



Logging in to Your Video Appointment

MAKE SURE YOU HAVE YOUR EQUIPMENT

If you're using a computer, make sure it has

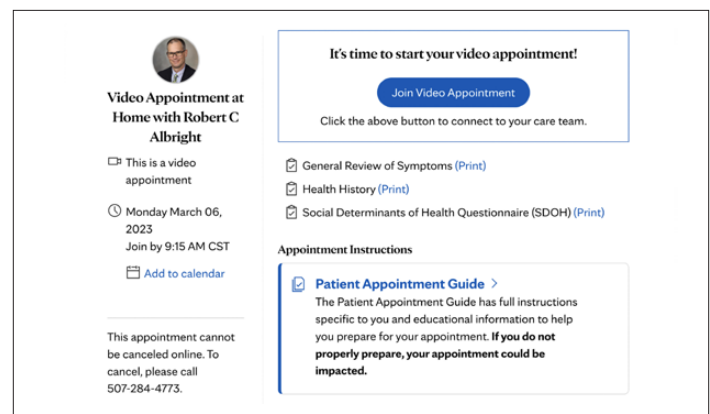
- a built-in camera or an external web camera
- working speakers or a headset so you can speak to and hear your provider

If you're using a mobile device, make sure you are

- located in an area with strong internet and enough mobile data and battery life to complete the appointment

BEFORE AND DURING YOUR APPOINTMENT

- Go to the Mayo Clinic patient portal and complete PreCheck-In as early as seven days before your appointment.
- For your first video appointment, consider using the device test feature in the appointments section of your Mayo Clinic patient portal. This is available as soon as your appointment is scheduled until 15 minutes prior to your appointment.
- Find a quiet space where you will not be interrupted. You'll feel more comfortable with this privacy. And you'll be less likely to be distracted during the appointment.
- Avoid locations where there is noise or other people. Do not drive during your video appointment.
- Locate the camera on your device. Set the camera at eye level to make it easy for your provider to see and talk with you. Adjust the lighting so your care team can see you. Make sure you're looking into the camera and staying close to your device so you can be seen and heard.
- Write down any questions you want to ask your provider. During the appointment, make sure you ask these questions. And give your provider a complete explanation of your medical issues and symptoms.
- Dress appropriately for a medical appointment.



IF YOU'RE USING A COMPUTER

- Go to mayoclinic.org/online-services and log in to the patient portal
- Go to the Appointments section
- Select your Video Appointment
- Select the word "View appointment details" on the next screen
- Select the "Join Video Appointment" button

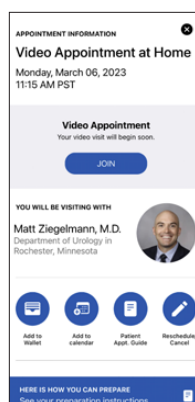
If the video software, Zoom, is not on your computer, it will be downloaded automatically.

Follow the on-screen instructions. Once Zoom is installed, Mayo Clinic staff will be notified and greet you within a few minutes. You'll see on your screen the request to choose an audio conference option.

Choose the "Join with Computer Audio" option. You will now be able to hear and talk with Mayo Clinic staff. They will welcome you and then connect you with your provider.

IF YOU'RE USING THE MAYO CLINIC APP

- Open the Mayo Clinic app and log in
- Go to the Appointments section
- Select the “Join” button



Your device will check to see if the video software “Zoom – One Platform to Connect” is installed. If Zoom is already on your device, you’ll see the next steps on your screen.

If Zoom isn’t installed, you’ll be connected to the app store. You’ll need to download the Zoom application. Follow the onscreen instructions for downloading. Once downloaded, return to the Mayo Clinic app already opened.

When you return, select the “Join Video Appointment” button.

Now you’ll see a screen that asks you to make sure your video is on and to select your device audio. Make sure you select both video and device audio options.

At that point, you’ll be greeted by a Mayo Clinic staff member who will connect you to your provider.

KEEP IN MIND

You cannot use your device’s phone during your video appointment. If you called Mayo Clinic for help in connecting to your video appointment, you’ll need to end that call so you can use the audio for your video appointment.

CALL MAYO CLINIC CUSTOMER ASSISTANCE

If you have any questions about the patient portal on the web or Mayo Clinic app, or how to connect to your Video Appointment, please call 877.858.0398, Monday through Friday 7 a.m. to 7 p.m. Central Time. Select #4 from the menu options to connect with a Mayo Clinic representative.