

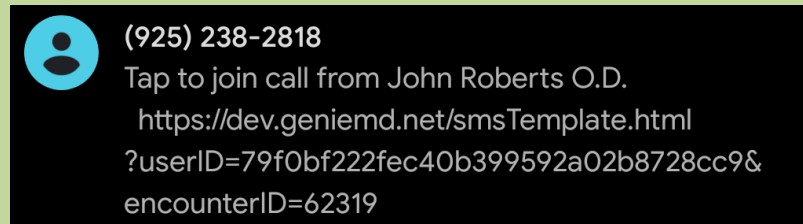


GenieMD: Patient 5/22/20

1. **The provider will send an invite via smartphone/ text or email. They will also be calling you on a phone # you previously provided.**

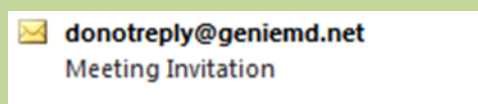
Smartphone/ Text will appear as unrecognized phone #:

Patient View Example:



Email will appear from an unrecognized sender:

Patient View Example:



** This email may go to your “Junk” or “Spam” email folder. You will need to “drag and drop” the email into your “Inbox” in order to open the invitation.*

2. **Click on the text link/ open the email.**
3. **Click “Join Meeting”.**



Your GenieMD Health provider, John Roberts O.D. has sent you a meeting invite. Please click the join meeting button below to join the meeting.



4. Enter your name:

Join Meeting
*Enter your Name:

John Doe

Ok

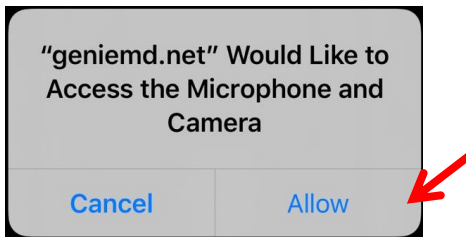
5. Select/ Click “Ok”

Join Meeting
*Enter your Name:

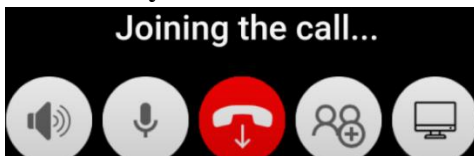
John Doe

Ok

**Your device may ask you to “Allow” access to the microphone/ camera. Please select/ click “Allow”. This will share video and sound with your provider when you connect.*



6. Wait for your video connection. Your view will look like this while waiting to connect:



7. Once joined, check that your speaker and microphone are “On”. They should look like this:



**If speaker /microphone are “Off” and not able to transmit sound, they look like this:*



**If speaker or microphone is turned “Off”, select/ click on the item you would like turned on.*

***Your provider will give you additional instructions, if necessary, over the phone.**