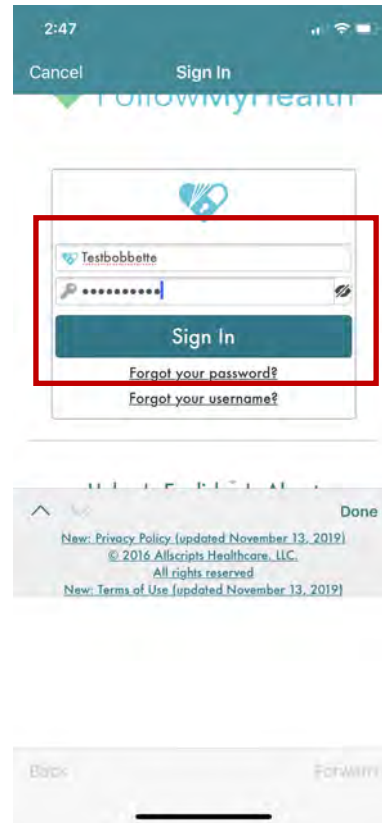
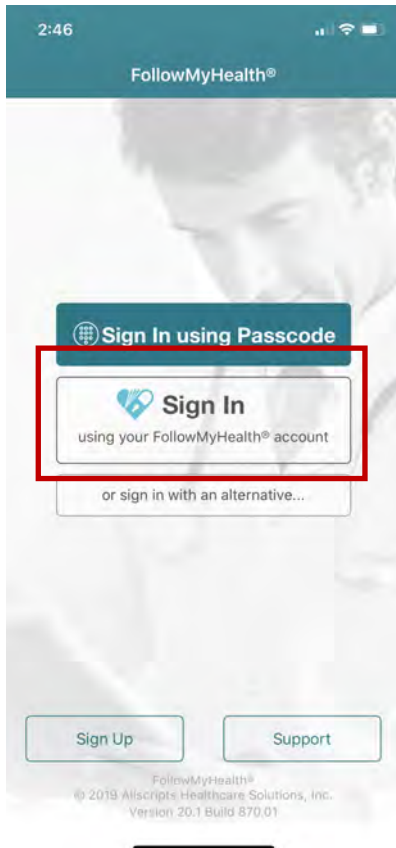


## FollowMyHealth Patient/Provider Telehealth Video Instructions (Mobile)

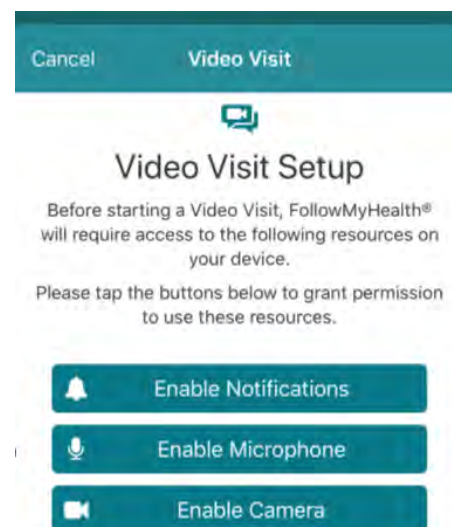
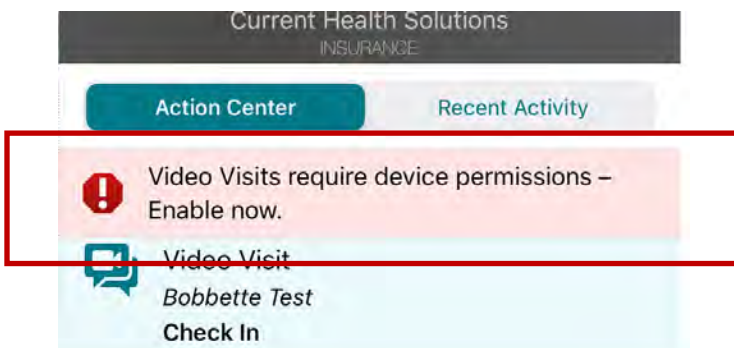
### Step #1:

- Open the “FollowMyHealth” app on your device. Enter your User Name and Password. Tap Sign In.



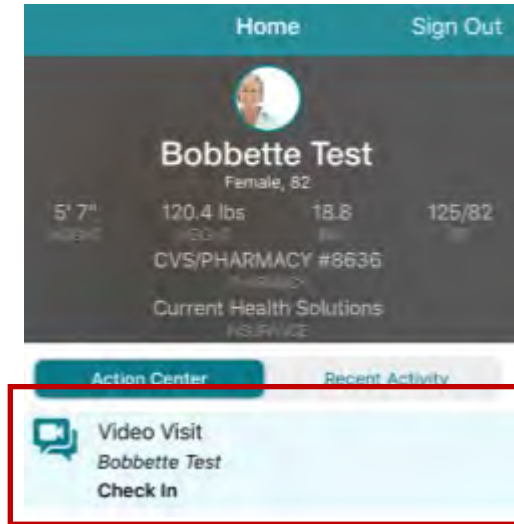
### Step #2:

- If this is the first time you’ve used FollowMyHealth for Video Visits—you may have to enable permissions in the app. Tap the action item to enable these permissions:

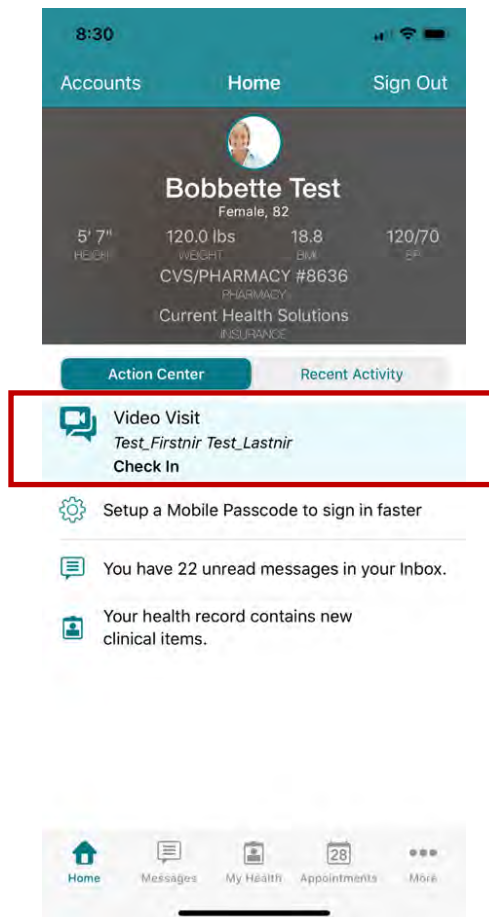


**Step #3:**

- Next, click on the “Video Visit” action/event. The app will walk you through the steps to connect to your provider.



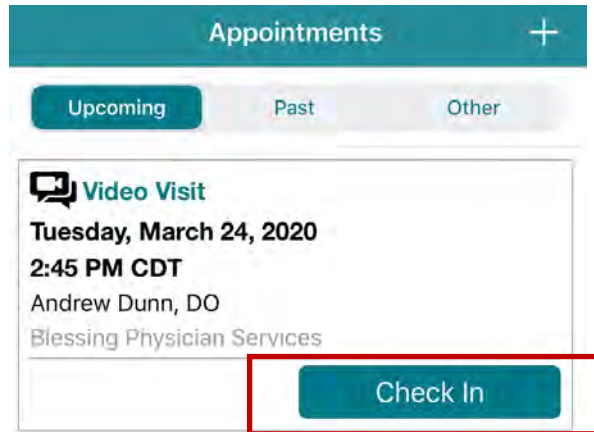
- If you are acting as a proxy for another adult or minor child aged 11 and under, you can launch their video visit from your account. Their video visit will display on the Home screen once you log into your account, as seen below:



- Clicking on the Video Visit event for the minor/proxy patient will start the process of initiating the visit as the minor/proxy patient. When the Video Visit concludes—you will be returned to the home page for the minor/proxy patient.

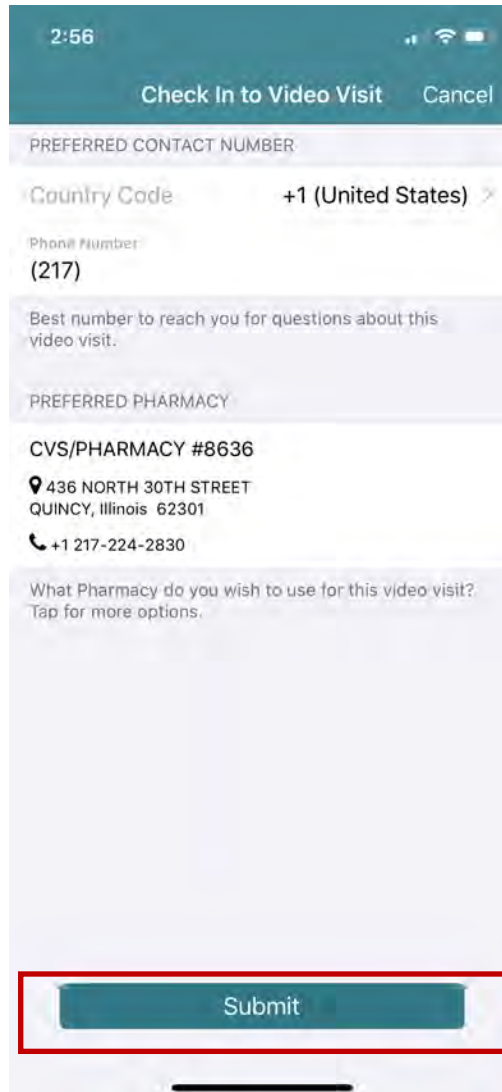
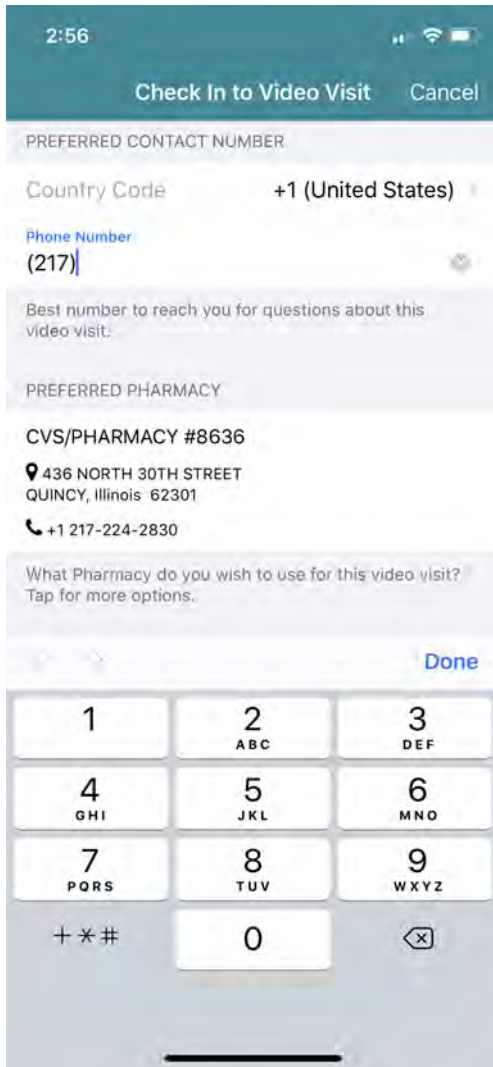
**Step #4:**

- At the appointments page, click on "Check In" to begin the video visit process.



**Step #5:**

- You will be asked to enter/validate your phone number and preferred pharmacy. After doing so, click "Submit"



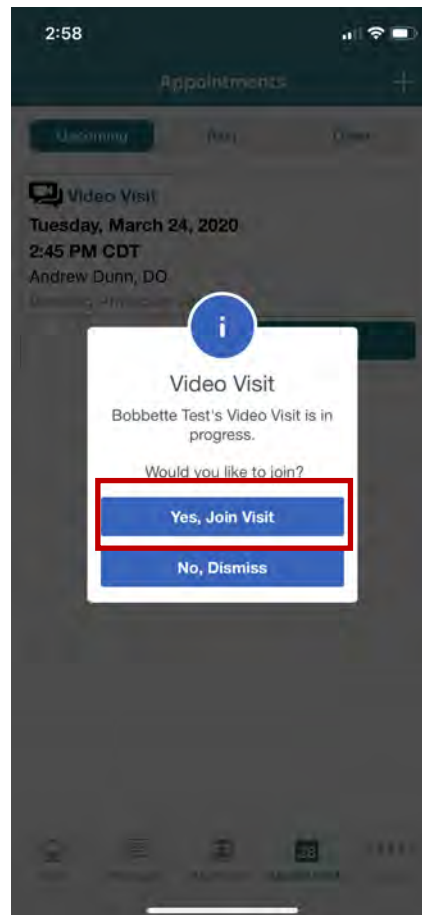
**Step #6:**

- You will now see a screen that instructs you to wait for your provider. Click ok at this time.



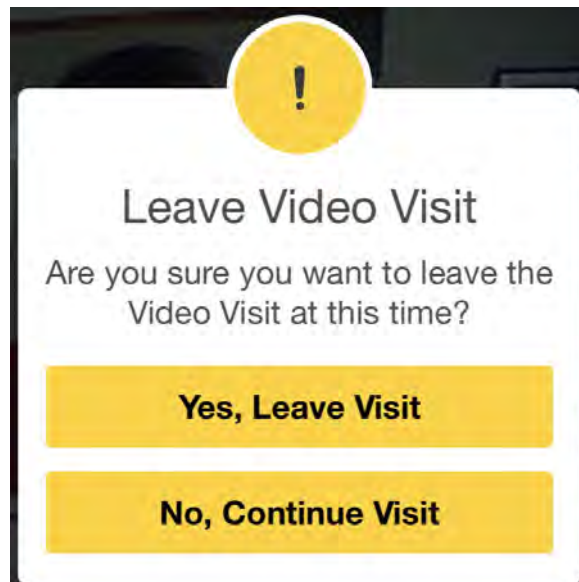
**Step #7:**

- When the visit begins, you will see the following notification. Select "Yes, Join Visit" to begin the video visit.



**Step #8:**

- While in the video visit—you will see two controls.
- The YELLOW button allows you to leave the visit. If you leave the visit—you can rejoin from the main FollowMyHealth screen.
- The RED button ENDS the visit. **DO NOT use this button unless you want to end the visit PERMANENTLY.**



**Step #9:**

- Once the visit has ended—the app will notify you that your video visit has ended. You will be returned to your appointments screen within the app.

**Troubleshooting Tip:**

If audio and video were not enabled during these previous steps, you will have issues conducting your video visit. In order to enable these features, please access the privacy settings on your device to turn on the microphone and camera.

- ⇒ **iPhone:** Settings > Privacy > **Microphone:** Find FMHmobile, slide the button to the **right** to enable.
- ⇒ **iPhone:** Settings > Privacy > **Camera:** Find FMHmobile. slide the button to the **right** to enable.
- ⇒ **Android:** Settings > General > Apps & Notifications > App Permissions > **Microphone:** Find FollowMyHealth, slide the button to the **right** to enable.
- ⇒ **Android:** Settings > General > Apps & Notifications > App Permissions > **Camera:** Find FollowMyHealth, slide the button to the **right** to enable.