

Thank you for allowing us to meet with you using Lifesize for your visit.

Please follow the easy-to-use instructions below to connect with your provider.

**IMPORTANT:** YOU WILL NOT NEED TO DOWNLOAD ANY APPS TO YOUR DEVICE. We recommend that you use Chrome or Safari as your internet browser for this visit.

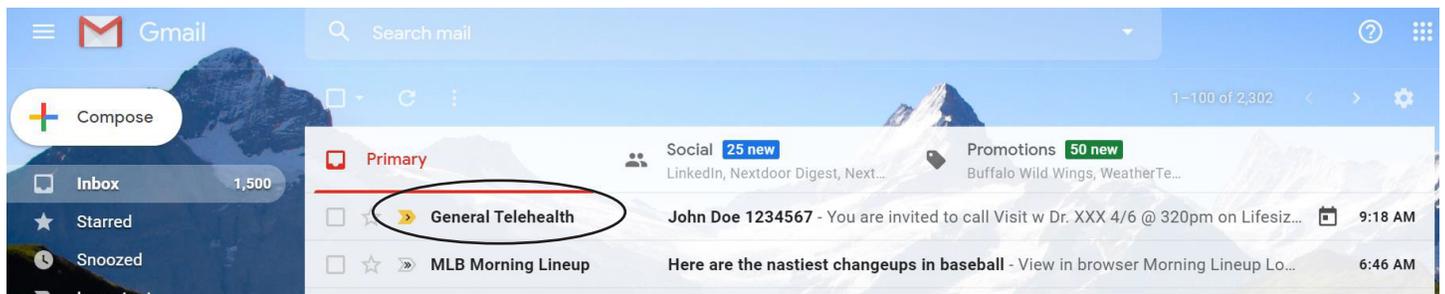
- » You will be using a web-based app through your internet browser to access the meeting.
- » If you use any other internet browsers, you may be required to take additional steps and we will not be able to assist you if there is a problem. Internet Explorer or Microsoft Edge are not recommended as they require the downloading of an app.
- » You may need to manually copy and paste the link into the web browser, especially if using a cellular phone or a tablet like an iPad.

## STEP 1: CHECK EMAIL

Check the inbox of the email address you provided us. You should have received a calendar invite email from one of the four following emails:

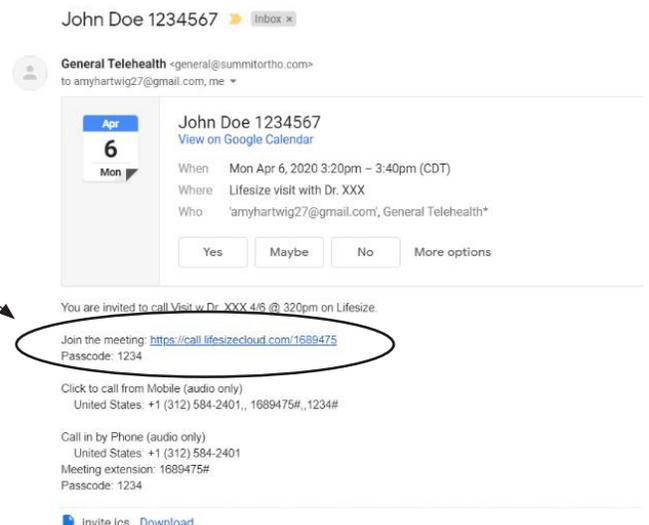
1. General Telehealth (general@summitortho.com)
2. Hand Telehealth (hand@summitortho.com)
3. Foot/Ankle Telehealth (footankle@summitortho.com)
4. Spine Telehealth (spine@summitortho.com)

**These email boxes are not monitored.**  
You will not receive a response if you send an email to them.



## STEP 2: OPEN EMAIL

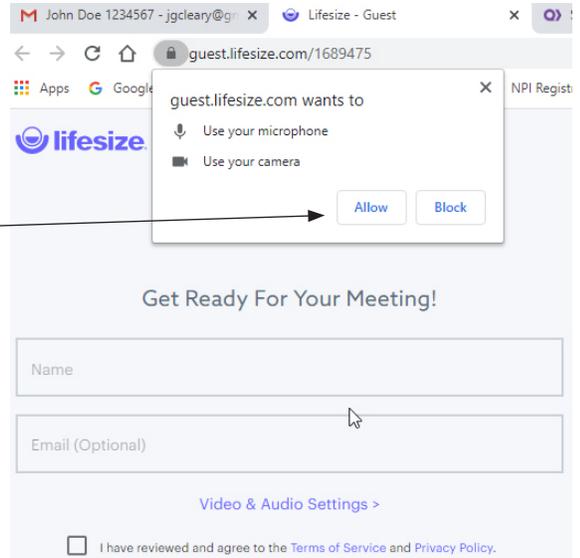
- » **Best option:** Copy the link into Chrome or Safari browser
- » **Alternate option:** Click the link after "Join the meeting:" If the link brings you to an App Store or asks you to download an app, copy the link into your browser instead. Our patients have better luck without the app.



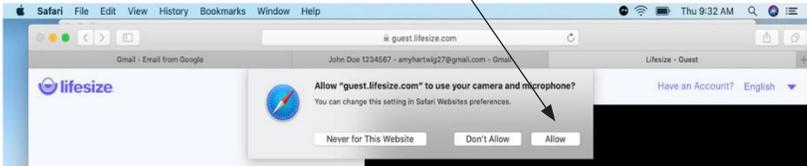
STEP 3: BROWSER

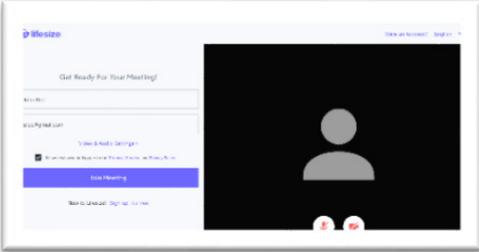
Your browser should open. Based on your browser security settings, you may see a popup like this.

Make sure to **“ALLOW”** the program to use your microphone and camera.



Apple Safari





**TROUBLESHOOTING**

**Does your screen look like this?**

If you cannot see yourself and did not get a popup, your browser is not “allowed” to use the microphone or camera. You will need to adjust your security settings. Your video should look like the one below right away.

STEP 4: FILL OUT FORM

- » Enter name and email address
- » Click to agree to the terms of service
- » Click “Join Meeting”

