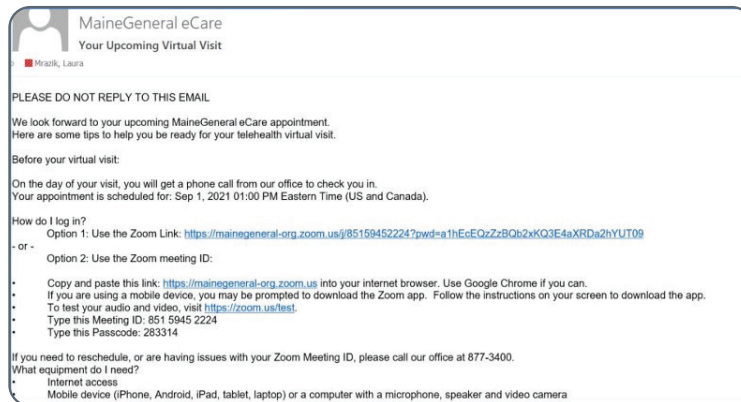


# How to Access Your MaineGeneral eCare visit through Zoom – Laptop or Desktop

## Step One: Receiving an Invitation

You will get an email from MaineGeneral eCare that will include a Zoom link and instructions to join your visit.

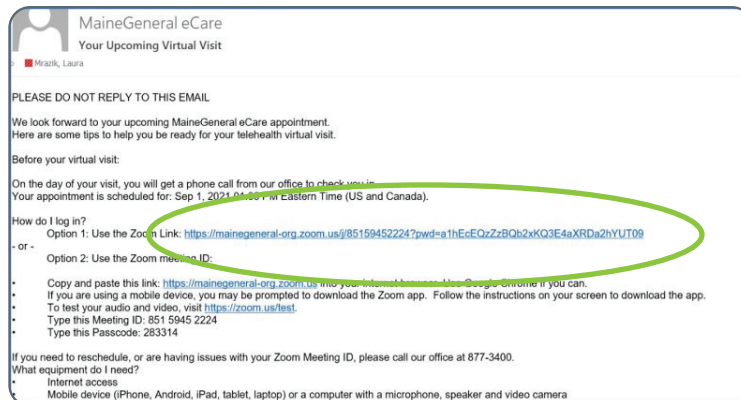
Below is an example of the email you will get. The email will confirm the visit date and time and will include the Zoom link. Please save this email so you can access the link for your visit. You also can write down the URL and type it into your browser to join your visit.



## Step Two: Joining Your Visit

You will need internet access to join your visit. After checking you in, someone from the practice will stay on the phone to make sure you get into the Zoom waiting room. Please let us know if you need interpreter services.

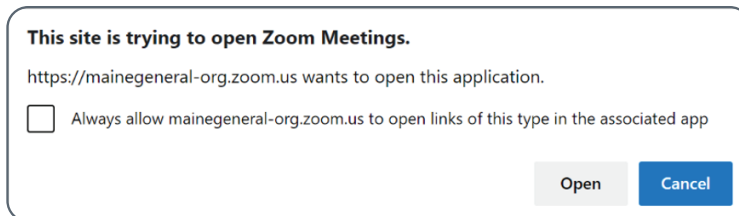
1. From your invitation email, click on the link to access your visit.



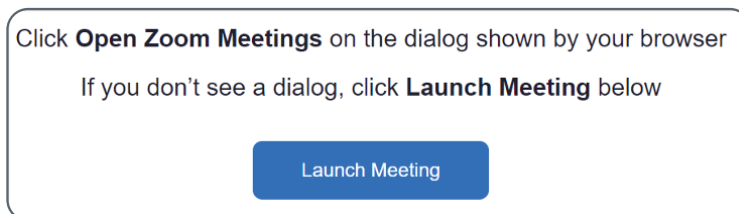
2. A screen will appear that says "This site is trying to open Zoom Meetings."

Click on "Open." (If the Zoom app does not automatically open and you are asked to download the app, follow the instructions to download the app. Once you have downloaded the app, go back to the email and click on the link to join your visit.)

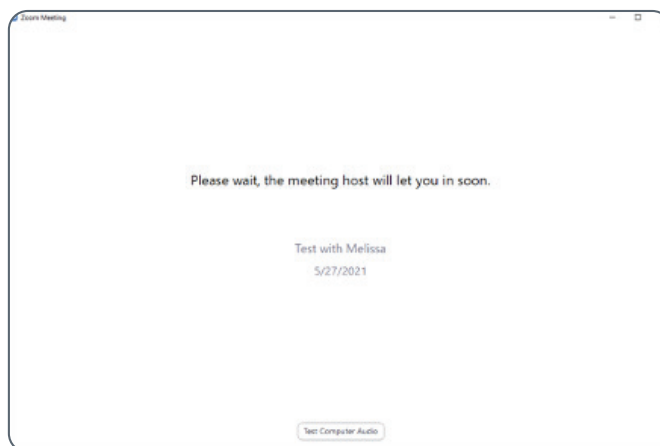
**Do not** check the box that says "Always allow mainegeneral-org.zoom.us to open links of this type in the associated app."



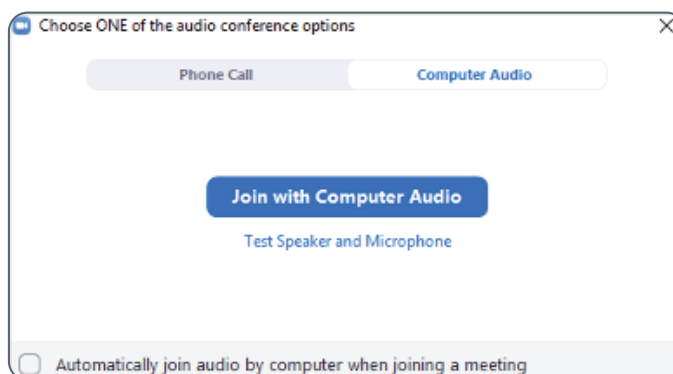
- The “Launch Meeting” screen will appear. Click on “Open Zoom Meetings” if it appears on your screen, or click on “Launch Meeting.”



- You will be placed in the “waiting room.” Someone from your care team will see that you are waiting to join the visit; they will confirm you are scheduled and then will enter you into the virtual visit. Once you’re in the visit, the medical assistant will ask you a few questions to get you ready to see your clinician.

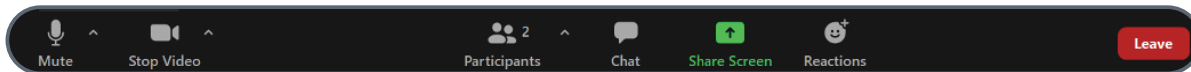


- When you are entered into the visit, the “Join audio” screen will appear. If this is your first time using Zoom, you may want to test your speaker and microphone. Click on “Test Speaker and Microphone” and follow the prompts. Then click on “Join with Computer Audio.”



## Step 3: Controls During the Visit

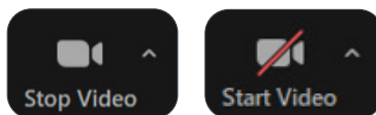
These are the controls you can use during the visit:



**Mute and Unmute:** You can switch between mute and unmute by clicking or tapping the mute symbols on your screen.

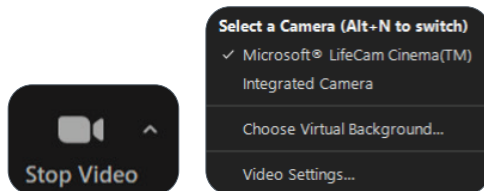


**Stop Video:** It's important to always use the video function during your virtual visit. If you need to turn your video off for a moment, you can turn your camera off by clicking on the camera symbol. To turn your video back on, click on the camera symbol again.



**Blocking out Background Noise:** If you are in an area that has a lot of background noise, you can adjust your video audio settings to block out background noise.

1. Click on the ^ beside your camera button and then select "Video Settings..."



2. Select "Audio" and then select Low, Medium or High under "Suppress background noise."

