

Goldberg Center Telemedicine Troubleshooting Guide

Document includes common issues that arise during video visits

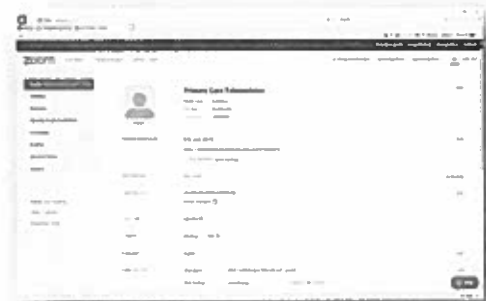
1. Logging in to CNMC Account

- a. ZOOM application is available through the single sign on via desktop icon.
- b. Company Domain - "childrensnational-telehealth"
- c. If you are not on the CN network enter your username and password.



2. Scheduling Visit on non-Children’s Device

- a. Access Zoom website: zoom.us/signin
- b. Log in using in CNMC credentials.
- c. Select "Host A Meeting" located at the top right corner of screen.



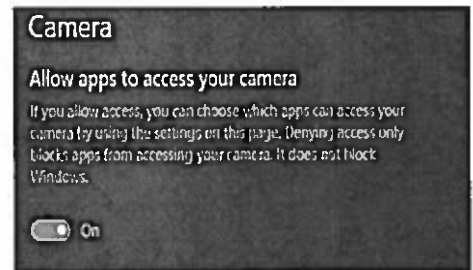
3. Audio/ Video Issue

- a. Computer – Join using audio and or video.
- b. Phone – Join using dashboard feature:
 - i. Touch screen for dashboard to appear.
 - ii. Inviting participant to use video/audio
 - iii. Hover over participant’s name> click "More"> select "Ask to start video"



4. Enabling Camera Access

- a. Computer – Search bar> Settings> Privacy> Camera> "allow access to camera"
- b. Phone – Settings> Zoom> Turn on "allow access to camera".



5. Failure to Remember Apple ID/ Android Password

- a. Share request with telephone service provider to reset password.

Primary Care Telemedicine Troubleshooting Guide

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1. Downloading "Zoom Client for Meetings"

- Select link leading to app store/ Zoom website.
- Select "Join A Meeting" and enter provider's ID number.



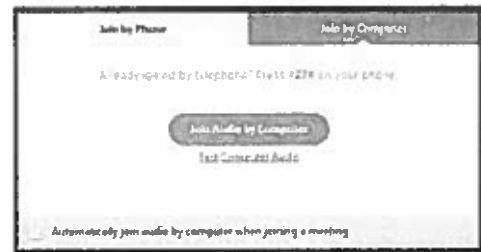
2. Phone Video/ Audio

- Follow prompts to join call using video.
- Select "Dial In" to connect audio to visit.



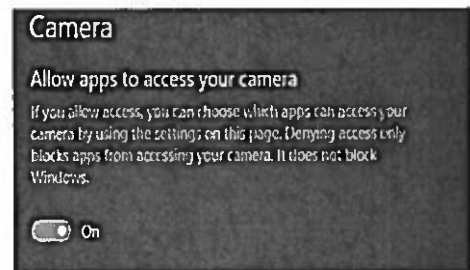
3. Computer Audio/ Video Issue

- Follow prompts to join call using video.
- Select "Join Audio by Computer" to connect audio to visit.



4. Enabling Camera Access

- Computer – Search bar> Settings> Privacy> Camera> "allow access to camera".
- Phone – Settings> Zoom> Turn on "allow access to camera".



5. Failure to Remember Apple ID/ Android Password

- Share request with telephone service provider to reset password.