How to Join Your Telehealth Appointment on Your Mobile Device

Prior to your first Telehealth appointment, please install the Google Meet app on your Mobile Device. Click HERE for instructions on installing the app on your device.

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

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

Need Help?
Call Health Information Management (HIM) at (617) 394-7888 from 8:00 AM – 5:00 PM ET Monday - Friday
4. Google Meet may ask to use your Google account to sign in.

5. If prompted, enter your Google email and password. If you do not have a Google account, you can click 'Create account'.

6. You will then need to select 'Join' to enter the meeting.

7. You will now be in the Meet.
Using the Google Meets App

1. At the bottom of your screen you should see a menu bar.
   - 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 off/on microphone
     Mute or unmute yourself. If the microphone icon is red, you are muted.

2. Click on the menu icon for additional options.

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