

# **Getting Started**

For New Accounts and Clinic Admins





#### Let's Get Started!

This document assumes you are creating an account for the first time.

We highly recommend that you review our Minimum Requirements and check out our <u>Knowledge Base / FAQs</u>.

#### Need help?

Ways to contact us are at the end of this document.

**Thank you for choosing HIPAA Video!** 







HIPAA Video works on any Windows, Mac, or Smart Device without having to download or install software!

For the best experience possible, we recommend the following minimum requirements:

#### **Recommended Browsers**











- Edge/Chromium
- Firefox
- Safari



- Android Google Chrome
- iOS Safari

#### **Bandwidth Requirements**



- 1Mbps download, per video
- 1Mbps upload

Lower speeds can cause freezing, connection failure, and a poor meeting experience.



View our **System Requirements** for more details visit <a href="https://support.hipaavideo.net/portal/en/kb/articles/system-requirements">https://support.hipaavideo.net/portal/en/kb/articles/system-requirements</a>



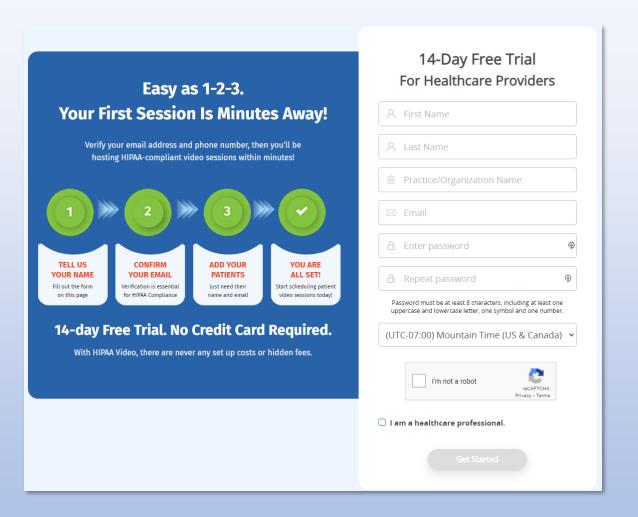


Just a few simple steps to get started with **HIPAA Video** telehealth visits!

#### Step 1:

Create a new account

- Visit <a href="https://www.hipaavideo.net/pricing">https://www.hipaavideo.net/pricing</a>
- Click **TRY FREE**
- **Complete** the Sign-Up form







## Verify your email

We just sent an email to craigwaldrep+md@gmail.com

We need to verify this email address belongs to you. Check your email and follow the instructions in the message we sent you.

#### Step 2:

Verify your email

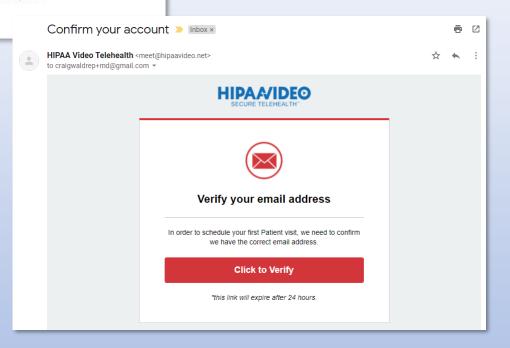
- Check your email
- Open the new message from HIPAA Video
- Click Verify Email Address

#### Didn't receive the email?

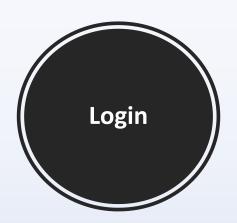
- Check your **Spam/Junk** mailbox, or
- Wait a couple of minutes, some emails can be delayed

STILL didn't receive your confirmation email?

Contact us at 1.866.444.7221 Option 2





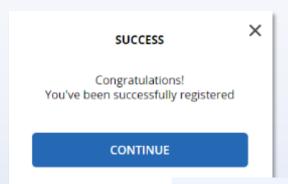


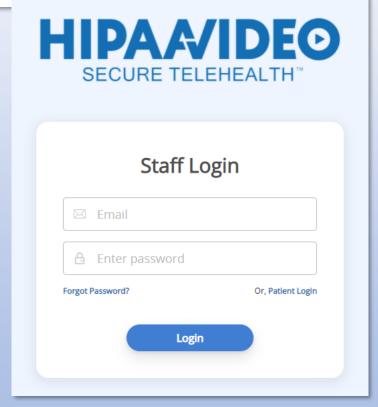
## Step 3:

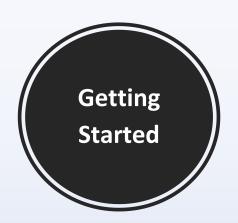
Login to your new account.

Upon verifying your Email:

- Click CONTINUE
- Enter your Email and Password
- Click Login



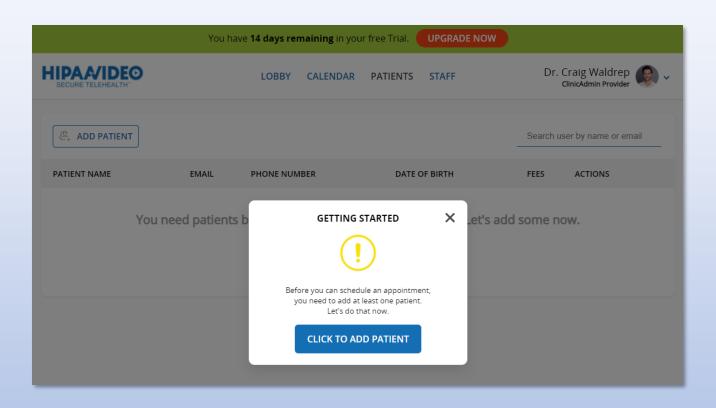




## Step 4:

As a new user, you will be prompted by help tips to add at least one patient before you can schedule an appointment.

Click Add Patient





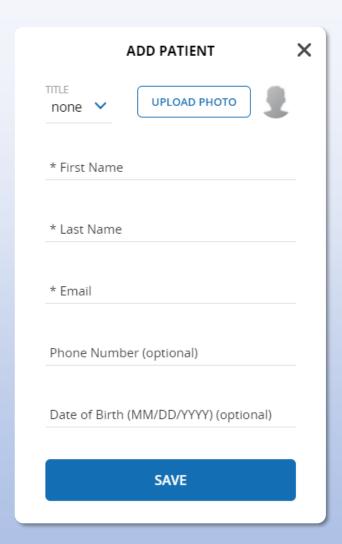
#### Step 5:

Enter the required fields to add your patient(s), then click **Save.** 



## Will my patient receive an invite?

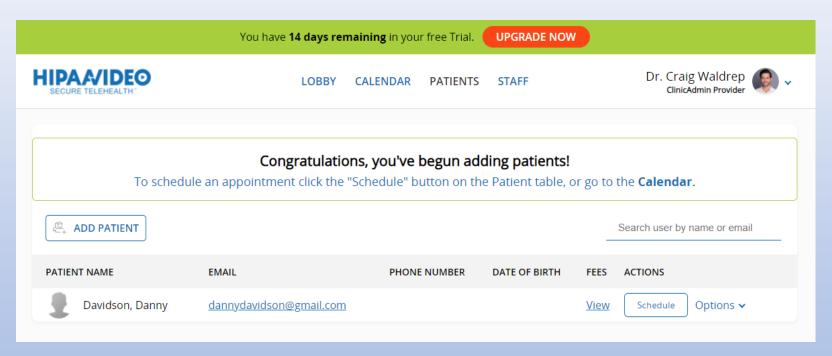
Not yet. Patients will not be asked to register until they receive their first appointment invitation (See **Step 6**)





## Now you're ready to schedule appointments!

Once your Patient(s) has been added, it's time to create an appointment.







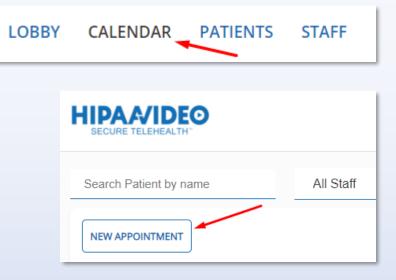
## Step 6:

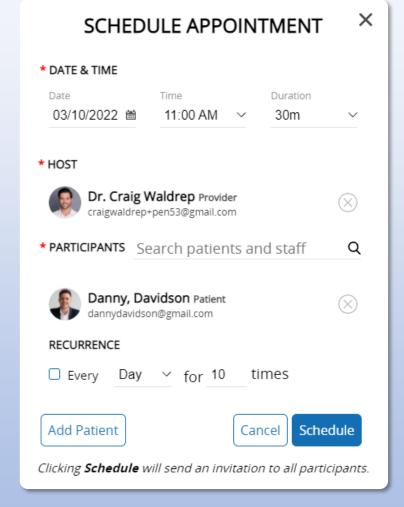
Let's schedule an appointment!

- Click **APPOINTMENTS** on the upper toolbar, then
- Click NEW APPOINTMENT

#### **Enter the Appointment Details**

- Choose the Date, Time, and Duration
- Search and Select your patient by name or email
  - ✓ You can add up to 5 Participants
- Recurrence is optional
- Click Schedule







#### Invite sent!

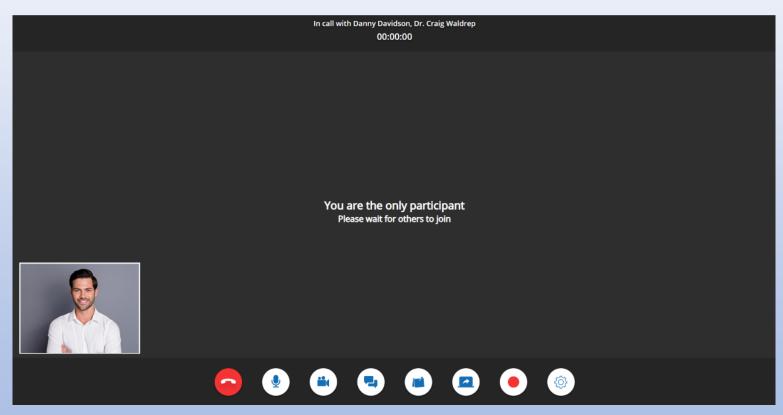
Your patient will receive an email invitation (and SMS, if cell phone was added to their profile) They will be asked to enter a new password to securely sign in and join their visit.





## Starting an appointment is only a click away!

Now that you scheduled an appointment, let's start your first telehealth visit.





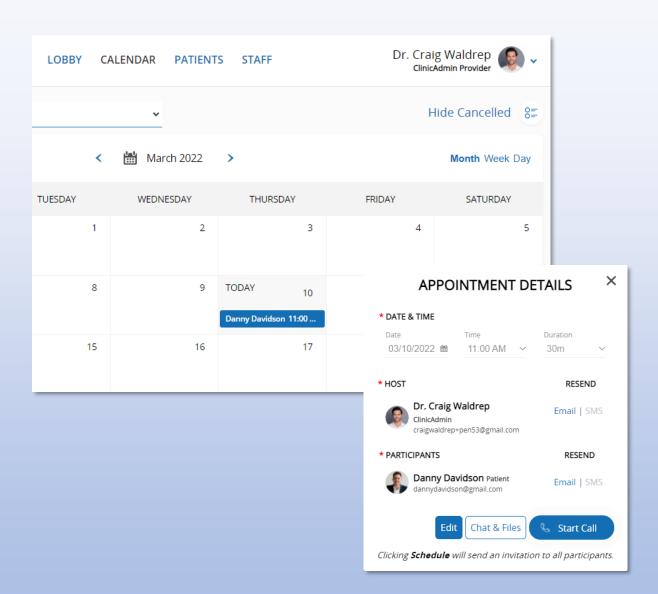


## **Step 7:**

Starting an Appointment

Locate the appointment on your calendar:

- Click on the scheduled appointment marked with patient name and in blue
- Then, click Start Call





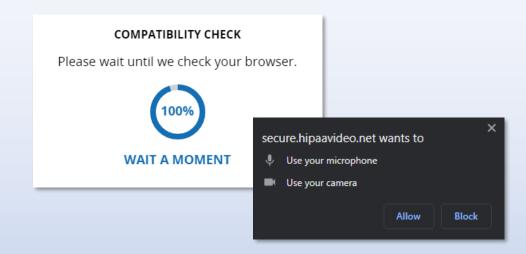


While your visit is loading, a brief compatibility check will run to test your equipment and network connection.

This brief test runs each time before you join a call, just to be sure you have the best experience possible!

When prompted, allow your camera and microphone.

- \*A camera and microphone is required to join a call.
- \*\*if the compatibility check is stuck, simply **refresh** the page.

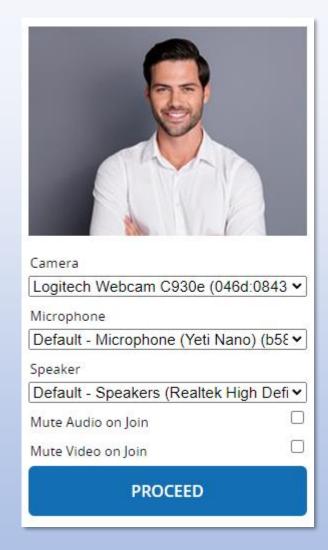




## Select Media Device(s)

#### Before joining a call:

- Choose your Camera, Microphone and Speaker devices
- Mute your Audio or Video before joining (optional)
- Click **Proceed** to join the call







#### **In-Session Host Features:**

As the Host, you will have access to the following features:

- End Call
- Mute Microphone
- Mute Video
- Chat
- In-Session Notes
- Screen Share
- Recording
- Media Device Settings



#### How do I end the session?

Simply click the red **End Call** button and you will be immediately dropped from the call.



# You're all set!

If you have any questions, we're here for you.





## **HOW TO CONTACT US**

## Need Help or Have a Question?

View our FAQ's or Submit a Ticket: <a href="https://support.hipaavideo.net/">https://support.hipaavideo.net/</a>

Call Us: 1.866.444.7221 Option 2

Email: <a href="mailto:support@hipaavideo.net">support@hipaavideo.net</a>

