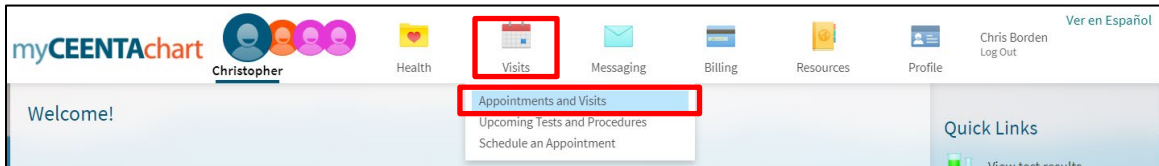


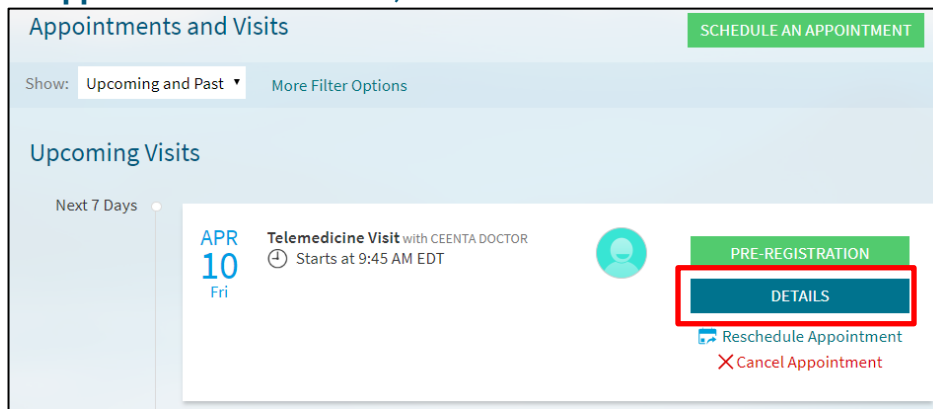
# VIRTUAL VISIT INSTRUCTIONS

## (COMPUTER)

1. Go to [www.myCEENTAchart.com](http://www.myCEENTAchart.com) and log in with your username and password
2. Select **Visits > Appointments and Visits**

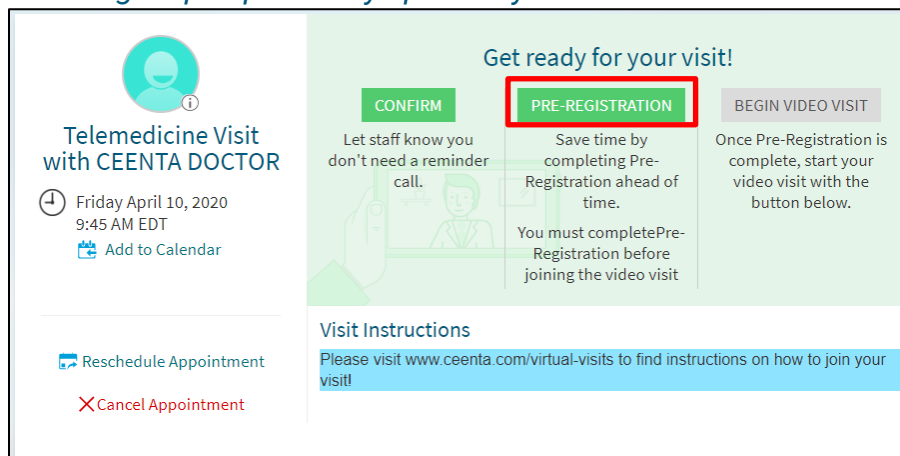


3. From **Appointments and Visits**, select **Details**



4. Select **Pre-Registration**

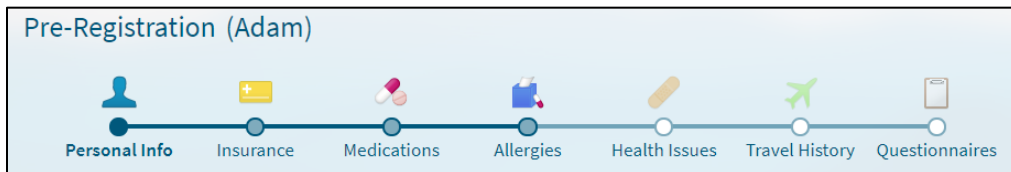
*Note: This is a required step before you can begin your video visit. You may complete the following steps up to 2 days prior to your visit*



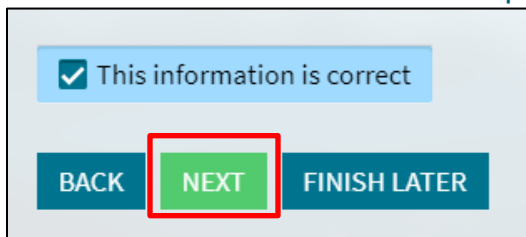
- a. Complete each section by adding or updating information.

# VIRTUAL VISIT INSTRUCTIONS

## (COMPUTER)



- b. Select **This information is correct** at the bottom of the page once you are finished.
- c. Select **Next** to move to the next page.



- d. If any Questionnaires are required, answer each question and select **Continue**.
- e. Review your answers and select **Submit**.

5. Select **BEGIN VIDEO VISIT**

*Note: This button will be available 15 min prior to your scheduled visit. You may need to refresh the page to have access.*

*You will not be able to join the video visit more than 15 min after your scheduled appointment time. Please call the office to reschedule.*

Telemedicine Visit with CEENTA DOCTOR

Friday April 10, 2020  
10:00 AM EDT  
Add to Calendar

This appointment cannot be canceled online. To cancel, please call 704-295-3000.

It's time to start your video visit!

**BEGIN VIDEO VISIT**

When you are ready to talk to your doctor, click the button below.

Review your questionnaire answers below.

- Communicable Disease Screening (Print)

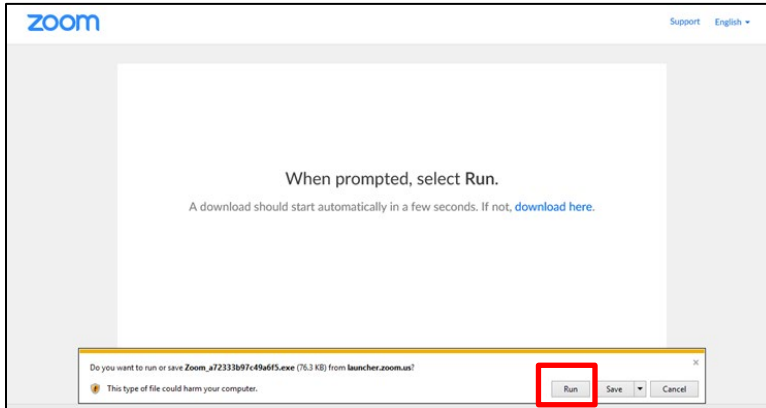
Visit Instructions

Please visit [www.ceenta.com/virtual-visits](http://www.ceenta.com/virtual-visits) to find instructions on how to join your visit!

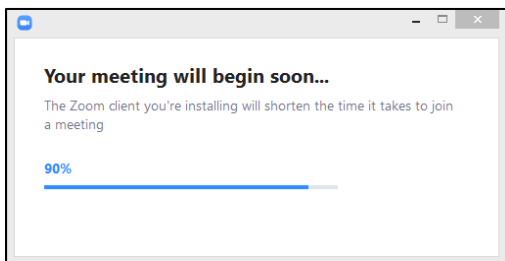
# VIRTUAL VISIT INSTRUCTIONS

## (COMPUTER)

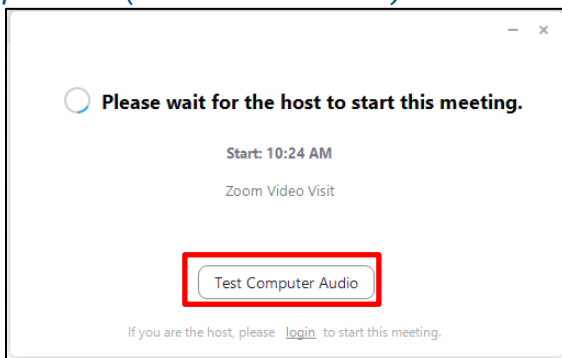
6. Follow the prompts to download and run Zoom
  - a. First-time users will need to select **Run** to install Zoom



7. If prompted, click **Open Zoom Meetings** in the systems dialog popup window.



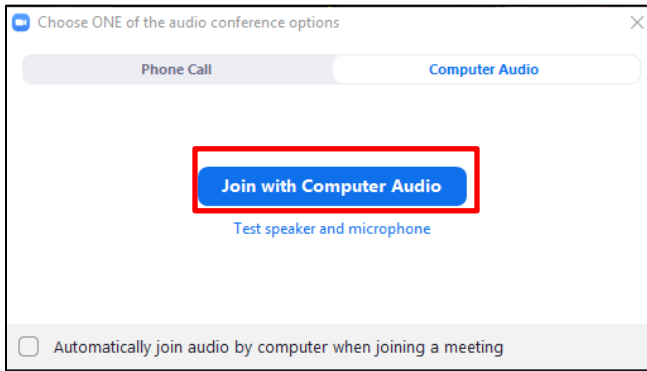
- a. If the provider has not joined the visit, wait for host to start the meeting  
*Note: While you wait, select **Test Computer Audio** to ensure you will be able to hear your provider (Instructions below)*



8. Once the provider joins, select **Join with Computer Audio**

# VIRTUAL VISIT INSTRUCTIONS

## (COMPUTER)



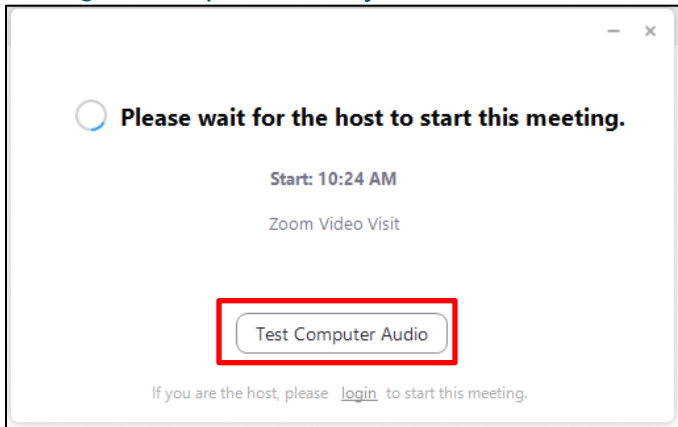
9. You are now connected to your virtual visit!

# VIRTUAL VISIT INSTRUCTIONS

## (COMPUTER)

### Testing Audio & Video

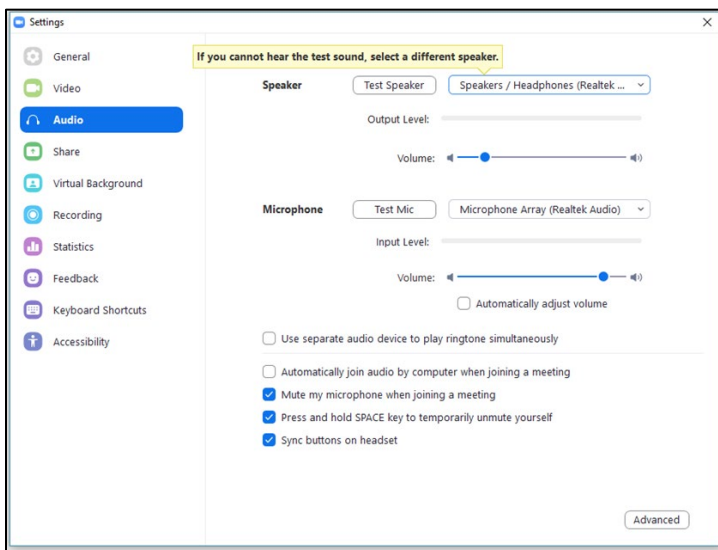
1. While waiting for the provider to join the visit, select **Test Computer Audio**



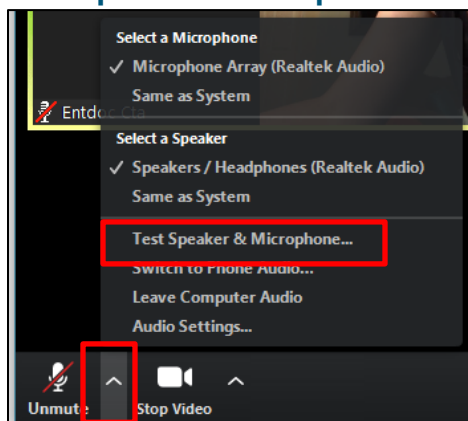
- a. To test your speakers, select **Test Speaker**
  - i. Adjust volume using the Volume slider
  - ii. If you cannot hear the test sound, select a different speaker using the dropdown beside the Test Speaker button
- b. To test your microphone, select **Test Mic**
  - i. Speak into your microphone
  - ii. Zoom will play back the test recording
    1. If you cannot hear your voice, select a different microphone using the dropdown beside the Test Mic button
  - iii. Adjust volume using the Volume slider
- c. To test video, select the **Video** tab in the left toolbar
  - i. If you cannot see yourself, select a different camera using the dropdown beside Camera
- d. Select X in the top right to exit the Settings menu

# VIRTUAL VISIT INSTRUCTIONS

## (COMPUTER)



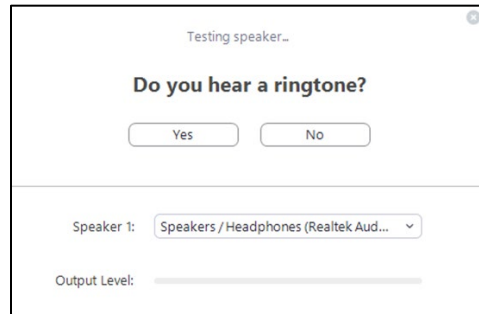
2. To test Audio after the provider joined the visit, select ^ to the right of the microphone icon (bottom left corner of the window)
  - a. Select **Test Speaker & Microphone**



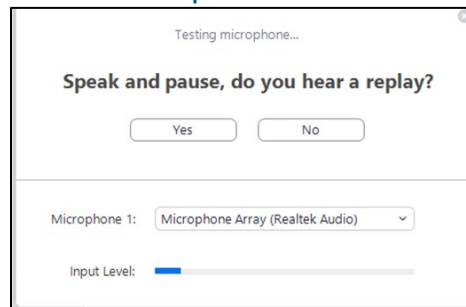
- b. Follow the prompts on the screen as shown below:
      - i. If you cannot hear the test sound, select a different speaker using the dropdown beside Speaker 1

# VIRTUAL VISIT INSTRUCTIONS

## (COMPUTER)



- ii. If you cannot hear your voice, select a different microphone using the dropdown beside Microphone 1



- iii. Select **Finish** once you have completed testing

