

# Your Video Visit

Connect using your **Smartphone** or **Mobile Device** (preferred method)

Video visits provide a secure convenient way to connect to your health care team without traveling to a medical office. Follow these steps to connect to your scheduled video visit on a smartphone or mobile device.

You may receive a call from our National Video Visit Team to check your equipment prior to your visit.



## Prepare for your Video Visit



### Register on kp.org

If you are not yet registered, go to **kp.org/registernow** on a computer (not a mobile device) and follow the instructions. You will need your Health/Medical Record Number, which appears on your Kaiser Permanente ID card.



### App

Download the Kaiser Permanente app on your smartphone or mobile device. Search for it on the App Store<sup>SM</sup> (iOS) or Google Play<sup>™</sup> (Android<sup>™</sup>).<sup>†</sup>



*Be sure to keep your Kaiser Permanente app up-to-date.*



### Power

Fully charge your phone.



### Audio

Use a headset or headphones to improve the quality of your audio.

## Connect to your Video Visit



### Network

Connect to a strong, high-speed, secure Wi-Fi network

**-or-**

Connect to a strong cell network (three or more signal bars)

*Some public and office Wi-Fi networks may cause audio or video problems.*



### Sign In

(up to 15 minutes before your appointment)

Launch the Kaiser Permanente app and sign in with your **kp.org** username and password.

*Do not use the kp.org website on your mobile device to access your visit.*



### Join your Appointment

1) Tap **Appointments**.

2) Select the upcoming appointment for your video visit.

3) Tap **Join Now**.

*You can also scroll down to read "Tips for your video visit" before you join.*



### Microphone and camera

Allow permission for the Kaiser Permanente app to access your device's microphone and camera.

*This permission is only required the first time you use the app, or if you reinstall it on an upgraded phone or different device.*

## Need help? Call (844) 800-0822

Monday - Friday, 8:30 a.m. - 5:00 p.m., Eastern Time



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<sup>†</sup>Apple is a trademark of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.

# Your Video Visit






Connect using your **Personal Laptop** or **Desktop Computer**

Video visits provide a secure convenient way to connect to your health care team without traveling to a medical office. Follow these steps to connect to your scheduled video visit on a personal laptop or desktop computer.




You may receive a call from our National Video Visit Team to check your equipment prior to your visit.



## Prepare for your Video Visit

	<b>Register on kp.org</b>	If you are not yet registered, go to <b>kp.org/registernow</b> on a computer (not a mobile device) and follow the instructions. You will need your Health/Medical Record Number, which appears on your Kaiser Permanente ID card.
	<b>Browser</b>	1) Use a supported web browser: Microsoft Internet Explorer 10/11, Mozilla Firefox 48-51, Apple Safari 8+, and Google Chrome 52+ (for Chrome only: Windows 8 or later and on Mac OSX 10.10 or later). 2) Turn off any pop-up blockers. <i>Be sure to keep your operating system up-to-date.</i>
	<b>Power</b>	Plug your computer into a power source.
	<b>Audio</b>	Use a headset or headphones to improve the quality of your audio.
	<b>Microphone and Camera</b>	Make sure your computer has a video-enabled camera and microphone.

## Connect to your Video Visit

	<b>Network</b>	Connect to a strong, high-speed, secure Wi-Fi network <b>-or-</b> Connect to a strong cell network (three or more signal bars) <i>Some public and office Wi-Fi networks may cause audio or video problems.</i>
	<b>Sign In</b> (up to 15 minutes before your appointment)	1) Open a browser window and go to <b>kp.org</b> . 2) Sign on with your <b>kp.org</b> username and password.
	<b>Join your Appointment</b>	1) Click <b>Appointments</b> . 2) Find your video visit under Upcoming Appointments. 3) Click <b>Check equipment</b> to verify that your computer is ready for your video appointment. 4) Click <b>Join appointment</b> . <i>Select "Appointment Details" if you want to learn more about video visits.</i>

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