



Patient Guide for Lifesize®Virtual Visit

A virtual visit is a secure alternative to an in-person visit with your provider. With a Lifesize Virtual Visit you will have dedicated time with your provider, just as you would at an in-clinic appointment, but from the comfort of your home. You do not need to setup a Lifesize account to participate in a virtual visit. **Your clinic will provide you with a meeting link, extension and passcode to join the meeting.**

There are two recommended ways to join a Lifesize Virtual Visit as a guest:

1 Join as a guest from your mobile device using the Lifesize Mobile App



Download the free Lifesize Mobile App from the App Store (Apple) or Google Play (Android).

In your invitation from the clinic, click "Join with Lifesize App."

Enter your name and confirm the meeting extension, then click "Join."

If prompted, enter the meeting passcode to connect to your provider.

Your camera and microphone will automatically be turned on when you join the meeting.

2 Join as a guest from your computer using Google Chrome



In your email or calendar invitation from the clinic, click the link under "Connect over video."

If prompted, accept the request to launch the Lifesize Web App. (You can click "Remember" to skip this step in the future.)

The meeting extension will auto-fill. Type your name and click "Join."

Select your video and audio options, then click "Join."

If prompted, enter the meeting passcode to connect to your provider.

Preparing for Your Virtual Visit

Find a comfortable, quiet and well-lit space with a strong Wi-Fi connection.

Have a pen and paper nearby for taking notes as well as the clinic phone number.

Test your audio to ensure that your device isn't muted and the volume is turned up.

Close any open apps, windows or programs on your device.

Ensure your device is fully charged or plugged in.

Invite a Family Member or Friend to Join You

If you'd like to have a family member or friend join your Lifesize Virtual Visit from another location, simply forward them the invitation with meeting link, extension and passcode and have them follow the instructions above.

Technical Requirements

Desktop or laptop: Google Chrome is the preferred browser. With Chrome you will not be required to install the web app, your virtual visit will automatically launch the app. You can also connect via Internet Explorer or Microsoft Edge, but you will be required to download and install the app. Lifesize is not accessible via Safari or Firefox.

Mobile: Lifesize supports the latest iOS (v10.0 or later) and Android (v7.0 or later) devices.

Need Help?

Please contact your clinic if you are unable to locate your meeting link or passcode or have login issues. You can also visit [lifesize.com/en/resources/videos/app-guest-calling](https://www.lifesize.com/en/resources/videos/app-guest-calling) or <https://www.lifesize.com/en/app-help/guest>.



Basic Troubleshooting



I can't see my provider or my provider can't see me.

The provider may be running late. Lifesize will notify you if you are the first person to arrive.

Confirm that your camera lens is not obstructed.

Check to ensure your camera settings are enabled.

Log out and log back in to see if a better connection can be established.



I can't hear my provider or my provider can't hear me.

Check your volume settings and verify that you are unmuted, the volume is turned up and it is not being routed to another source (headphones, Bluetooth, etc.).

Have the provider check their volume settings and confirm they are unmuted.

If there is more than one microphone, see which is engaged and adjust as needed.

Log out and log back in to see if a better connection can be established.

Your provider may also try calling your phone number.



We are connected, but the audio/video quality is poor, my screen keeps freezing, or the connection keeps getting dropped.

Audio and video may be delayed or fuzzy while initially connecting. If the connection is good, quality should improve after a minute or two.

Close any open apps, windows or programs to free up device resources.

Disconnect any devices sharing the Wi-Fi feed.

Log out and log back in to see if a better connection can be established.

Delete unused apps or programs on the device to free up storage space. Power the device off then back on, then log back in to the virtual visit.

Check the device signal strength and relocate if necessary. A slow Wi-Fi connection will limit video quality. For persistent connection issues, consider checking the Wi-Fi speed at www.speedtest.net. Look for minimum 25 Mbps Download and 10 Mbps Upload. If the speed is too slow, try using a wired internet connection or contact your internet service provider for guidance on restarting or resetting your router.



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