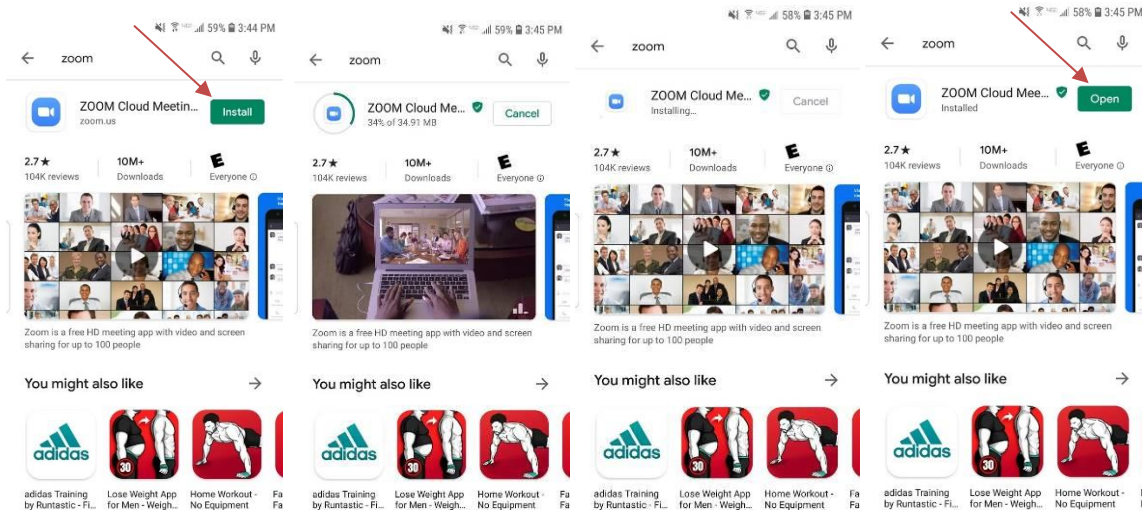


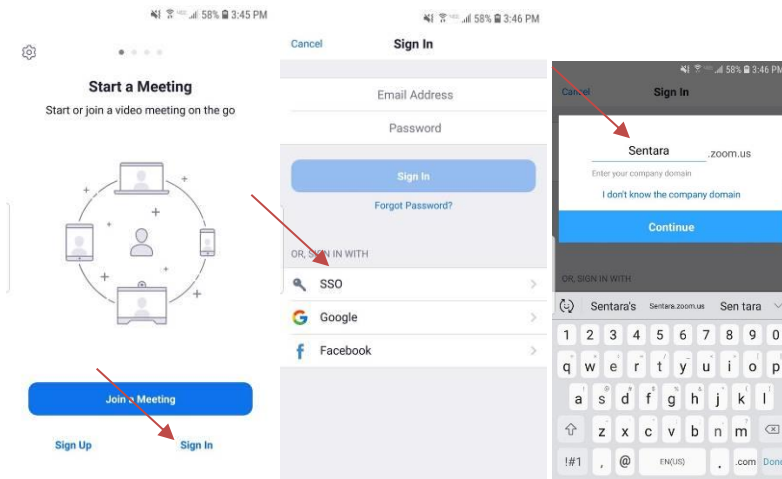
DOWNLOAD FROM GOOGLE PLAY

1. Open your Google Play Store and search for Zoom. Select, “Install,” to install the Zoom client. Once completed, click, “Open.”

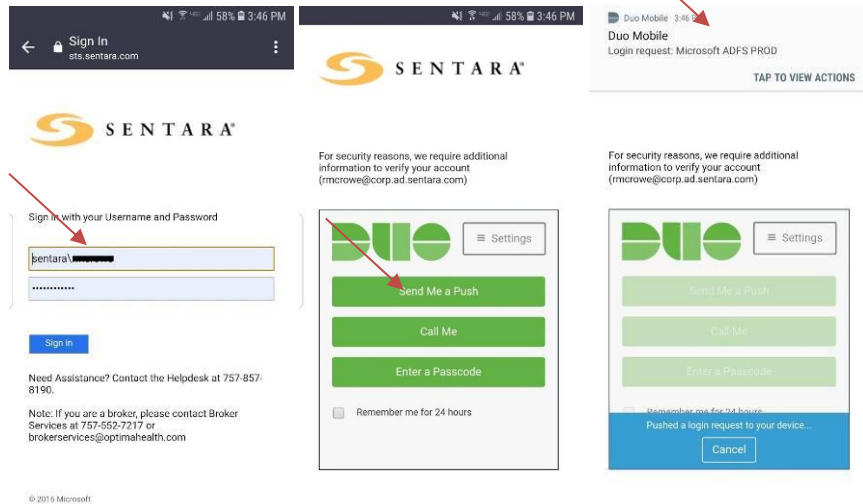


SETUP AND CONFIGURATION

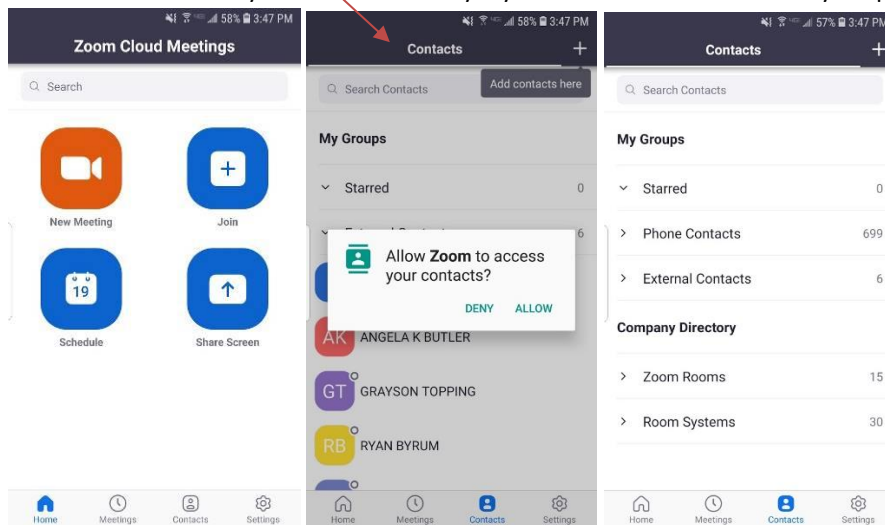
2. When you open Zoom, you will be greeted with the following screen. Please select, “Sign In,” at the bottom of your Android Smart Phone. Next, select, “SSO,” to use your Sentara login ID and password. Do NOT login any other way! When prompted, type in our company domain, “Sentara,” then press continue.



3. Next, be sure your login looks like this. Just fill in your login ID after Sentara_____. Once you've entered your login ID and password, select, "Sign In." You will be required to use your DUO authentication to allow you to continue.

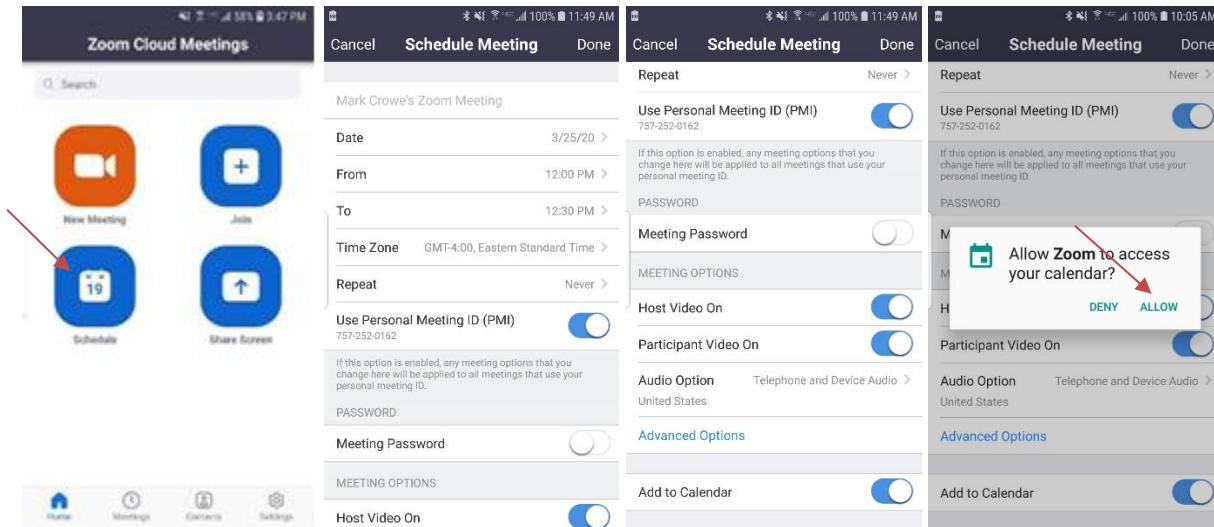


4. Now that you are logged into Zoom, you will land on the following page.
- a. Allow Zoom to access your contacts = Deny if you do not wish Zoom to use your phone's contact list.

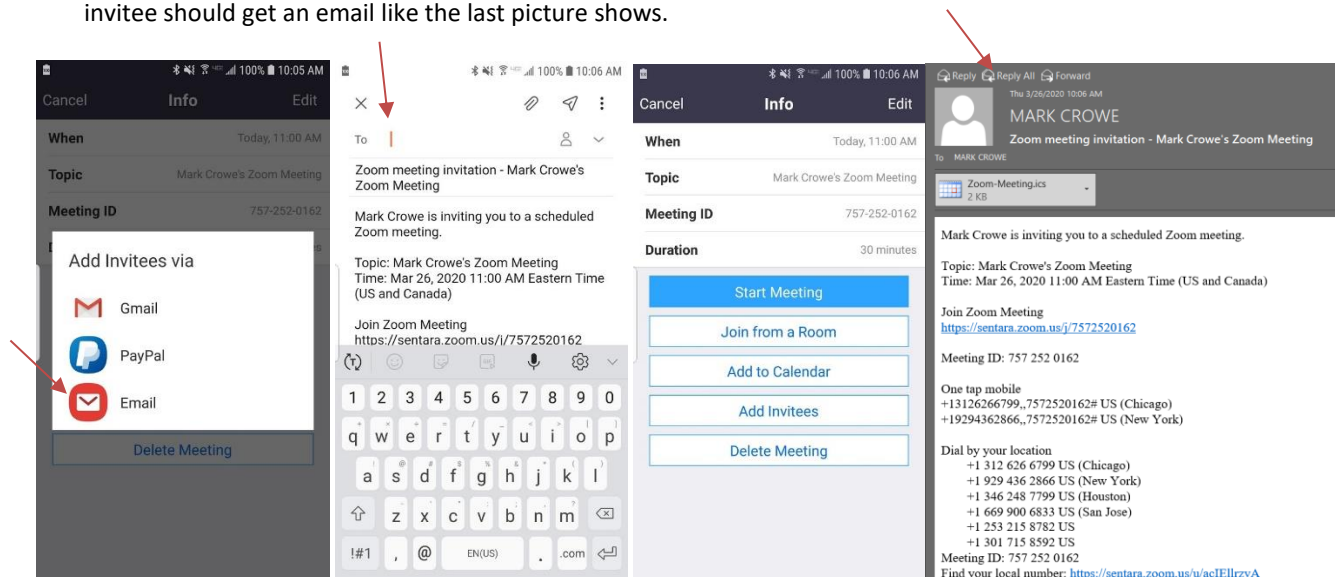


SCHEDULING A VIDEO VISIT FROM ZOOM

- To schedule a meeting from your mobile phone, select, “Schedule,” and the scheduling page will appear. Fill in your meeting information and select your meeting settings that you prefer. When finished, select, “Done.” Be sure to allow Zoom to access your calendar.




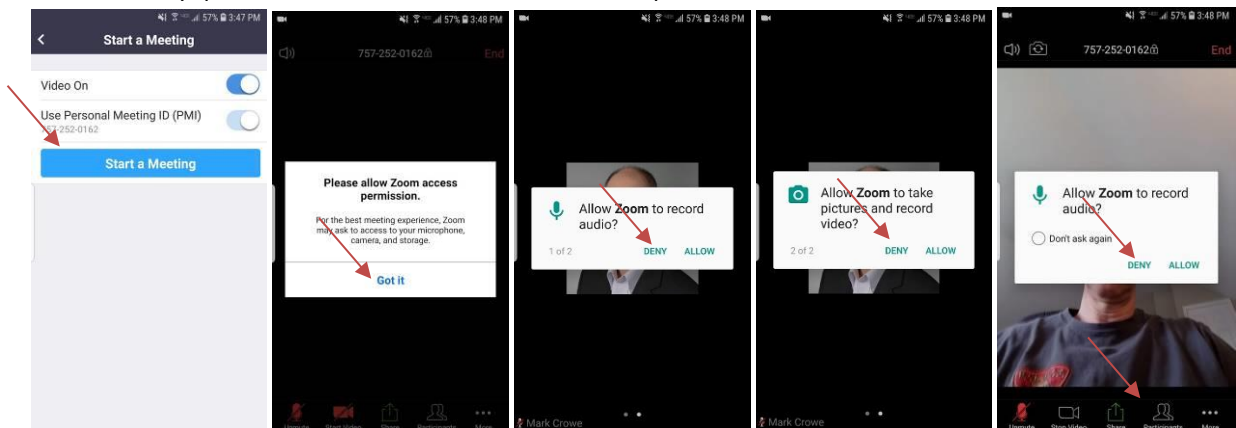
- Next Zoom will ask you how you are inviting participants to your Zoom meeting. If you have Sentara email setup on your phone, select the red Email icon (Android) or the equivalent for iOS. Your email program will appear for you to send email invitations to individuals email addresses. You’re all set! Your meeting is ready to begin at your scheduled time. Your invitee should get an email like the last picture shows.



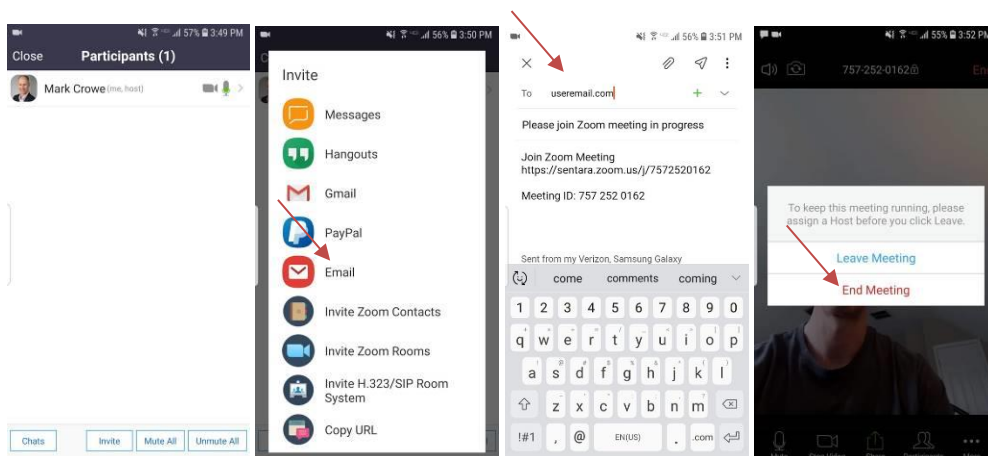
STARTING A MEETING IN REAL TIME



- To Start A Meeting, click on the  icon and you'll see the following screen. Please be sure your Video is turned on as you see here. Select, "Start a Meeting," and you'll get the next screen stating you will be asked to access your microphone, camera and storage. Select, "Got it," and you will be presented with requests as follows. Please answer as stated here:
 - Allow Zoom to record audio? (Answer = DENY)
 - Allow Zoom to take pictures and record video? (Answer = DENY)
 - Allow Zoom to record audio? (Answer = DENY)
 - Note: The only question to answer ALLOW is to use microphone and camera for real-time video.



- You will now see your video in the meeting. Select, "Participants," from the bottom of your screen, and you will see "Participants (1)." Now it's time to invite your patient by selecting the, "Invite," button at the bottom of the screen. Your phone will ask what method you would like to invite your patient to the meeting room. Please select your Sentara email, which is the red email icon in Android Samsung Galaxy Phones. When you've completed your encounter, simply select, "End," at the top of the screen. Be sure you select, "End Meeting," and not, "Leave Meeting."



FURTHER RESOURCES

- Sentara has created a landing page for all things related to Sentara Telehealth including how to get started, request the software to be loaded on your laptop, other hardware requirements, and gaining permission to use the product.
 - Go to <https://sentara.zoom.us> and learn more
- Zoom's Support Web Site is loaded with information on how to use the product to its fullest potential. Here are some links to more information.
 - To get started, take a look at some of the One Minute Video Instructions for various aspects of the product.
 - Go to <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>
 - Getting Started with Android
 - <https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>
 - Audio, Video, Sharing
 - <https://support.zoom.us/hc/en-us/categories/201137166>
 - Testing device audio
 - <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>
 - How to test video
 - <https://support.zoom.us/hc/en-us/articles/201362313-How-Do-I-Test-My-Video->