

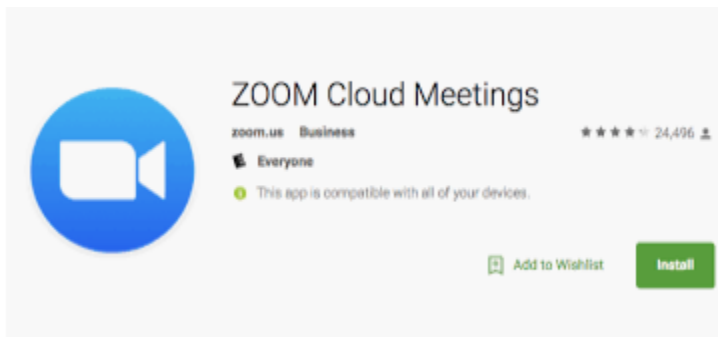


## Zoom Guide for Participants

### 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**

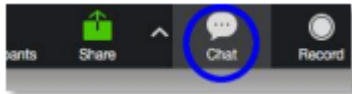
- Ensure headset is connected to your device

### **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**

**They can’t hear me**

You could be muted or could be having issues with the meeting

**I can’t hear anyone**

Your computer system volume could be low or muted

**I can’t see myself on video in the meeting**

Make sure your camera lens isn’t covered

**I don’t see anyone in the meeting. Am I in the right meeting?**

Click “participants” to see if anyone has joined  
You may have to wait a few minutes

---

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.