FollowMyHealth Mobile Patient/Client Telehealth Video Instructions
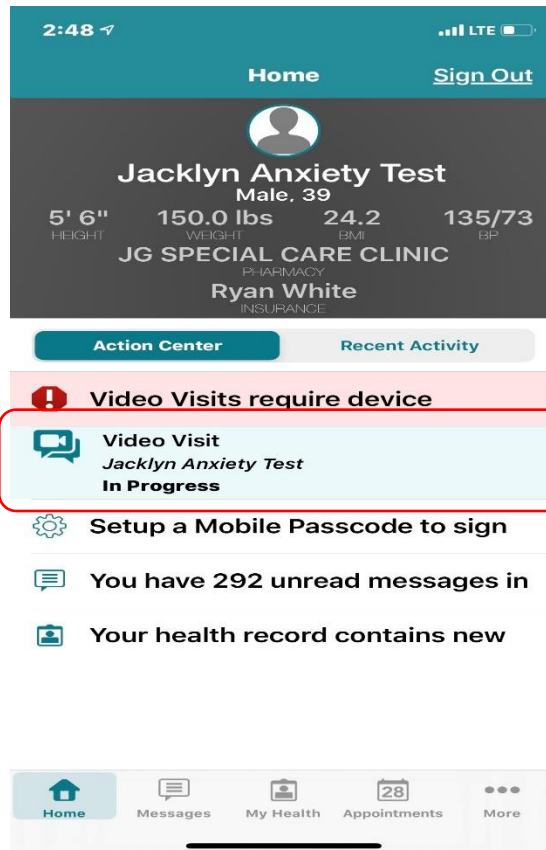
Step #1

Open the **"FollowMyHealth App"** on Phone. Enter your **"Username"** and **"Password"** and tap **"Sign In"**.
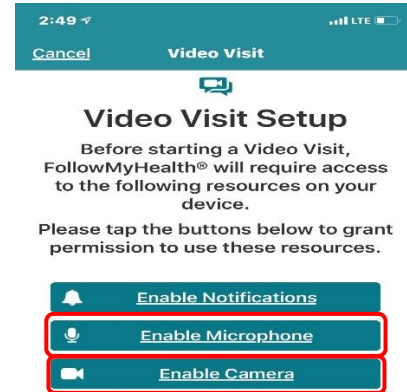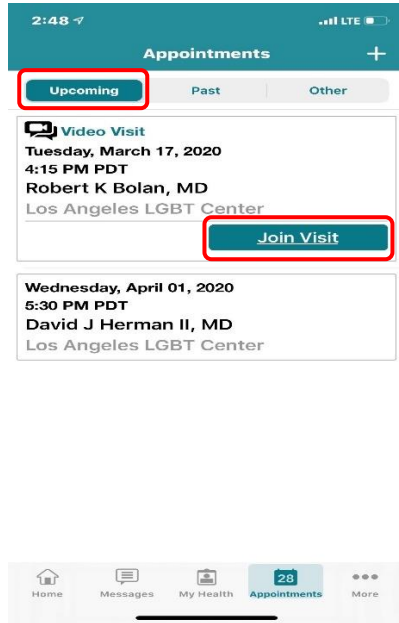

Step #2

Click on **"Video Visit – In Progress"** and it will walk you through the steps to connect with your Provider.
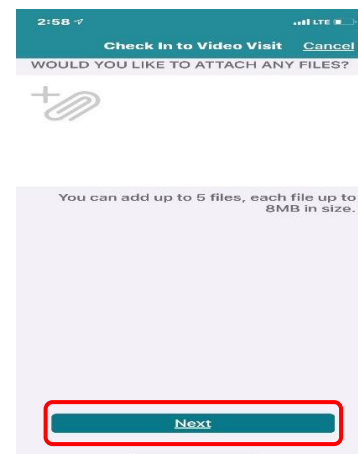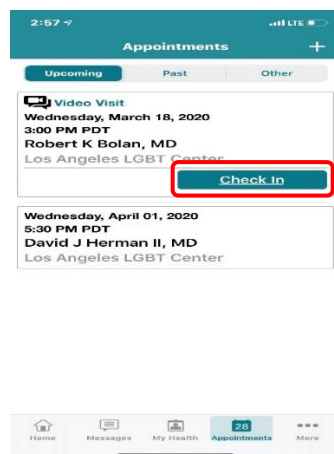
Step #3

- At the **"Appointments"** page, click on **"Join Visit"** to the correct **"Telehealth Video Visit"**. **(If you may have more than one Telehealth Video Visit.)**
- Make sure that your **"Camera"** and **"Microphone"** is **"Enabled"**.

Step #4

Next, you click **"Check In"**. It will ask you if you want to **"Upload"** any document that you want your Provider to see. If not, click **"Next"**.
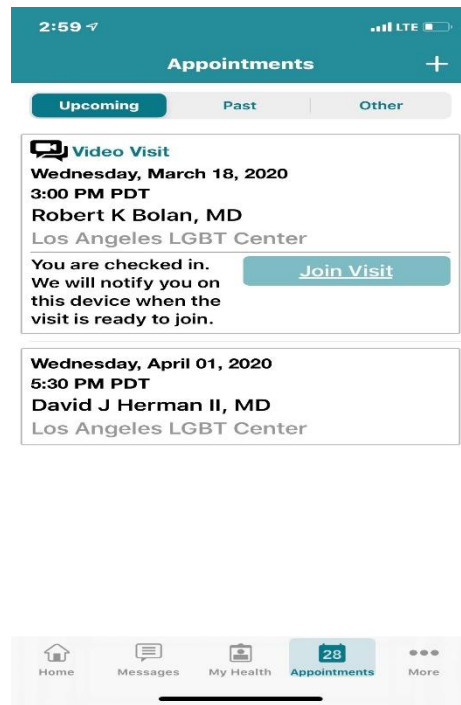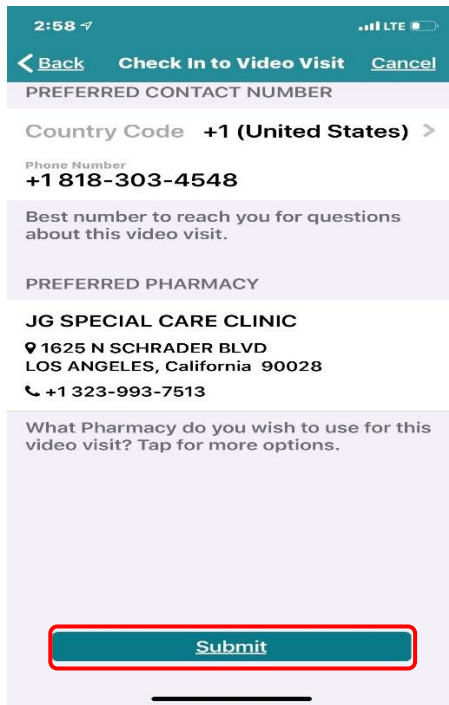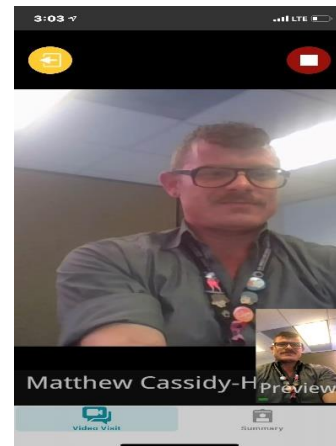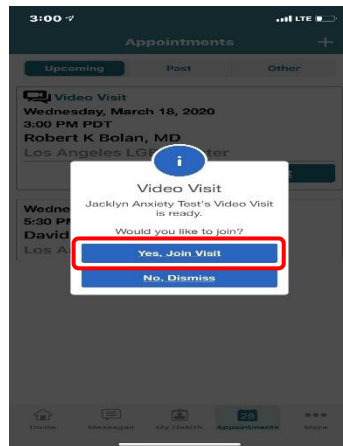
Step #5

Next, you need to **"Verify"** that your information and then click **"Submit"**
Then, you will be **"Checked In"** and you will be notified when your Provider
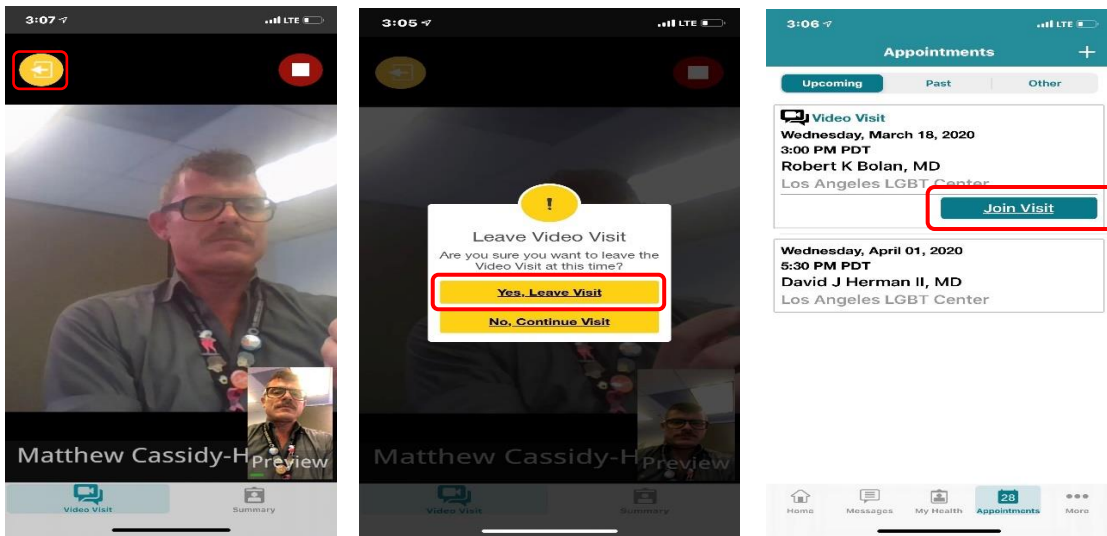**"Joins"** the Telehealth Video Visit.

Step #6

When your Provider **"Joins Visit"**, you will be notified to **"Join Visit"**. Click
on **"Yes, Join Visit"**. This will automatically connect you with your Provider.
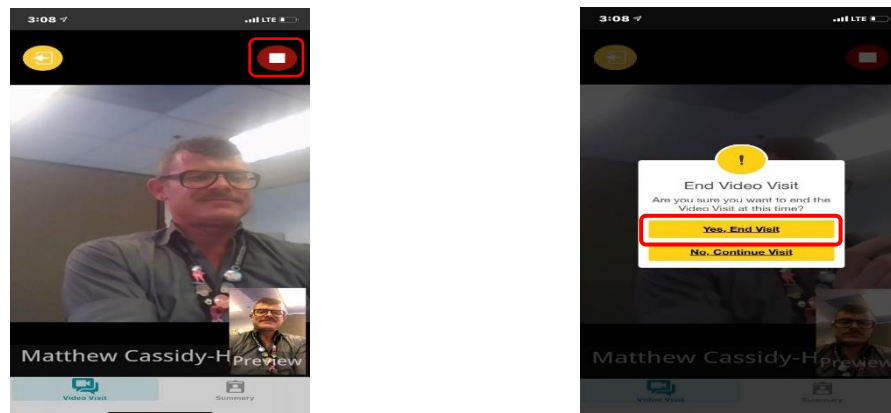
Step #7

If you need to **"Leave"** the Telehealth Video Visit for any reason, make sure to let your Provider know that you're leaving the visit. Click on **"Leave"**. This will not **"End"** your visit. When you want to re-join the visit, click on **"Join Visit"** and you will be automatically connected to your Telehealth Video Visit. **(Make sure not to click the "Red END visit" on the upper right-hand side of your screen. This will terminate your Telehealth Video Visit and you will have to reschedule.)**

Step #8

When your Telehealth Video Visit has ended, click on the **"RED END visit"** button on the upper right-hand side of the screen. It will ask you **"Are you sure you want to end visit?"**, click **"Yes, End Visit"**.

Step #9

- Lastly, the app will notify you that your **"Video Visit has ended"** and take you back to your **"Appointments"** screen.
- If you need any more assistance with the FMH Mobile App, please call:
  1-888-670-9775