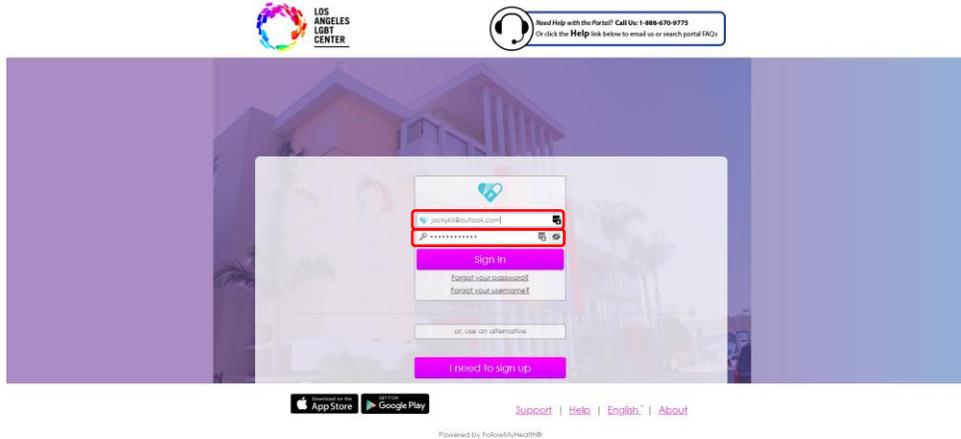




FollowMyHealth Patient/Client Telehealth Video Dashboard Instructions

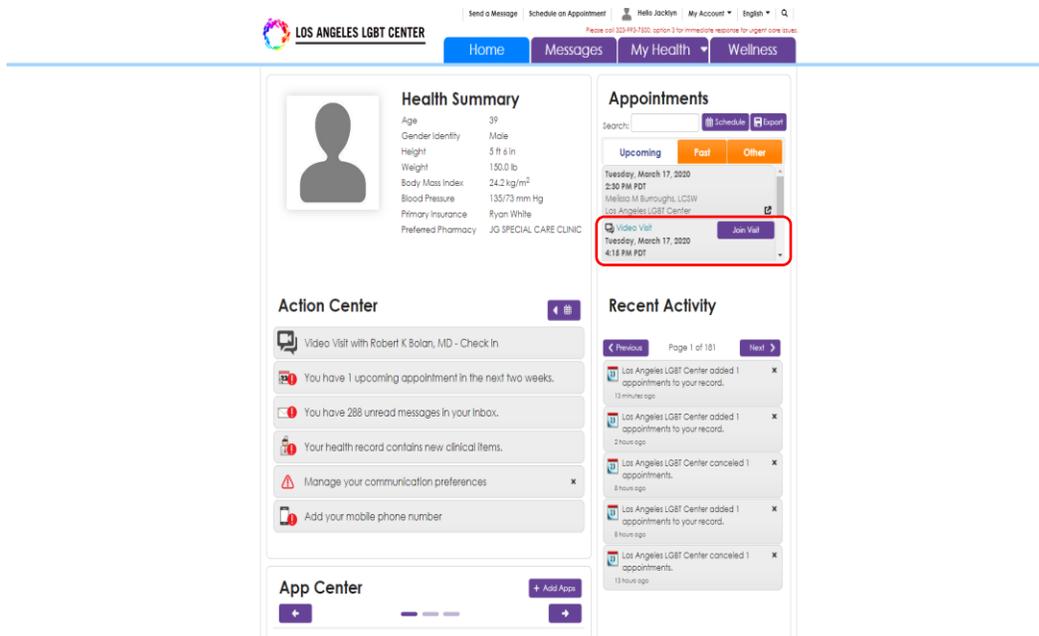
Step #1

- Make sure to use **“Chrome browser”**
- Log into www.lalgbtcenter.org/myportal/login. (you can copy this link) and Save this as a **“Bookmark Bar”** in your toolbar.
- Enter your **“Username”** and **“Password”** and click **“Sign In”**.



Step #2

- On the **“HOME”** page, under the **“Appointments”** tab, find the **“Upcoming” “Video Visit”** and click on **“Join Visit”**. This will let the Provider know that you’re ready to join **“Telehealth Video Visit”**.

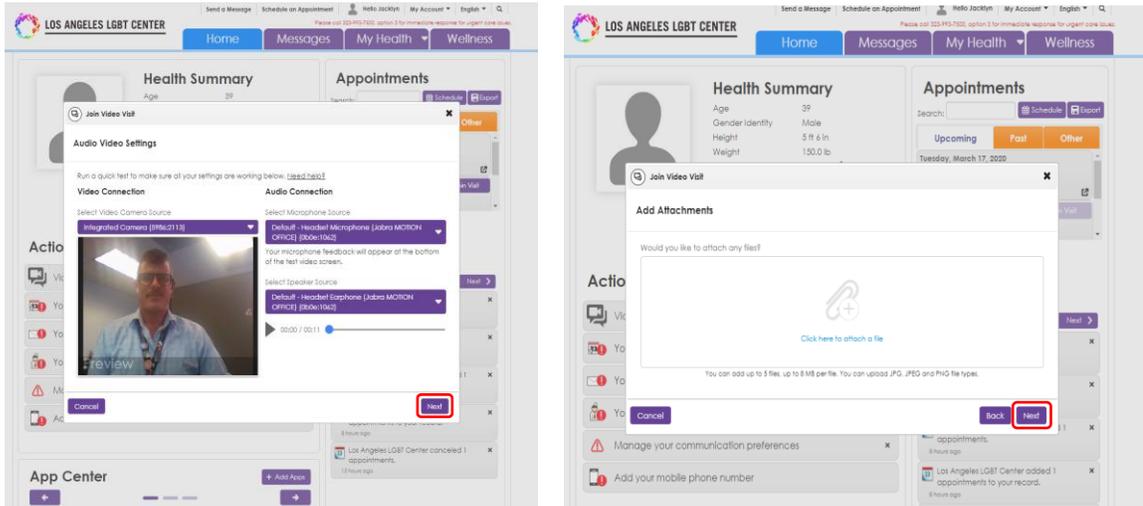




FollowMyHealth Patient/Client Telehealth Video Dashboard Instructions

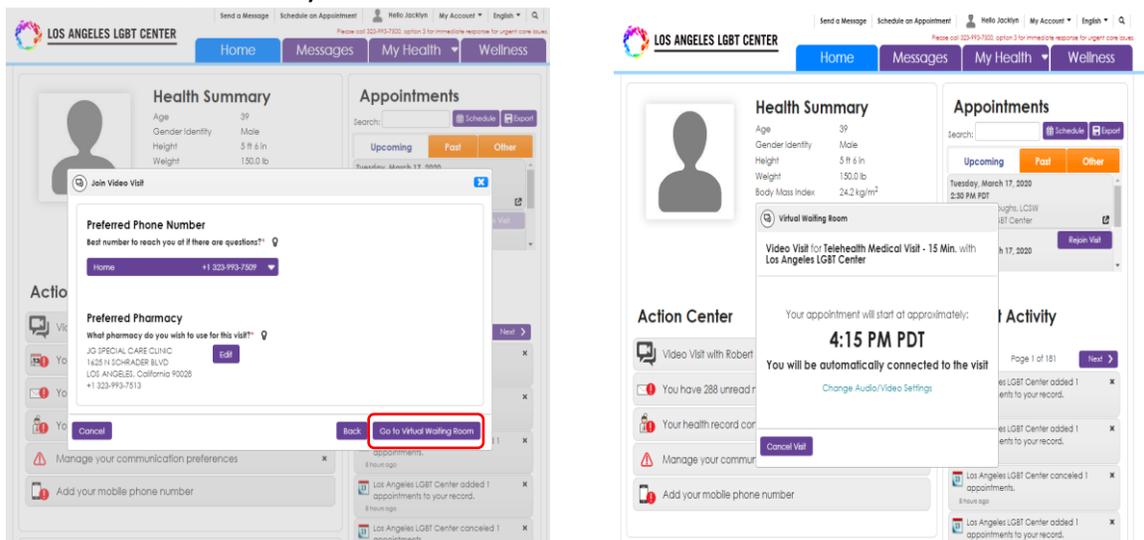
Step #3

- After you click on **“Join Visit”**, “Telehealth will confirm your **“Video Connection”**, **“Microphone”** and **“Speaker”** connection. If everything looks good, click **“Next”**. Then it will ask you if you want to **“Attach”** any documentation for your Provider to view during your appointment. If not, click **“Next”** again.



Step #5

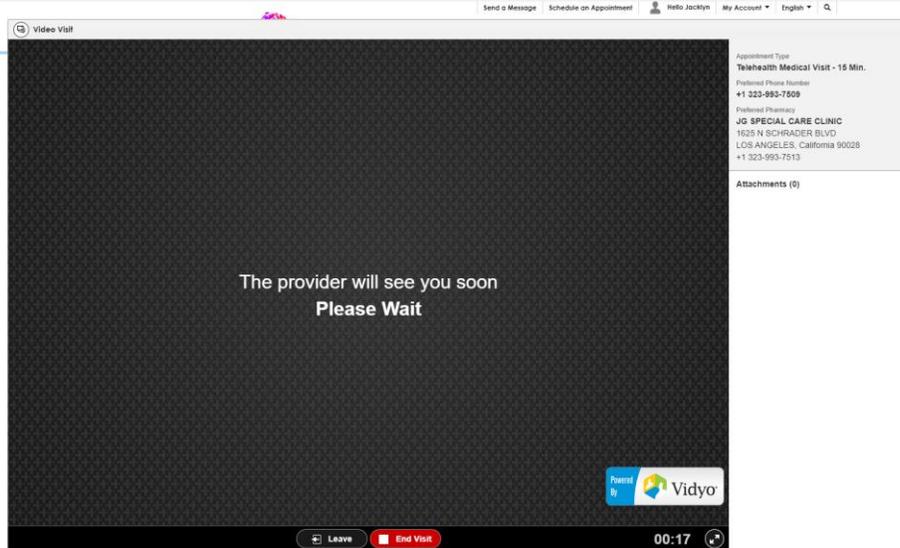
- After you click **“Next”**, you will then need to “Verify” your number and your **“Preferred Pharmacy”** is displayed correctly and then click on **“Go to Virtual Waiting Room”**. (This will notify your Provider that you’re **READY** for your Telehealth Video Visit.)
- Once your Provider **“Joins Visit”**, it will automatically connect you to the **“Telehealth Video Visit”**.
- (DO NOT **“Cancel Visit”** unless you intend to **“Cancel Visit”**. This ends the visit and another appointment will have to be schedule.)



FollowMyHealth Patient/Client Telehealth Video Dashboard Instructions

Step #6

- If you see this screen, your Provider is joining the visit and your **“Telehealth Video Visit”** will be connecting momentarily.
- **Please, DO NOT** click on **“End Visit”** unless you intend to end the **“Telehealth Video Visit”** permanently.



Step #7

- Once your Provider **“Joins Visit”**, you will be able to see your Provider and the **“Telehealth Video Visit”** will begin.
- **REMEMBER**, please don't click on **“End Visit”** unless you intend to **“End Visit”** permanently. You will have to reschedule your appointment.
- If you have any further questions, you can reach out to Allscripts FMH Customer Support at **1-888-670-9775**

