I can't do my telemedicine visit because... I DON'T KNOW HOW TO LOG IN



WHAT DOES THIS MEAN?

This means you may not be able to connect to a telemedicine appointment because you are not sure how to "log in" or "log on" to access the platform or portal being used by your provider to provide telemedicine services.



WHO CAN HELP?

- Check with your provider who scheduled the appointment to ask for the exact instructions and what is needed to connect to the chosen platform or portal.
- If you have internet access and a device, you may be able to do a search for written instructions on how to log onto the designated platform or portal.



WHAT ARE MY NEXT STEPS?

- This depends on what portal or platform your provider is going to use for your telehealth visit.
- Make sure you have all the information you need from your provider before your appointment, including whom to contact if you have questions or problems connecting.
- Check your email for any necessary passwords, meeting IDs, or confirmation numbers for your appointment.
- Test the device you will be using, including the microphone and camera! Make sure it is plugged in or FULLY CHARGED!



WHERE CAN I LEARN MORE?

- <u>Family Voices' Nuts and Bolts of</u>
 <u>Telemedicine Webinar: Can You See Your</u>

 <u>Provider</u>
- Wyoming Telehealth Network Tip Sheet:
 How to Connect to a Zoom Telehealth
 Appointment



www.FamilyVoices.org/telehealth

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