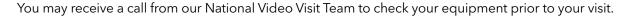
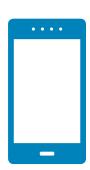
# Your Video Visit

#### 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.





Prepare for your Video Visit			
kp.org	Register on kp.org	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.	
	Арр	Download the Kaiser Permanente app on your smartphone or mobile device. Search for it on the App StoreSM (iOS) or Google Play™ (Android™).†  Google Play  Get it on iTunes  Be sure to keep your Kaiser Permanente app up-to-date.	
<b>S</b>	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 <b>kp.org</b> username and password.  Do not use the kp.org website on your mobile device to access your visit.	
26	Join your Appointment	<ol> <li>Tap Appointments.</li> <li>Select the upcoming appointment for your video visit.</li> <li>Tap Join Now.</li> <li>You can also scroll down to read "Tips for your video visit" before you join.</li> </ol>	
<u></u>	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



## 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			
kp.org	Register on kp.org	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.	
	Browser	<ol> <li>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).</li> <li>Turn off any pop-up blockers.</li> <li>Be sure to keep your operating system up-to-date.</li> </ol>	
<b></b>	Power	Plug your computer into a power source.	
	Audio	Use a headset or headphones to improve the quality of your audio.	
<b>!</b> 💿	Microphone and Camera	Make sure your computer has a video-enabled camera and microphone.	
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)	<ol> <li>Open a browser window and go to kp.org.</li> <li>Sign on with your kp.org username and password.</li> </ol>	
26	Join your Appointment	<ol> <li>Click Appointments.</li> <li>Find your video visit under Upcoming Appointments.</li> <li>Click Check equipment to verify that your computer is ready for your video appointment.</li> <li>Click Join appointment.</li> <li>Select "Appointment Details" if you want to learn more about video visits.</li> </ol>	

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

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

