

Instructions to join your video call (Telehealth) appointment

iOS devices (iPhone/iPad)

1. Open your video call (Telehealth) appointment SMS/email notification.

- Tap on the Telehealth link.
- Example: call.lifesizecloud.com/12345678

2. If Lifesize is not downloaded on your device already, you will receive a prompt to download the application.

- Tap on 'Download iOS App'.

3. The App Store will open with the Lifesize application.

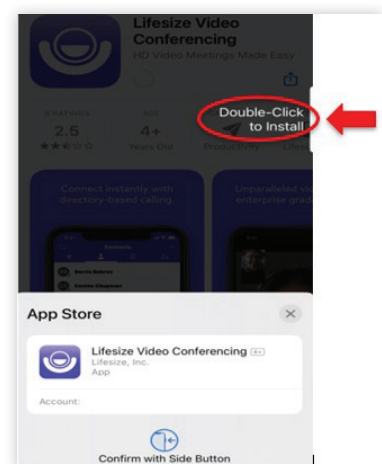
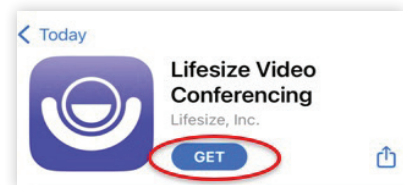
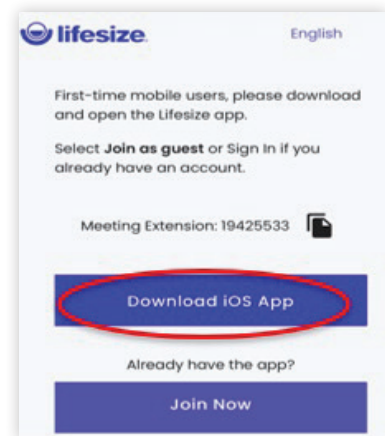
- Tap on the 'Get' button.

4. The Lifesize app will initiate the installation.

- Double-click on the lock screen button on the side of the iOS device to install the application. If you have an iOS device with a circular home button, you may be required to use Touch ID (fingerprint) to initiate the installation.

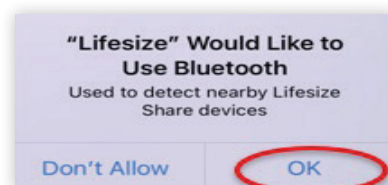
5. The Lifesize app will be installed, and an 'Open' button will appear.

- Tap on 'Open'.



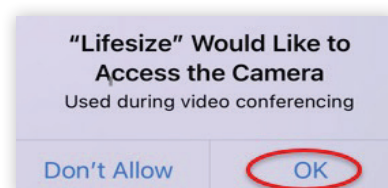
6. A prompt will appear to use Bluetooth.

- Tap on 'OK'.



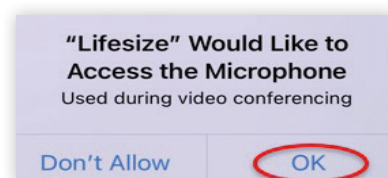
7. A prompt to use the camera will appear at the bottom of the screen.

- Tap on 'OK'.



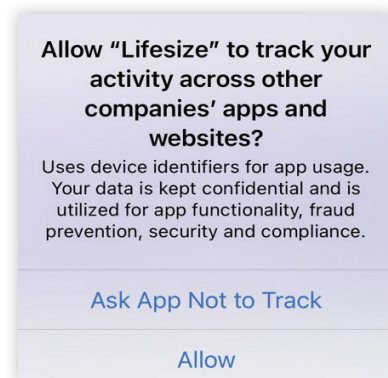
8. A prompt to use microphone will appear at the bottom of the screen.

- Tap on 'OK'.



9. A prompt will appear allow tracking app usage.

- Please review this message and tap whichever option you wish to continue.



10. Enter the patient name, meeting extension and tap on 'Join Meeting'.

- Your meeting extension is the 8-digit number at the end of **your** telehealth link.



Example: call.lifesizecloud.com/12345678



11. If you are the only participant in the meeting, please remain in the call and wait for a member of the Outpatients team to connect and welcome you to your telehealth appointment.

