

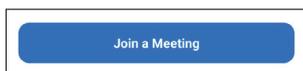
Zoom is a video conferencing technology that you can use to see and talk to people over the internet. It uses the camera, speaker, and microphone on your tablet or phone. It is similar to FaceTime or Skype. Zoom calls an appointment a “meeting.” The Zoom meeting used by your healthcare providers for medical appointments meets all federal confidentiality laws around healthcare (also known as HIPAA). Other Zoom meetings may not meet the same HIPAA laws. As with in-person classes or group meetings, it is expected that all participants will not repeat what is said by others.

To use Zoom on your device, you need to **download the app** first. You only need to do this once per device. To watch a video of how to download the Zoom app, go to [mh-edu.org/zoom](http://mh-edu.org/zoom).

## When you are on the device you will use for your video conference call:

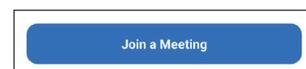
### Android (Samsung, LG, Kindle, etc.)

1. Tap [here](#) to open Google Play or tap the Google Play icon and search for “Zoom Cloud Meetings.”
2. Tap “Install.”
3. In the box that pops up, check that your device is shown and tap “Continue.”
4. If you are asked, enter your device’s password.
5. Tap “OK.”
6. It may take several minutes to download.
7. Tap “Open in Play Store App” and then “Open” to open the app. If you see a blue “Join a Meeting” button, it was successful.



### iOS (Apple iPhone or iPad)

1. Tap [here](#) to open the App Store or tap the App Store icon and search for “Zoom Cloud Meetings.”
2. Tap “Get.”
3. If you are asked, enter your device’s password, fingerprint or face ID.
4. It may take several minutes to download.
5. Tap “Open” to open the app. If you see a blue “Join a Meeting” button, it was successful.



## Notes about downloading the app:

- To test your audio and video equipment, go to [zoom.us/test](http://zoom.us/test).
- Once you have tested your equipment and it works, you’re ready for your meeting! Thank you for connecting to your doctors with Zoom.
- If you are still having trouble getting connected for a virtual medical appointment, call your doctor’s office the day before your appointment to ask about other ways to connect.