

# VIRTUAL CONSULTATIONS

## TECHNICAL TIPS FOR PATIENTS

### STEP 1: Open your Patient Portal and find meeting invite

In your Patient Portal under "messages", find the message from your clinical team with your virtual consultation meeting invitation. The link will be similar to the example below, clicking this link will connect to your virtual consultation:

Hi there,

Your physician is inviting you to a scheduled RingCentral meeting.

Join from PC, Mac, Linux, iOS or Android: 

<https://meetings.ringcentral.com/i/123456789>

### STEP 2: Install RingCentral (this only needs to be done once per device)

Before participating in a RingCentral meeting for the first time, please install the RingCentral Meetings app on your computer or device. Once installed, simply click the invitation link to join your scheduled meeting.



#### TO INSTALL RINGCENTRAL MEETINGS:

1. Click the meeting link (highlighted above)
2. You will be redirected to meetings.ringcentral.com in your web browser, where the application will begin downloading automatically. NOTE: Click the blue "restart download" link if the application does not automatically download.
3. Once the download has completed, click on the box in the lower left-hand corner of your browser to start the installation.
4. Click "Run" to complete the installation of the RingCentral Meetings app.

 If nothing prompts from browser, [download & run RingCentral Meetings.](#)

#### We're now downloading RingCentral Meetings...

Your download should automatically start within seconds.  
If it doesn't, restart the download.

RingCentral is available on Mobile and Tablet.



 3

RingCentralM...exe  
5.9/11.4 MB, 15 secs left

#### Do you want to run this file?

 Name: ...arolyn.g\Downloads\RingCentral\_launcher (9).exe  
Publisher: [RingCentral, Inc.](#)  
Type: Application  
From: C:\Users\carolyn.g\Downloads\RingCentral\_launc...

 4

Run

Cancel

### STEP 3: Join meeting via smartphone or computer



In the RingCentral Meetings app:

- **Using a computer:** Click the blue "Join with Computer Audio" button
- **Using a smart phone:** Click "Call using Internet Audio"

To view RingCentral Quick Tips online, click link or copy/paste into your browser: [bit.ly/sgftips](https://bit.ly/sgftips)



1. Mute, unmute, and setup audio.
2. Start, stop, and set up video (camera).
3. Invite people to join meeting via email or SMS (mobile).
4. View participants.
5. Share screen, file, or an app.
6. End or leave the current meeting.
7. Chat with an individual or address the entire group.

### Do I need to download RingCentral?

Yes, if this is your first time using RingCentral, you will need to install the platform on your desktop or your phone prior to your upcoming appointment.

See instructions on page 1.

### I clicked the link, but my consultation won't open, now what?

#### Have you downloaded the RingCentral Meetings app?

All virtual consultations require this app to function. If you need to download the app, visit [ringcentr.al/3hRWDb7](https://ringcentr.al/3hRWDb7).

**I have the app, but I still can't get into the consultation.** Open the RingCentral Meetings app and enter your meeting ID. The meeting ID is the last 9 numeric digits in the meeting URL your clinical team provided.

### I am in the consultation, but my doctor isn't.

**You are in the right place!** As with many medical practices, there can be times when your doctor is running late due to a previous patient appointment. Stay where you are, and your meeting will begin when your doctor arrives.

### I tried to log in, but I get a message saying "The host has another meeting in progress."

This oftentimes happens because your doctor is still in another virtual consultation. Once they are finished with that appointment, and join yours, you will get pulled into the meeting.

If all else fails, a member of your clinical team will call you with information for a different RingCentral meeting or to hold the meeting by phone.