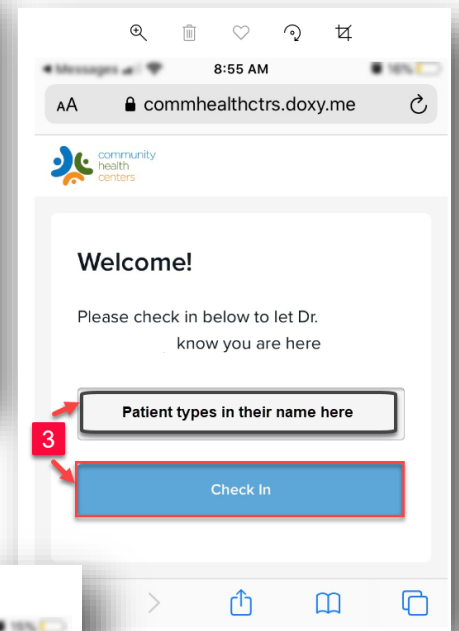
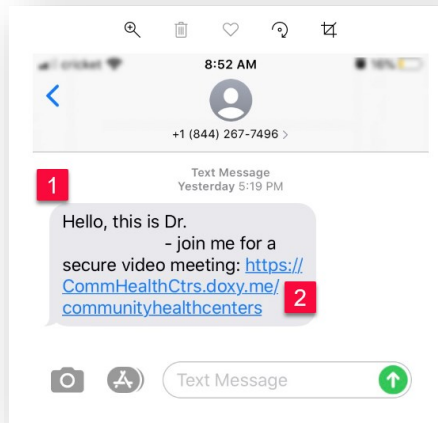


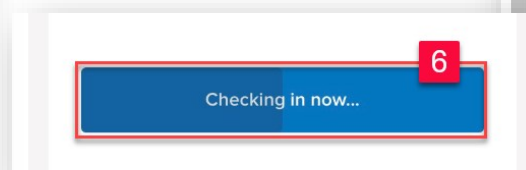
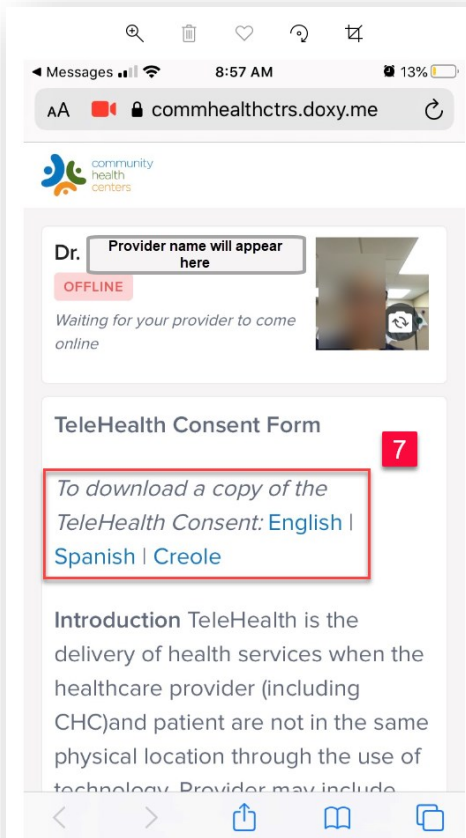
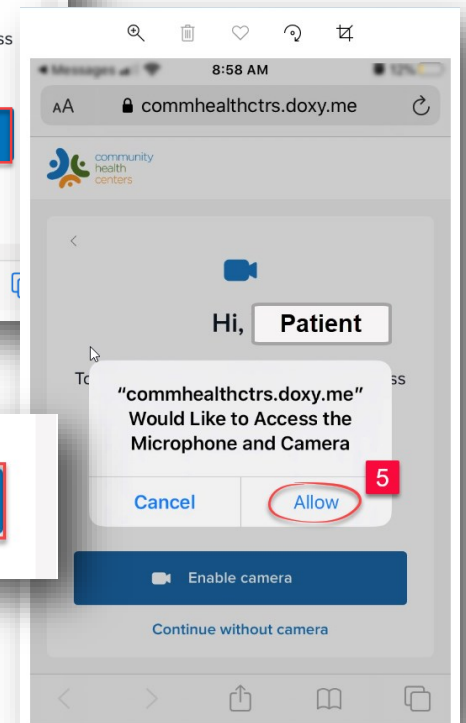
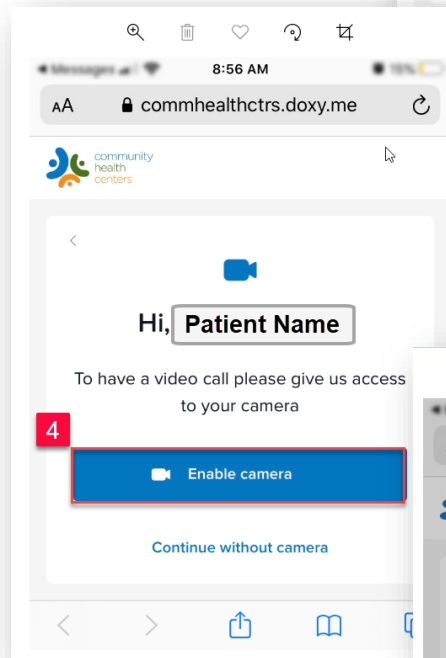


Patient Guide to Telemedicine:

1. CHC team member will send you a text message or email with a **blue** link to the doxy.me site.
2. You need to click on the **blue** link to open the Welcome page.
3. On the Welcome page, you need to do two things:
 - a) Type in your first and last name so that the Provider knows who you are.
 - b) Click the **Check In** button.



4. On the next window, in order to see your Provider and for him/her to see you, click on the blue **Enable camera** button.
5. The next window will be ask permission to access the Microphone and Camera. This is required in order to proceed with the visit. Click **Allow**.
6. The Enable Camera button will change to **Checking in now...**
7. In the next window you will see yourself and have the opportunity to read the consent form. You must read the consent before the Provider can start your visit. Select the language that you prefer to read the consent.

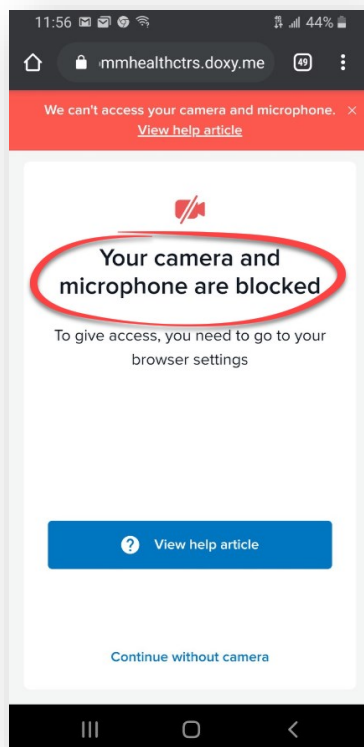




Patient's Guide to using Doxy.me using Android devices:

Android devices:

- You must use **Google Chrome** to access the Doxy.me site.
- If you see a message saying that “Your camera and microphone are blocked” follow Step 1.
- If you need to re-set the Chrome permissions, follow Step 2.



Step #1 Re-enable a blocked camera or mic using Android Devices (Chrome):

1. Go to **Settings** on your device.
2. Open **Settings**.
3. Open **Privacy**.
4. Select **Clear browsing data** and restart Chrome.
5. Go back to Welcome page and click **Allow** to enable the camera and microphone.

Step #2 Re-set Chrome permissions:

1. Go to **Settings** on your device.
2. Open **Settings**.
3. Go to **Apps & App permissions**.
4. Select **Chrome** from the list of installed apps.
5. Open **Permissions** and make sure your camera and mic are toggled on.

If these steps outlined above do not work try these additional steps:

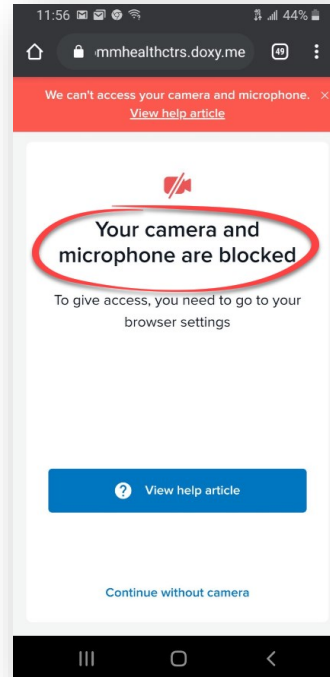
- 1. Reset Permissions on your device.**
- 2. Go to www.doxy.me.com for additional help**
- 3. Contact your cell phone provider.**



Patient's Guide to using Doxy.me using iPhone or iOS device:

iPhone or iOS devices:

- You must use **Safari** to access the Doxy.me site.
- If you see a message saying that “Your camera and microphone are blocked” follow Step 1.
- If you need to re-set the Safari permissions, follow Step 2.



Step #1 Re-enable a blocked camera or mic using iPhone or iOS devices (Safari):

1. First check to see:
 - That you are not in **Private Mode** in Safari 11+.
 - That your iPad does not have the **Zoom** feature enabled.
2. If you are unable to see yourself in video feed, do the following steps:
 - Restart **Safari** browser App.
 - Make sure the camera **works with Face Time**.
 - Make sure camera is clean of any dirt/smudges.

Step #2 Re-set Safari permissions:

1. On iOS 13 and up, do the following steps:
 - Go to the **Settings** on your device.
 - Scroll down and open **Safari** tab.
 - Make sure **Camera & Microphone** are set to **Allow**.
 - Make sure **Request Desktop Site** option is turned off.

If these steps outlined above do not work try these additional steps:

1. **Reset Permissions on your device.**
2. **Go to www.doxy.me.com for additional help**
3. **Contact your cell phone provider.**