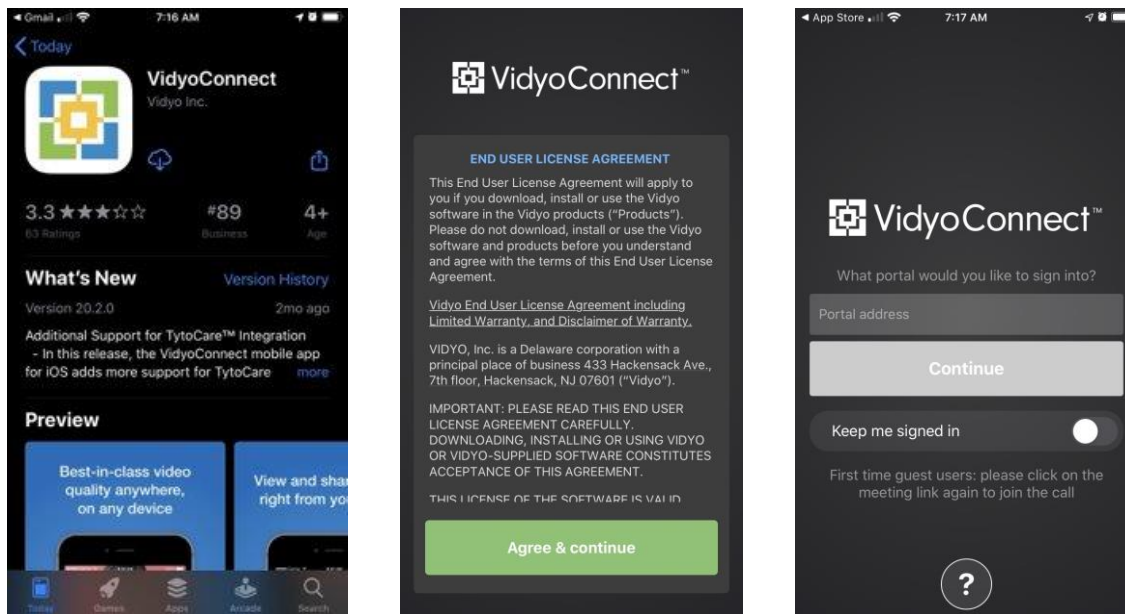


Step-by-Step Instructions for Patients: Video Visits on your Mobile Device

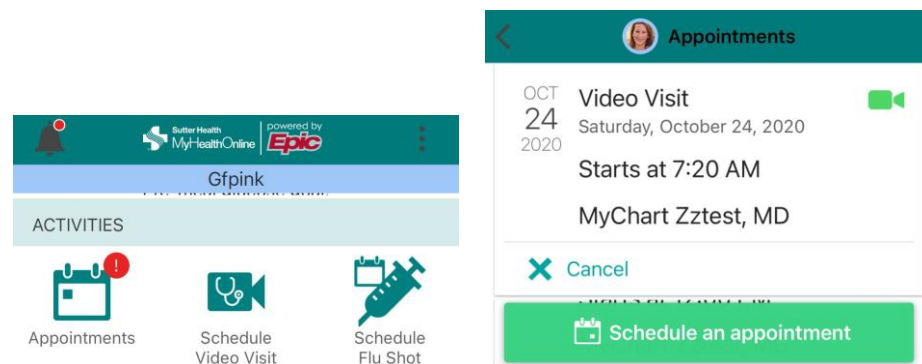
Before joining a Video Visit with the My Health Online mobile app, you'll need to download the VidyoConnect™ app.

Step 1: Download the VidyoConnect application from your app store. Be sure to accept the End User License Agreement. This is a one-time download, so you won't need to do this for subsequent visits. The VidyoConnect application can also be downloaded from this URL:

<https://suttercal.idscontinuity.com/download.html?lang=en>

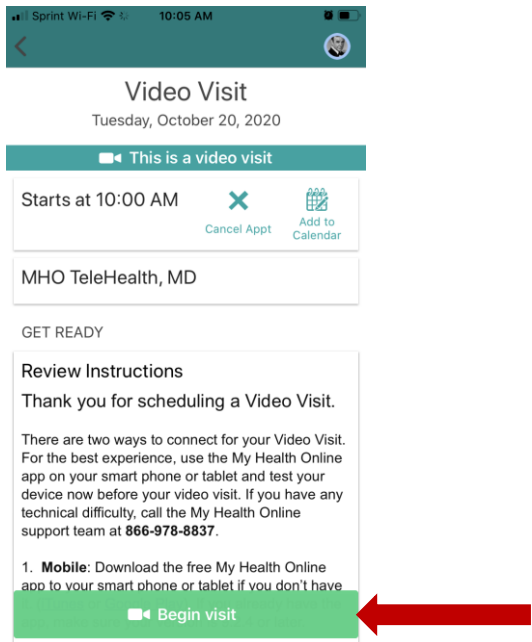


Step 2: When the portal page appears, close the VidyoConnect app and open your My Health Online app. Once you've logged into My Health Online, tap the "Appointments" icon, then click on your Video Visit appointment. When you're ready, click "Begin Visit."

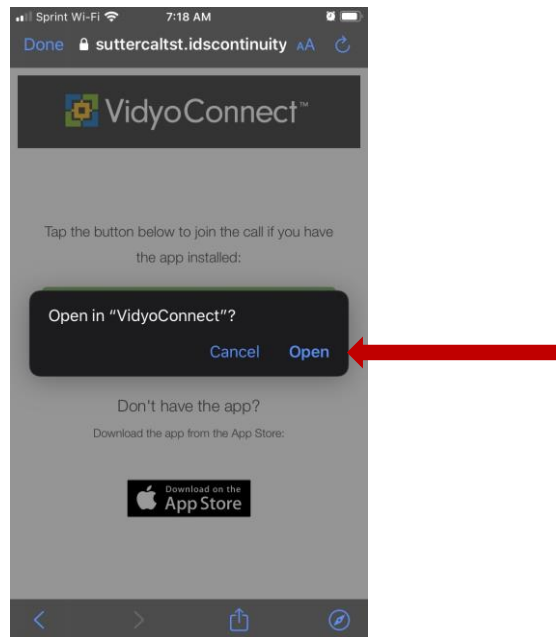
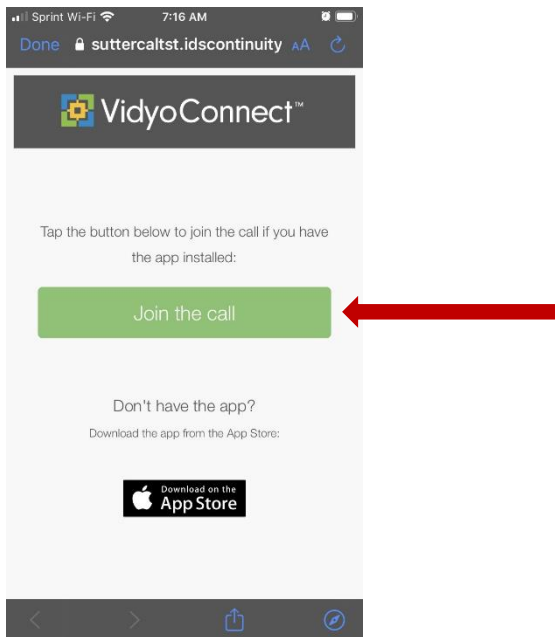




Step-by-Step Instructions for Patients: Video Visits on your Mobile Device

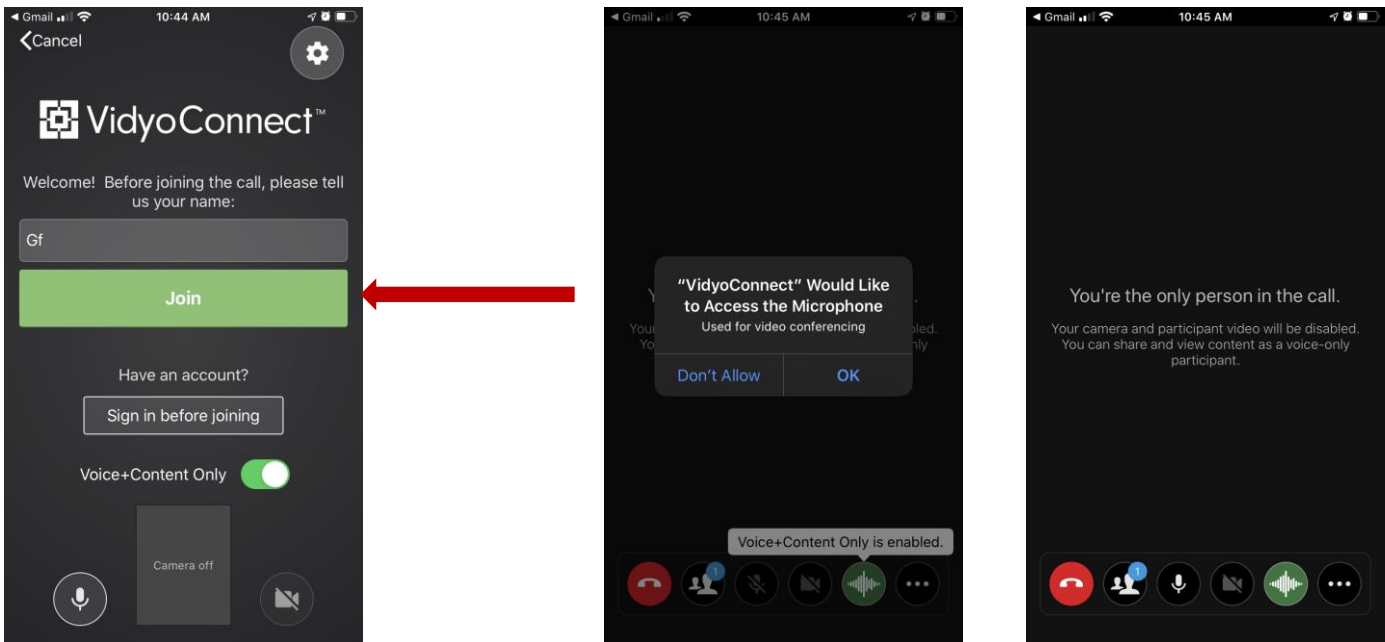


Step 3: Click “Join the call.” You’ll be prompted to open your visit in VidyoConnect. Click “Open.”



Step-by-Step Instructions for Patients: Video Visits on your Mobile Device

Step 4: Click “Join” and allow the VidyoConnect app to access your phone’s camera and microphone. Granting these permissions is a one-time request – you won’t see this prompt for subsequent Video Visits. You should now be connected to your visit.



Don't Forget: Find a private space with good lighting for your visit. Keep your phone charged and nearby in case your provider needs to call you.