

# PSV Video Visit Instructions

## Initiating the Zoom Visit



### STARTING YOUR VIDEO VISIT

PSV staff will send an email with the link to the Zoom video visit. This will be sent to the email designated at the time of scheduling. The email will look like the example pictured below.

Follow the email instructions and download the Zoom application.

Thank you for choosing Pediatric Specialists of Virginia.  
Your child has been scheduled for a video visit with [Provider] [Date/time]

Click this link 10 minutes before the appointment to be connected to the video visit.

[Provider Meeting Link] ← Specific link for your video visit will appear here.

Please follow these steps in order to prepare for and start your video visit.

**Step 1. GET ZOOM ON YOUR DEVICE**

Zoom is the secure telemedicine application that you must download onto your phone, tablet or computer. Select the appropriate link below to download the Zoom app:

- [Zoom app for iPhone or iPads](#)
- [Zoom app for Android](#)
- [Zoom Client for Meetings \(Zoom app for computer\)](#)

Depending on what device is used, and/or the default browser, the below message may appear. If this message appears, select **ALLOW**.

Do you want to allow downloads on "childrensnational.zoom.us"?

You can change which websites can download files in Websites Preferences.

Cancel Allow

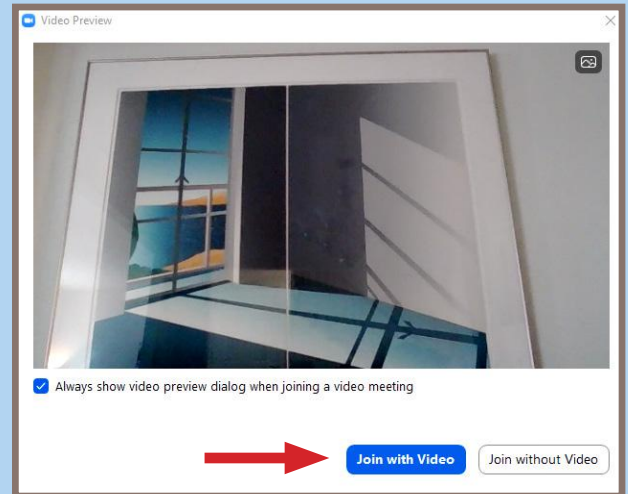
# AUDIO AND VIDEO GUIDANCE

Click here for [AUDIO & VIDEO GUIDANCE FROM A CELL PHONE](#).

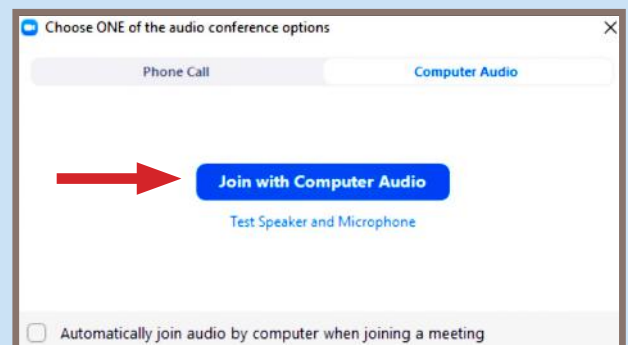
Follow the instructions below for [AUDIO & VIDEO GUIDANCE FROM A COMPUTER](#).

## From a Computer

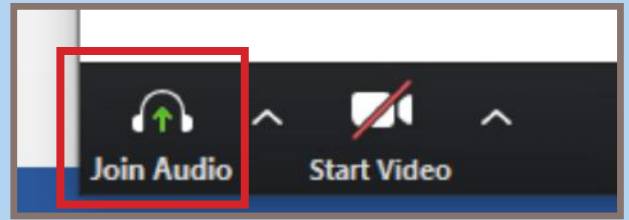
When initially joining Zoom, if the computer has a web camera attached, it will automatically ask about joining with video or without; select **JOIN WITH VIDEO**.



The second prompt will be audio related.  
If possible, select **JOIN WITH COMPUTER AUDIO**.

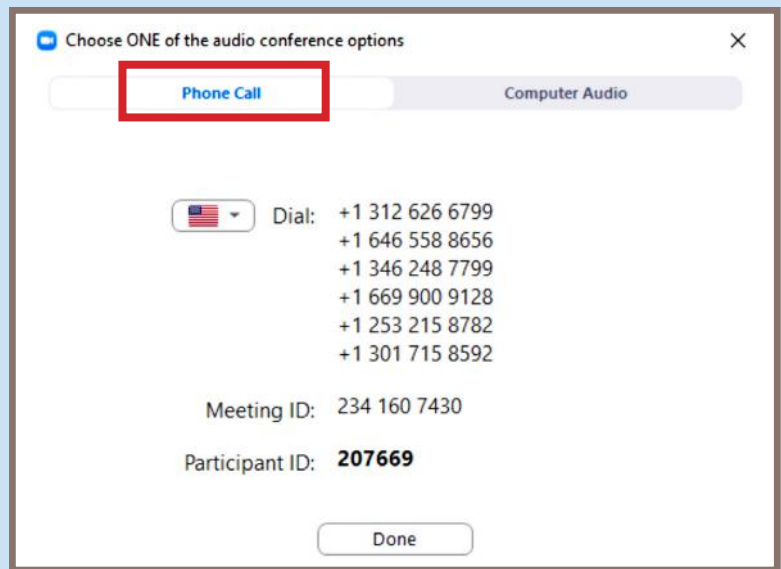


If previous prompt is missed, audio can be added by computer or dial in by clicking **JOIN AUDIO** in the lower left of the Zoom application screen.

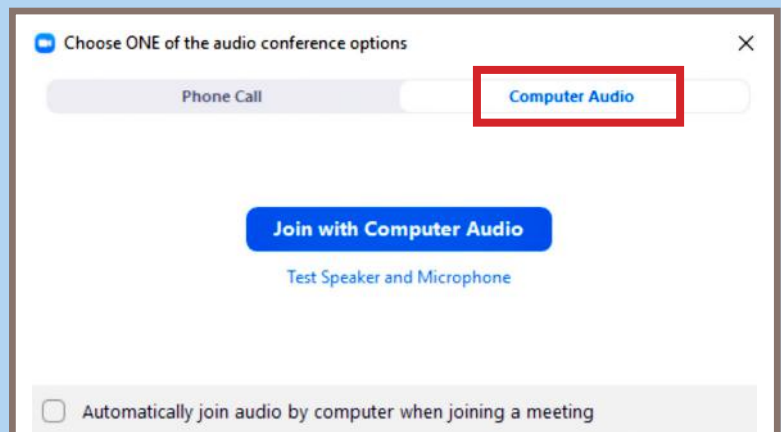


When selected, this will re-open the initial audio options to either join by phone call or with computer audio (both tabs shown)

### JOIN BY PHONE CALL



### JOIN WITH COMPUTER AUDIO

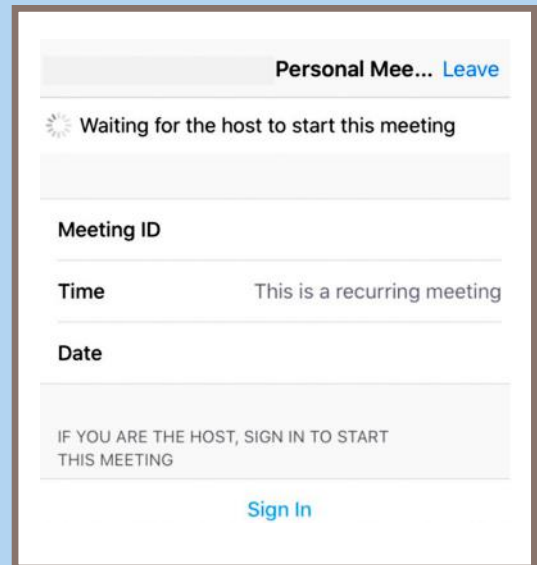


Click here for the next step for [RENAMING PARTICIPANT ON ZOOM.](#)

# AUDIO AND VIDEO GUIDANCE

## From a Cell Phone

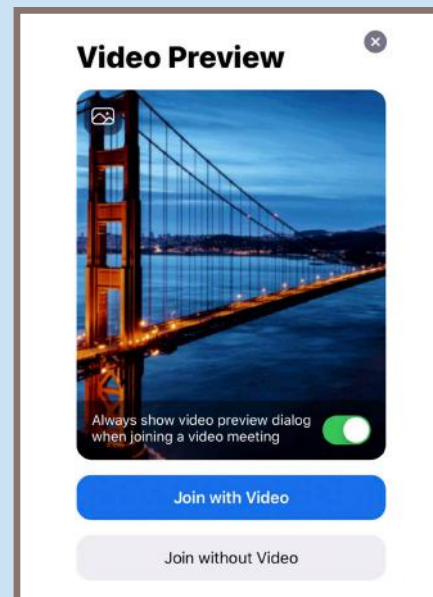
When the link to the video visit is first clicked, this screen will appear.



Once admitted by the provider to the video visit, the audio and video settings must be selected.

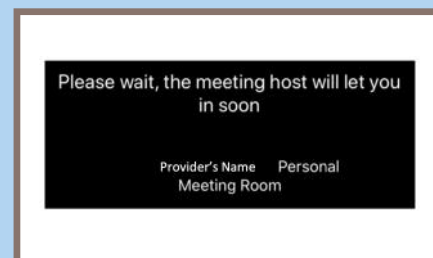
Video will prompt first and may show a default background and the face of whomever the camera is pointed toward in the middle (the example shown is a Zoom default background, and since the camera was not pointed at anyone's face, only the background is visible).

Click **JOIN WITH VIDEO**.



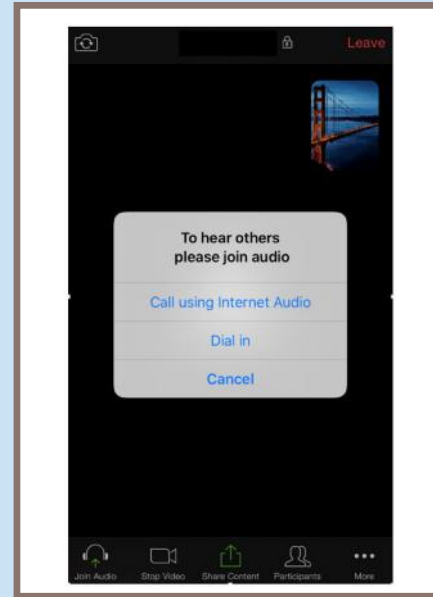
Next, the host (provider) will need to admit you into the call.

**NOTE:** This is a safety feature of Zoom to ensure only authorized attendees are admitted.

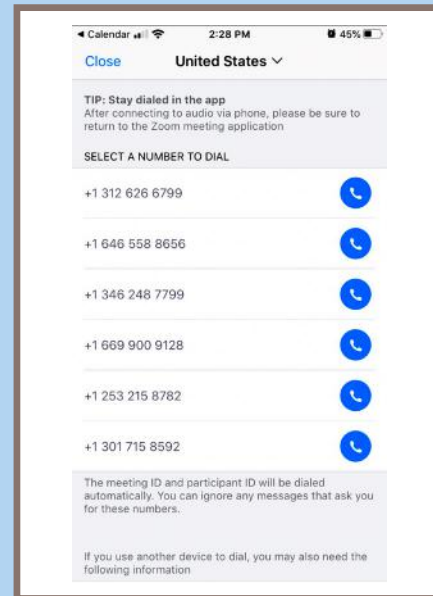


Once the provider has admitted you to the call, you'll need to select audio settings. It is recommended to use the **CALL USING INTERNET AUDIO** option.

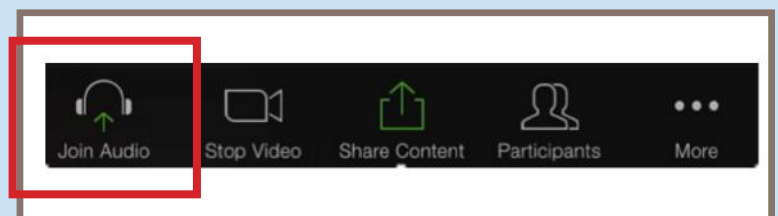
When **CALL USING INTERNET AUDIO** is selected, the device will automatically dial you in to the video visit. Make sure the volume is up on your device.



If **DIAL IN** is used, the prompt shown here will appear. Select a number to dial in to the video visit.



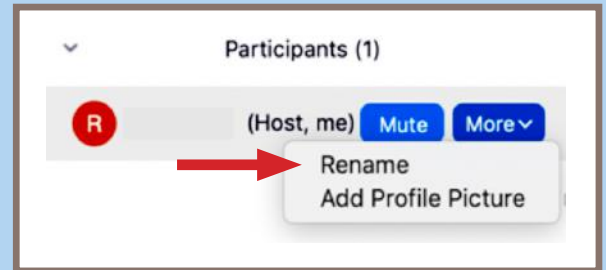
**NOTE:** If the join audio screen is accidentally bypassed, simply click **JOIN AUDIO** in the lower left and both options will appear again.



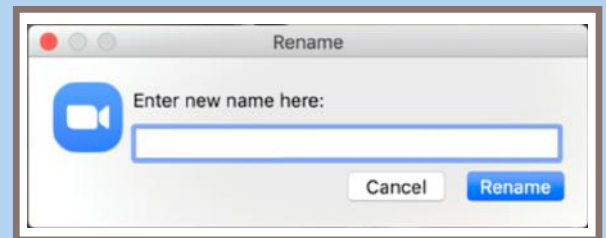
# INSTRUCTIONS FOR RENAMING PARTICIPANT ON ZOOM

## Entering Child's/Patient's Name as Participant Name on a Computer

Right click over **PARTICIPANT** and select **RENAME**.

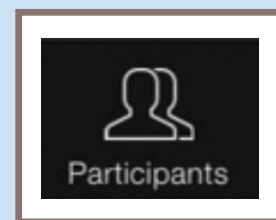


Delete the default name (typically the parent's name) and enter the child/patient's name. Click **RENAME**.

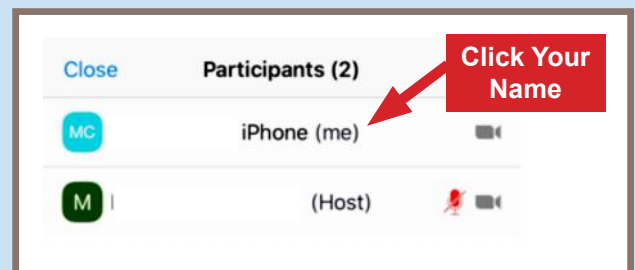


## Entering Child's/Patient's Name as Participant Name on a Cell Phone or Tablet

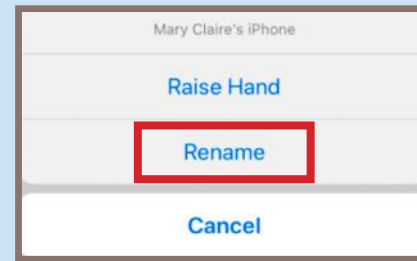
Click on **PARTICIPANT** from the main menu in the application.



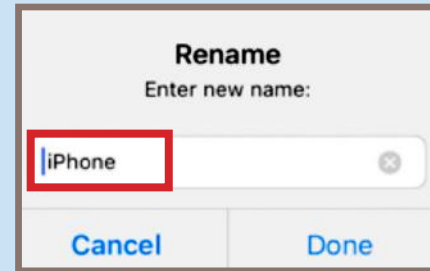
The various participant names will appear; **CLICK** on the one assigned to you.



When the participant options appear, select **RENAME**.



A box will appear with the user name (typically the parent's name) and ask what to rename the participant to; delete that name and type the child's/patient's name. Click **DONE**.



If any challenges are encountered, please see additional documentation for help by clicking the links below.

[Zoom Help on Joining a Meeting](#)

[Zoom Help Configuring Audio & Video](#)

**Pediatric Specialists**  
*of Virginia*

