Northern Light Health℠

Zoom Patient Guide

Contents

1. What is Zoom?

Zoom is software that allows patients to connect to providers by video and audio conferencing, collaboration, and chat across mobile devices, desktops, and telephones. The Zoom product we use for your care is fully compliant with privacy regulations.

Questions for patients:

- Do you have a smartphone (iOS or Android)?
- Can you connect to the internet?
- Do you have a microphone or speaker on your PC/Mac?
- Did your Dr's office send you an email so you could meet with your provider using Zoom?
- If you answered yes to any of these, you can use Zoom. If you answered no to all, you can still connect by phone (see section 10).

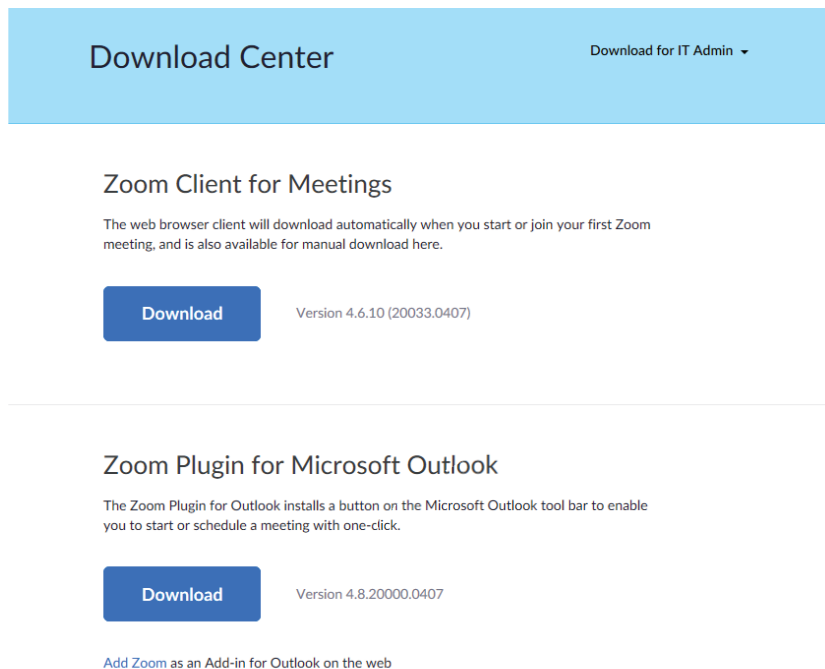## 2. Zoom Installation for Windows PC or Mac

Things you'll need:

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone on your Android device or PC
- A webcam or HD webcam - built-in or USB plug-in
- Or, a HD cam or HD camcorder with video capture card

To ensure a pleasant experience with your first Zoom Meeting, we highly encourage you to download and install the Zoom application before your appointment.

To download and install the Zoom Application:

- Go to https://zoom.us/download and from the Download Center, click on the Download button under "Zoom Client For Meetings".
    - This application will automatically download when you start your first Zoom Meeting.

- Once the download is complete, proceed with installing the Zoom application onto your computer.

Download Center

Download for IT Admin ▾

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

Download Version 4.6.10 (20033.0407)

Zoom Plugin for Microsoft Outlook

The Zoom Plugin for Outlook installs a button on the Microsoft Outlook tool bar to enable you to start or schedule a meeting with one-click.

Download Version 4.8.20000.0407

Add Zoom as an Add-in for Outlook on the web

3. Zoom Installation for Smart Phones

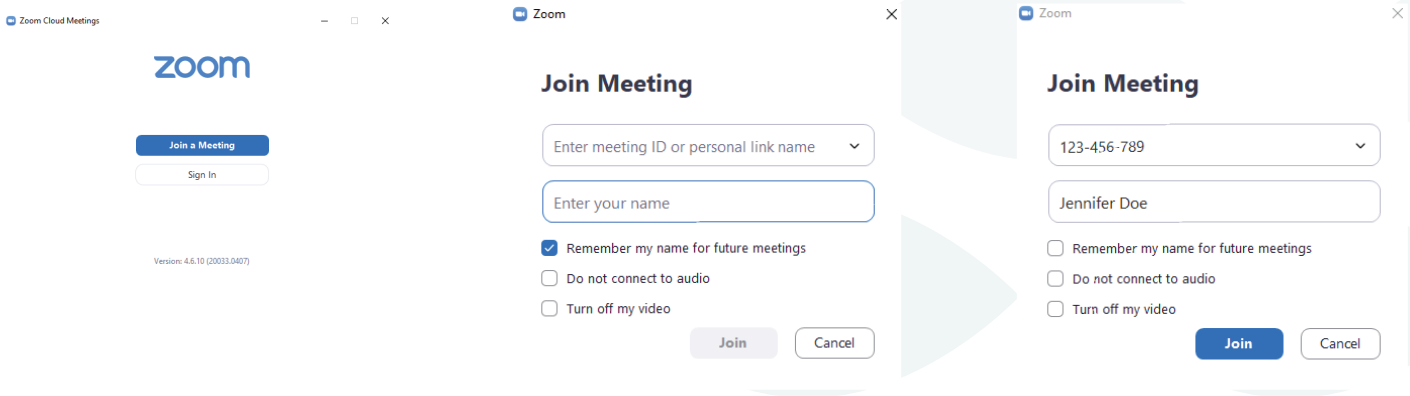### Zoom Mobile App (iOS or Android)

Download the Zoom Cloud Meetings mobile app from the Apple App Store or Google Play.

Zoom displays a mobile notification whenever there is a new update.

4. Logging into Zoom and Joining a Meeting

a. Simply click Zoom icon , "Join a Meeting" and enter the meeting ID from the email sent by your provider, with your name below.

**b.** For PC or Mac - Join With Computer Audio

c. For Mobile- Allow access to microphone, join audio-call using internet audio

5. Zoom Meeting Options

Once you have started or joined a meeting, you can perform the following actions from the menu bar located at the bottom of the meeting window (move your mouse to toggle:)
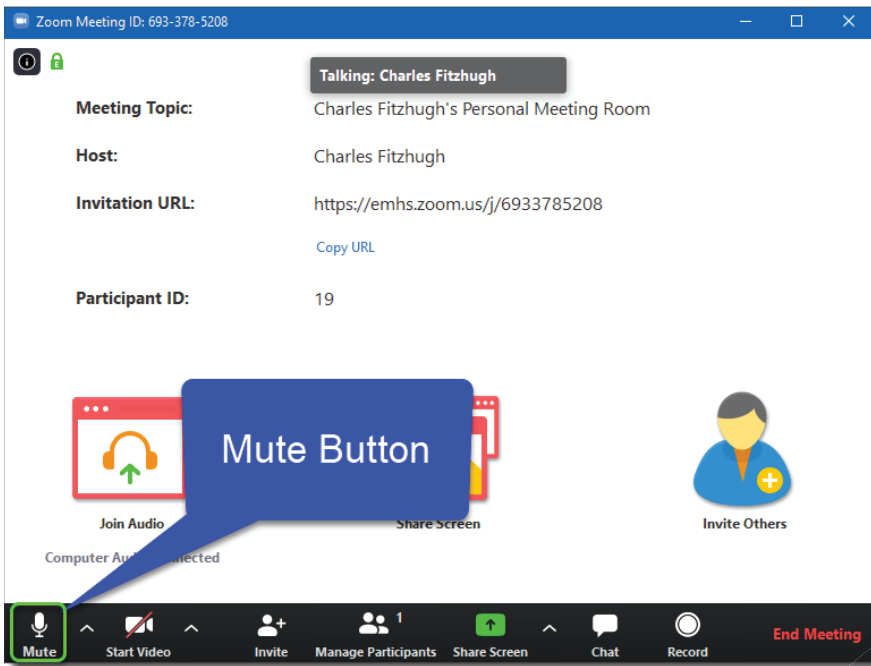
You can:

1. Mute and Unmute your audio and select Audio options.

2. Access the Microphone and Speaker options by clicking the up arrow next to Mute. This allows you to change your computer's microphone and speaker choices. You can also access the Audio Settings. See Meeting Options: Audio Options.

3. Stop and Start the video portion of the meeting.

4. Access the Video options by clicking the up arrow next to Video. This allows you to change your computer's video input. You can also access the Video Settings. See Settings: Video.

5. Invite more people to join by email, instant messaging, or Room System.
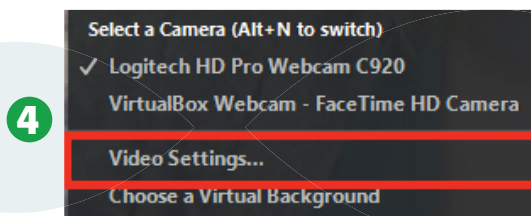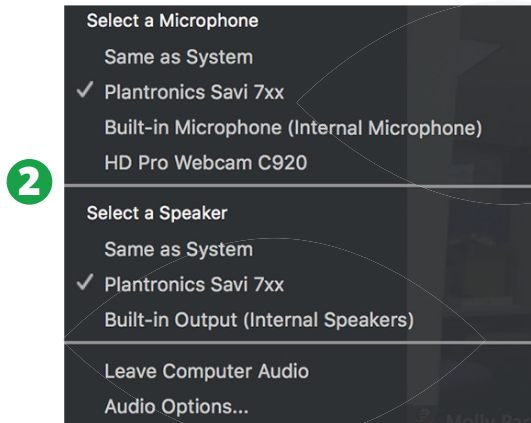
6. Muting your Microphone

Anytime you are within a meeting and you need to mute your line, you can press the mute button on the lower left side of the meeting window.
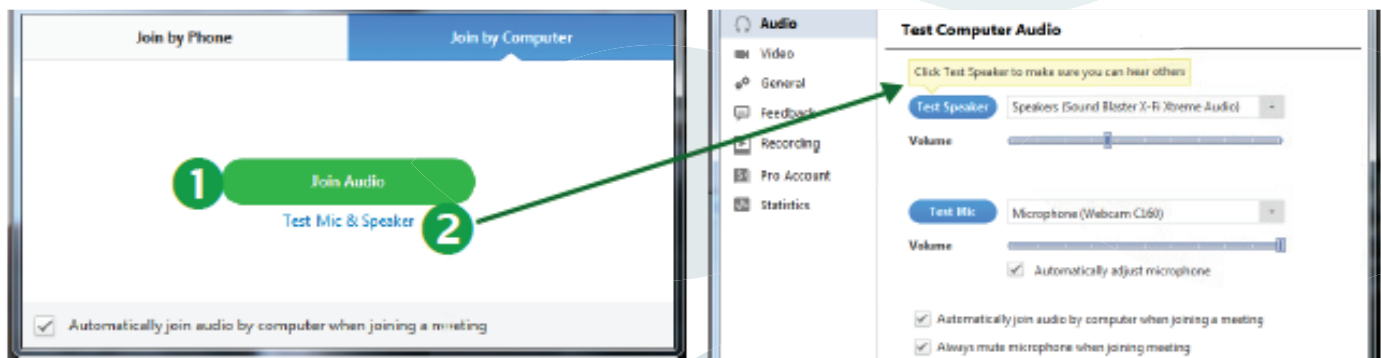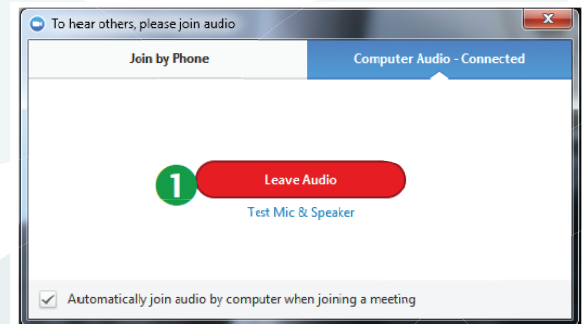

7. Audio Options

When you click Audio Options you can access the following options by clicking either the Join by Phone of Computer Audio tabs.
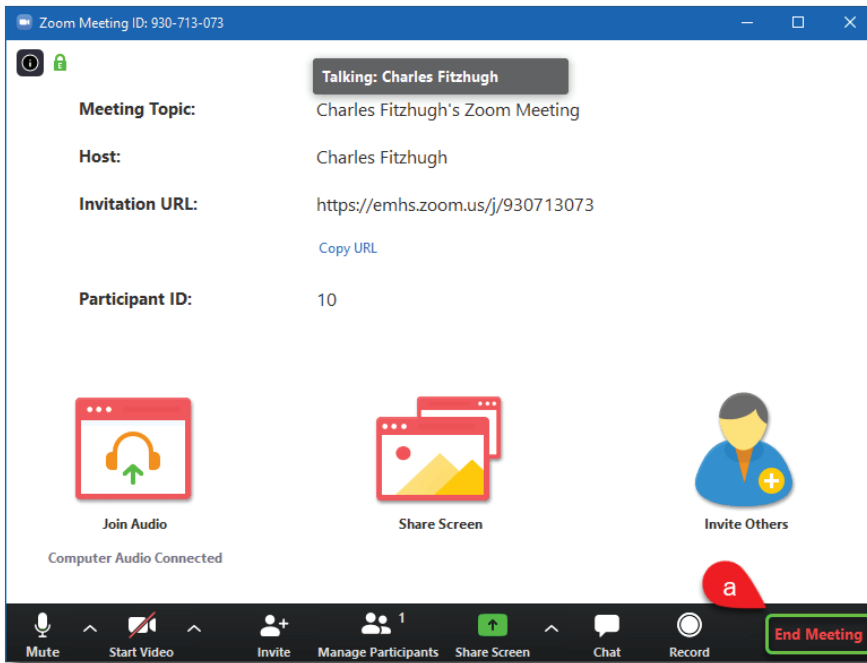
When you click the Computer Audio tab, you can:
1. Leave Audio or Join Audio in the meeting you are attending.

2. Click Test Mic & Speaker to test your computer speaker(s) or microphone and adjust the volume.
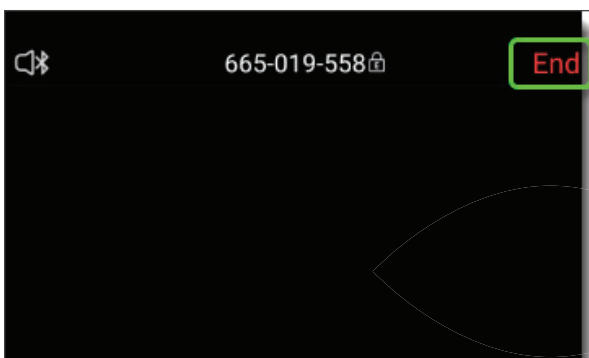
8. Leaving a Meeting (Windows PC or Mac)

To end a meeting, click on the **End Meeting** Button on the lower right-hand side of the meeting window.

9. Leaving a Meeting (Smart Phone)

From the main or the **Safe Driving Mode** screens, press the **End Button** at the top right.

10. Join by Telephone

You'll receive an email with option to dial by your location- choose EST NY location, call the number and then enter the meeting ID such as the example highlighted below:

Join Zoom Meeting
https://zoom.us/j/<mark>123456789</mark>

One tap mobile
+16465588656,, <mark>123456789#</mark> US (New York)

 Dial by your location
  +1 646 558 8656 US (New York)
Meeting ID: <mark>123 456 789#</mark>

11. Troubleshooting Zoom Issues

https://support.zoom.us/hc/en-us/sections/200305593-Troubleshooting

https://support.zoom.us/hc/en-us