

# How to Join Your Video Visit

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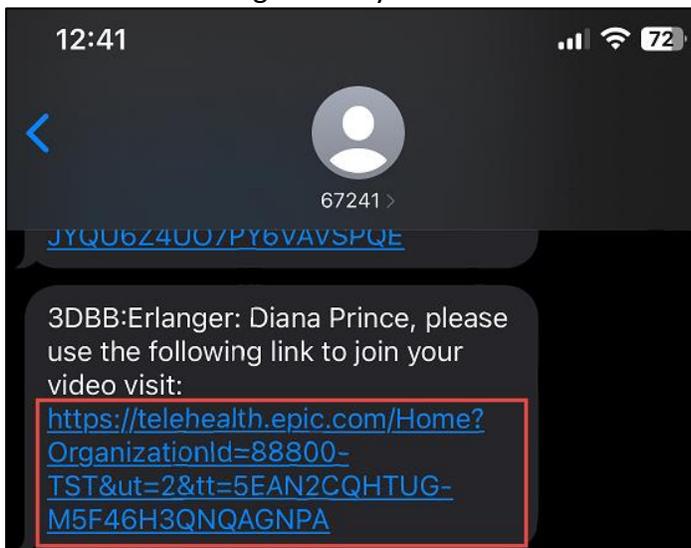
This tip sheet will detail how to join a scheduled video visit using a texted or emailed hyperlink.

Are you enrolled in our text messaging program? To enroll, text **Join** to 67241. This will allow the provider to text you a direct link to your video visit, in addition to receiving appointment information and other reminders.

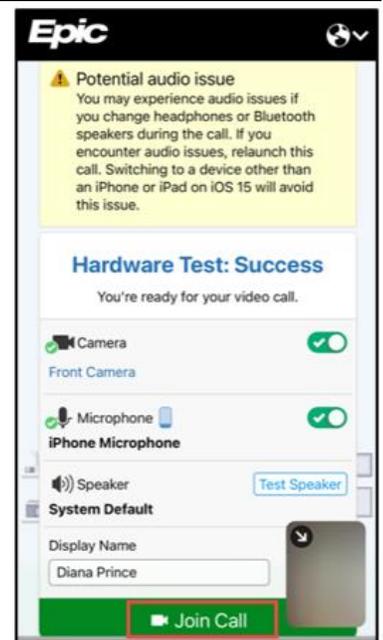
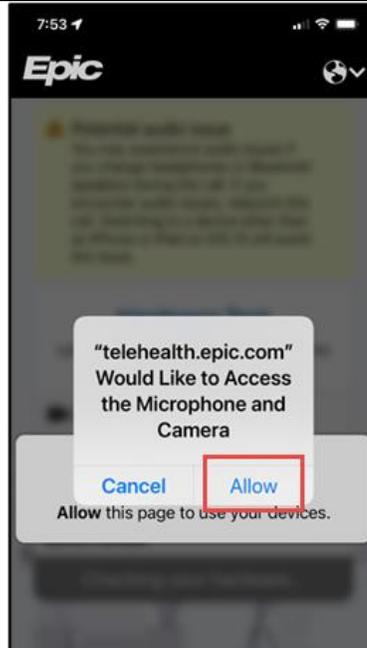
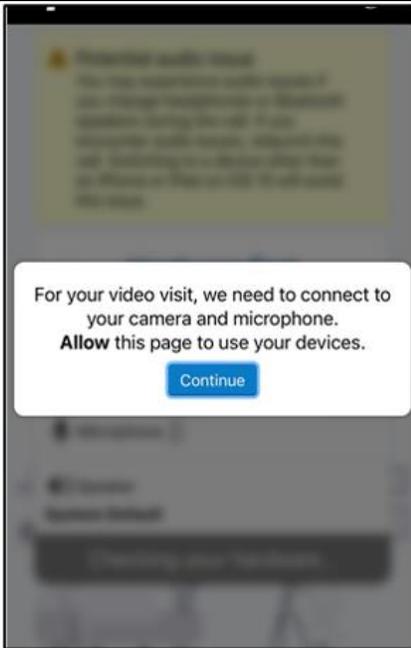
To review our Notice of Privacy Patients policy and SMS Terms and Conditions click the following link, [Policies \(erlanger.org\)](#). Message and data rates may apply.

## How to Join Video Visit from a Text Message

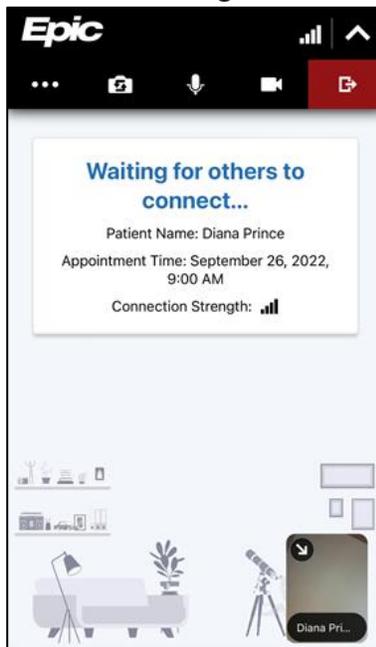
1. You must be enrolled in the text message program prior to the day of your visit to receive a link via text message. Text **Join** to 67241, to join the program.
2. When your provider is ready for you to join the video call, you will receive a text message that includes a blue hyperlink to click on.
3. Click on this link to go directly to the video visit.



4. The link will open a web browser window.
5. Telehealth.epic.com, will request access to allow microphone and camera use for the visit. Click **Allow**. The browser will run a Hardware Test automatically.
6. When the hardware test is complete, click **Join** Call.



7. If the provider or clinical staff have not connected to the call yet, you will remain in a virtual waiting room. When a staff member joins, their video will appear in the middle of the screen and your video will be in the bottom right corner.



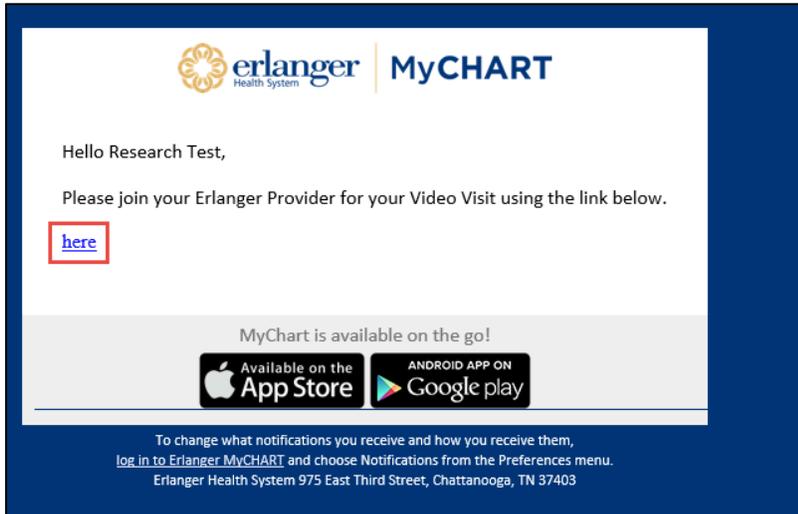
8. Click the  icon when instructed by the clinical staff, or provider, to leave the visit. There will be a pop-up prompting you to either **Leave Call** or **Stay Connected**.



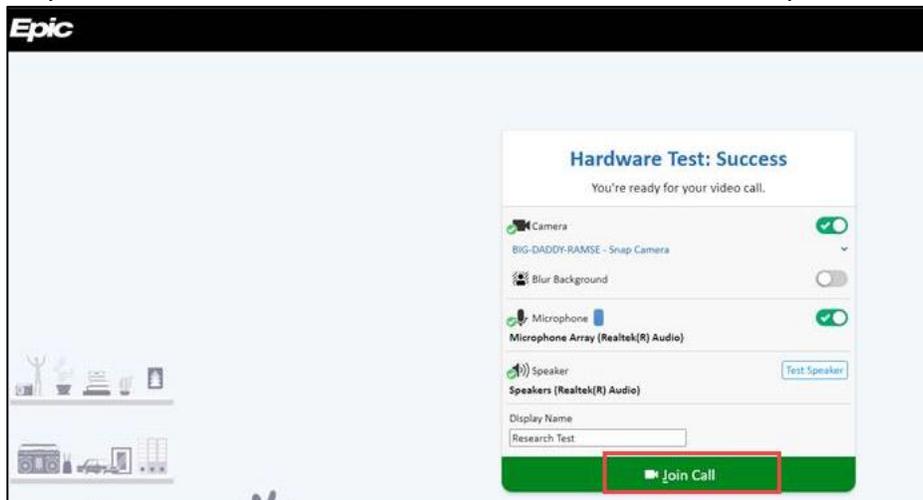
# How to Join a Video Visit Using an Emailed Hyperlink

If you have not enrolled in the Erlanger Text messaging program, you should be sent a direct link to your email once your provider is ready for you to join your video visit.

1. The office staff will send you an email with the subject line **“Join Your Erlanger Provider for a Video Visit”** that will include a blue hyperlink. Click the **“here”** hyperlink as shown below when prompted to join the call by the provider or clinical staff.



2. After you click the **“here”** button, the browser will launch the video visit. Click **Join Call**. The browser may run a hardware test. Be sure to allow camera and microphone access.



3. If the provider has not yet joined the call, you will be placed in a virtual waiting room. Once staff join the call, you will see their video in the middle of your screen.



4. When prompted by the provider or clinical staff, click **Leave Call** button or the  icon.