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## **A GUIDE FOR PATIENTS USING SMARTPHONES OR TABLETS**

Illinois CancerCare is now utilizing telemedicine technology whenever possible to see patients. You may be called prior to your appointment to discuss your telemedicine options and to help guide you through the process. **Please use this guide as a reference to get started.**

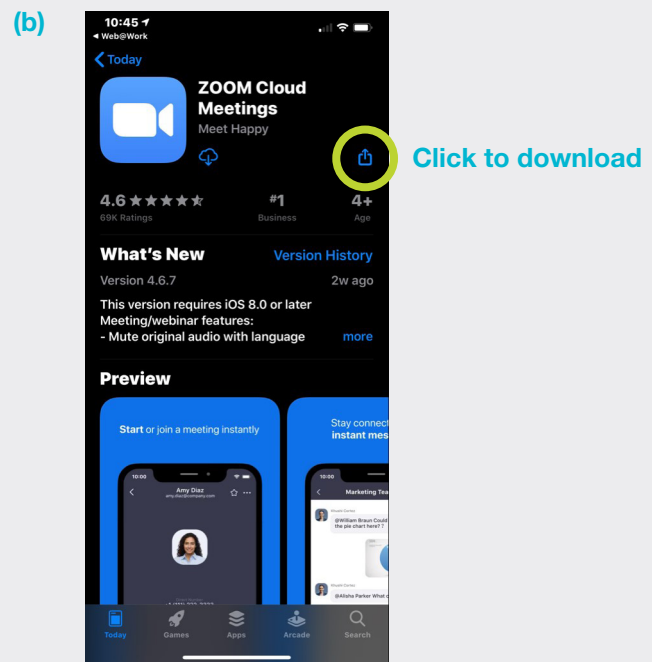
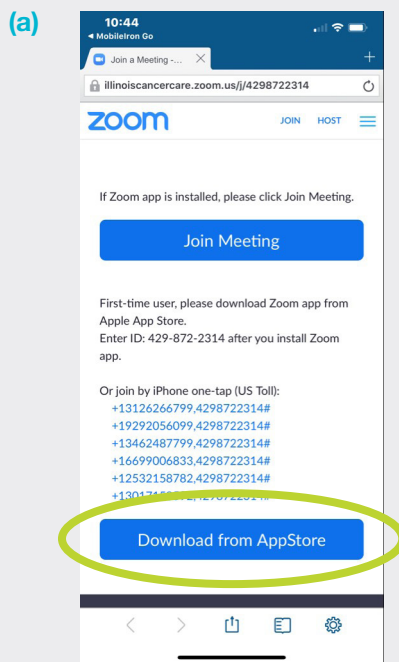


**ILLINOIS  
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*Specializing in Cancer and Blood Disorders*

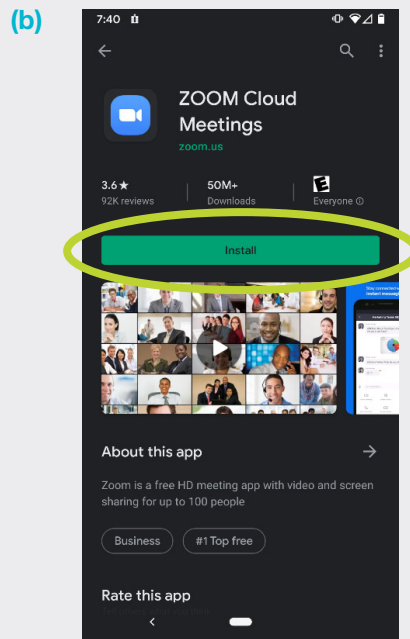
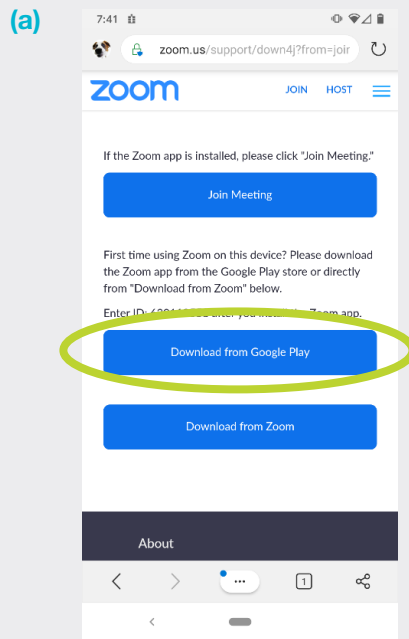
## INSTALLING ZOOM: For iPhone Users

- You will receive an e-mail from an Illinois CancerCare representative inviting you to download the ZOOM application.
- The link in this e-mail will take you to the below screen. **(a)**
- Please select 'Download from AppStore'.
- This will open your App Store - ZOOM Cloud Meetings. Download from there. **(b)**
- Once installed, go back to the e-mail from Illinois CancerCare.
- Click the link again to open meeting in the ZOOM application.



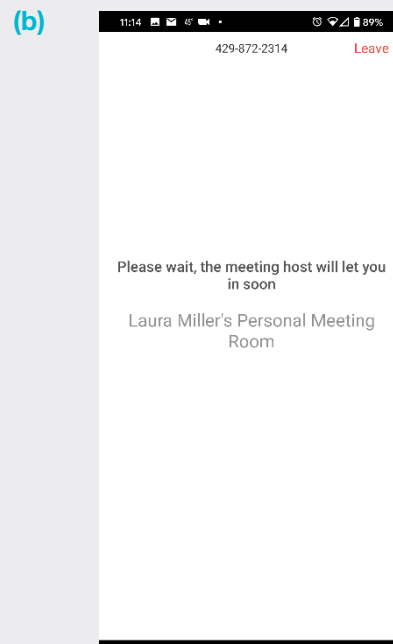
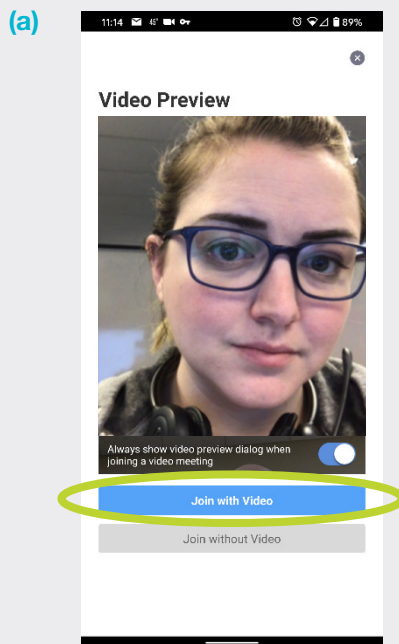
## INSTALLING ZOOM: For Android Users

- You will receive an e-mail from an Illinois CancerCare representative inviting you to download the ZOOM application.
- The link in this e-mail will take you to the below screen. **(a)**
- Please select 'Download from AppStore'.
- This will open your Google Play Store - ZOOM Cloud Meetings. Download from there by clicking 'Install'. **(b)**
- Once installed, go back to the e-mail from Illinois CancerCare.
- Click the link again to open meeting in the ZOOM application.



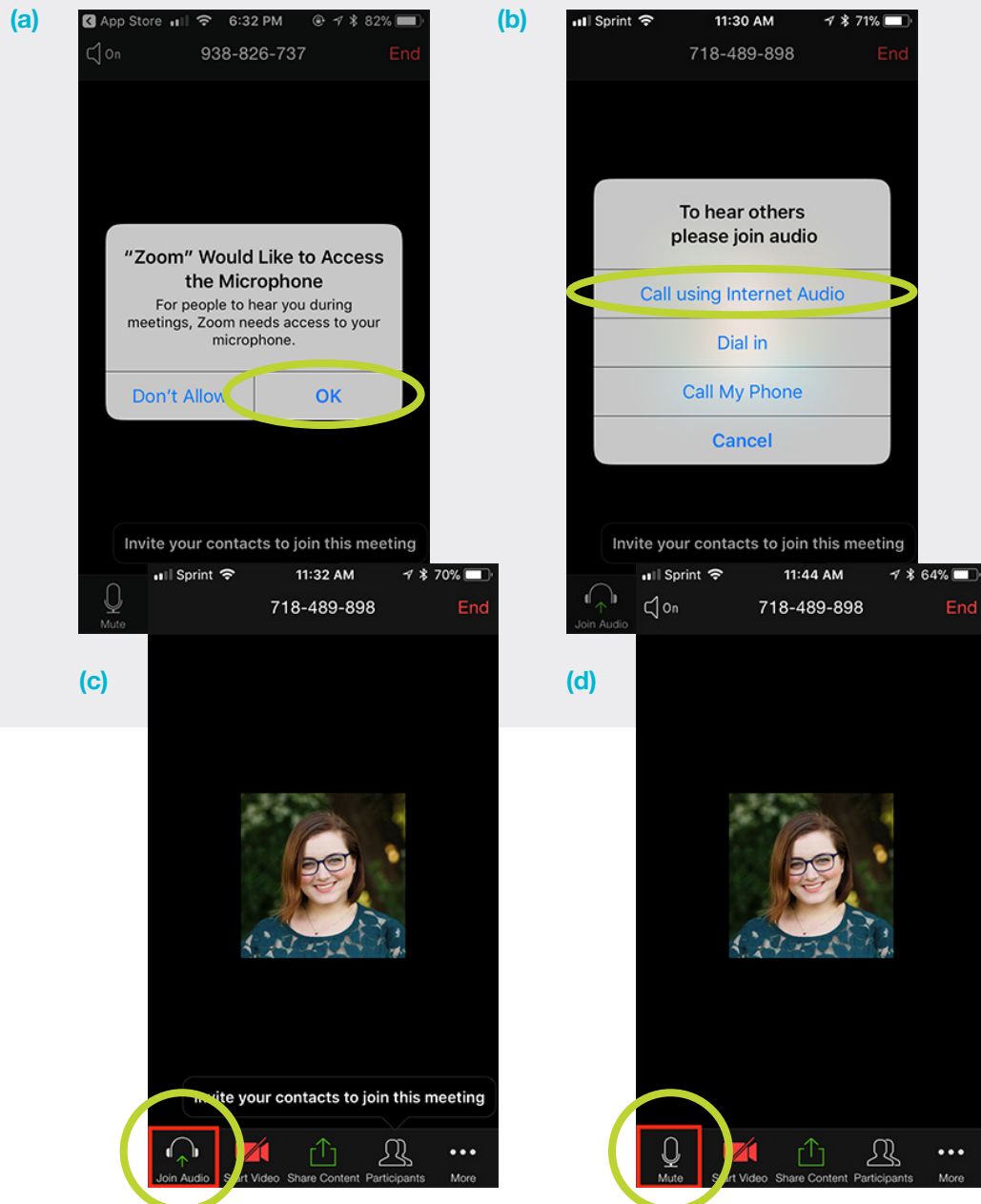
## JOINING AN APPOINTMENT

- When joining a meeting, you will see a video preview.
- Click 'Join with Video.' **(a)**
- After this, you will be placed in the 'waiting room.' **(b)**
- Your provider will start the meeting from here.



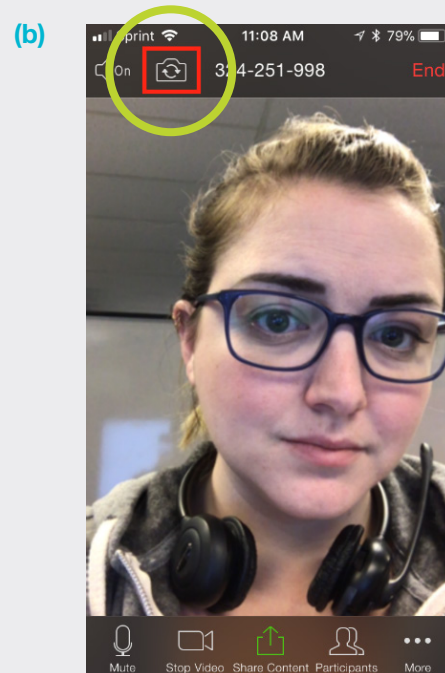
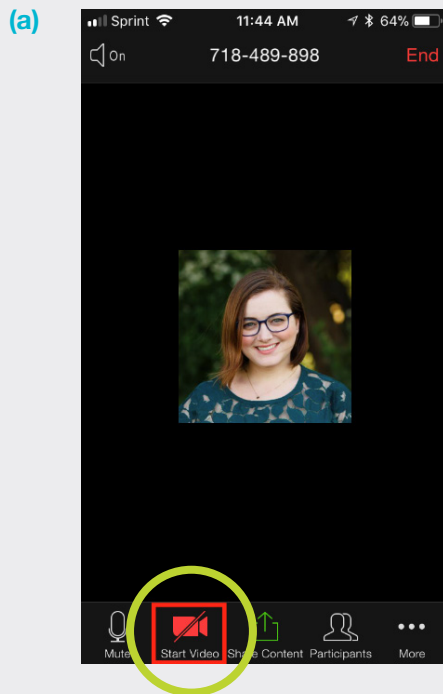
## USING AUDIO IN YOUR APPOINTMENT

- If this is your first ZOOM meeting, you will be asked to give access to your microphone. **(a)**
- When you join the meeting, you will be prompted to join the audio with three options. **(b)**  
**PREFERRED METHOD: 'Call using Internet Audio'**
- If you accidentally choose 'Cancel', simply tap 'Join Audio' to open the prompt again. **(c)**
- Once connected, the microphone icon in the bottom lefthand corner can be used to mute and unmute. **(d)**



## TO JOIN APPOINTMENT WITH VIDEO

- Attempt to start your video by tapping 'Start Video.' (a)
- By default, video will be started for both the host and the participant.
- Tap the camera icon at the top of your screen to switch between the front and back cameras. (b)



**TROUBLESHOOTING:** After a short period of time during your meeting, the bottom menu seen above will disappear from your screen. In order to see the menu options again, simply tap the screen to bring it back up.