




Patient User Guide

How to Join Your Telehealth Appointment on Your Mobile Device

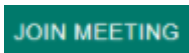
Prior to your first Telehealth appointment, please install the **Google Meet** app on your Mobile Device. Click [HERE](#) for instructions on installing the app on your device

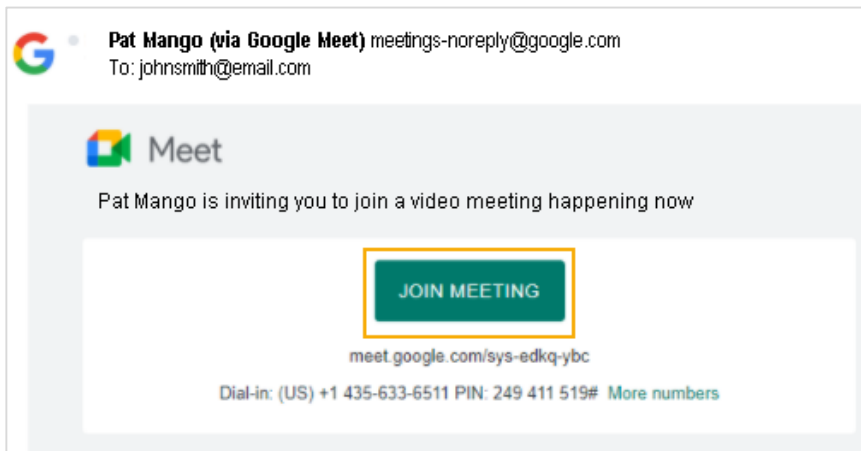


- 1  At the time of your Televisit Appointment, you will receive an email from your Provider with the subject: **Happening now: [Your Provider] is inviting you to a video meeting:**

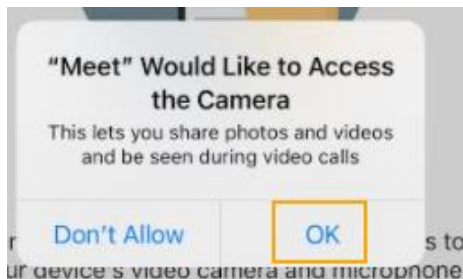


If you do not see this message in your Inbox, please check your SPAM or JUNK folder

- 2 Click on the message and then select 



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



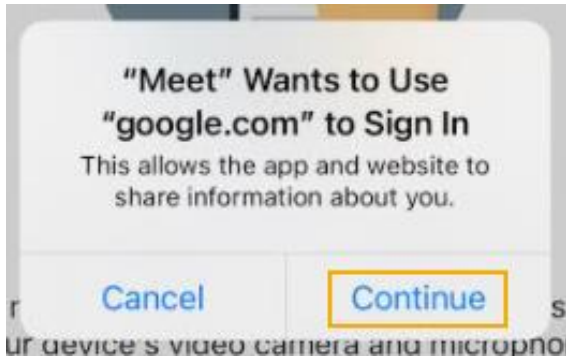
Need Help?

Call Health Information Management (HIM) at (617) 394-7888 from 8:00 AM – 5:00 PM ET Monday - Friday

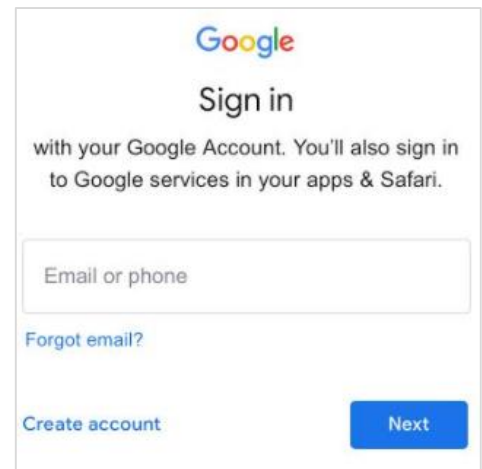


Patient User Guide

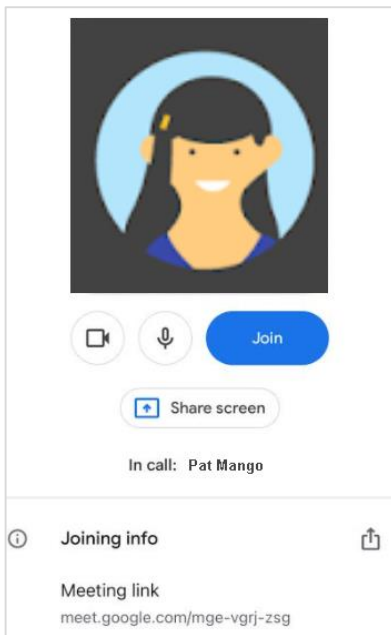
4 Google Meet may ask to use your Google account to sign in



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



Need Help?

Call Health Information Management (HIM) at (617) 394-7888 from 8:00 AM – 5:00 PM ET Monday - Friday



Patient User Guide

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.

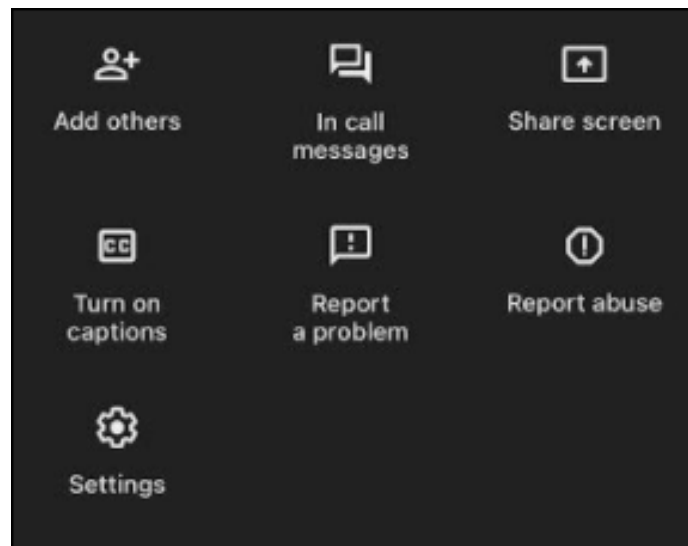
Turn off/on camera

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.



Need Help?

Call Health Information Management (HIM) at (617) 394-7888 from 8:00 AM – 5:00 PM ET Monday - Friday