Zoom Guide for Participants

GETTING PREPARED

For first-time users: Ensure you are set up

If using a tablet or smartphone, go to your Apps store and download the Zoom Cloud Meetings App (you do not need to sign up for an account)

If using a laptop or desktop computer open your internet browser and go to Zoom.us/test to test your system functionality for your upcoming meeting

Join Meeting Test

Test your internet connection by joining a test meeting.

Join

If you are unable to join the meeting, visit Zoom Support Center for useful information.

Prep for your visit with your healthcare provider

- Plan for a quiet space
- Use a headset if you have one available
- Close all unnecessary applications and have your device ready
JOINING A MEETING- Please enter meeting 10 minutes early for your intake with us

- Internal Medicine will provide you a web link in advance via email
- Click the link to enter the Zoom meeting
- In popup window, clinic “Join With Computer Audio” button

Once entering the meeting, you’ll need to manage your audio and video

MANAGING AUDIO

- Ensure headset is connected to your device

MANAGING VIDEO

- Uncover your camera privacy screen (if you have one)

Tips

- Address noise from other people and animals in your space
- Place a light source in facing toward your face
- Use “chat” if you are having challenges during a meeting

You can also use it to communicate with your healthcare provider or other participants.

Messages sent default to “everyone”, to send a private chat you must make a choice to do so

TROUBLESHOOTING

<table>
<thead>
<tr>
<th>They can’t hear me</th>
<th>You could be muted or could be having issues with the meeting</th>
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<tbody>
<tr>
<td>I can’t hear anyone</td>
<td>Your computer system volume could be low or muted</td>
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<tr>
<td>I can’t see myself on video in the meeting</td>
<td>Make sure your camera lens isn’t covered</td>
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<tr>
<td>I don’t see anyone in the meeting. Am I in the right meeting?</td>
<td>Click “participants” to see if anyone has joined</td>
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<td></td>
<td>You may have to wait a few minutes</td>
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If you have any questions or issues, please contact our Internal Medicine staff at (307)675-2650 and we would be happy to assist you.