Health Portal Patient Login

Once the patient has been web-enabled, an email will be sent to the patient asking them to login to the portal. The patient will be given the option to receive a text or voice call to receive an authentication code to log into the portal. The patient will be prompted to create a password once they log in.
FaceTime Users Guide

FaceTime is proprietary to Apple and is not available on an Android platform.

You can utilize FaceTime on any of these devices on Wi-Fi: iPhone 4 or later, iPad Pro (all models), iPad 2 or later, iPad mini (all models), and iPod touch 4th generation or later (only iPod touch 5th generation or later support FaceTime audio calling).

With a cellular data plan, you can also use FaceTime without Wi-Fi on any of these devices: iPhone 4s or later, iPad Pro (all models), and iPad (3rd generation or later).

Turn on FaceTime

1. Open the FaceTime app and sign in with your Apple ID. You can also do this from Settings > FaceTime.

   ![FaceTime app screen](image)

   **NOTE:** If you're using an iPhone, FaceTime automatically registers your phone number. To also register your email address on your iPhone, go to Settings > FaceTime > Use your Apple ID for FaceTime, and sign in with your Apple ID.

   If you're using an iPad or iPod touch, register your email address by tapping Settings > FaceTime > Use your Apple ID for FaceTime, and sign in with your Apple ID.
2. Once FaceTime has been turned on, you will be able to receive calls from your provider.

   **NOTE:** You will answer a FaceTime call the same way you would answer a phone call, however, you will be able to see the provider in live view and vice versa.

**Webex Meetings**

Cisco Webex Meetings is virtual meeting room available on the Apple App Store and Google Play.

1. **Download Cisco Webex Meetings** for device

2. Click **Webex App** Icon on device to launch
3. Click **Sign In**, then enter Webex credentials (New Users click **Sign Up** and follow instructions)
NOTE: Patients can click **Join Meeting** if invite was sent to their email or phone.

You will be asked to enter your name and email address before joining the meeting.

Webex will ask for permission to access camera and microphone of device.

If Deny is clicked, navigate to phone settings, find Apps and Notifications > App Info > Webex Meet > Permissions and allow the application to access Phone, Camera and Microphone.

**Android Users Guide for WebEx**

1. Download the Cisco WebEx Meetings app from the play store

![Android WebEx App](image)

2. Register your account using your full name and email address

3. Click **OK**, then Click **Join**
4. You will receive a prompt from the app asking for access permissions to your Phone, Camera and Microphone.

   **NOTE**: If you accidentally click DENY, you will have to go into Settings > Apps & Notifications > App Info > Webex Meet > Permissions and allow the application to access Phone, Camera and Microphone.

5. After enabling your access permissions, you will be connected to your Android WebEx call with your provider.

**Skype Users Guide**

Skype is an alternative to FaceTime for Android and Windows platforms. It can also be used on desktop, as well as mobile devices.

**Skype Mobile**

These instructions outline how to download and use Skype Mobile. Skype can be downloaded from Apple App Store or Google Play

**Accessing Skype Mobile**

1. **Download Skype** from App Store or Google Play

2. Once download is complete, click **Skype App** to launch

3. Enter **Skype Name, Phone or Email Address**, then click **Next**
NOTE: New users click **Create a new account** and follow instructions. New User needs to give Skype permission to access video and microphone of device for Skype to perform properly.

4. Choose which theme you would prefer

5. Click **Continue**
6. Choose if you would like for Skype to be able to access your contacts; Click **OK** to allow or Click **Don’t Allow** if you prefer not to share your contacts.

7. Click **Continue**

8. At this screen, click Continue in order to allow Skype to access your microphone and camera.
Almost there!
To get the most out of Skype, we need access to your microphone and camera. Stay informed with notifications. You can change your permissions anytime in Profile » Settings.

9. You are now set up to receive Skype video calls with your provider.
Zoom Users Guide

Zoom is an alternative to FaceTime for Android and Windows platforms. It can be used on desktop and mobile devices.

1. Download Zoom at https://zoom.us/download
2. After launching Zoom, click Join a Meeting in order to join a meeting without signing in.

NOTE: If you don't have an account, click Sign Up Free. If you have a Zoom account but cannot remember your password, click Forgot.

Signing Up for a Zoom Account

1. Click Sign Up Free

2. Enter in your email address

CONFIDENTIAL – Contains proprietary information and not intended for distribution outside HCA.
3. Click **Sign Up**

![Sign Up Form](image)

**Sign Up Free**

Your work email address

|  |

Zoom is protected by reCAPTCHA and the Privacy Policy and Terms of Service apply.

**Sign Up**

By signing up, I agree to the Privacy Policy and Terms of Service.

![Confirmation Email](image)

We've sent an email to joey.umblr@hcahealthcare.com. Click the confirmation link in that email to begin using Zoom.

if you did not receive the email,

[Resend another email](image)

**NOTE:** A confirmation screen will appear stating that a confirmation link has been sent to the email address that was entered.

4. Access your email and locate the welcome email that was sent via Zoom

5. Click **Activate Account**

![Welcome Email](image)

Hello joey.umblr@hcahealthcare.com,

Welcome to Zoom!

To activate your account please click the button below to verify your email address:

[Activate Account](image)

**NOTE:** Once you click the Activate Account button in your email, you will be directed to a web browser to set up your account.

CONFIDENTIAL – Contains proprietary information and not intended for distribution outside HCA.
6. Enter in your First Name, Last Name, and Password

7. Click **Continue**

![Welcome to Zoom]

**Utilizing Zoom**

After signing in, you will see the Home tab, where you can choose from a list of options.

- **New Meeting**: Start an instant meeting. Click the downwards arrow to enable video or use your personal meeting ID (PMI) for instant meetings.
- **Join**: Join a meeting that is in progress.
- **Schedule**: Set up a future meeting.
- **Share Screen**: Share your screen in a Zoom Room by entering in the sharing key or meeting ID.

**NOTE**: As the patient, you will utilize the **Join** and **Share Screen** features.

![Utilizing Zoom]

**Joining a Meeting**

1. Access the email that was sent from Zoom
NOTE: The subject line will state “Please join Zoom meeting in progress”

2. Click the weblink under Join Zoom Meeting

![Join Zoom Meeting](https://zoom.us/j/657570203?pwd=Mm85UTNMMkFpY3RtVlY2ZldVYzQzV1QTZ8)

Meeting ID: 657 570 203
Password: 220937

3. Once the Zoom window populates, select the download in the bottom left hand corner and your meeting will start to download

![Download in Progress](https://example.com)

4. Once prompted, enter in your name that will be displayed, then click Join Meeting

![Join Meeting](https://example.com)
5. Select **Join with Computer Audio**

Your Zoom meeting will now begin with your provider.

### Sharing Your Screen

1. In order to share your screen, access the sharing key or meeting ID from the Zoom email

   ![Zoom email with sharing key and meeting ID]

   Meeting ID: 557.570.2038
   Password: 220937

CONFIDENTIAL – Contains proprietary information and not intended for distribution outside HCA.
2. Enter in the sharing key or meeting ID into the Share Screen window via Zoom

3. Click Share

4. You will now be able to share your screen with your provider.

**Google Duo Users Guide**

1. Download the Google Duo app from your iPhone, Android, or Computer

2. Click **Try Duo for Web**
3. Click **Add number** to add your mobile phone number to your Google Duo profile

4. Enter your mobile phone number

5. Click **Next**

6. Enter the code you received

**NOTE:** A code will be sent to the phone number you provided.
7. Click **Got it**

You're all set

You will now video call with (615) 663-9358.

*Got it*

8. You will now be able to receive your video call/voice call visit with your provider per the provider’s prompt.

**NOTE**: Once the video call/voice call is answered by you, you will be connected with your provider.