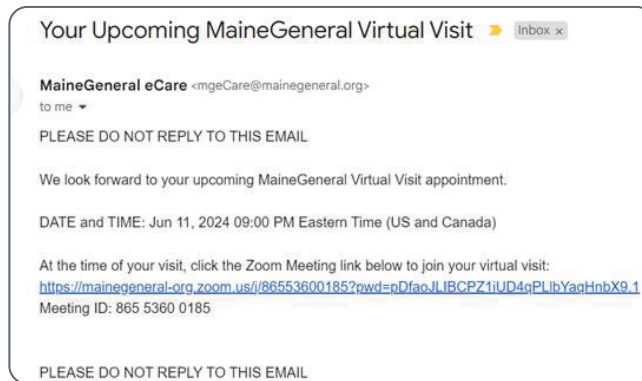


How to Access Your MaineGeneral eCare visit through Zoom – Phone or Tablet

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.

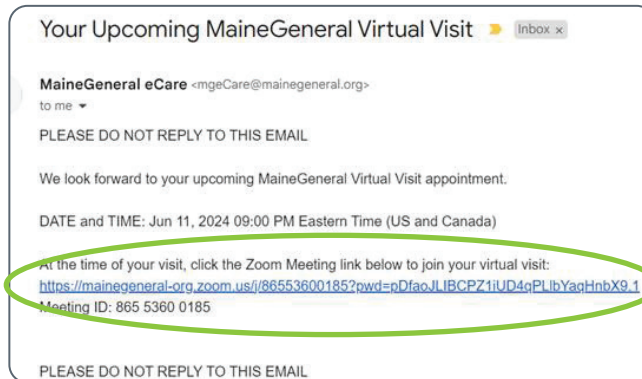
Below is an example of the email you will get. The email will confirm the visit date and time and will include the Zoom link. Please save this email so you can access the link for your visit. You can also write down the URL and type it into your browser to join your visit.



Step Two: Joining Your Visit

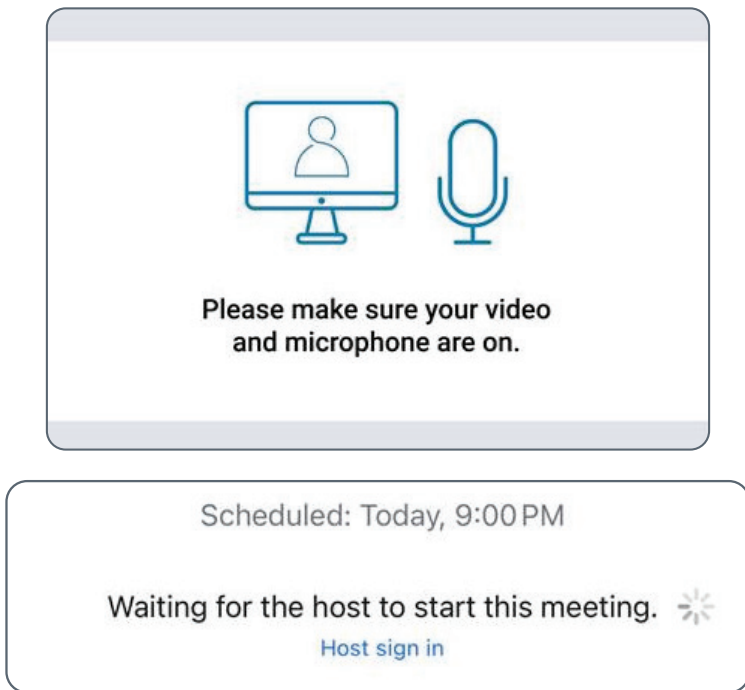
You will need internet access to join your visit. Someone from the practice will call to check you in just before your visit. If you cannot find your email invite, they can resend it to you.

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

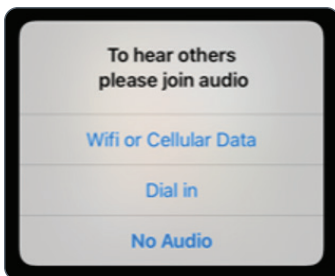


2. The Zoom app will open on your device. (If the Zoom app does not automatically open and you are asked to download the app, follow the instructions to download the app. Once you have downloaded the app, go back to the email and click on the link to join your visit.)

3. 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 provider.



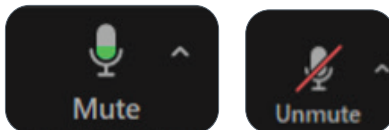
4. When you are entered into your visit, the “Join audio” screen will appear. Choose an audio option from the list provided. Note: If you choose “no audio,” you will not be able to hear anyone. Selecting “Wifi or Cellular Data” automatically connects your phone microphone to the visit.



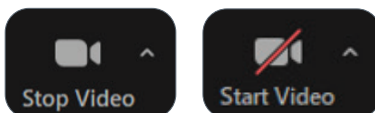
Step 3: Controls During your Virtual Visit

These are the controls you can use during your visit:

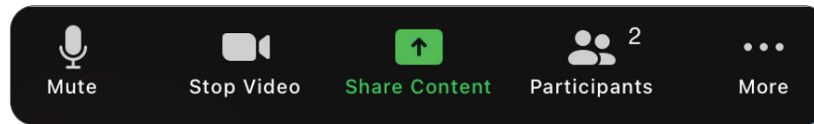
Mute and Unmute: Switch between mute and unmute by touching the mute symbols at the bottom of your screen.



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.



To get to additional controls, including chat and meeting reactions, touch on the “...” in the bottom right corner of your screen.



After touching the “...” you will see additional controls including:

- Meeting Settings
- Live Transcription (from here you can request to have closed captioning during your visit)

