



## **Frequent Questions about Zoom**

1. A good practice when joining a Zoom meeting is to click on the link to Test Speaker and Microphone.
2. How do I connect to the meeting?
  - a. Make sure you have the zoom app installed on your device. Once you do that click on the link that was sent either in the client portal or via text.
3. Do I need to have my camera turned on.
  - a. Yes, to have a Telehealth session you must have your camera turned on.
4. How do I turn on my video (camera)?
  - a. When joining the meeting click on Join with Video. This will be for both Desktop and Mobile devices.
5. My camera is not working, what do I do.
  - a. On a Desktop and Mobile in the bottom-left corner of the meeting you will find the controls toolbar. From here click on Start Video.
  - b. If your camera is not working in time for the Telehealth session you will need to contact

the clinic and make an in-person appointment.

6. Do I need Audio for my appointment.

- a. Yes, to have a Telehealth session you must have working speakers.

7. How do I connect my Audio?

- a. When joining the meeting on a desktop click on Join with Computer Audio.
- b. For Mobile you will be prompted to connect to Audio. Make sure you have your Wifi or Cellular data turned on.
- c. In the bottom left corner of the meeting controls toolbar, you can control your microphone. This includes the Mute/Unmute option. This is the same for both desktop and mobile devices.
- d. You can adjust your audio by clicking on the up arrow next to the mute. From here Select a microphone and speaker. You can then test both to see if they are working.

8. My speakers are not working, what do I do.

- a. Make sure you follow the instructions above for turning on your audio.

b. If your speakers are not working in time for the Telehealth session you will need to contact the clinic and make an in-person appointment.

9. My home internet is not working.

a. Check with your internet provider to make sure there is no issue on their end.

b. If your home internet is not working in time for your appointment, you will need to contact the clinic and make an in-person appointment.

10. What happens if the host loses connection?

a. You will be put into a waiting room until the host reconnects.