**Connecting to Your Provider Via Vidyo**

Before Connecting:

* In order to connect, a consent to participate in telehealth is required.
* Your provider will email a link to complete the consent to you.
* Upon completion of the consent, your provider will send you a link to participate in your telehealth appointment.

From an Android or iPhone:

Requirements:

* WiFi or Cellular Data (this application can consume considerable data)
* Access to the email that the link was sent to from your phone
* *NOTE: VidyoConnect will not work if you are on the phone when trying to connect.*

Step 1: Download the VidyoConnect app from the app store.



* If you open the app, it will ask for a portal and login.
* You will not need any of this information to connect.
* The only requirement is to have the app on your phone which will launch when you click the link.

Step 2: Click the link in your email.

* The app should open and connect.
* If you cannot see or hear the person that you are conferencing, be sure your speakers are turned up.
* If you haven’t another device or phone, call the person to see if they can assist in getting connected.
* *NOTE: You cannot use the phone and VidyoConnect at the same time. The connection will fail if you attempt to do so.*