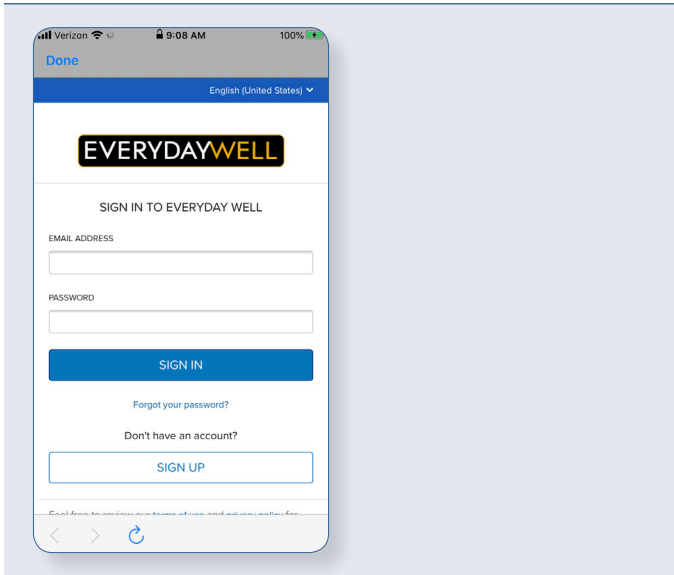
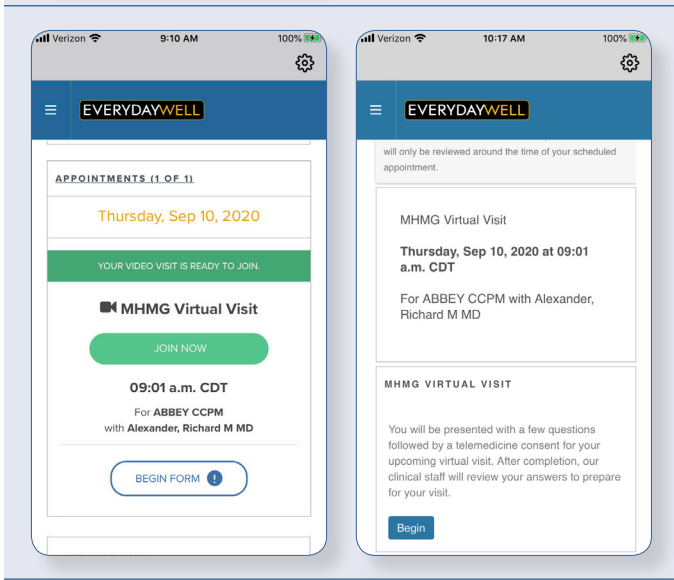


Getting ready for the video visit with your provider

Please use the Everyday Well App on your iOS or Android mobile device, or Chrome on your desktop for the best experience.



1. Log into the Everyday Well app on your phone.

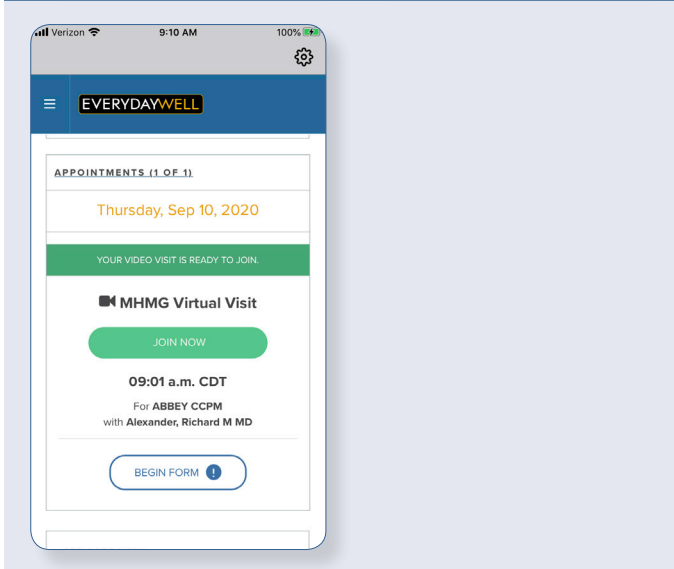


2. Scroll down below your visit details and tap 'Begin Form' and then 'Begin' on the following screen. Please complete all six forms by tapping 'Next' at the bottom of each screen, and 'Submit Answers' when you are done.

You may experience a 3 to 5 second delay between forms.

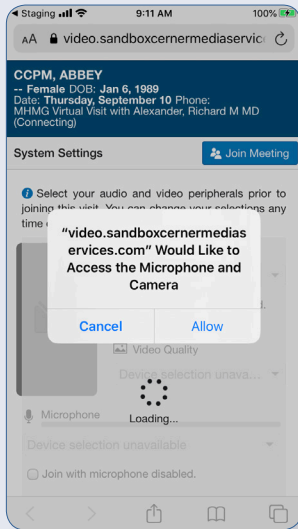
If you do not see your appointment, please ensure your account is connected to your medical record. Instructions to connect:

www.memorialhermann.org/joineverydaywell



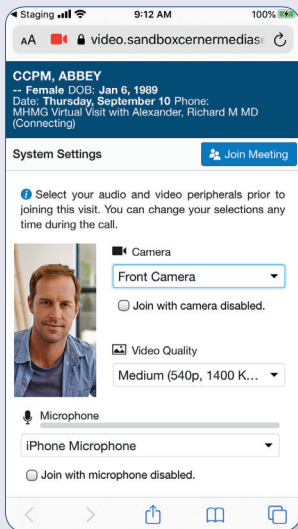
3. When it is time for your visit, tap 'Join Now.' You may join your visit up to 30 minutes prior to your scheduled time.

If you do not see the 'Join Now' button when it's time for your visit, make sure you refresh your screen. (over)

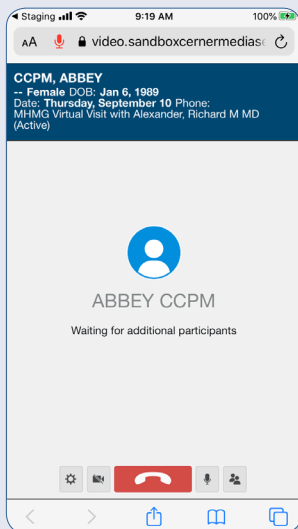


4. In order for your provider to see and hear you, tap ‘Allow’ to enable your microphone and camera.

Ensure your camera and microphone are on and that your sound is not muted.



5. Next, you will see a video preview screen that allows you to adjust your camera and microphone settings. Adjust as needed and tap ‘Join Meeting.’



6. You will be placed in a virtual waiting room until your provider is available to join the visit.

If you have questions about your wait, please call your provider’s office.

7. After your Virtual Office Visit is complete, a visit summary will be added to your Everyday Well account.