

# Setting up ZOOM for your initial Telemedicine video-based appointment

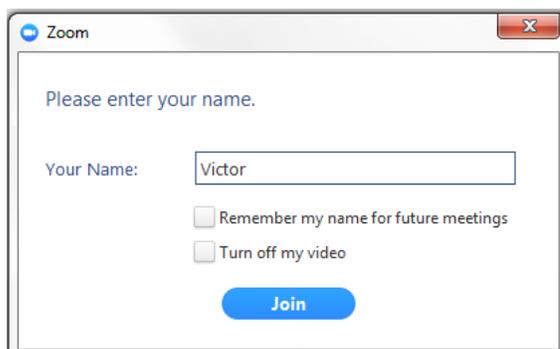
Zoom is a health information (HIPAA) compliant video conferencing system that allows you to have a video conference based visit with your Greater Portland Health provider. You must have a computer, tablet or smart phone with a front facing camera to participate in the Zoom telehealth visit. There are a few steps you must take to help you prepare for your initial appointment. At the beginning of your appointment, your provider will also ask you for an alternate contact number at which to reach you, just in case you have trouble getting started or if you get disconnected during the appointment.

The Zoom application is also available for download to use on smart phones and tablets. The apps are available in the Apple App Store and on Google Play. See instructions below for steps to set up your computer or phone for Zoom.

1. You will receive a link to participate in your telehealth appointment via e-mail message. Follow this link to get to the Zoom website.
2. You will be prompted to download the Zoom software to use on your computer, tablet, or smartphone. This software is free to use. You do not need to create your own account.

When prompted, select **Run**.  
A download should start automatically in a few seconds. If not, [download here](#).  
If you cannot download or run the application, [join from your browser](#).

3. Once you have downloaded the software, a box will prompt you to enter your name. Please enter your preferred first and last name.



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