



Quick Start Guide

© 2020 Kareo, Inc. All rights reserved



Purpose

This Quick Start Guide has been created to provide you an easy and self-guided way to get your telehealth visit with your medical provider up and running, quickly! Simply follow the steps below and you'll be able to take advantage of all the benefits a virtual office visit provides with the added convenience of doing it remotely in the comfort of your own home, car, or office.

How to Join

Step 1

Click the **“Start Appointment”** button in your appointment reminder or the **link** provided in your SMS text reminder on any internet-connected device with a camera and a microphone.

Quick Tip! When using your cell phone, laptop, tablet, etc., please be sure you have a stable and strong internet connection (WIFI generally works the best!).

Step 2

Once you click on the link, you will be directed to enter your **Date of Birth** to allow entry to the video room.

Step 3

Once you enter the video room, you'll see a screen requesting permission to access your camera and microphone. Click **“Allow”** and you'll be placed straight into the video room. That's it! You are now ready to go.



When to Join

We recommend clicking on the link and joining at least **five minutes** prior to the start of your appointment. Keep in mind, your virtual video room is opened “up to” 30 minutes prior to your scheduled appointment’s start time.

Troubleshooting Tips

Problem:

“My audio or video isn’t working!”

Solution(s)

-  If using a desktop computer for your telehealth visit, try using the Google Chrome browser.
-  Check the strength of your internet connection by going to fast.com and checking your internet speed (e.g., you should have at least 5mbps download and 2-3mbps upload).
-  If using headphones or a plugged-in camera or microphone, try unplugging and re-plugging in those accessories.
-  Try quitting out of your browser completely, and then rejoining the video visit from the link in your appointment reminder.

Problem:

“I accidentally left my meeting by mistake!”

Solution(s):

- ✔ Not a problem! If you accidentally leave the meeting, you will be redirected to a page with a large Kareo logo on it (hard to miss).
- ✔ Right underneath that logo, there is a “rejoin” button that will get you right back into the existing session.
- ✔ Please note, you will be required to enter your DOB again for security purposes.

Problem:

“I’m entering my DOB, but it’s still not letting me join the existing session!”

Solution(s):

- ✔ First, check to make sure your DOB is being entered in the required format which is **MM/DD/YYYY**.
- ✔ Check to make sure you are “clicking” the link from the right appointment reminder. You will encounter an error if you did an email search and an older appointment link came up from a prior scheduled visit.
- ✔ Also, if you try to join an appointment earlier than 30 minutes prior to the scheduled start time, you will not be able to enter the virtual meeting room.
- ✔ If none of the suggested trouble-shooting tips work still, please contact your provider directly. It’s possible they might not have your DOB recorded correctly and it’s a simple fix!