

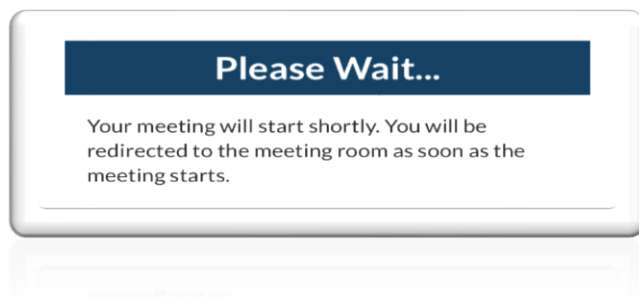
Device Readiness for Telehealth Sessions

Bayview provides Telehealth services, connecting you from your device to your Provider.

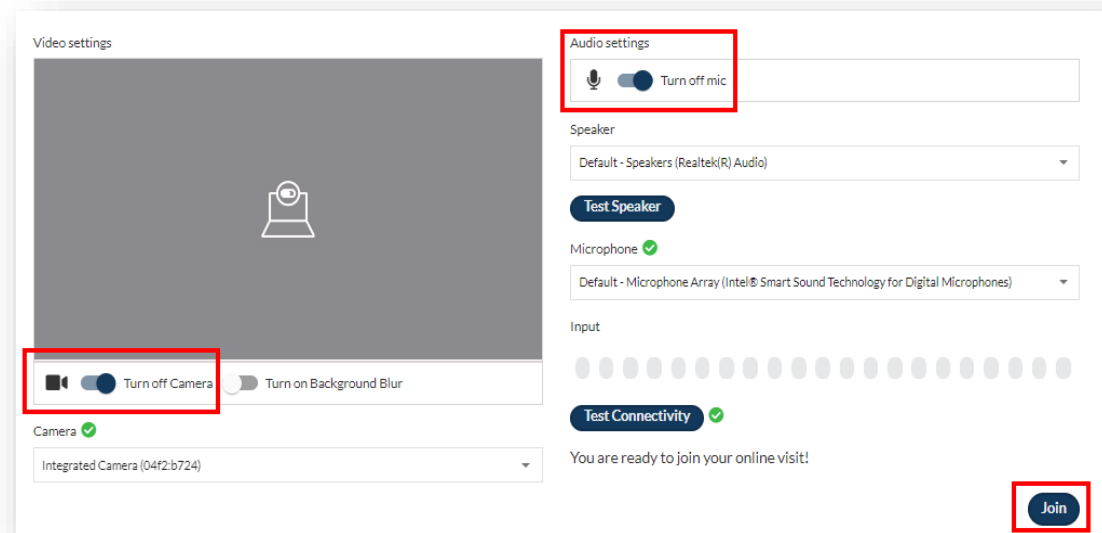
Please read all the instructions on this page before your appointment for the best experience during your session. Patients must test their devices in advance to ensure timely connectivity on their appointment day.

A. Joining Your Telehealth Session:

- Twenty minutes before your scheduled appointment, you will receive a text and/or email with a link – click to join the appointment. You will enter a Virtual Waiting Room until your Provider is ready to see you.



- The Tech Check Screen will appear automatically when your Provider is ready to see you. The appearance will vary depending on your device.
- You should see 3 green checkmarks for your Microphone, Camera, and Test Connectivity. Click the Join button when ready.



B. Testing your device

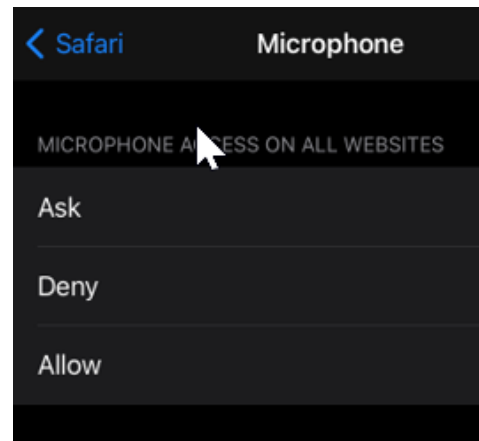
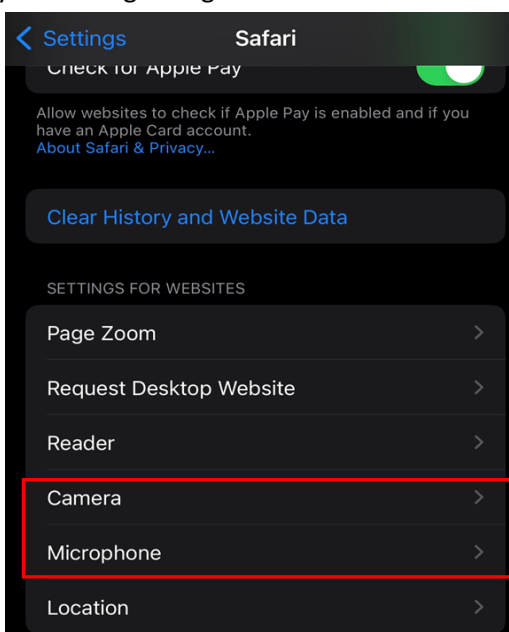
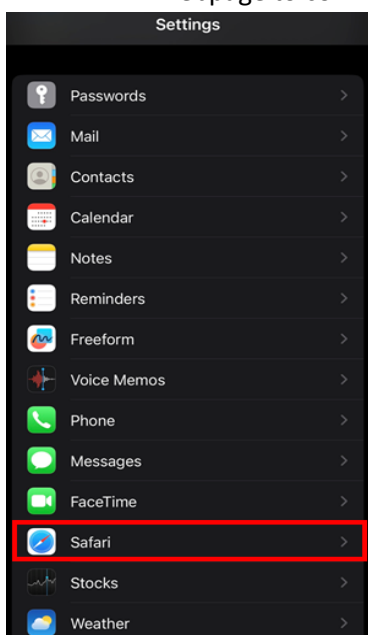
- Access to your device camera and microphone is required to join your telehealth appointment successfully.
- Please check the device you plan to use before your scheduled session – <https://telehealth.netSMARTcloud.com/meeting/select-devices>
- See the provided steps on this webpage if the test is unsuccessful and try again.
- If your test is still unsuccessful, alert the clinic no less than 24 hours before your appointment.

C. iPhone / iPad Safari Browser:

- Access to your device camera and microphone is required to join your telehealth appointment.
- Please check the device you plan to use:
- <https://telehealth.netSMARTcloud.com/meeting/select-devices>
- If you do not see the prompt to allow access to the microphone and camera, follow the steps provided below.

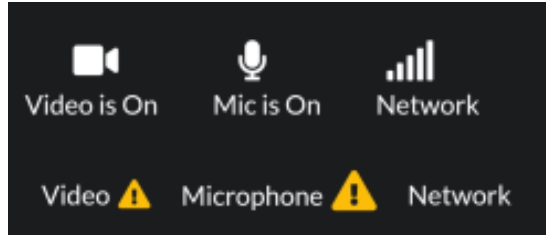


- Open your device settings, then find Safari. Then, open the Camera and Microphone settings. Ensure both are set to either *Ask* or *Allow*. You may need to refresh the webpage to confirm your setting changes.

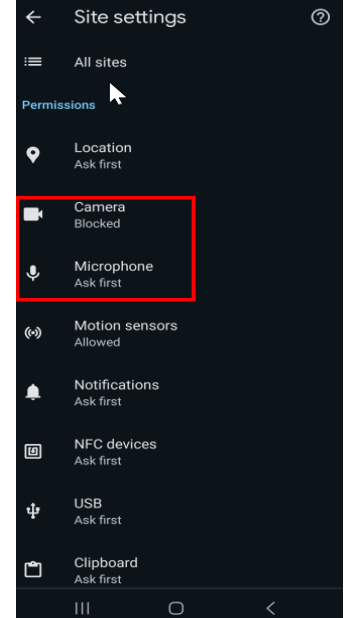
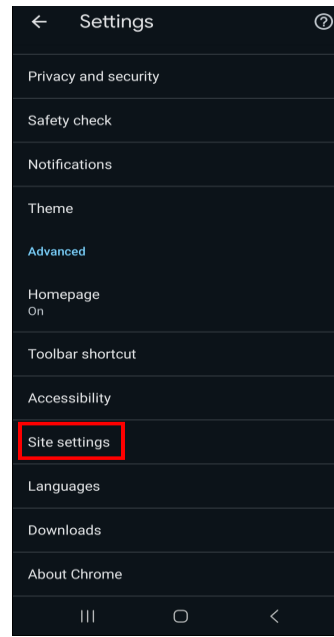
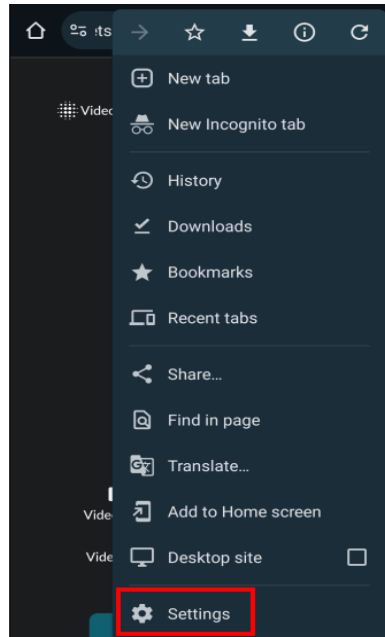
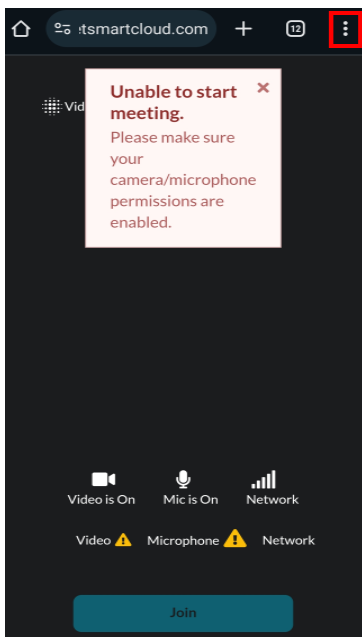


D. Android / Chrome Browser:

- Access to your device camera and microphone is required to join your telehealth appointment.
- Please check the device you plan to use:
- <https://telehealth.netsmartcloud.com/meeting/select-devices>
- You are ready for your session if you receive 3 green checkmarks on the website!
- However, please follow the instructions below if you receive a yellow hazard icon.



- You need to go to the settings of your browser. You may have to refresh the browser to after the set up for them to work. Below are the screenshots for Chrome.



- You can also add the website to your site exceptions list for the camera and microphone. You may need to refresh the webpage to confirm your setting changes.

