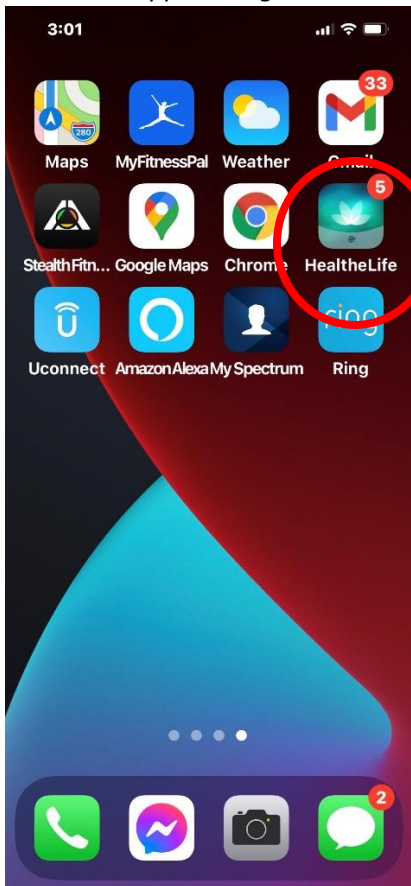




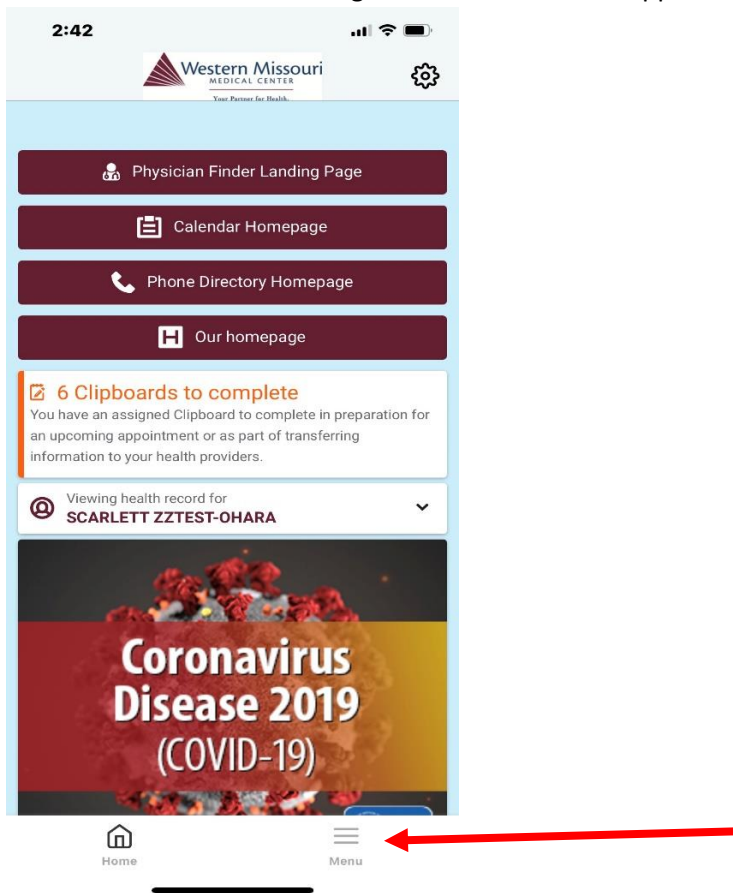
## Virtual Visits Help Guide (HealtheLife Mobile App)

Use these instructions if you are using the HealtheLife App (not a laptop or desktop).

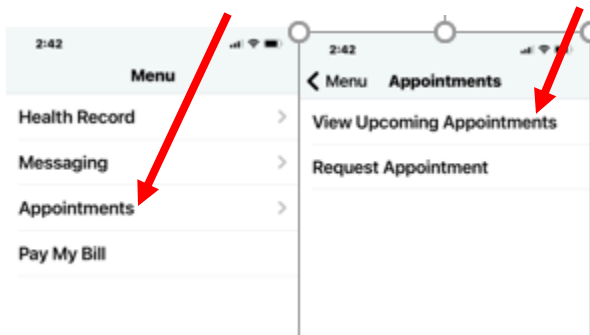
- Sign in to HealtheLife Patient Portal App on your smartphone with your username or email and your password. Ensure that you have the correct patient signed in to access the appointment (if you have proxy of other patients). *This app is recommended for smartphones and may not work with other app hosting devices.*



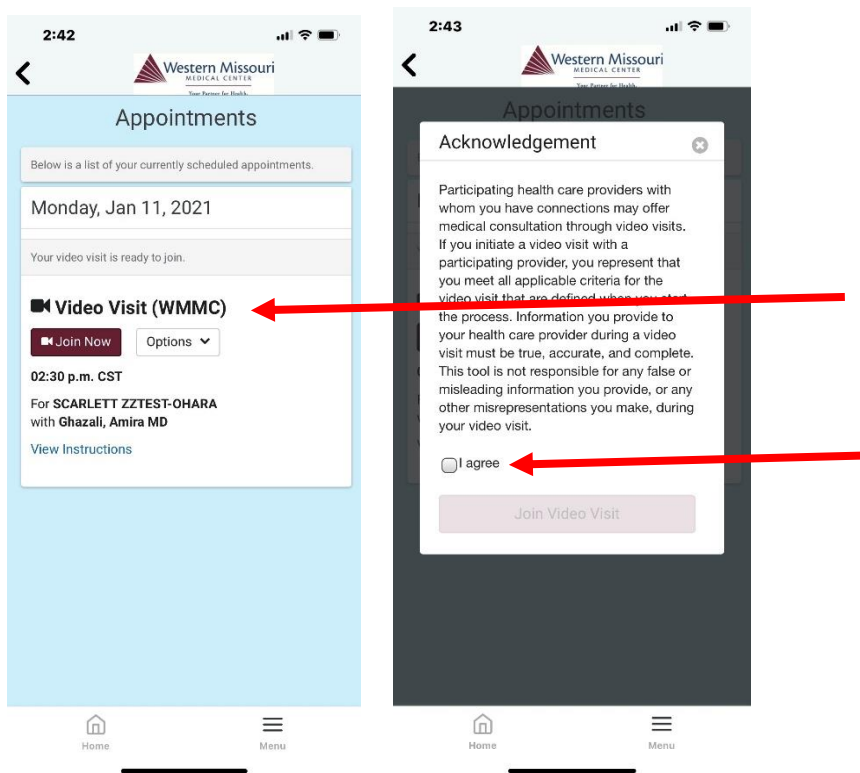
- Select the menu on bottom right-hand corner of the app.



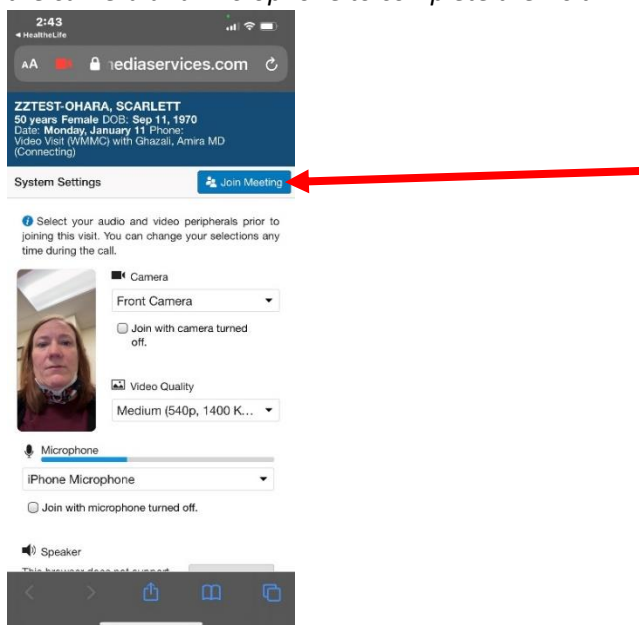
- Click "Appointments." Then click "View Upcoming Appointments."



- Select the appointment you would like to join and click "I agree" to acknowledge terms.



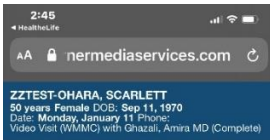
- Click “Join Meeting” for the virtual visit to begin. *You may need to allow your device access to the camera and microphone to complete the visit.*



- The provider will join the appointment and begin the virtual visit.



- When the virtual visit is complete, click “Leave” and your video visit will be complete.



Your video visit is now complete.

