doxy.me PATIENT QUICKSTART

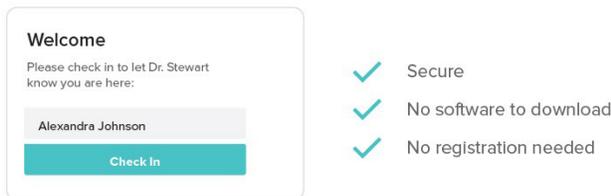# 5 Steps to Check In for Your Video Visit

1 ## Select Device
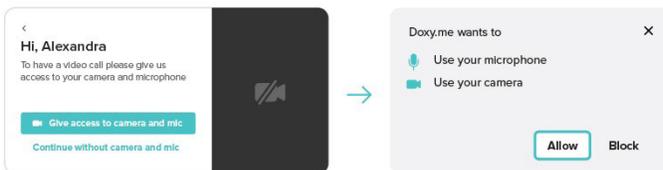Use a computer or device with a camera and microphone.

PC and Mac
Chrome and Safari

Android
Chrome

iOS
Safari

2 ## Go to Provider's Room
Enter your provider's doxy.me room web address into the browser.

🔒 https://doxy.me/EnterRoomNameHere 🔍

3 ## Check In
Type in your name and click **Check In**.

Welcome
Please check in to let Dr. Stewart know you are here:

Alexandra Johnson

Check In

✓ Secure
✓ No software to download
✓ No registration needed

4 ## Enable Webcam and Microphone
Allow your browser to use your webcam and microphone.

<
Hi, Alexandra
To have a video call please give us access to your camera and microphone

📷 Give access to camera and mic
Continue without camera and mic

→

Doxy.me wants to ✕
🎤 Use your microphone
📷 Use your camera

Allow   Block

🔒 Doxy.me is encrypted and HIPAA compliant

5 ## You're In!
Wait for your provider to start the call.

💡 ### Tips for a Great Call

- Restart your device before your visit.

- Connect to the internet with an Ethernet cable or strong WiFi signal.

- Ensure your browser is updated to the most recent version.

- If possible, use a newer device and make sure it is fully charged.

- Try disconnecting other devices from the WiFi you're using.

- Click **Pre-call Test** in the waiting room to make sure your system is ready for the call.

💬 ### Need Help?

If you need more assistance, don't hesitate to contact us!

Call
(844) 436-9963

Send a message
support@doxy.me

Doxy. Me: Tips, Tricks, & Troubleshooting

Connecting to your Provider

To meet with your provider on doxy.me, you will need to obtain the URL/link, sent by your provider.

The provider link will look something like this:

https://doxy.me/RoomName

or

https://StLukes.doxy.me/RoomName

Your provider will send this to you through Email or text message. A quick way to find your provider's doxy.me link is to search *"doxy.me"* in your email and text messages. If you do not have your provider's link, you must contact your provider directly by calling your clinic.

Tips for a successful call

- Restart your device before your visit.

- Connect to the internet with an Ethernet cable or strong WiFi.

- Keep your browser updated.

- Keep your device fully charged.

- Disconnect other devices from WiFi while you are using Doxy.me.

- Click Pre-call Test in the waiting room to confirm your device is connected to the call.

For more assistance:

- For more information: http://help.doxy.me

- Call Doxy.me at 844-436-9963

- Email: support@doxy.me

- Call your provider's main clinic line