
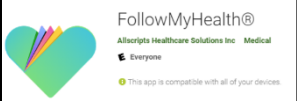


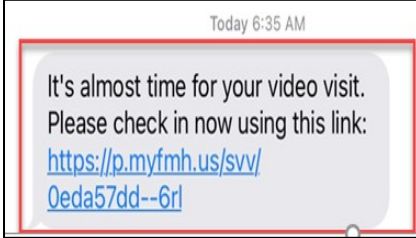


<p>A If using a Mobile Device, download the App</p>	<p>B You will receive an Appointment Reminder</p>	<p>C You will Receive a Link to Join your Appointment</p>	<p>C Enter the information as Prompted</p>
<p>Even though you don't have a FMH account, your telehealth appointment requires the APP as a platform for the Visit</p> <p>Android:</p>   <p>IOS:</p>  	<p>The appointment reminder and Visit link will get sent to you:</p> <ul style="list-style-type: none"> • Via Text: If we have a valid cell number on your account • Via Email: If we have a valid email address on your account <p>NOTE: you may receive Appointment Reminder and Visit Link via text AND email</p> <p>You have a video visit on 2/8/2022 6:50:00 AM with William Randall, MD at PriMed Physicians. We will text you a link to join 15 minutes before the visit. Please install the FollowMyHealth app before your visit.</p>	<p>15 Minutes prior to your appointment, you will receive a link via text, email or both.</p> <p>Click the Link to join your visit</p> 	<p>After you finish entering minimal information, you will be placed in the waiting room</p> <div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Virtual Waiting Room</p> <p style="text-align: center;">Thank you for waiting. We will be with you as soon as possible. Please keep the app open and we will notify you when the visit begins.</p> <p style="text-align: center;">Change Audio/Video Settings</p> <div style="text-align: center;"> <p>📷 Camera Off</p> <p>🔊 Microphone Off</p> </div> </div>

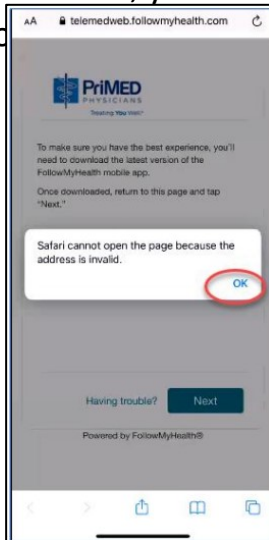
TROUBLESHOOTING

A

Address Invalid Error

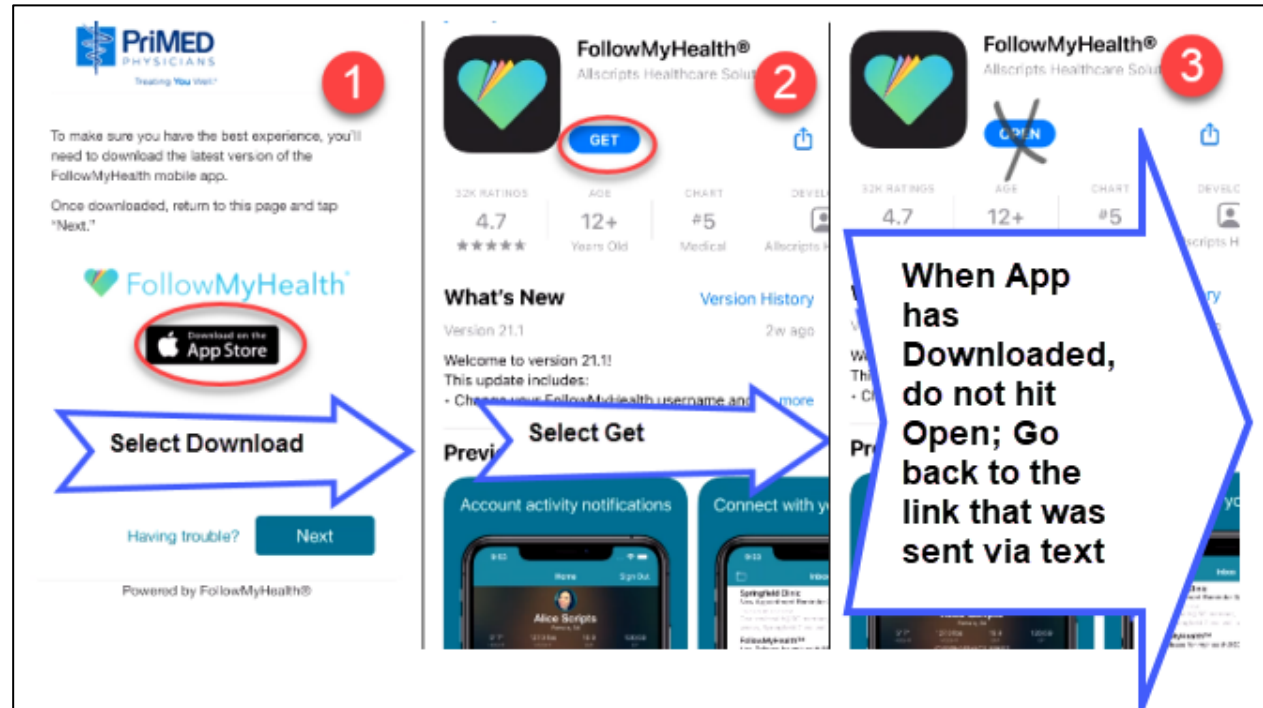
If you get this error, you did not download the app.

- Click **OK**



B

Download App and Rejoin visit (Using sent link)



1

To make sure you have the best experience, you'll need to download the latest version of the FollowMyHealth mobile app.

Once downloaded, return to this page and tap "Next."

Download on the App Store

Select Download

2

GET

Select Get

3

OPEN

When App has Downloaded, do not hit Open; Go back to the link that was sent via text