

Telepsychiatry with a Desktop or Laptop Computer

Important Note:

- Please complete the below instruction at least 30-minutes prior to your appointment.
- Have your meeting ID handy. This was included in the email sent. Be sure to look in all email folders for the email. This include inbox, other, and junk folders.
- Find a quiet, private room, with minimal background noise.
- Please be prepared to give your provider your physical location and a return phone number in the event of technical difficulties.
- If someone is assisting you in setting up this up on your device, please ask them to remain with you until you are connected with your provider.

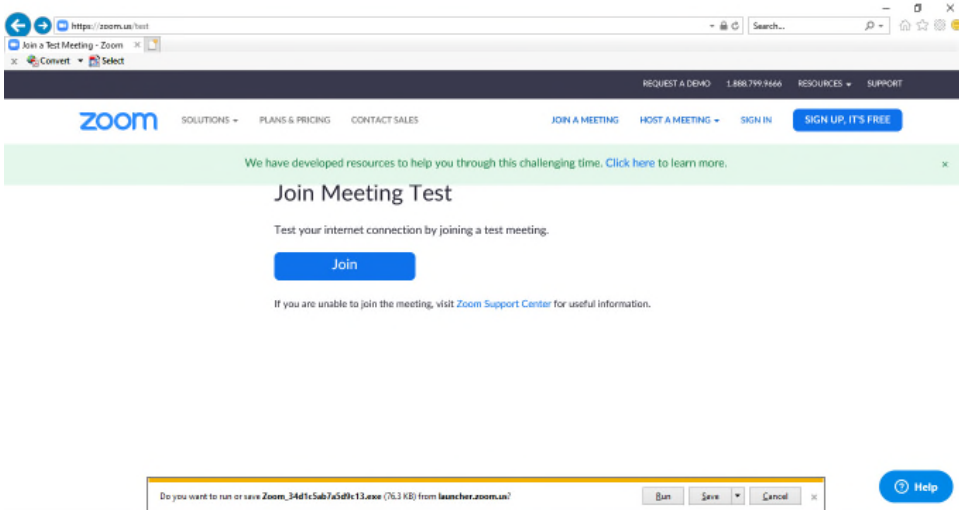
Be sure your Tablet, Laptop, or Computer, has internet, audio and video capabilities. You may also use your phone for audio for audio.



*First time visitors will need to download the software. You can find the software by typing in **zoom.us** app for my computer. You will see Download for Windows – Zoom.

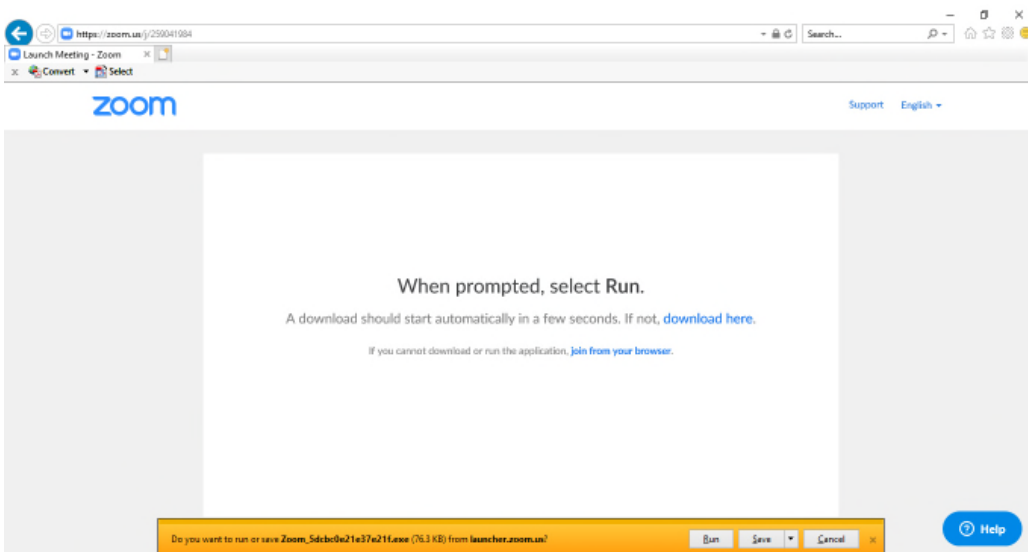
It should automatically begin to download.

We recommend first time users to go to: <https://zoom.us/test> and participate in a TEST meeting prior to the scheduled appointment. This will allow the software to download and check camera and audio capabilities of the computer. Test instructions below:



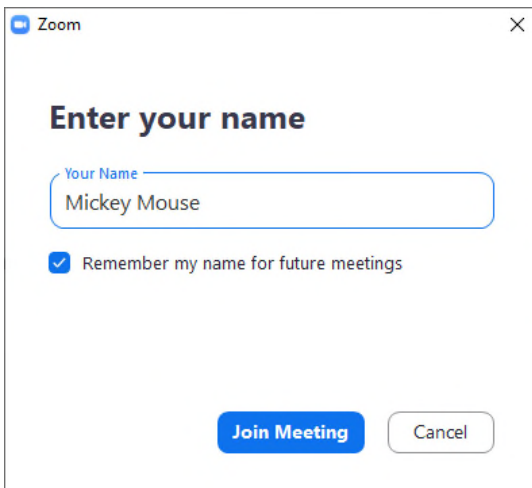
Click Join

When prompted: Select Run to download software



Allow time for the software to download


Enter your name:



Click Join Meeting

If you have an active camera, a video preview will display

Video Preview ✕



Always show video preview dialog when joining a video meeting

[Join with Video](#) [Join without Video](#)

Click Join with Video – a screen will appear

Next test will be “Do you hear a ringtone?”

Be sure your computer volume is up

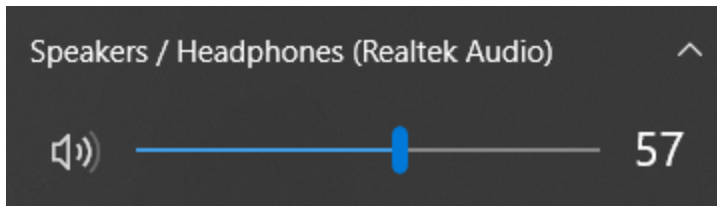
Testing speaker... ✕

Do you hear a ringtone?

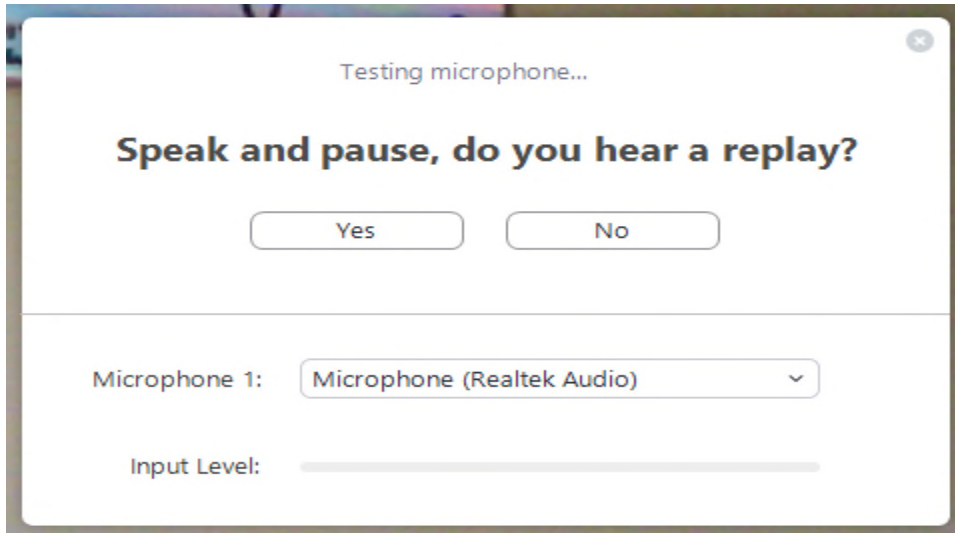
[Yes](#) [No](#)

Speaker 1: ▼

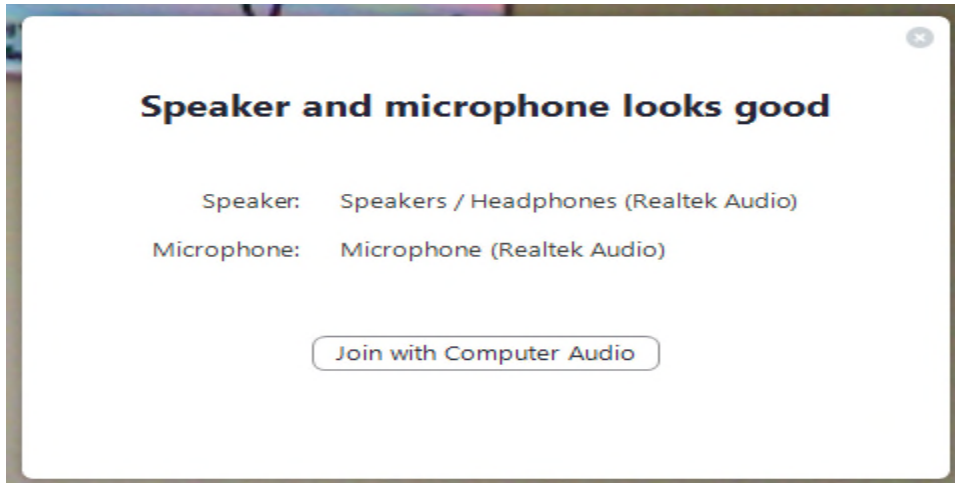
Output Level:



Next test: Speak and pause, do you hear a reply?



If you hear a reply, your computer has an active microphone



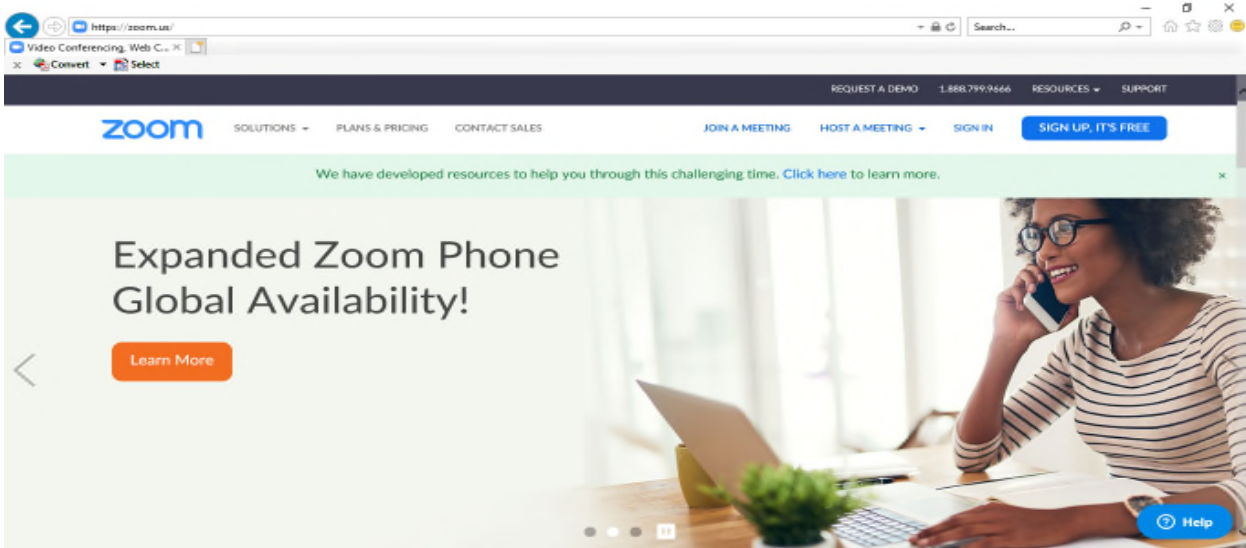
If you do not hear a replay, you must phone in

Click Join Audio by phone and a Meeting ID will be provided

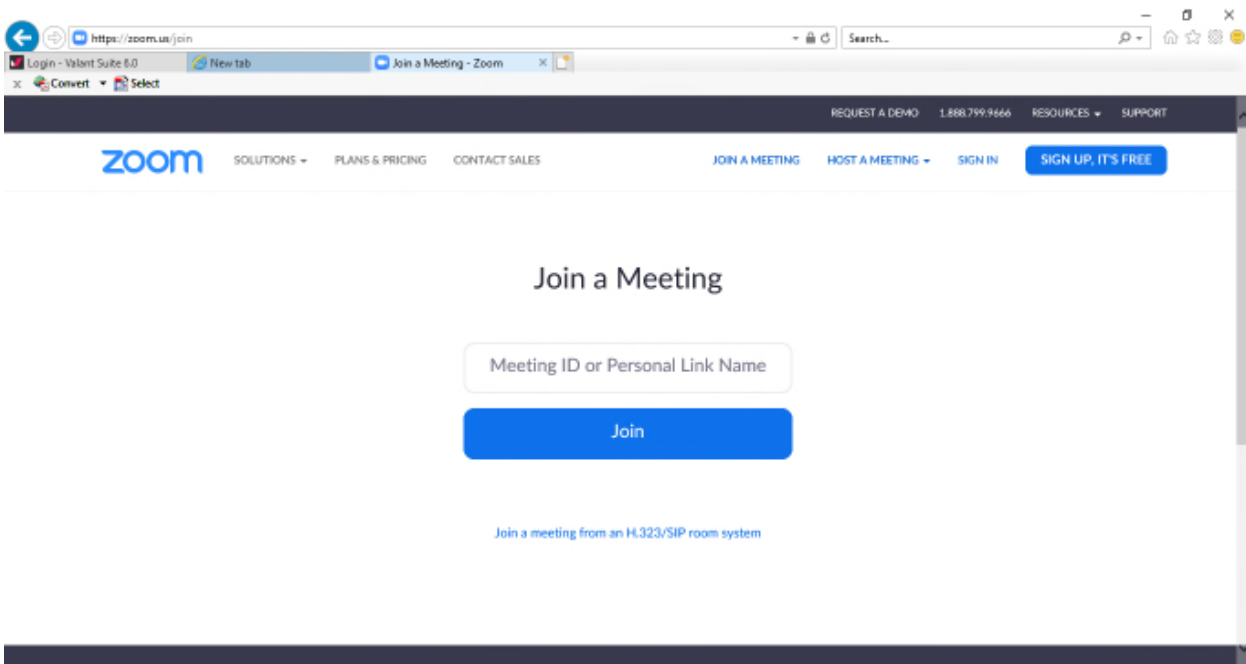
ACTUAL SCHEDULED APPT INSTRUCTIONS:

Close all other programs and websites

Go to your preferred web browser and type in: <https://zoom.us>



Click Join a Meeting



Enter in your Meeting ID that was provided in your emailed link from Montana Psychiatry

Due to the high volume, please only log in 3-5 minutes prior to your appointment.

Please wait patiently until your provider arrives. If your provider has not arrived within 5 minutes of the scheduled meeting time, please call our office immediately!

If you are having technical difficulties, you must call our office immediately within the first 5 minutes of the scheduled appointment time to obtain help from us, failure to do so may result in a "No Show" fee.