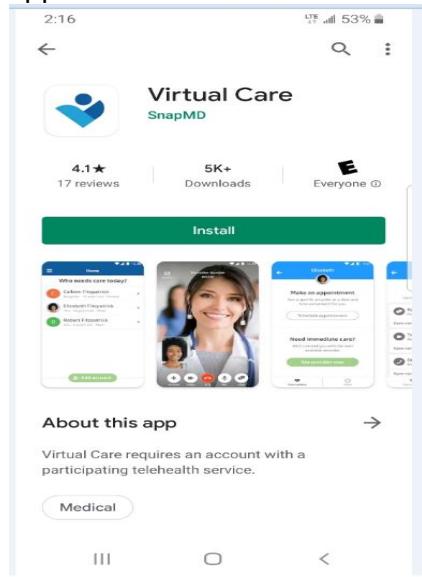


Virtual Visits: Instructions for Android-

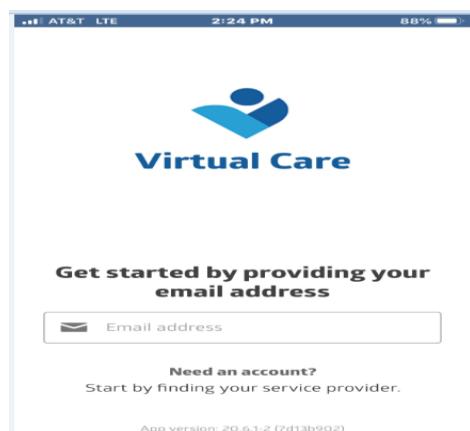
STEP 1: Prior to your appointment, download free Virtual Care SnapMD from Google Play Store. It is best to do this at least one day before your appointment to allow for troubleshooting.

STEP 2: Open App Store/Play Store and search for “Virtual Care SnapMD”

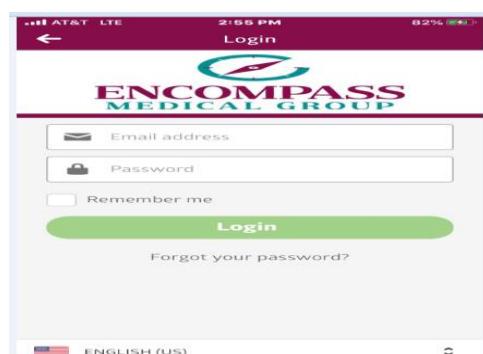
STEP 3: Download Virtual Care SnapMD by clicking **Install**. Once the application is installed, you can close out of the application



Enter your email address that will be used for your Virtual Care Account

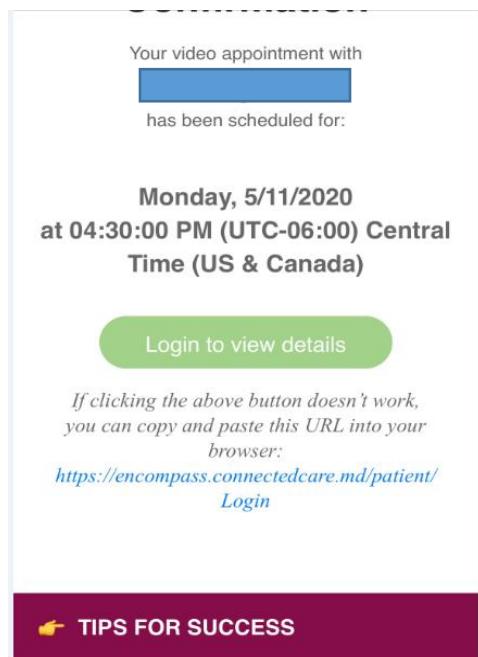


Create a Password- This will create your account

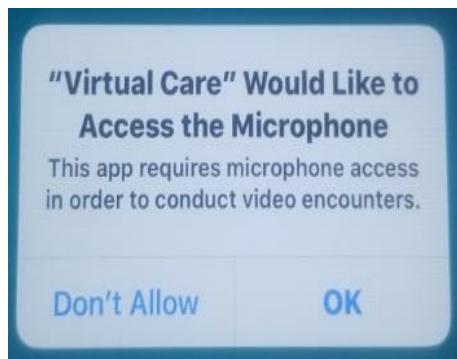
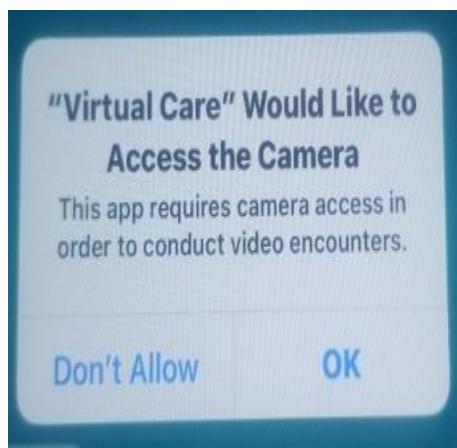


Connecting for your appointment

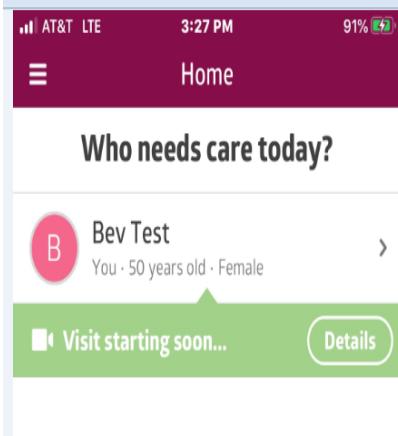
Step 1: 5-10 minutes prior to your appointment>open your email notification and click on Log In to View Details or log into your Virtual Care App



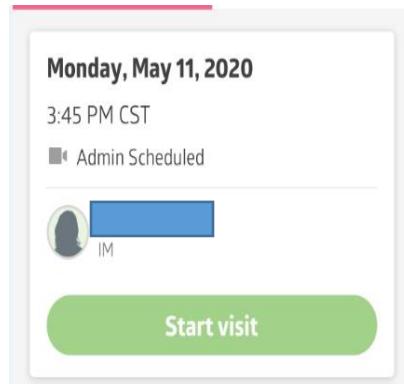
STEP 2: If you are asked for access to your microphone or camera, click **OK**.



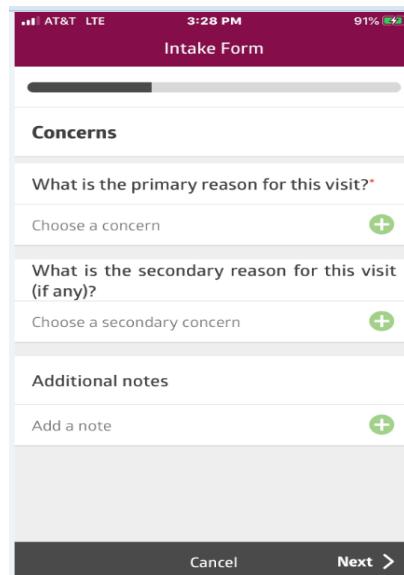
Step 3: Click the Details Button



Click Start Visit



Step 4: Click the  next to Primary reason for Visit>Make a selection for visit or choose other and provider reason>You are not required to fill out the second and third options>Click Next



Step 5: Click I acknowledge and agree to consent to treatment>Click Next

The screenshot shows a mobile application interface titled "Intake Form". At the top, there is a header bar with signal strength, time (3:30 PM), and battery level (91%). Below the header, the word "Consent" is displayed in bold. Under "Consent", the section "Consent to Treat" is shown, followed by a large empty rectangular input field. A text instruction below the input field reads: "I acknowledge and agree to the Consent to Treat as stated above." A radio button is followed by the text "I acknowledge and agree". At the bottom of the screen, there are navigation buttons: "< Back", "Cancel", and "Next >".

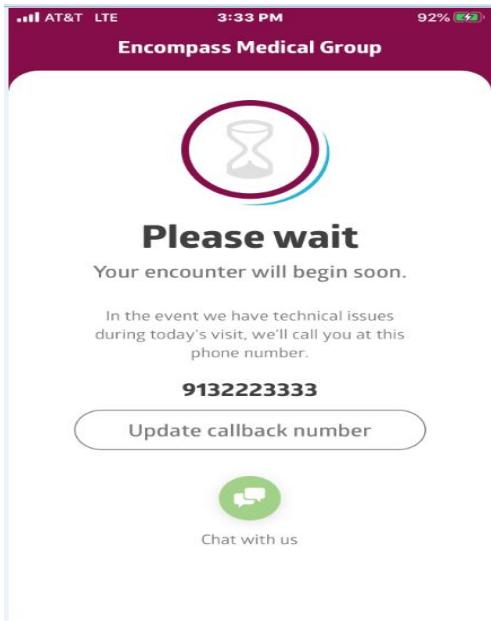
Step 6: Click Proceed

The screenshot shows a mobile application interface titled "Intake Form". At the top, there is a header bar with signal strength, time (3:30 PM), and battery level (91%). Below the header, the word "Summary" is displayed in bold. A message says: "Please review your information and proceed to your visit." A summary box contains the following details:

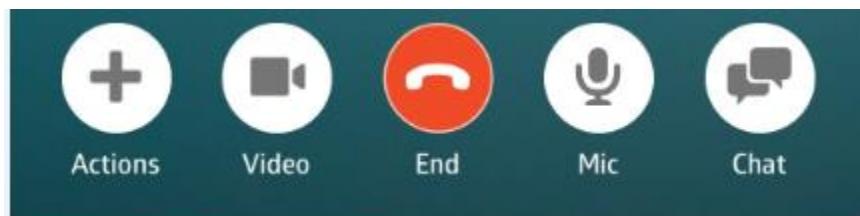
- PATIENT: Bev Test
- PROVIDER: [Redacted]
- COMMUNICATION METHOD: Video

Below the summary box, there is a link "View complete summary" with a circular arrow icon. At the bottom, there are two large buttons: a green "Proceed" button and a white "Cancel" button.

Step 7: If you see the screen below, please wait for the provider to join the meeting



Step 8:



- **Camera Button-** turns the webcam on and off- if there is a line through it, it is turned off- click on it to turn it back on
- **Mic Button-** turns the microphone on and off- if there is a line through it, it is turned off- click on it to turn it back on
- **Red Circle with Phone Button-** Ends the visit- do not click unless the visit is over
- **Actions Button-** gives more options
- **Chat Button-** Allows to message

Please make sure that your device is set up prior to your Virtual Visit. This will allow time for troubleshooting.