

FMH On-Demand Virtual Visits

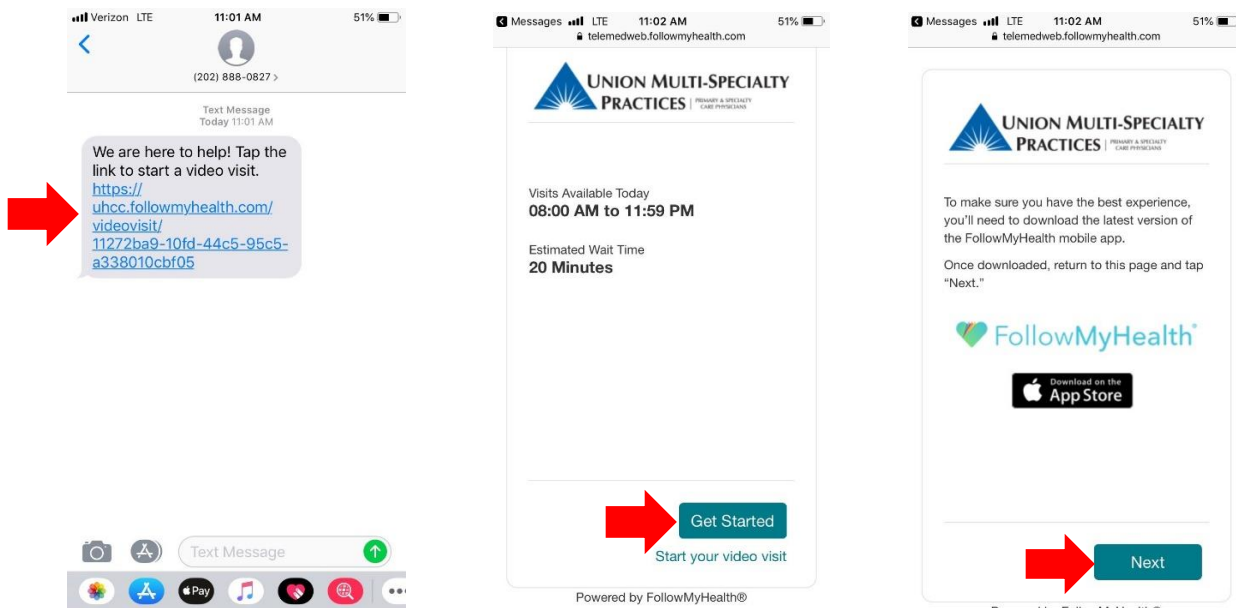
Patients Receiving On-Demand Virtual Visit Text on Apple Device

Click on the link in the text at least 5 minutes before your appointment

Click Get Started

If you have the app installed, click Next

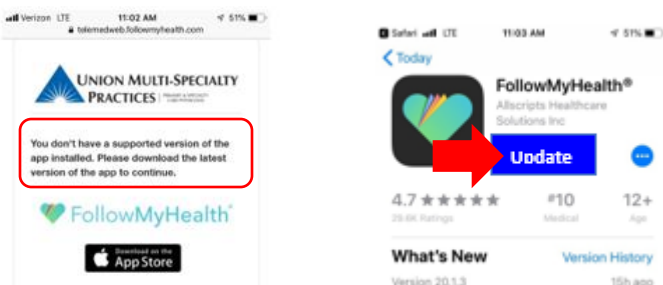
If you do not have the FMH app installed, click on the Apple App Store to download



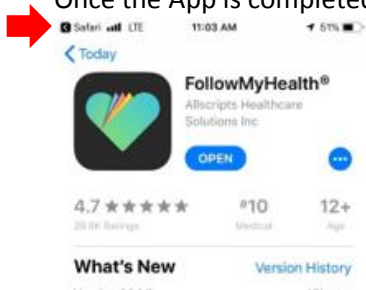
If you do not have the most up to date version of the app you may see this message

Click on the Apple App Store

Click Update

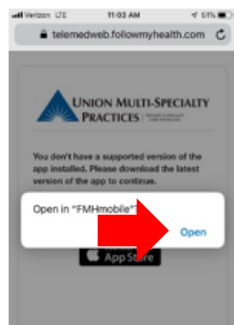


Once the App is completed updating, click back to Safari



FMH On-Demand Virtual Visits

Click Open



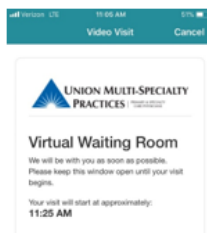
Select Reason for Visit (if doing test run Virtual Visit Test run; otherwise select Scheduled Visit for practice name). Click on the telehealth terms of service link to review them and check “I have read and agree to the Terms of Use”

Click Next

Enter your demographic information

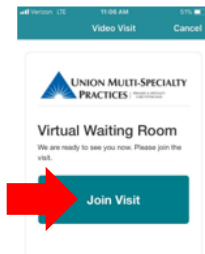
Click Next

You will now enter the Virtual Waiting Room, do not leave this screen



Once the provider joins the visit, Click Join Visit to connect with the provider

FMH On-Demand Virtual Visits



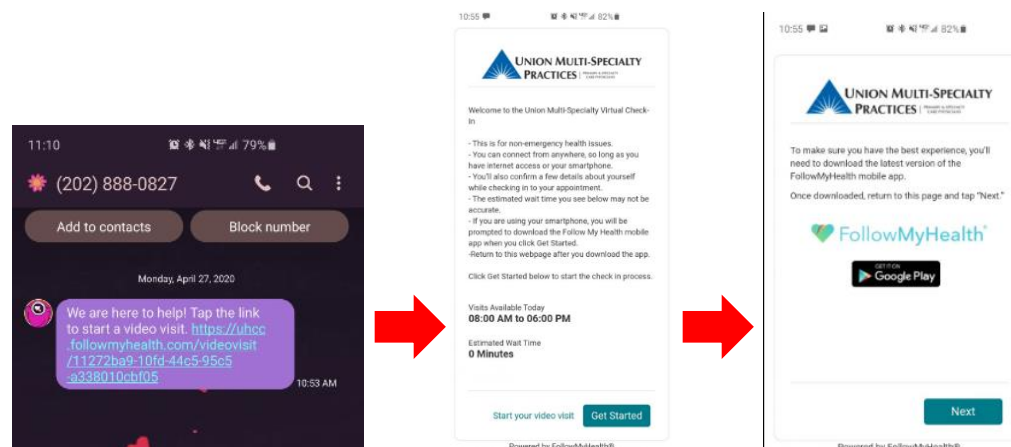
Patients Receiving On-Demand Virtual Visit Text on Android Device

Click on the link in the text at least 5 minutes before your appointment

Click Get Started

If you have the app installed, click Next

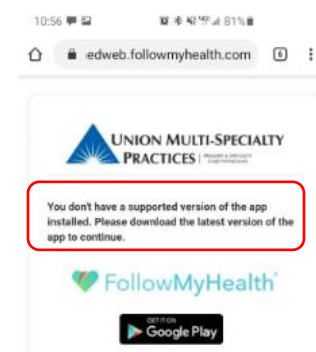
If you do not have the FMH app installed, click on the Google Play Store to download



If you do not have the most up to date version of the app you may see this message

Click on the Google Play Store

Click Update



Once installed/ updated Click the back button on your cell phone buttons (at the bottom of screen) to go back to the check in process OR go back to the text and click on the link again

Click Next

FMH On-Demand Virtual Visits



Select Reason for Visit (if doing test run Virtual Visit Test run; otherwise select Scheduled Visit for practice name). Click on the telehealth terms of service link to review them and check “I have read and agree to the Terms of Use”

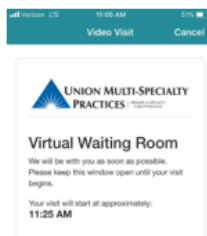
Click Next

Enter your demographic information

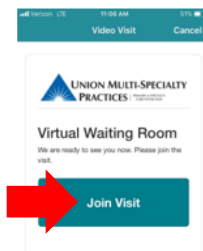
Click Next

Two screenshots of the app interface. The left screenshot shows the 'Things to Know' screen with instructions and a 'Reason for Visit' dropdown menu. The right screenshot shows the 'Almost there!' screen with fields for First Name, Middle Name, Last Name, Date of Birth, Birth Sex, Gender Identity, and Email. Red arrows indicate the flow from the left screen to the right screen, and from the 'Next' button on the right screen to the next step.

You will now enter the Virtual Waiting Room, do not leave this screen



Once the provider joins the visit, Click Join Visit to connect with the provider



FMH On-Demand Virtual Visits

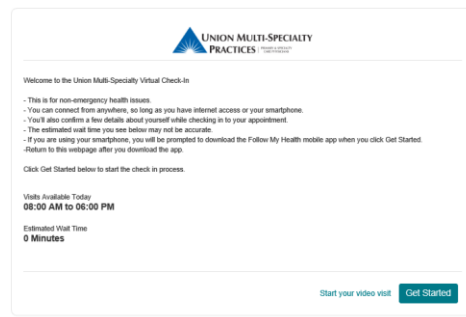
Patients Receiving On-Demand Virtual Visit Email on computer –USING GOOGLE CHROME

Patient will receive an email

Click the link in the email to start a video visit now

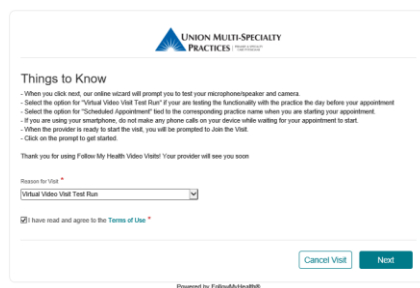


Click Get Started



Select Reason for Visit (if doing test run Virtual Visit Test run; otherwise select Scheduled Visit for practice name). Click on the telehealth terms of service link to review them and check “I have read and agree to the Terms of Use”

Click Next



Allow Notifications, Video and Audio
Check Video and Audio connection

Click Next