



How do I Participate in a SeeMD Virtual Visit?

Do you have a Scheduled Virtual Visit?

You must have a scheduled Virtual Visit. To schedule a Virtual Visit, contact your Provider office.

How do you prepare for the Virtual Visit?



Before your scheduled Virtual Visit, make sure that you have the following:

- Privacy for a clinical discussion and a good internet connection
- An Email and/or Text from SeeMD confirming your scheduled Virtual Visit. The Email and/or Text will include your Provider’s Name and the date and time of your upcoming visit. You will also receive 24-hour and 5-Minute reminders.

**If you provided an email address to your Provider office, you will receive email confirmations and reminders. Check your Junk or Spam Email folders if you believe you should be getting an email confirmation or reminder.*

- **Review your Smart Phone, Tablet or Computer Camera and Microphone settings.**

Your device’s settings must ALLOW your Web Browser access to your Camera and Microphone. To locate permission settings for the most commonly used devices, see below:

	Smart Phone (i.e., iPhone or Android) and Tablet	Computer
How to locate your Camera and Microphone settings?	<p>iPhone/iPad Click Settings app, locate Safari, update Camera and Microphone Settings to ALLOW</p> <p>Android Find Settings, locate Apps, select Chrome, Permissions, update Camera and Microphone Settings</p>	<p>Safari Go to Settings, find Safari, locate Preferences, Websites, update Camera and Microphone settings</p> <p>Chrome Click , find Settings, locate Privacy and Security, update Site Settings</p> <p>Edge Click , find Settings, locate Cookies and Site Permissions, All Permissions, update Camera and Microphone settings</p>

How to Join the Virtual Visit?

Step 1: Locate the 5-Minute Email or Text reminder. This reminder includes the Virtual Visit link you need to join the visit.

Step 2: Click the SeeMD Virtual Visit Link available in the 5-Minute Email or Text reminder
 You will enter the Patient Waiting Room until the Provider is ready to begin your Virtual Visit.
 When using a Smart Phone, please turn your phone to a landscape/horizontal position.

Step 3: Click Start Video Chat button to join the SeeMD Virtual Visit.