How to Join Your Telehealth Appointment on Your Computer

1. At the time of your Televisit Appointment, you will receive an email from your Provider with the subject: **Happening now: [Your Provider] is inviting you to a video meeting:**

   - **Pat Mango (via Google Meet)**
   - **Happening now: Pat Mango is inviting you to a video meeting...**

   If you do not see this message in your Inbox, please check your SPAM or JUNK folder.

2. Click on the message and then select **JOIN MEETING**

   - **Pat Mango (via Google Meet) meetings-noreply@google.com**
   - **To: johnsmith@email.com**

   Pat Mango is inviting you to join a video meeting happening now

3. After selecting **Join Meeting**, you will need to allow access to your camera and microphone.

   - **Allow Meet to use your camera and microphone**
   - **Meet needs access to your camera and microphone so that other participants can see and hear you. Meet will ask you to confirm this decision on each browser and computer you use.**

Need Help?
Call Health Information Management (HIM) at (617) 394-7888 from 9:00 AM – 5:00 PM ET Monday - Friday
4. You may be asked to enter your name. Please enter it and then select "Ask to join".

If you are signed into Google Chrome, you will not need to enter your name but instead will just need to click "Ask to join". For instructions on signing into Google Chrome, please see page 6.

5. You will now be in the Meet.
Using Google Meets

1. At the bottom of your screen you should see the white menu bar. If you don’t see this bar, simply click on the screen or move your cursor in the Google Meet.

   - **Turn off/on microphone**
     Mute or unmute yourself. If the microphone icon is red, you are muted.

   - **Leave call**
     Click here when you are ready to exit your appointment.

   - **Turn off/on camera**
     If the camera icon is red, your video is off.

   - **Turn on captions**
     Text will display at the bottom of your screen. (English only)

2. In the white menu bar, click on the icon to change your layout.

   - **Change layout**
     Full screen
     Turn on captions
     Settings
     Use a phone for audio
     Report a problem
     Report abuse
     Help

   - **Change layout**
     Auto
     Sidebar
     Spotlight
     Tiled

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Patient User Guide

What to do if you are having trouble with your audio

If you are having trouble with your audio or your computer does not have a microphone, there are a few options for you to participate in your visit.

1. In the white menu bar, click on the ☰ icon in the lower right corner

2. Select Use a phone for audio from the list

3. To call yourself from Google Meet, from the Call me tab:
   a. Enter your phone number (US and Canada only)
   b. Click Call me in the lower right corner to dial your number
   c. After you answer the phone, press ‘1’ on your phone’s dial pad to connect your audio to the visit

3. To call into the visit from your phone, from the Dial in tab:
   a. Dial the number listed from your phone
   b. When prompted, enter the PIN using your phone’s dial pad

   Note: You will receive a unique phone number and PIN. The example below is illustrative.

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What to do if you are having trouble with your video

If you are having trouble with your video on the call, you can lower the quality of the video to help with your connection.

1. In the white menu bar, click on the icon in the lower right corner

2. Select from the list

3. Click Video

4. A menu appears with two dropdown menus: Send Resolution and Receive Resolution

   Click on High Definition then change the setting to Standard Definition

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How to Log in to Chrome

If you have a Google Account, you can use it to log in to your Chrome browser. You do not need to Log In to your Chrome browser for your telehealth visit. Signing in to your Google account in Chrome will allow you to avoid manually typing your name in before joining the Meet.

1. Open up Chrome on your computer

2. Sign in to your Google account at mail.google.com

3. In the upper right hand corner of the screen, click on the circle icon that has a picture or initial in it.

4. Click the Turn on sync button

4. When prompted, click Yes, I'm in

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