

Technical Tips

- Download the Zoom application for the best experience.
- Test your video and audio by joining an automated [IH Test Meeting](#).
- Use a wired internet connection or reliable secure Wi-Fi if you want to avoid potential data charges from your internet provider. Public Wi-Fi is **not** recommended.
- Make sure your device is charged or plugged in.

Join Virtual Visit

You are **not** required to have or sign up for a Zoom account. You will be prompted to download the Zoom application (if not already installed) when you click the meeting link in your email invitation. You can also open Zoom from a compatible internet browser by clicking **Join from Your Browser** when the browser windows opens.

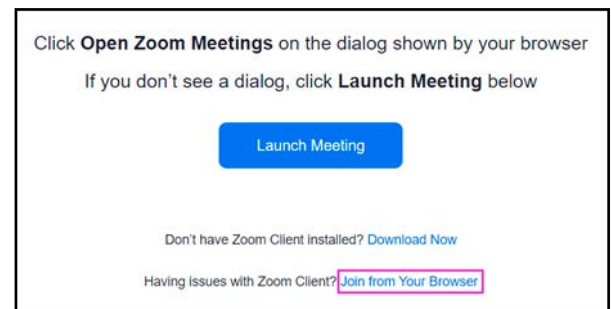
Requirements and Downloads by Device

	System Requirements	Download App
PC, Mac, & Linux	Requirements: Windows, macOS, Linux	Zoom Download Center
iPhone/iPad	Requirements for iOS and iPadOS	Zoom Cloud Meetings on the App Store
Android	Requirements for Android	Zoom Android Mobile App

Joining from Internet Browser

Zoom functions best on Google Chrome, Mozilla Firefox, and Microsoft Edge. You may need to copy and paste the link into a recommended web browser. If you have issues, try updating your internet browser.

[Join My Meeting via Browser](#)



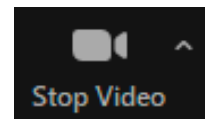
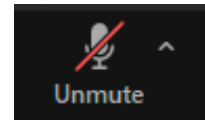
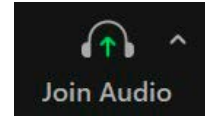
Troubleshooting

Connection is Slow or Disrupted

- Click **Leave** and try joining the virtual visit again. Open your virtual visit invitation and re-click/tap the link to rejoin the meeting.
- If your Wi-Fi is slow, consider switching to a wired connection if possible.
- Close any open unnecessary programs or applications.

Sound and Video Issues

- If you see **Join Audio** button, click it then click **Join with Computer Audio** or **Internet/Wifi Audio**.
- Follow **Join by Telephone** instructions on your virtual care invitation if you are unable to join computer audio.
- Check that your microphone is not muted (no line across the microphone button).
- Check that the correct microphone and speaker are selected, by clicking the ^ arrow beside the **Mute** button.
- Check that your speaker volume is turned up high enough.
- Check if the correct camera is being used, click ^ beside the **Video** button.
- Check your device camera and microphone permissions.
- Check that your browser or the Zoom application is updated.

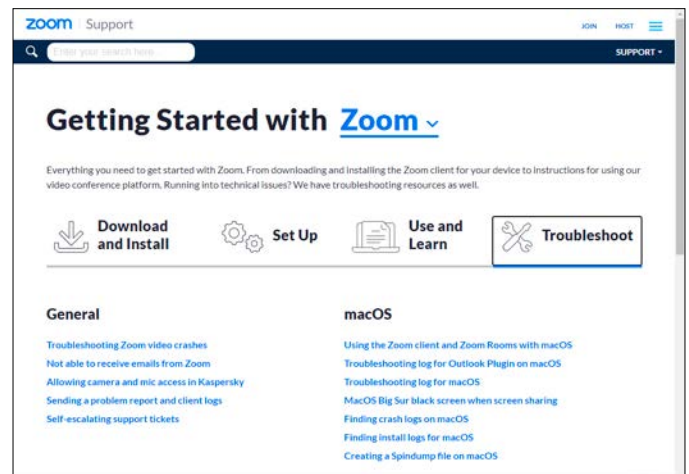
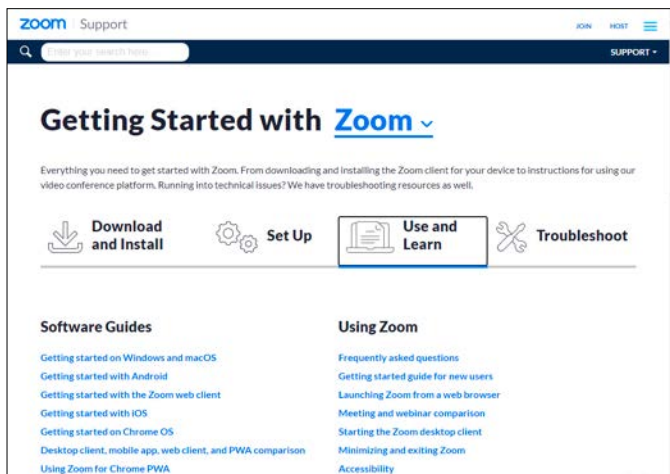


Zoom Support

[Getting Started with Zoom – Zoom Support](#)

[Use and Learn](#)

[Troubleshoot](#)



[Joining a Zoom meeting](#)

[Participant controls in a meeting](#)

[Testing audio before Zoom Meetings](#)

[Troubleshoot](#)

[Troubleshooting Zoom video crashes](#)

[My audio is not working on iOS or Android](#)

Digital Health Support

1-844-870-4756

Monday to Friday, 7 a.m. to 7 p.m. (PT)

[Virtual Care Services For Patients](#)