

USING WEBEX ON YOUR APPLE MOBILE DEVICE

Before your appointment you will need to download the Webex app to your mobile device. If you have already downloaded the Webex Meet App, go to page 3 for how to connect to your telehealth appointment.

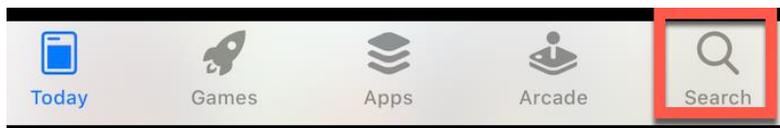
DOWNLOAD THE WEBEX APPLICATION TO YOUR APPLE MOBILE DEVICE

Please follow the steps below for downloading the Cisco Webex application onto your Apple iPhone, iPod, or iPad.

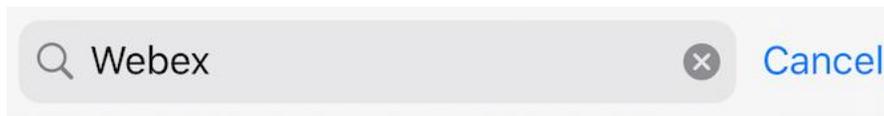
1. Tap the icon to open the **App Store**



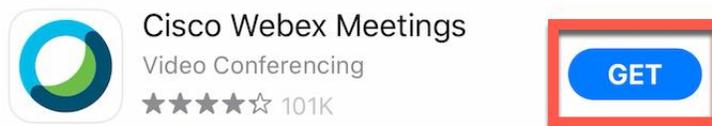
2. On the bottom right of the screen, tap **Search**



3. Type "**Webex**" in the search box



4. Tap **Get** next to Cisco Webex Meetings



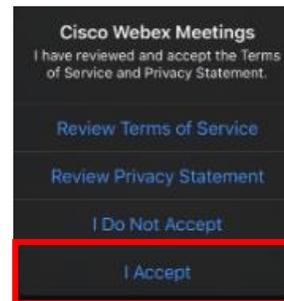
For technical assistance with using Webex for your telehealth visit, call **808-691-8141**

5. Close the App Store and confirm you see the Webex Meet app icon on your device



6. Tap the **Webex Meet** icon to open the Webex app

7. **Accept** the terms of service



8. The Webex app is successfully installed for your appointment



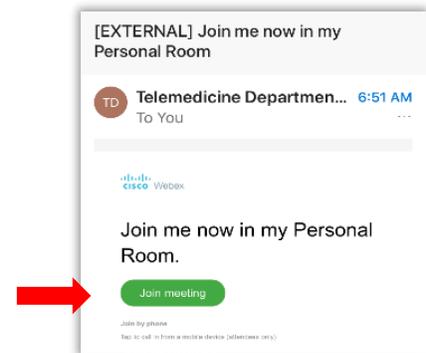
JOINING YOUR TELEHEALTH APPOINTMENT ON YOUR MOBILE DEVICE

Your doctor's office will either send you an email or give you a meeting number to join the visit.

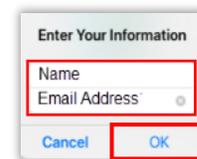
EMAIL

1. Open your email on the mobile device you'll be using for the visit and click the "**Join Meeting**" button from the email.

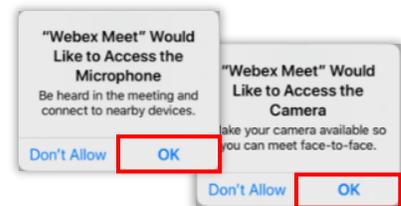
The Webex Meeting App will open



2. Enter your **name, email address** and click **OK**



3. Click **OK** to allow the app to use your microphone and camera.



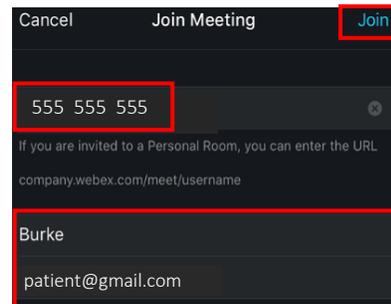
4. Click **Join**



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Meeting Number

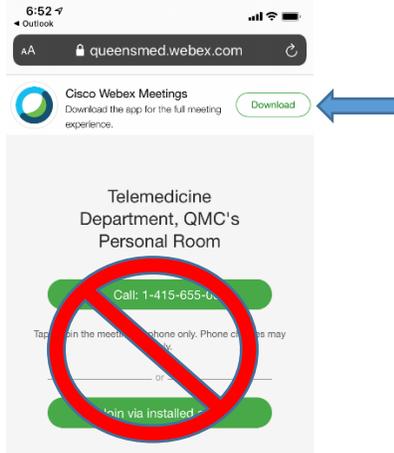
1. Open the Webex app on your mobile device.
2. Click **Join Meeting**.
3. Enter the **Meeting Number** provided by the doctor's office.
4. Enter your **name** and **email address**.
5. Click **Join**.



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TROUBLESHOOTING WEBEX APPLICATION ISSUES

*If you get this screen, the app has not been downloaded. Click **Download**.



These buttons should show black like below so that video and sound are turned on. If they are **red** the provider will not be able to see or hear you.

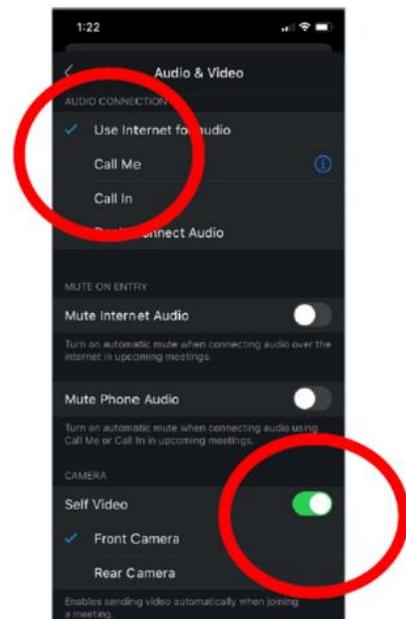


If you still have issues with the audio/video, in the app:

⚙️ Click into Settings > Audio & Video

Confirm the settings match what is circled here:

- **Use Internet for audio**
- **Self Video On – Front Camera**



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