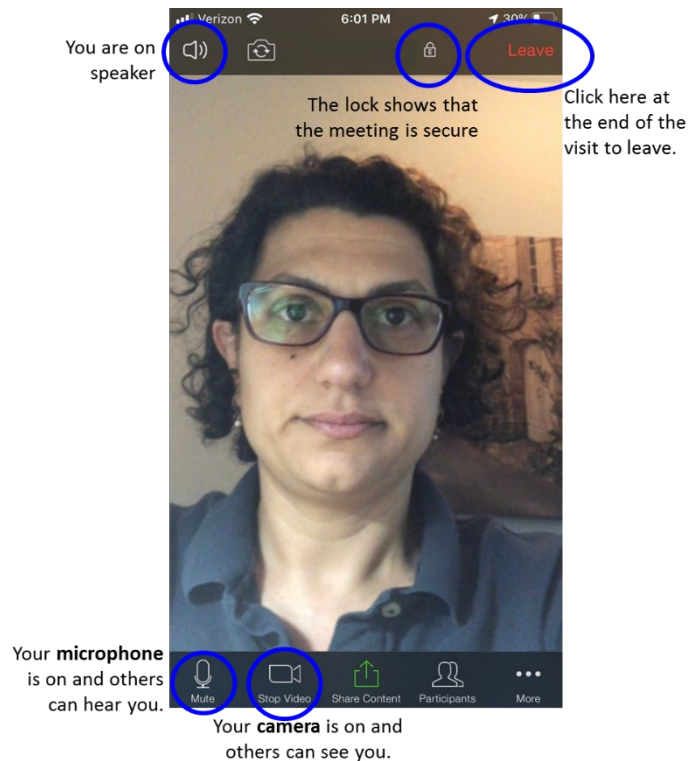
Option 2: Click “Join a Meeting” button in the main Zoom page and enter the 9-digit number, “Zoom Meeting ID”, at the end of the Zoom link.



- Next, you will enter the **virtual waiting room** of your provider. Please choose **“Call using Internet Audio”**. Audio quality and the overall experience of the virtual visit is superior to the Phone Call option. When you are asked, please allow Zoom to use your microphone and camera. Please wait until your providers admits you.





- Lastly, start your video by clicking the camera symbol at the left bottom corner of the window and again, allow Zoom to use your camera.

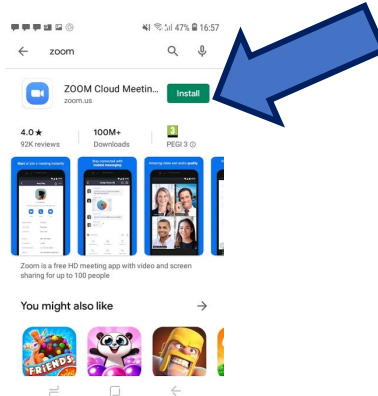


Now, you are all set up for your Telemedicine Visit!

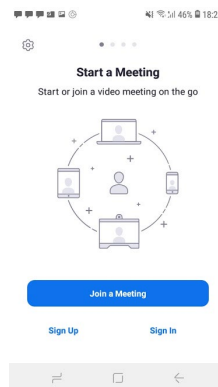
[Click here to go back to the first page.](#)

Installing Zoom for Telemedicine Appointment on your Android device

1. Please open  Google Play Store and search for  Zoom. Click the “Install” button to install the application.



2. Once the installation is complete you will see the screen below.

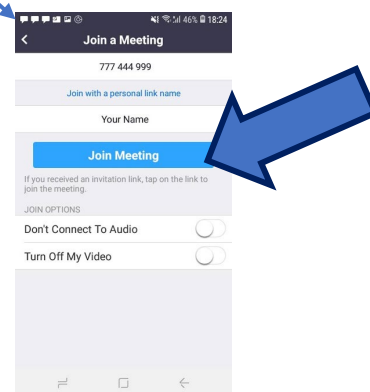


3. Now, you can use the meeting link provided in the portal message (or the email) you received for your Telehealth appointment. When Zoom launches for the first time it will ask you to enter your name.

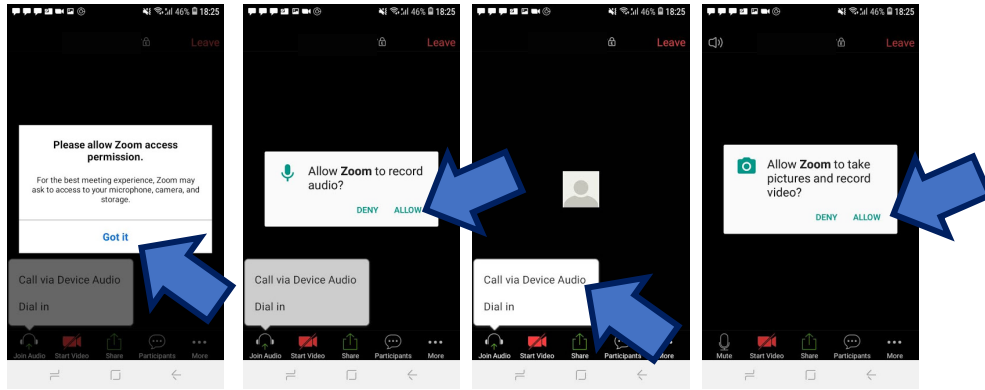
Option 1: Please click the Zoom link and choose “OK” when the dialog below comes up.



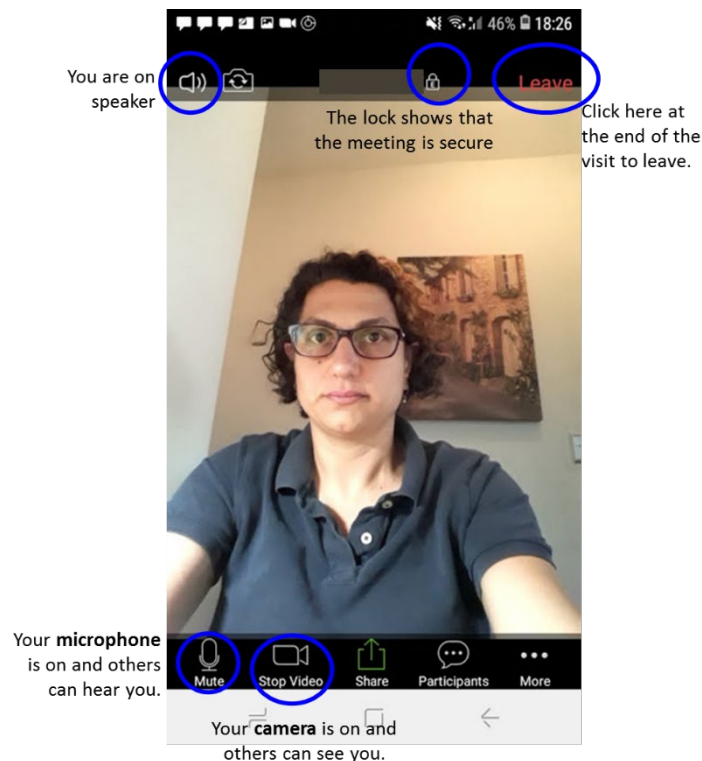
Option 2: Click “Join a Meeting” button in the main Zoom page and enter the 9-digit number, “Zoom Meeting ID”, at the end of the Zoom link.



- Next, you will enter the **virtual waiting room** of your provider. The app may notify you for the access permission requests for audio and video. When you are asked, please allow Zoom to use your microphone and camera. Please choose **“Call via Device Audio”**. Audio quality and the overall experience of the virtual visit is superior to the Dial in option. **Please wait until your providers admits you.**



- Lastly, start your video by clicking the camera symbol at the left bottom corner of the window and again, allow Zoom to use your camera.



Now, you are all set up for your Telemedicine Visit!

[Click here to go back to the first page.](#)

Install Chrome on Windows

1. [Download the installation file.](#)
 2. If prompted, click **Run** if available.
 3. If you chose **Save**, please go to the Downloads and double-click the downloaded file (ChromeSetup) to start installing.
 4. When the installation completes, Chrome will start and **when asked please set it as your default browser.**
- **Windows 7:** A Chrome window opens once everything is done.
 - **Windows 8 & 8.1:** A welcome dialog appears. Click **Next** to select your default browser.
 - **Windows 10:** A Chrome window opens after everything is done. You can [make Chrome your default browser.](#)

Install Chrome on Mac

1. [Download the installation file.](#)
2. Open the file called "googlechrome.dmg."
3. In the window that opens, find Chrome.
4. Drag Chrome to the Applications folder.
5. You might be asked to enter the admin password.
6. If you don't know the admin password, drag Chrome to a place on your computer where you can make edits, like your desktop.
7. Open Chrome.
8. Open Finder.
9. In the sidebar, to the right of Google Chrome, click Eject.

[Click here to go back to the first page.](#)