



Getting Started

For New Patients

New Patients

Let's Get Started!

If this is your first-time using HIPAA Video,
Welcome!

Before your first telehealth visit, we highly recommend that you review our Minimum Requirements and check out our [Knowledge Base / FAQs](#).

Need help?

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



Minimum Requirements

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



- Google Chrome (recommended)
- 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 <https://support.hipaavideo.net/portal/en/kb/articles/system-requirements>

New Patient Invitation

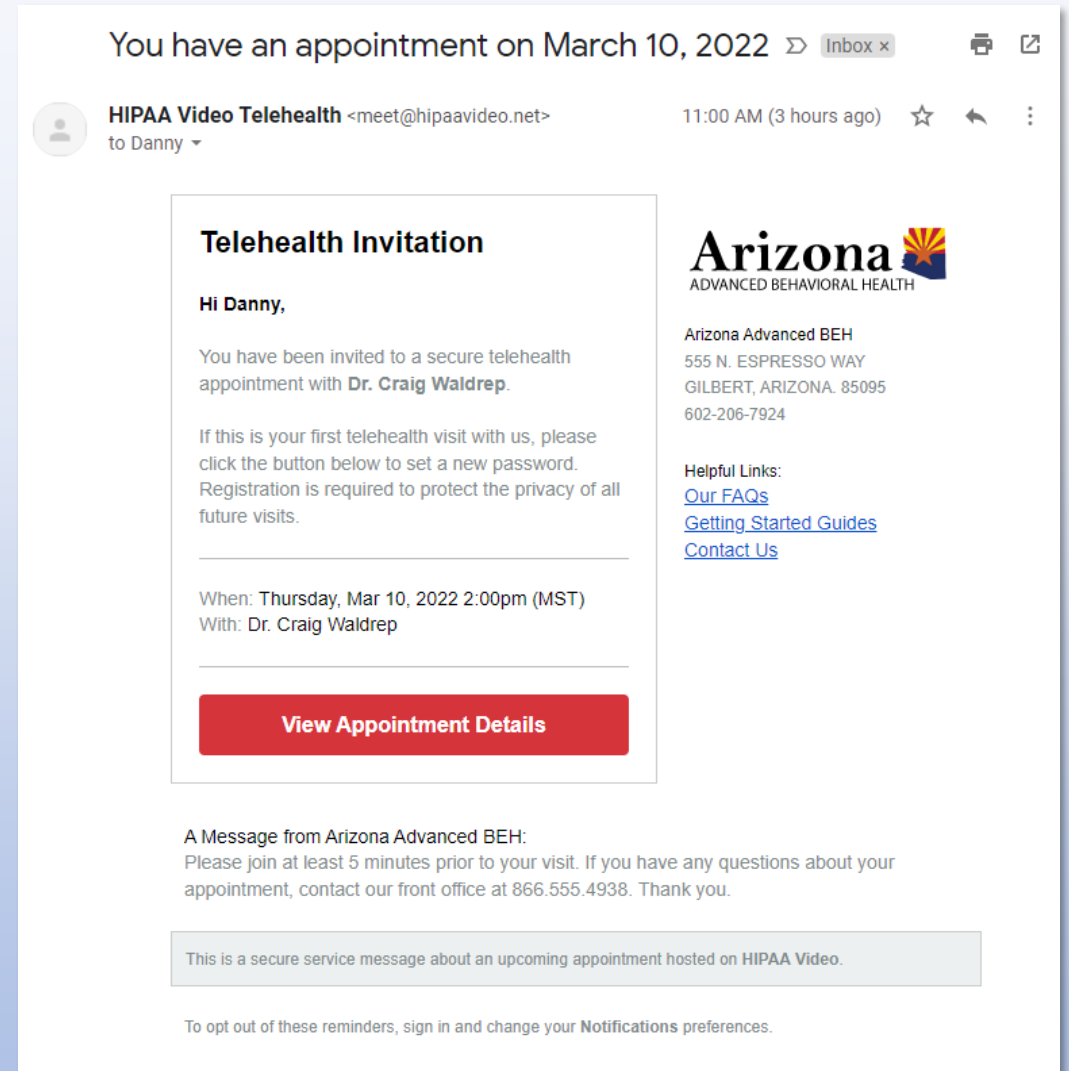
Step 1:

When an appointment has been scheduled, you will receive an email invitation from HIPAA Video.

- Click **View Appointment Details**

Didn't receive the email?

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



Set Your Password

Step 2:

Set a new password.

HIPAA Video requires password protection for the safety, privacy, and security of your telehealth visits.

- **Enter** and **Confirm** your new password
- Click **Continue**

Passwords must include at least:

- one uppercase letter
- one lowercase letter
- a symbol or number
- and have at least 8 characters

SET PASSWORD ✕

* Password

* Confirm password

Password must include a symbol or number and have at least 8 characters, upper and lowercase letters

CONTINUE

Calendar

The screenshot shows the patient portal interface for Arizona Advanced Behavioral Health. At the top left is the organization's logo. To the right are navigation links for 'LOBBY' and 'CALENDAR'. The user is identified as 'Danny Davidson, Patient' with a profile picture. Below the navigation is a tabbed interface with 'Appointments' selected and 'Past' as an alternative view. A table lists the appointment details:

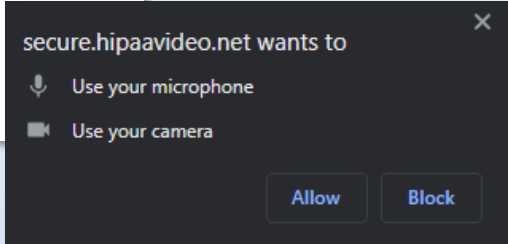
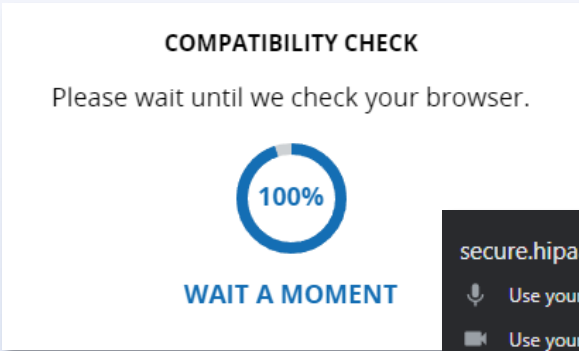
TODAY	ORGANIZATION	HOST	FEE	AMOUNT	PAYMENT	ACTION
12:00 PM - 12:30 PM	Arizona Advanced BEH	Dr. Craig Waldrep				Start Call

Step 3:

Go to your appointment.

Upon signing in, the first page you will see is your Calendar and a list of upcoming appointments:

- Find your appointment, then
- Click the green **Start Call** button



Step 4:

A brief compatibility check will run to test your equipment and network connection.

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)

Step 5:

Before joining a call, you will be asked to choose your **Camera**, **Microphone** and **Speaker** devices.

Optionally, you may also **Mute** your Audio or Video before joining.

- Click **Proceed** to join the call with Video and Audio!



The screenshot displays a user interface for selecting media devices. At the top is a video feed of a man in a white shirt. Below the video are three dropdown menus for selecting devices: Camera (Logitech Webcam C930e), Microphone (Default - Microphone (Yeti Nano)), and Speaker (Default - Speakers (Realtek High Defi)). At the bottom are two checkboxes for 'Mute Audio on Join' and 'Mute Video on Join', both of which are currently unchecked. A large blue button labeled 'PROCEED' is positioned at the bottom of the form.

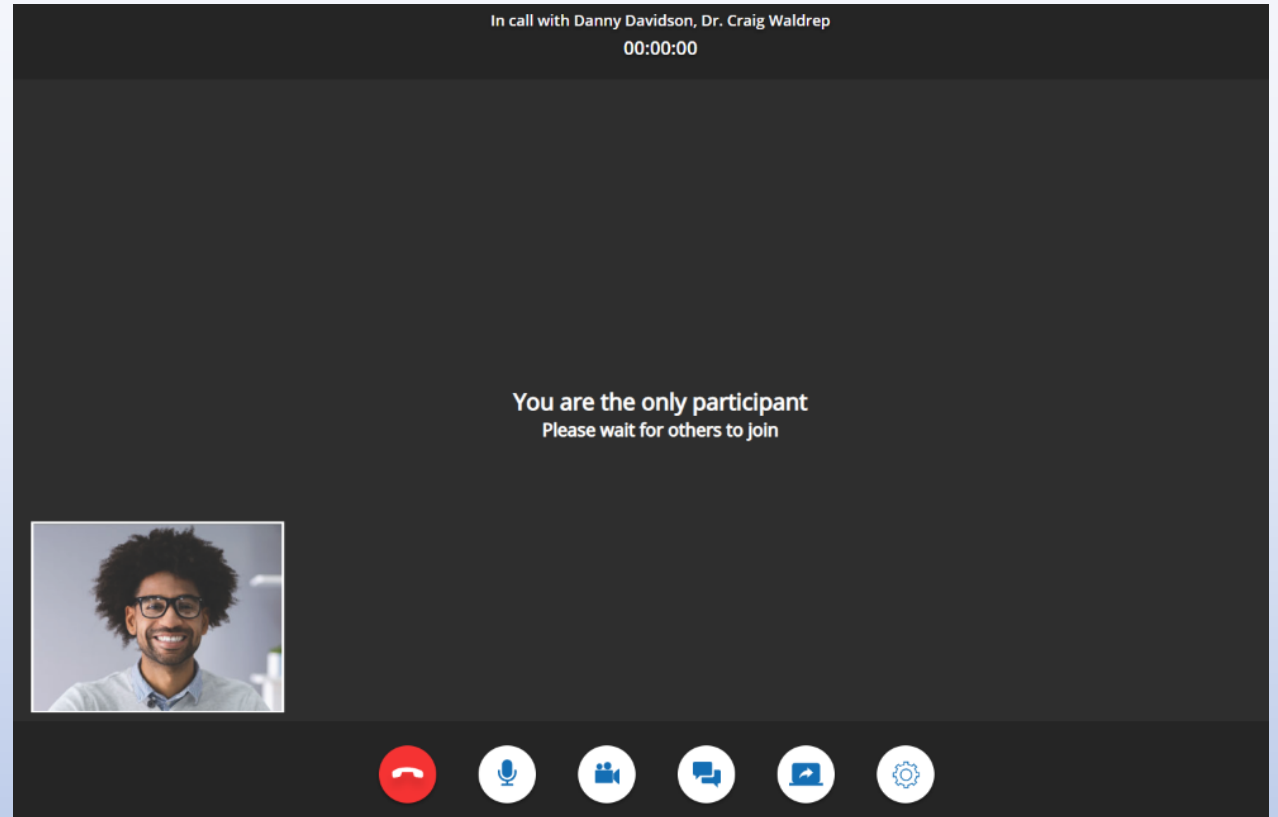
In-Session Features

In-Session Patient Features:

During a telehealth call, you will have access to the following features:

- End Call
- Mute Microphone
- Mute Video
- Chat
- Screen Share
- Media Device Settings

*if your Provider is not in the meeting, you will see a message that reads “**You are the only participant**”. Please wait for your provider to arrive.



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: <https://support.hipaavideo.net/>

Call Us: 1.866.444.7221 Option 2

Email: support@hipaavideo.net