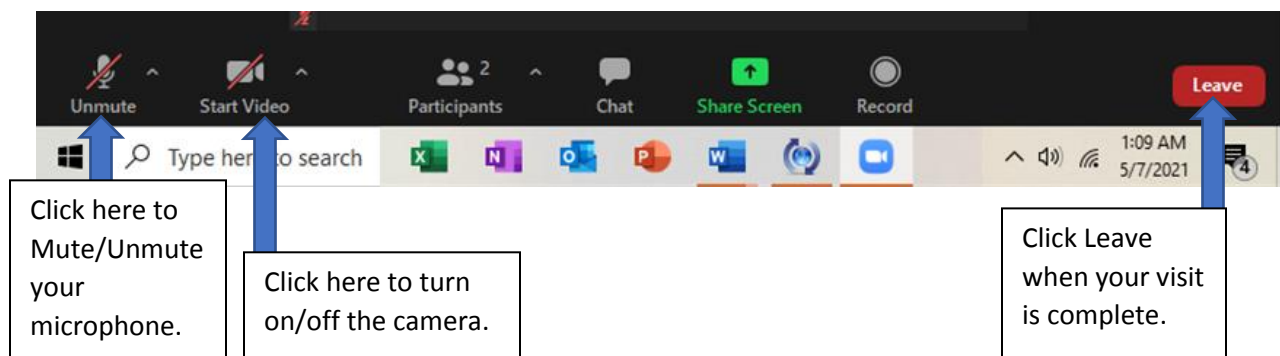


ZOOM Telemedicine Visit Instructions

ZOOM is a HIPAA-compliant video conferencing software that Noran Clinic uses for remote visits with your provider. Zoom can be accessed in a web browser or via the ZOOM app on a computer, tablet and/or mobile device.

1. In advance of your appointment, download the Zoom software on your Windows computer, MacBook, or mobile device.
 - a. For a Windows device or MacBook, you can download the software at <https://zoom.us/support/download>.
 - b. For a mobile device or tablet, ZOOM is available on Google Play and the Apple App Store.
2. The business day before your appointment, you will receive an email from Noran Clinic with a link to your provider's personal virtual room.
3. 15 minutes before your appointment time, click on the link within your email. This will open the Zoom software and bring you directly to the provider's virtual waiting room.
4. Allow ZOOM to access both your microphone and camera if prompted to do so.
5. When you launch Zoom for the first time, it will ask you to enter your name. Please enter your full legal name
6. Choose "Join Audio by Computer" when prompted.
7. You will be placed in the waiting room until the provider is ready for your visit.
8. For additional resources on the ZOOM platform visit www.support.zoom.us or the Telemedicine Page on the Noran Clinic website (www.noranclinic.com).
9. During the visit with your provider, you will have several icons along the bottom of the screen available when you move your mouse or touch the screen.

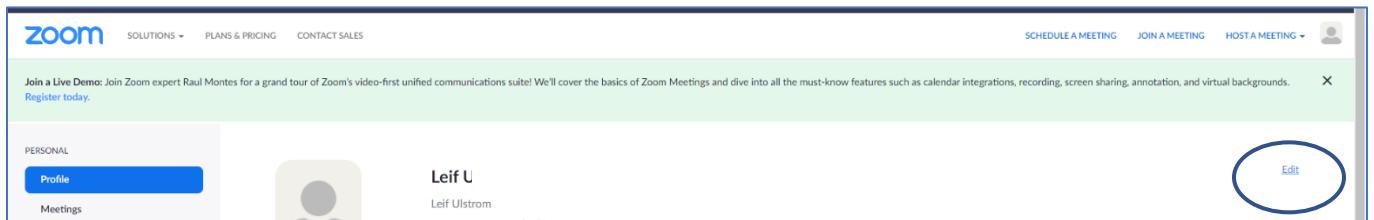


Changing your name in Zoom

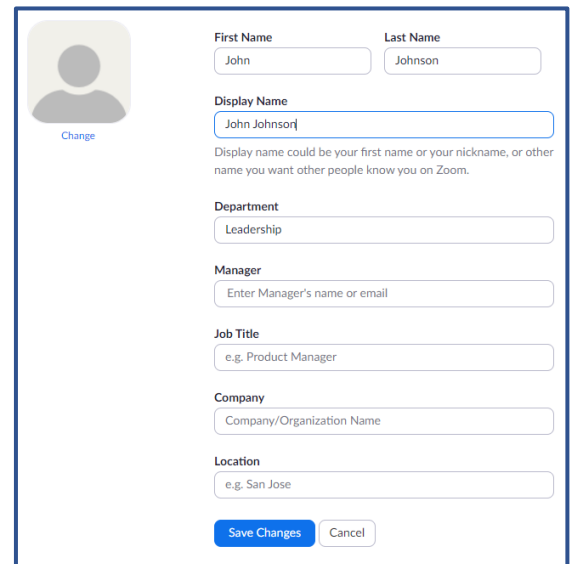
**It is very important that you update your display name so the provider will know it is you in the wait room. **

On the Zoom.com website:

1. Log into your personal account. In the profile section of the main page, select the “Edit” link.

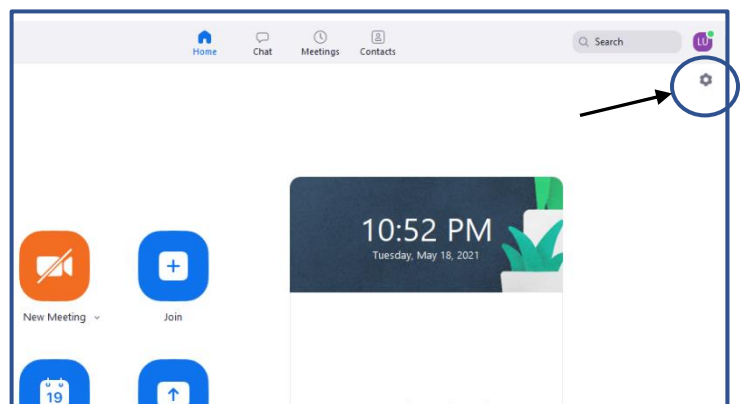


2. Update your first and last name, as well as your display name. This will be the name your provider will see in the Zoom wait room. When your edits are complete, select “Save Changes” on the bottom of the page.

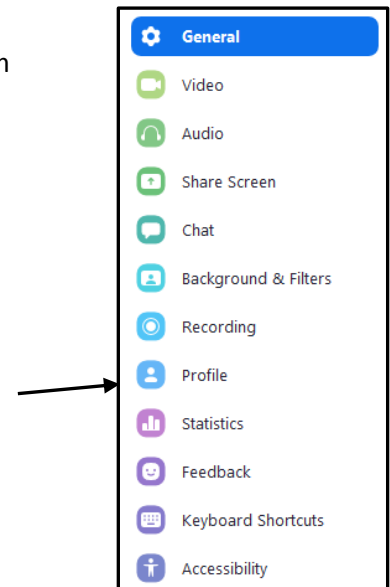


The Zoom App on your desktop computer:

1. Open the Zoom App. On the landing page, select the settings option in the upper right corner.

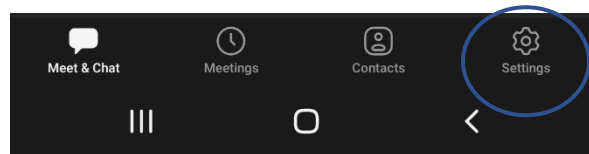


2. Select "Profile".
3. In the profile section, select "Edit my profile". This will open the Zoom website and allow you to update your information.

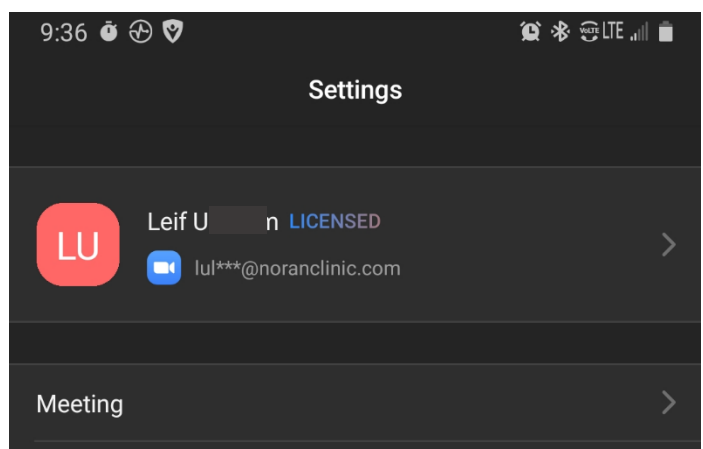


The Zoom App on an Android/iPhone

1. Select "Setting" from the options along the bottom of the screen.



2. In the settings menu, click your name to open the profile options.



3. In My Profile, select “Display Name”.
4. Update your information in the fields provided.

