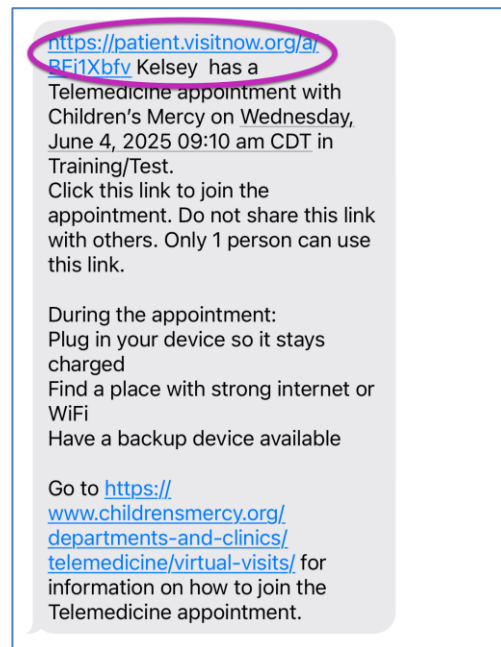
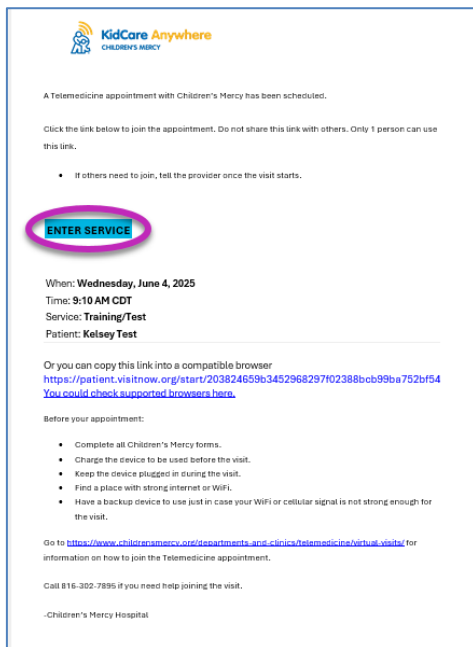


1. 15 minutes before your telemedicine appointment, click the link sent to your email or text.

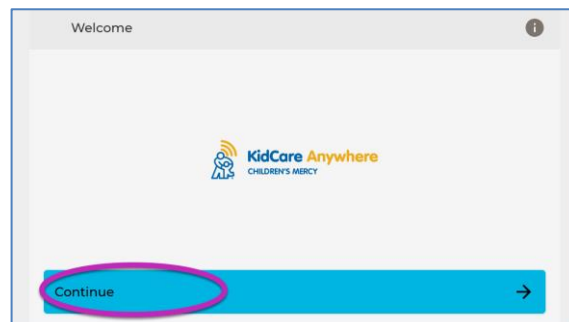
- Do not share the link with others. Only 1 person can use this link.
- If others need to join the visit, tell the provider once the visit starts.



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

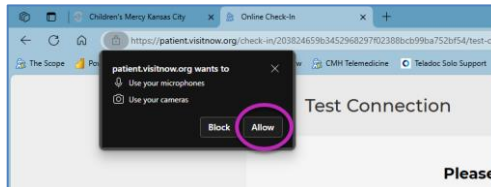
- Google Chrome or Microsoft Edge internet browser is recommended for Windows computers.

3. Click Continue.

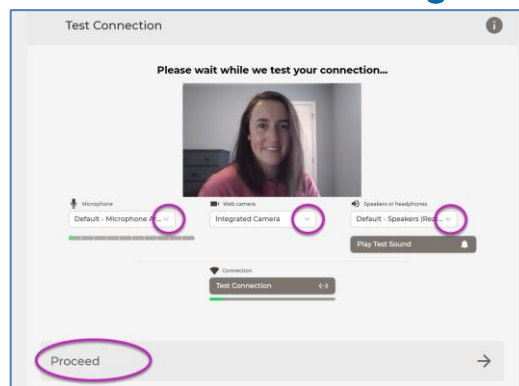


## 4. KidCare Anywhere tests your internet connection, microphone, and camera before you join the visit.

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

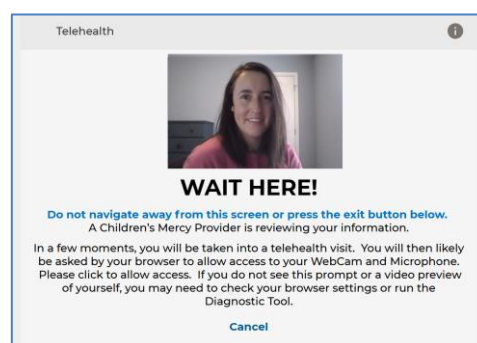


- If your camera is working, you can see yourself on the screen during the test.
- Use the dropdown menus to change your camera or microphone if needed.
- Click Proceed when you are finished with testing.



## 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 until after your visit is complete.



## In-Call Instructions

### • Camera and Microphone

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

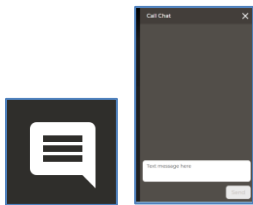


- Click the Settings button to change your camera or microphone.



### • 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.



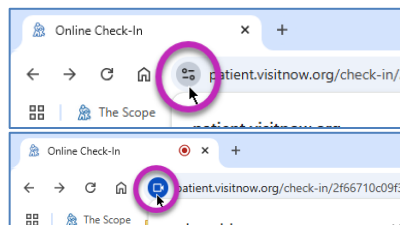
- If you need to rejoin the visit after you end the call, click the link from your email or text and check in again. This only works within 5 minutes of ending the visit.

## Troubleshooting

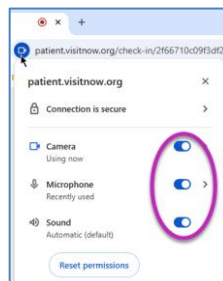
- I'm having camera or microphone issues.
  - Make sure your internet browser is allowed to access your microphone and camera.

### Google Chrome permission settings:

1. When you are on the KidCare Anywhere page, click on the permissions or camera button on the left side of the search bar.



2. Make sure that the switches are turned on for camera, microphone, and sound.

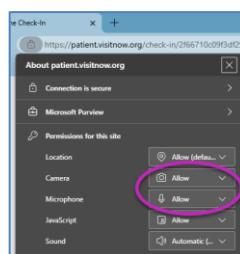


### Microsoft Edge permission settings:

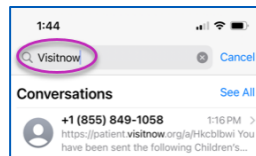
1. When you are on the KidCare Anywhere page, click on the lock button on the left side of the search bar.



2. Make sure that the switches are turned on for camera, microphone



- **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**