

# 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?

- [Family Voices' Nuts and Bolts of Telemedicine Webinar: Can You See Your Provider](#)
- [Wyoming Telehealth Network Tip Sheet: How to Connect to a Zoom Telehealth Appointment](#)