

VidyoConnect Mobile App Install Directions

On an iOS (Apple) or Android mobile device owned by the patient

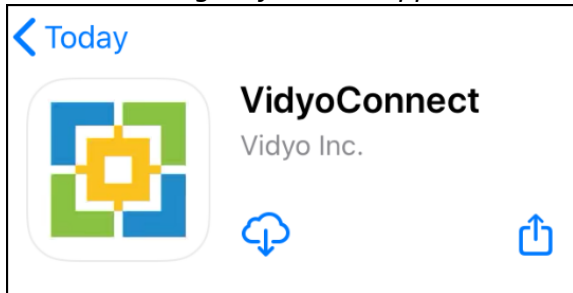
IMPORTANT:



- Scripps Health patients will log in to MyScripps using their iPad/iPhone or Android phone/tablet and when they press the “BEGIN VISIT” button, the VidyoConnect mobile app will automatically launch and handle the audio/video of the visit

The patient can download and install the VidyoConnect Mobile App from the Apple or Android App Store prior to conducting the video visit

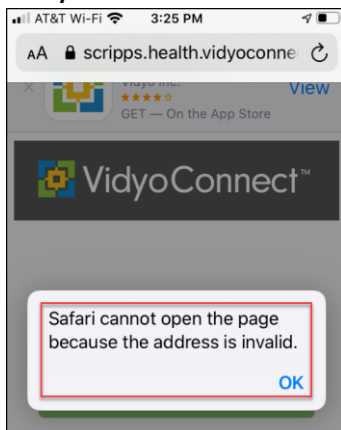
The below image is from the Apple Store:



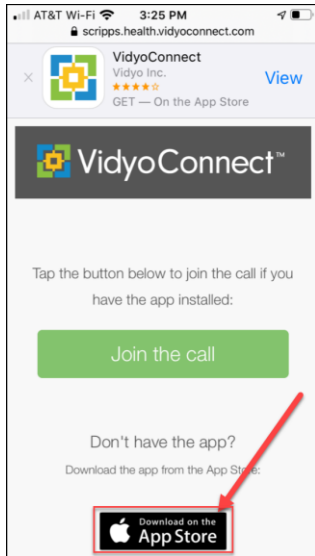
****NOTE:** The patient ***does not*** need to open VidyoConnect app after it is installed or configure or log in to the VidyoConnect app. The MyScripps app will automatically pass the audio/video to the VidyoConnect application when they launch the video visit from within MyScripps.

If the patient does not manually install the VidyoConnect mobile app before starting the video visit, then they will be prompted to do so after they complete the MyScripps eCheck-In process. The below screenshots will be helpful to understand what the patient will see and experience:

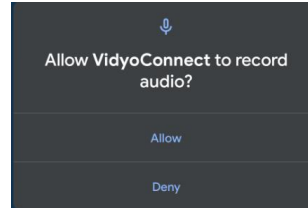
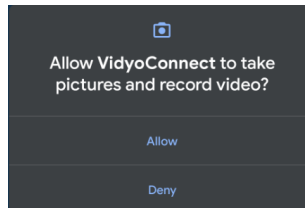
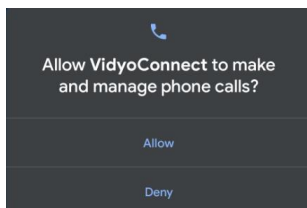
1. After patient completes eCheck-In and clicks BEGIN VISIT, if they do not have the VidyoConnect mobile app installed and they press “Join the call” they will see this error:



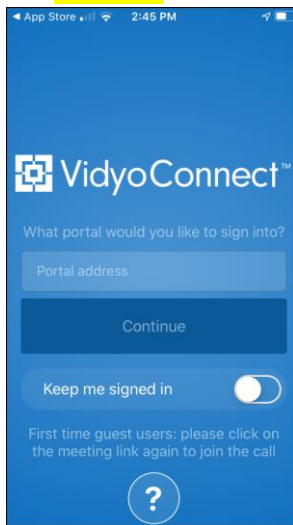
2. If they press “Download on the App Store” it will bring them to the Apple Store to install the VidyoConnect mobile app (a similar process applies for Android devices)



3. After the patient installs and opens the VidyoConnect mobile app, they will be prompted to give the app access to manage phone calls, take pictures and record video, and to record audio. Please instruct them to allow access for each prompt.



- a. A potentially confusing part for the patient is the below login screen will automatically appear. Please instruct them to disregard this screen and close the VidyoConnect app and go back to the MyScripps app and press the BEGIN VISIT button again. The patient does not need to log in to the below blue VidyoConnect screen.



4. Assuming the VidyoConnect mobile app was installed, when the patient goes back in to MyScripps and selects the green “BEGIN VISIT” button



They will confirm to “Allow it to Open in VidyoConnect” and Agree to the terms and privacy policy and will begin the video visit with the Scripps Health provider.