# 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"
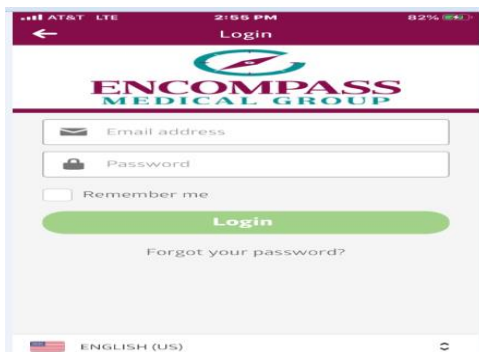
STEP 3: Download Virtual Care SnapMD by clicking **Install.** Once the application is installed, you can close out of the application
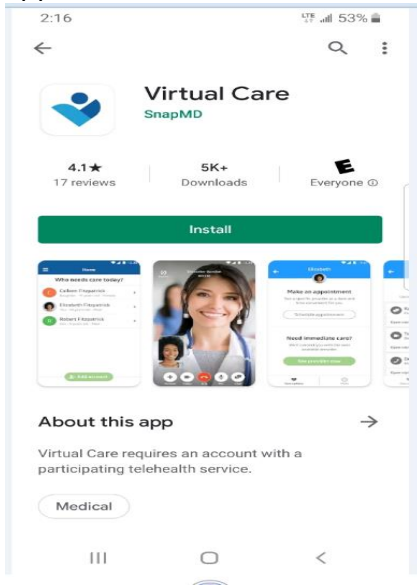
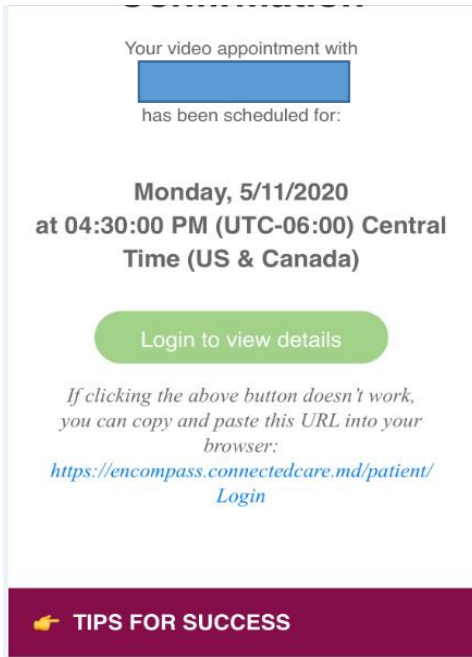Enter your email address that will be used for your Virtual Care Account
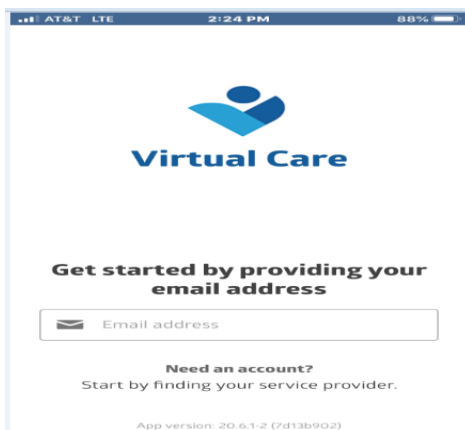
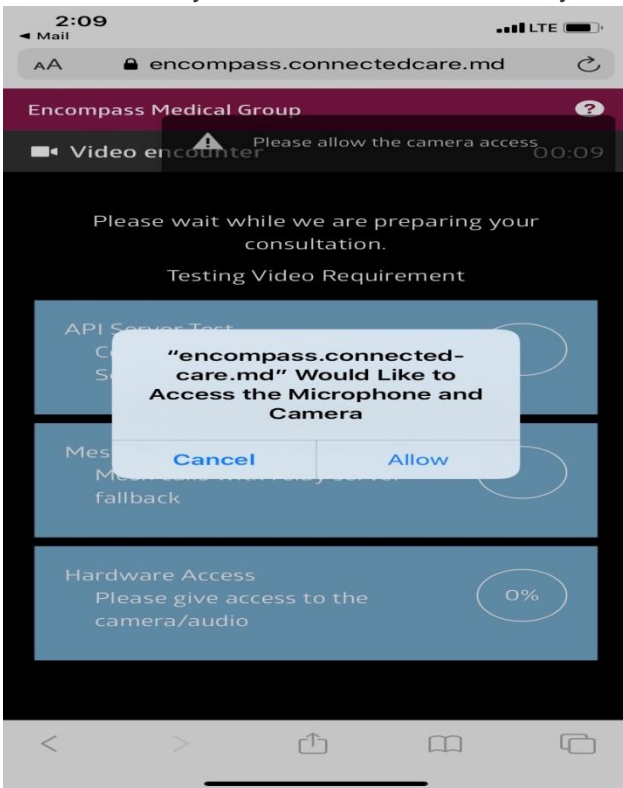Create a Password- This will create your account
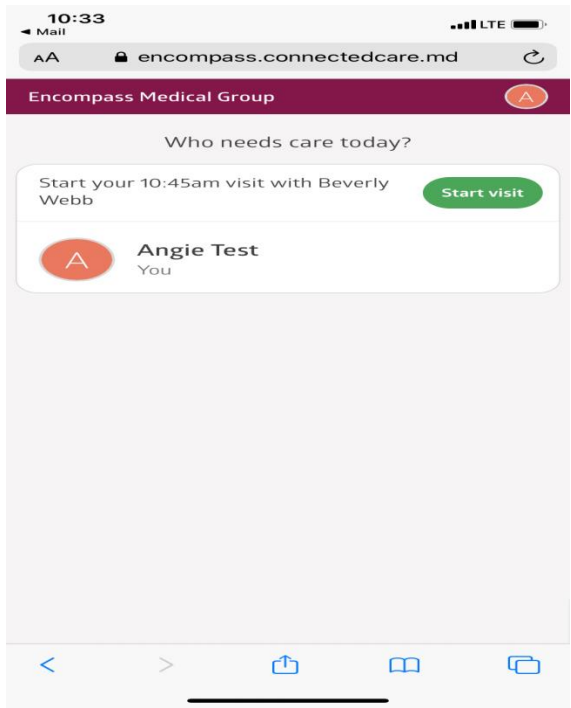
Connecting for your appointment

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
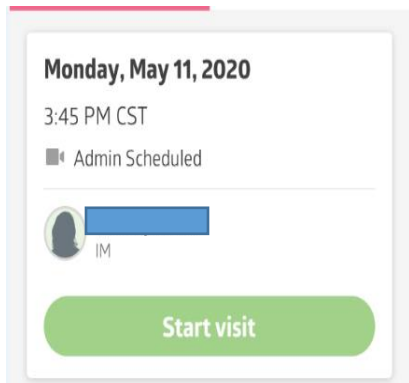

STEP 2: When you are asked for access to your microphone or camera, click **Allow.**
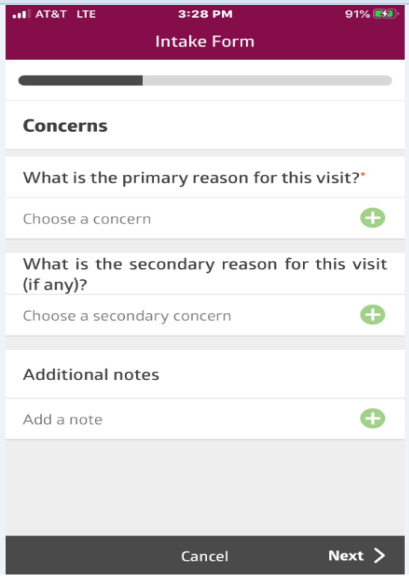
Step 3: Click the Details Button
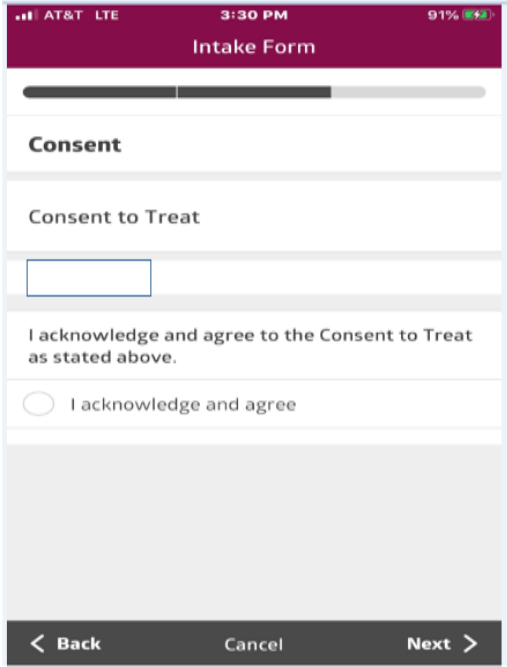

Click Start Visit

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
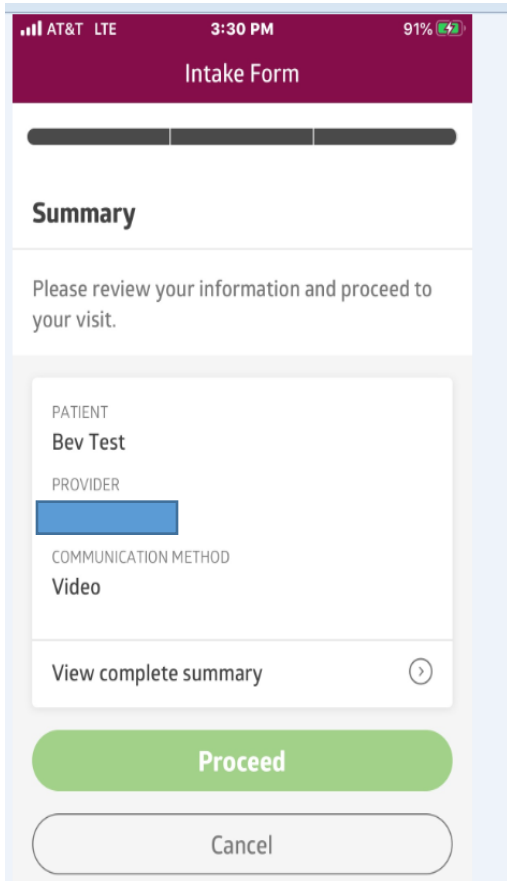

Step 5: Click I acknowledge and agree to consent to treatment>Click Next

Step 6: Click Proceed

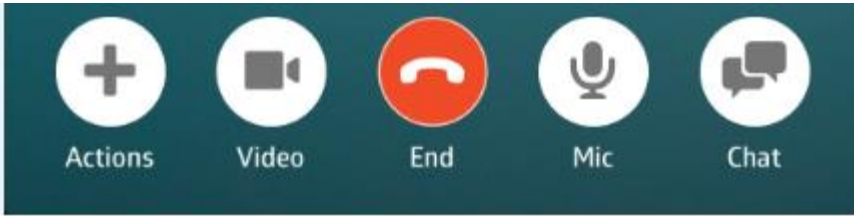**Step 7:** If you see the screen below, please wait for the provider to join the meeting
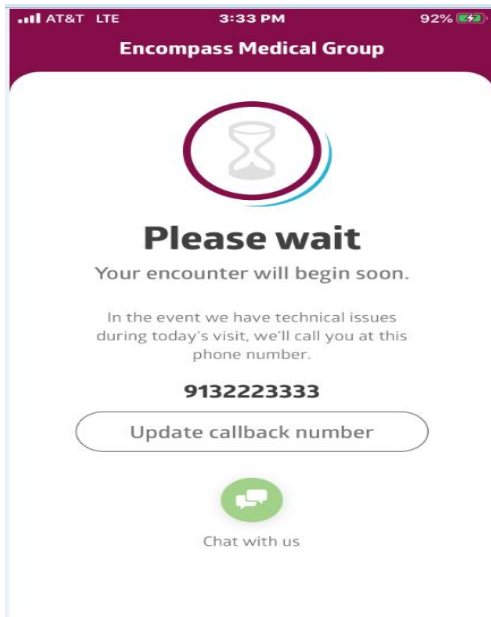
Step 8:

- **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.