How to Connect to Your MERIDIANHS Telehealth Meeting from Home

Connect from a Mac or Windows Computer

1. Download and install the Zoom app from https://securetelehealth.com/downloads
2. At your scheduled time, open the app and Click "**Join a meeting**".
   - Enter your Meeting ID: **XXX-XXX-XXXX** and your name **(meeting ID provided by your Meridian Health Services staff member)**
   - Click "**Join**"
3. When prompted, click "**Join with Video**". You will see a waiting room message. Wait there until your provider lets you into the meeting.
4. When the provider lets you in, you should see yourself and your provider on camera.
5. Click the green button "**Join audio conference by computer**".
6. When you are done with the session, click "**Leave Meeting**" in the lower right corner, or just close the program.

   IF YOU JOIN BEFORE THE PROVIDER: You will get a message that says, "Waiting for the Host to start the meeting". Wait there. Do not sign in. You will be brought into the meeting when the provider joins.

Connect from an iPhone/iPad or Android

1. Go to the App Store/Play store and search for "**Zoom Cloud Meetings**".
2. Get & install this app.
3. Open **Zoom** app (white camera on blue background), then choose "**Join a Meeting**".
   - Enter your Meeting ID: **XXX-XXX-XXXX (meeting ID provided by your Meridian Health Services staff member)**
   - Edit your name.
   - Tap "**Join"**
4. Allow camera access when prompted, and then click "**Join with Video"**.
5. Allow the app to use your microphone.
6. You may choose "Don't Allow" if asked if you want Zoom to send you notifications.
7. Now you are in the waiting room. Wait there. When the provider lets you in, you should see yourself and your provider on camera.
8. Be sure to allow the app to join audio. Apple Users click "**Call Using Internet Audio**". Android users must tap the white box "**Call Via Device Audio**".
9. When you are done with the session, tap your screen then click "**Leave**" in the upper right corner. Or, just close the program.

   IF YOU JOIN BEFORE THE PROVIDER: You will get a message that says, "Waiting for the Host to start the meeting". Wait there. Do not sign in. You will be brought into the meeting when the provider joins.

Connect Using a URL

If using a computer or mobile device, once the program or app is already installed, you can enter this URL in a browser and join the meeting -- https://securetelehealth.zoom.us/j/XXXXXXXXXX - (X's would be replaced by meeting ID number provided by Meridian staff member)

Telehealth Instructions Need Help?
Call 412-837-9320