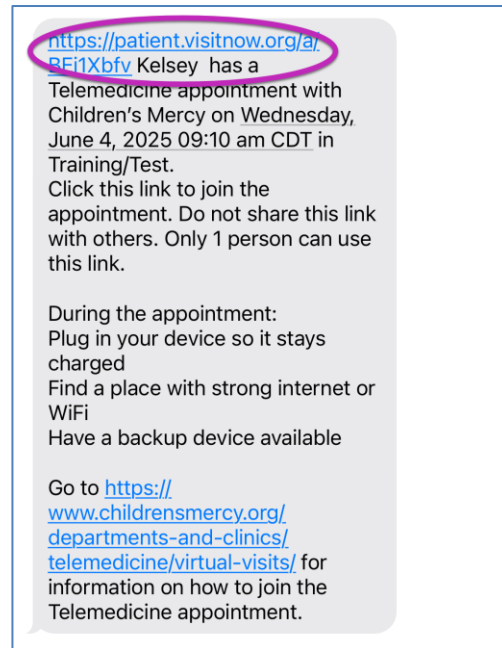
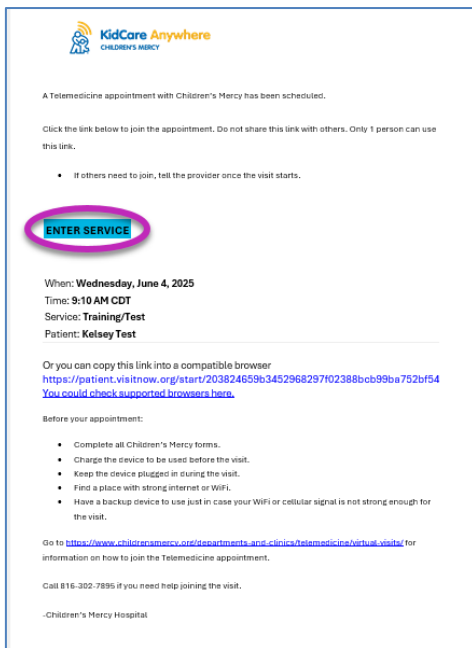


1. 15 minutes before your telemedicine appointment, click the link sent to your email or text.

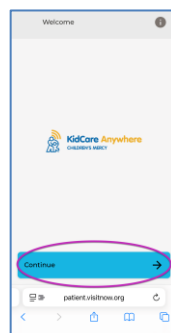
- Do not share the link with others. Only 1 person can use this link.
- If others need to join the visit, tell the provider once the visit starts.



2. KidCare Anywhere will open in the internet browser on your phone.

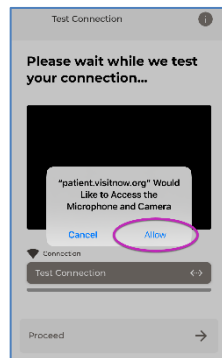
- Safari or Google Chrome internet browser is recommended.

3. Click Continue.

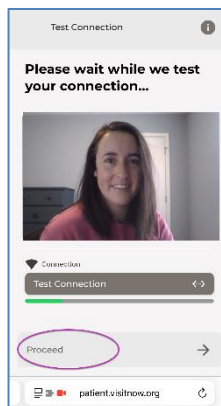


4. KidCare Anywhere tests your internet connection, microphone, and camera before you join the visit.

- Click Allow for KidCare Anywhere to use your microphone and camera.

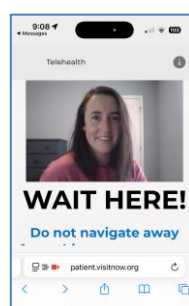


- If your camera is working, you can see yourself on the screen during the test. Click Proceed when the testing is done.



5. You are put in a virtual waiting room. The provider will join the visit after they review your information.

- Do not leave or minimize the KidCare Anywhere screen to use other apps or answer calls or texts.



In-Call Instructions

• Camera and Microphone

- Make sure your camera and microphone are turned on. Click the button to turn them on and off.

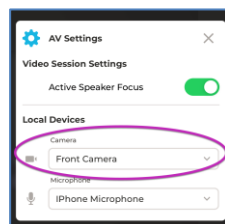


- To change your camera or microphone:

1. Click the gear button at the side of the screen during the visit.

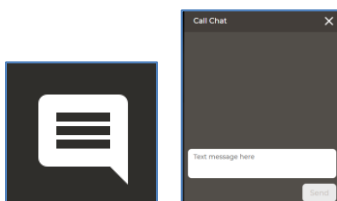


2. Use the Camera or Microphone drop-down menu to select what you want to use.



• Chat

- You can send a chat message to your provider during the visit.
- Click the Chat button to open the chat. Type your message and click Send.



• Ending the visit

- Click the End Call button to end the visit.



- If you need to rejoin the visit after you end the call, click the link from your email or text and check in again. This only works within 5 minutes of ending the visit.

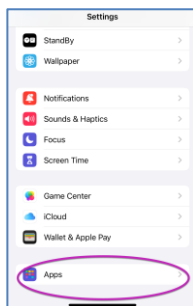
Troubleshooting

- I'm having camera or microphone issues.
 - Make sure your internet browser is allowed to access your microphone and camera.

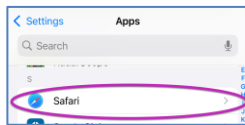
1. Open Settings.



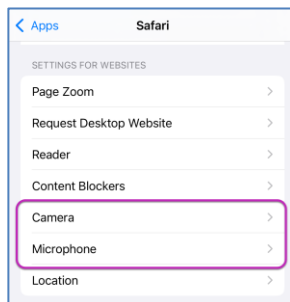
2. Scroll down to Apps.



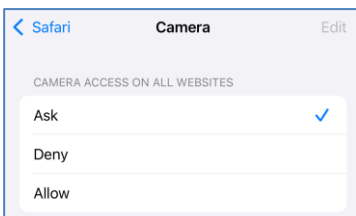
3. Click the app of the internet browser you use.



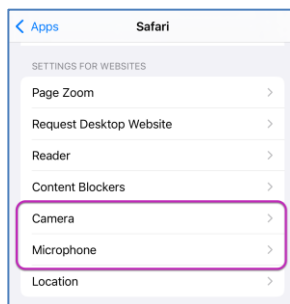
4. Click Camera.



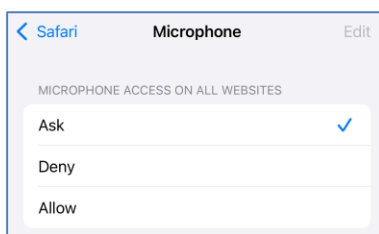
5. Make sure that permissions are set to Ask or Allow.



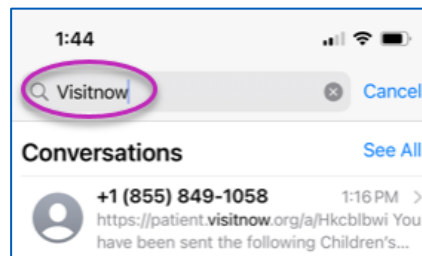
6. Go back and Click Microphone.



7. Make sure that permissions are set to Ask or Allow.



- **I can't find the link to my visit.**
 - The link is sent to your email and phone 3 times before your visit.
 - At scheduling
 - 24 hours before
 - 15 minutes before
 - Do not share this link with others. Only 1 person can use this link. If others need to join the visit, tell the provider once the visit starts.
 - Search "Visitnow" in your texts or email.
 - Make sure to check your Junk or Spam email folders.



For technical support, call (816) 302-7895

To reschedule your appointment, call (816) 234-3700