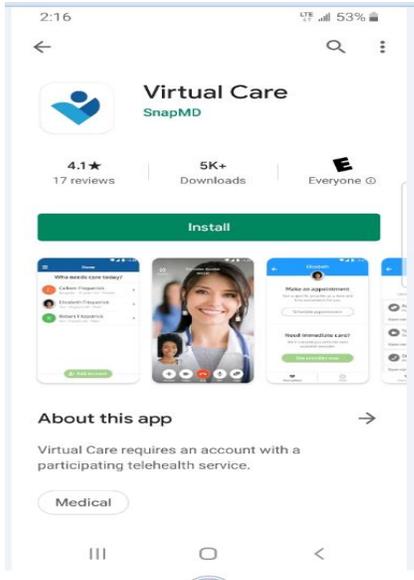


Virtual Visits: Instructions for Apple devices

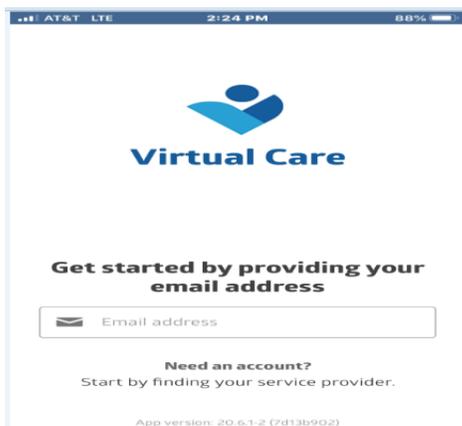
STEP 1: Prior to your appointment, download free Virtual Care SnapMD from App Store. It is best to do this at least one day before your appointment to allow for troubleshooting.

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

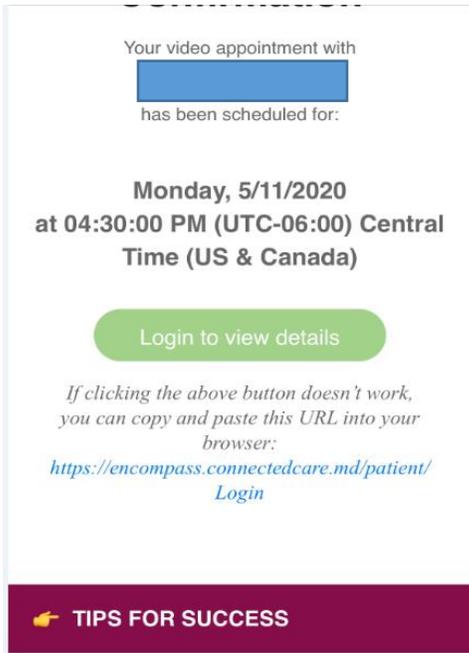


Create a Password- This will create your account

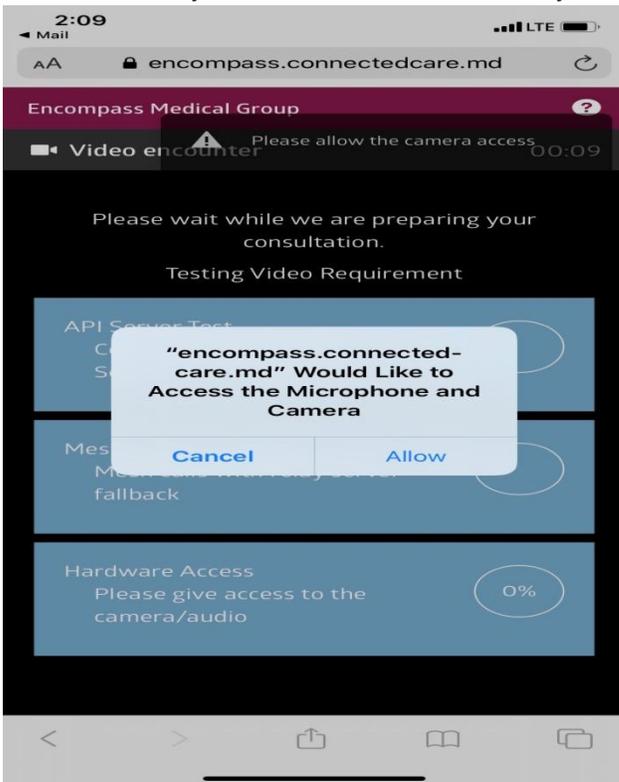


Connecting for your appointment

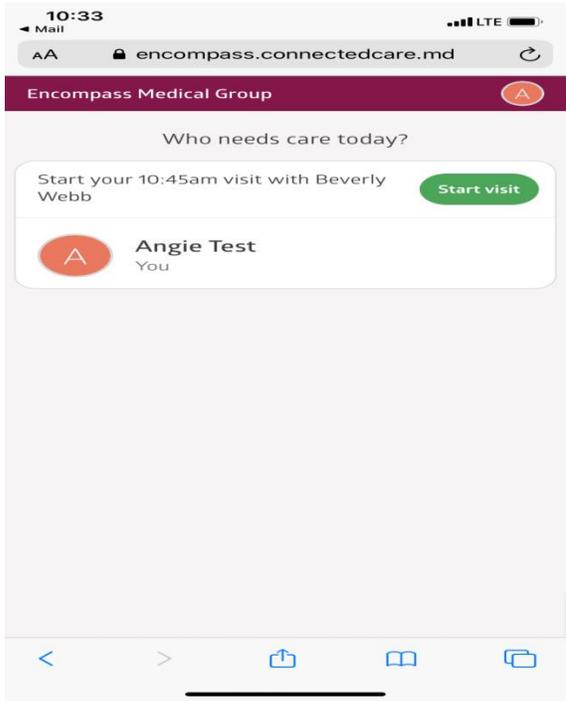
Step 1: 5-10 minutes prior to your appointment>open your email notification and click on Log In to View Details or log into your Virtual Care App



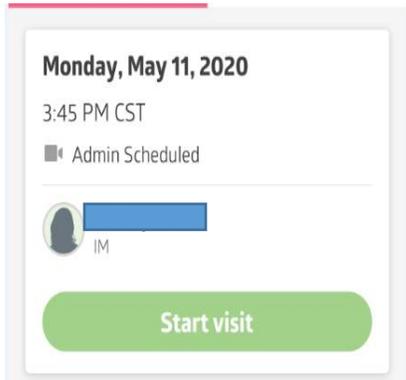
STEP 2: When you are asked for access to your microphone or camera, click **Allow**.



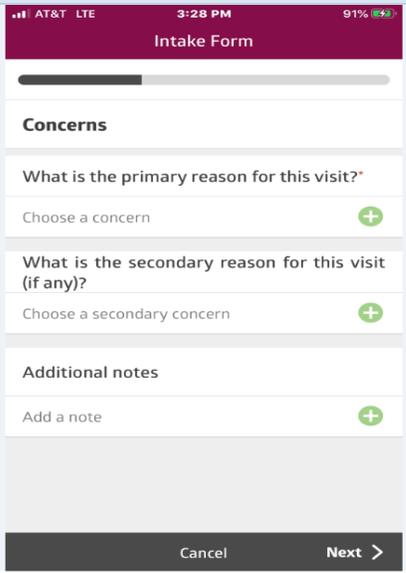
Step 3: Click the Details Button



Click Start Visit

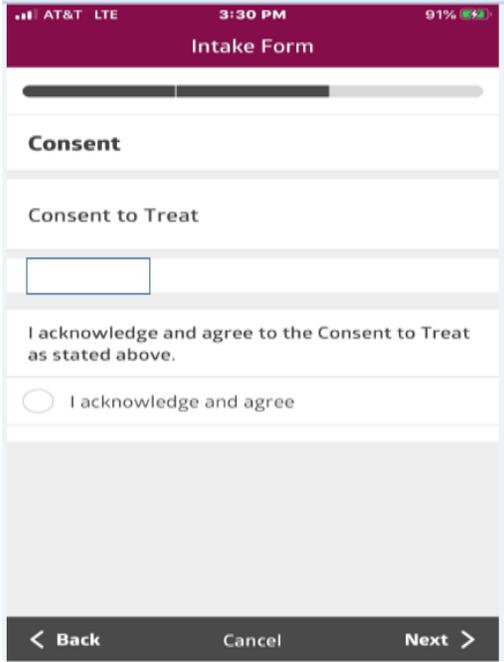


Step 4: Click the  next to Primary reason for Visit>Make a selection for visit or choose other and provider reason>You are not required to fill out the second and third options>Click Next



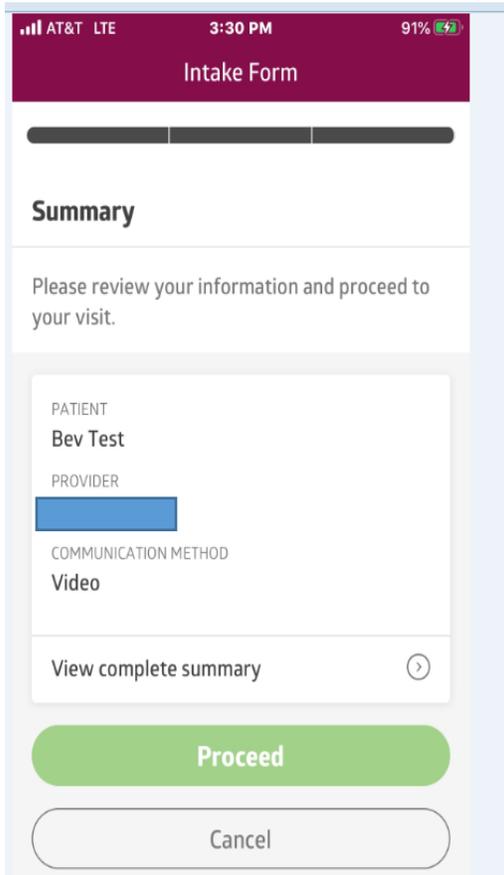
The screenshot shows the 'Intake Form' with a progress bar at the top. The 'Concerns' section contains three questions, each with a green plus icon to its right: 'What is the primary reason for this visit?', 'What is the secondary reason for this visit (if any)?', and 'Additional notes'. At the bottom, there are 'Cancel' and 'Next >' buttons.

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

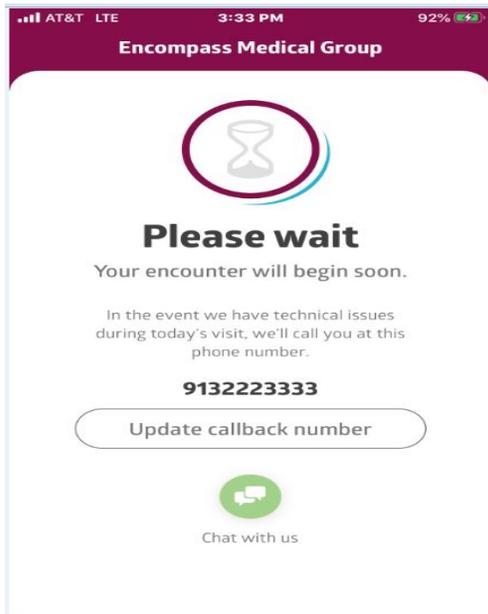


The screenshot shows the 'Intake Form' with a progress bar. The 'Consent' section includes a 'Consent to Treat' input field, a statement 'I acknowledge and agree to the Consent to Treat as stated above.', and a radio button labeled 'I acknowledge and agree'. At the bottom, there are '< Back', 'Cancel', and 'Next >' buttons.

Step 6: Click Proceed



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.