Thank you for scheduling a Video Visit

To participate in a Video Visit, you will need:

*A Smart Phone or other Mobile Device with the

"Polycom RealPresence Mobile" App loaded and email capability.

If you are using your home computer with email, your

home internet connection speed should be at least 5 mbps.

This will require a working camera, microphone and speakers

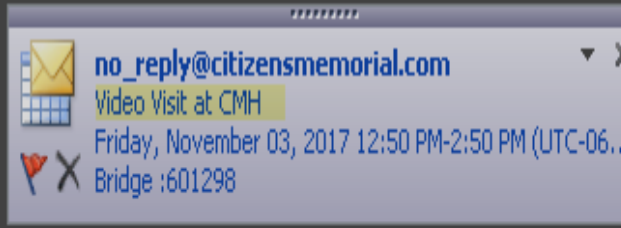on your computer or smart phone or mobile device.

Polycom Icon

**If you are using a Tablet or Smartphone, please download the Polycom Real Presence App from the App Store or Google Play

If you would like to perform a test call with us before scheduling a visit, please call 1-417-328-6561 and leave a message between the hours of 8 am and 4 pm.

You will receive an <u>email</u> like the one below.
*<u>Click the link within the email</u> to enter the virtual waiting room.
If you are the first person to join, music will play until your
Healthcare Provider or Customer Representative enters the visit with you.

no_reply@citizensmemorial.com
Video Visit at CMH
Friday, November 03, 2017 12:50 PM-2:50 PM (UTC-06...
Bridge :601298

File | Meeting | Adobe PDF

Delete | Accept | Tentative | Decline | Respond | Calendar | a. people Cindi ... | To Manager | Move ▾
| | | | | | Team E-mail | Done | Rules ▾
| | | | | | Reply & Delete | Create New | OneNote
Delete | Respond | Calendar | Quick Steps | Move

From: ☐ no_reply@citizensmemorial.com
Required:
Optional:
Subject: Video Visit at CMH
Location: Bridge :601298
When: Friday, November 03, 2017 12:50 PM-2:50 PM

Friday, November 03

1 ⁰⁰   **Video Visit at CMH**
        Bridge :601298
        no_reply@citizensmemorial.com

Meeting Invitation

JOIN MEETING

Video Visit at CMH

Agenda
No agenda set yet

Meeting Access
Web URL: https://meetme.citizensmemorial.com/osO467s7tL
VMR Number: 601298

Join as our *"Guest"*.
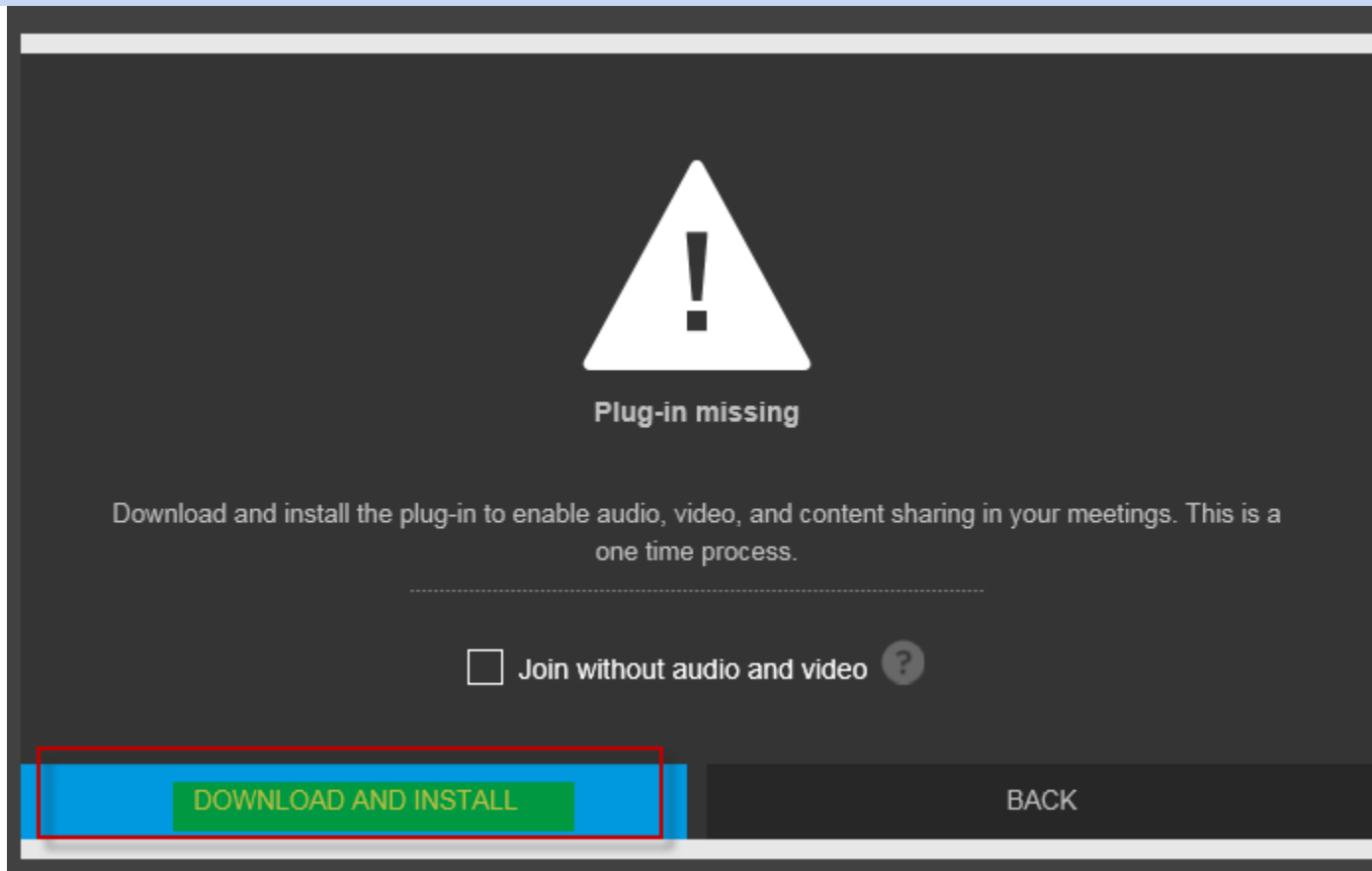## Enter your Name and Email Address then Continue.

New Users: Install the Video Plug In for

Polycom

- If this is the first time you've been scheduled for a Video Visit, you will need to download a Video Plug In.

- We've included some pictures of the screens to help you through it on the next few pages.

Downloading the Video Plug In Step 1:
When you first connect to the visit through your email link you will get this screen.
Click download and install the plug in at the bottom of the screen.

Plug-in missing

Download and install the plug-in to enable audio, video, and content sharing in your meetings. This is a one time process.

☐ Join without audio and video ?

DOWNLOAD AND INSTALL   BACK

Downloading the Video Plug In Step 2
First "*Save*" and *"Run" RPWS* and then "*agree*" to the
Polycom user license agreement at the bottom *and "Install"* .

Do you want to run or <mark>save</mark> **RPWS.exe** (14.6 MB) from **meetme.citizensmemorial.com**?

⚠ This type of file could harm your computer.

Run | Save ▾ | Cancel

The RPWS (1).exe <mark>download has completed.</mark>

Run | Open folder | View downloads | ✕

🔲 **Polycom RealPresence Web Suite Setup**   _ □ ✕

○ **Polycom**®

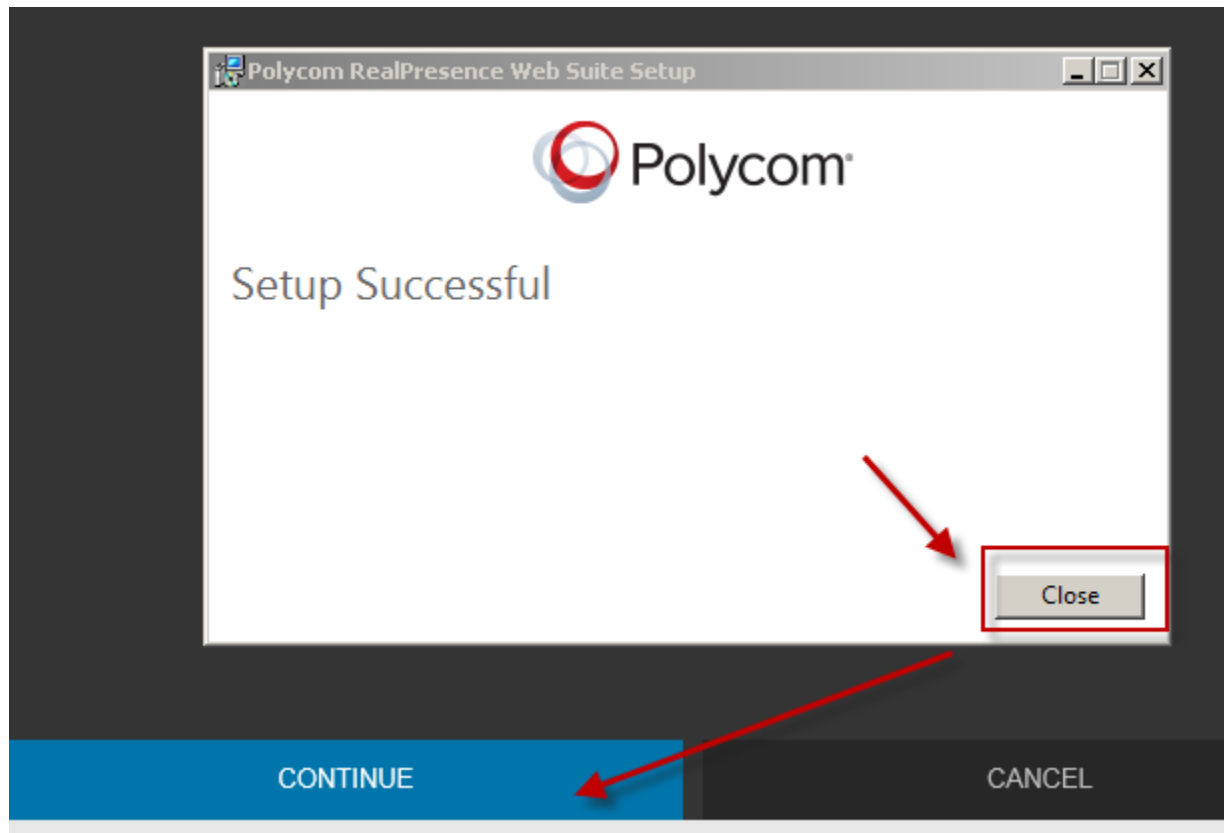**END USER LICENSE AGREEMENT FOR POLYCOM® SOFTWARE**

IMPORTANT-READ CAREFULLY BEFORE USING THE SOFTWARE: This End-User License Agreement ("Agreement") is a legal agreement between you and/or any company you represent, "you" and either Polycom (Netherlands)

☑ I agree to the license terms and conditions

Install | Close

Downloa...   . This is a

Downloading the Video Plug In Step 3
Once the set up is complete, "*Close"* the set up window and
click the blue "*Continue"* to be connected to the virtual waiting room.

You're Connected!!
You should see yourself on the screen until the Healthcare Provider joins you.
Please have a flash light available for exam if possible.
Make sure your speaker/microphone is not muted and the volume is up.
Limit your movement during the call to avoid video delay.