



UT Health
Rio Grande Valley™

UT HEALTH RGV TELEMEDICINE

Patient Guide on How to use Zoom

You will receive an email with the information you need to get prepared in advance. This email contains a Zoom link to test your computer's capability to do an online visit and a link to start your online virtual care visit.

To Download & Install Zoom:

1. Go to <https://zoom.us/download> and from the Download Center, click on the Download button under "Zoom Client For Meetings."
2. This application will automatically download when you start your first Zoom Meeting.
3. Once the download is complete, install the Zoom application onto your computer.

15 minutes before your appointment time:

- Click "Join Zoom Meeting"
- Click "Join From Your Browser" if you do not have the Zoom app
- Enter meeting password and your name and click "Join"
- Click "Join Audio by Computer"
- Click "Unmute" and "Start Video" when ready to begin

Tips for a Successful Video Visit

- Be in a quiet and well-lit room so your provider can see and hear you.
- Do NOT call while driving.
- Have a microphone and audio capability for PC, tablet, or phone (Zoom app downloaded)
- Turn off background television or radio noise.
- Make sure the space is private, so you can discuss personal medical information.
- Write down any questions for your provider before the visit.
- Have paper and pen ready to take notes.

Video Resources

- [Install and Get Started with Zoom](#)
- [How to Join a Zoom Meeting](#)
- [How to Share Your Screen](#)