

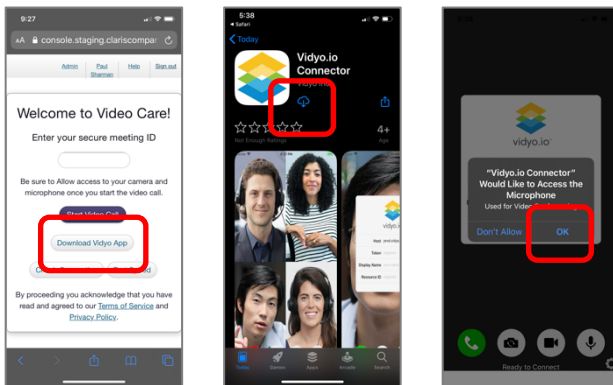
FOR IPHONES AND IPADS

If a patient or provider is using an iPhone or iPad, they will be prompted to download and use the Vidyo Connector app as an alternative to using the Safari web browser. Using the App will improve call connections, reliability, and quality.

IMPORTANT – If the patient or provider is unable to download the Vidyo Connector app for whatever reason, they will still be able to connect to the call using Safari.

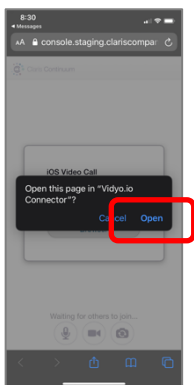
1. If you know the patient has an iPhone or iPad prior to the Telehealth call, ask them to go to www.claris.me and click the grey **Download Vidyo App** button to download **Install** the Vidyo Connector app from the App Store.

Ask them to **Open** the app and **Accept** access to Camera and Microphone.

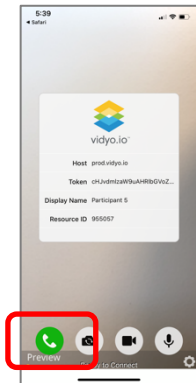


2. If the patient has installed the app, then at the time of their telehealth meeting, they can either go to www.claris.me and enter their Meeting ID or click on the Text or Email link.

In either case, when they join the meeting they will see the following screen prompting them to use the Vidyo Connector app. Tap **Open**.

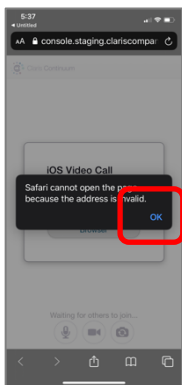


- The patient (or provider) must then press the Green call button on the bottom left to start the video call.

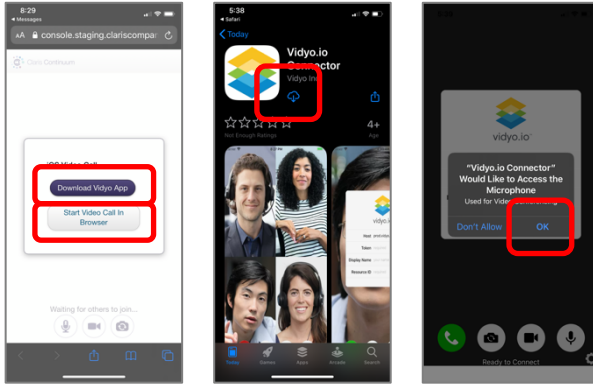


IMPORTANT – Patients and providers can only join the meeting from www.claris.me or from the email/text meeting link. They CANNOT join directly from the app itself.

- If the patient tries to join a Telehealth meeting on an iPhone or iPad without first installing the Vidyo Connector app, then they will be prompted to do so. The first screen will show “Safari cannot open the page because the address is invalid” because we try to open the app but it isn’t installed yet. Tap **OK**.



- The patient or provider should then tap **Download Vidyo App** to download, install and open it from the App Store. **Note** - If they are unable or unwilling they can always tap **Start Video Call in Browser** to continue in Safari without using the app.



6. **IMPORTANT** - Once the patient installs the Vidyo Connector app, they need to go back to click on the meeting ID link or text (or go to www.claris.me to re-enter their meeting ID) to join the meeting. They cannot join the meeting directly within the app.
7. After joining the meeting in the app, the patient or provider must then tap the **Green** call button on the bottom left to start the video call.

