

Prepare Ahead of Time for Telehealth Access

IN BROWSER

Make sure you are using a supported browser: Google Chrome, Mozilla Firefox, or Microsoft Edge.

If you have a current portal account, navigate to the practice portal URL and log in using your existing username and password.

If you need a portal/MYIO account, navigate to the practice portal URL, click on "Create Account" and enter the access code found in your Invite to MYIO email/text. If you did not receive an invite, contact your provider and they can send you one. The access code will expire after seven days.

- Verify your identity using the birthdate validation.
- Setup your account:
 - Choose username
 - Choose password – eight or more characters, one uppercase, one lowercase, one number or special character
 - Retype password
 - Answer three security questions
 - Click next
- Enter your personal details
- Enter and verify portal email address
 - The portal email can be the same as the home or work email. The portal email is used to reset your MYIO password or receive any communication regarding updates, messages, or shared documents available in your MYIO account.
 - Fill out email and emergency contact information fields. Click "Verify My Email" to receive code via email. Main phone type should be mobile to receive SMS messages
- Complete any missing address, insurance information and credit card information required fields
- Accept Terms of Use

IN MOBILE DEVICE (phone or tablet) APP

If you have a current portal account, download MYIO app on Google Play or the Apple App Store and log in using your existing username and password

If you need a portal/MYIO account, download MYIO app from the Google Play or Apple App Store, tap on "Create Account" and enter the access code found in your Invite to MYIO email or text. If you did not receive an invite, contact your provider and they can send you one. The access code will expire after seven days.

- Verify your identity using the birthdate validation.
- Setup your account:
 - Choose username
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Using a Guest Access Link

IN BROWSER

A guest access link will be sent.

The guest link will allow the guest to view a webpage that looks similar to a patient portal account. The link will have details about the appointment.

Once the provider starts the session, a yellow banner will appear asking the guest to click on the link to join the session.

Once they click the banner the session will open and the guest will be required to enter a name, and click Join.

The provider will admit the guest.

IN MOBILE DEVICE (phone or tablet) APP

A guest access link will be sent.

If the MYIO app is downloaded, the appointment will open in the app. **If the MYIO app is not downloaded**, the link will open a browser, but the page that opens will have a link to the app store and a notification that you need to download the MYIO app in order to join the session.

Once the provider starts the session, a Join Now button will appear asking the guest to click on the link to join the session.

Once the button is clicked the session will open and the guest will be required to enter a name, and click Join.

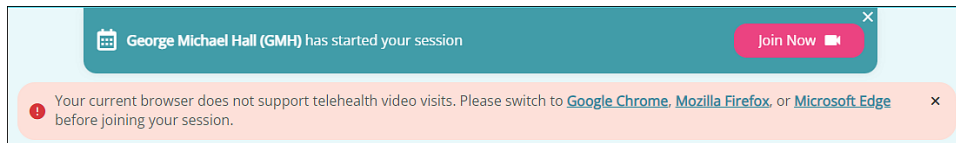
The provider will admit the guest.

Check In and Join the Telehealth Session


IN BROWSER


Log into your MYIO portal account.

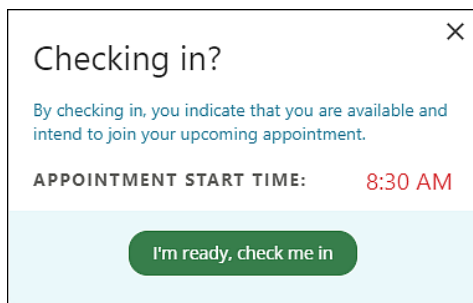
Supported browsers are Google Chrome, Mozilla Firefox, and Microsoft Edge. If you are accessing MYIO in a different browser, there will be an error banner, and the telehealth session will not be available.



Check In for the appointment

 If there is a camera icon in the top right corner of the appointment block, the session is not in person, but will be attended via telehealth. If the session is a group telehealth appointment, there will be a group icon visible instead of the camera icon.

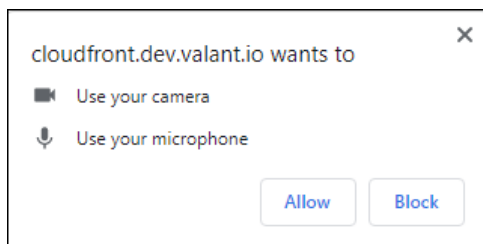
 If there is a dollar sign icon, you will need to pay prior to checking in



The provider will receive notification of your check in and will initiate telehealth

Click the Join Now button (If Group session, wait for provider to admit)

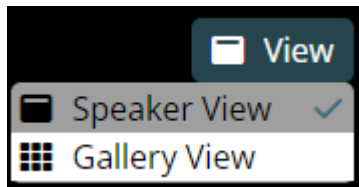
Allow use of camera and microphone in the window that pops up



- Default view is camera off and microphone muted
- Default audio is device audio settings
- Go to settings and adjust if disallowed in initial prompt

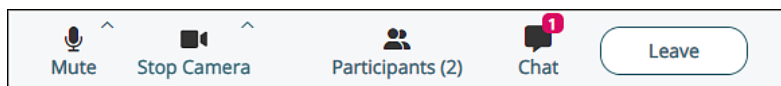
View options – Speaker (one attendee highlighted), Gallery (all participants displayed in grid view)

- There may be more than one screen if Gallery View is selected in a group session

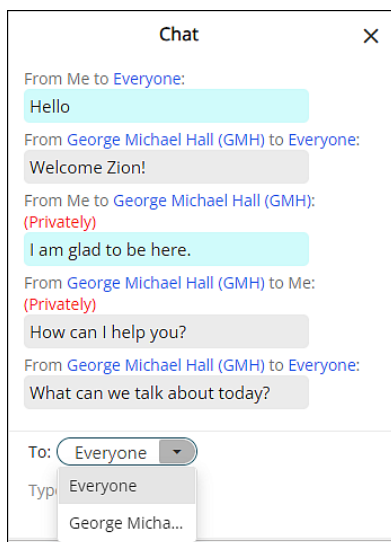


Eye icon top right of screen - hides self view when clicked

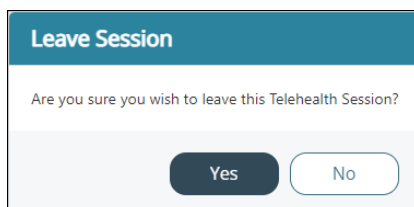
Buttons on bottom bar:



- Mute – when clicked, microphone is off (diagonal line through icon)
- Stop Camera – when clicked, camera is off (diagonal line through icon)
- Participants – shows number of people in the session; when clicked, displays names of participants
- Chat – separate view opens when clicked
 - Private (to provider) or to Everyone




- Leave – click to exit the telehealth session




IN MOBILE DEVICE (phone or tablet) APP

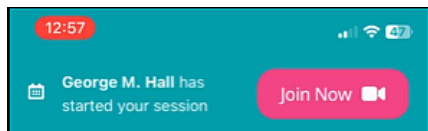
Log into MYIO

Check In for the appointment

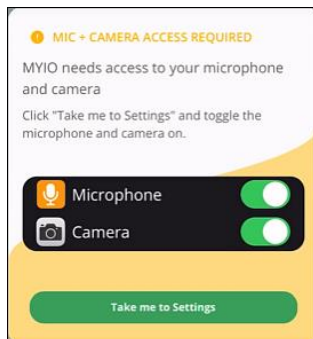
 If there is a camera icon in the top right corner of the appointment block, the session is not in person, but will be attended via telehealth. If the session is a group telehealth appointment, there will be a group icon visible instead of the camera icon.

 If there is a dollar sign icon, you will need to pay prior to checking in

Once the provider has started the session, you will see a Join Now button to click. If this is a Group telehealth session wait for the Provider to admit you into the session.



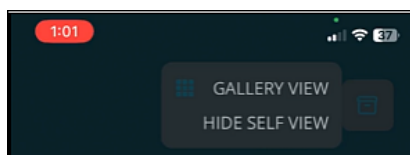
Make sure the Microphone and Camera access is toggled on.



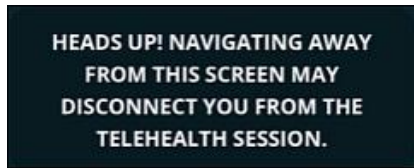
- Default view is camera off and microphone muted
- Default audio is device audio settings
- Go to settings and adjust if disallowed in initial prompt

View options – Speaker (default, one attendee highlighted), Gallery (all participants displayed in grid view), Hide Self View

- There may be more than one screen if Gallery View is selected in a group session – swipe to switch between screens



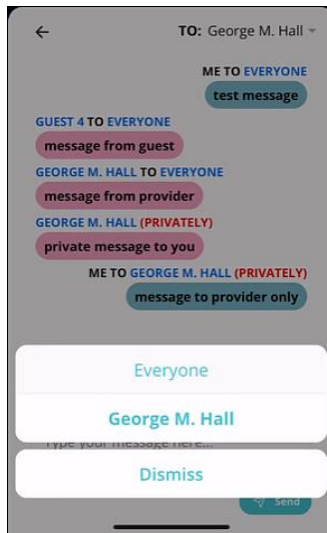
If you navigate away from the session, you will see this warning



Icons on bottom of the screen:



- Microphone – when clicked, microphone is off (diagonal line through icon)
- Camera – when clicked, camera is off (diagonal line through icon); self-facing camera only
- Chat – separate view opens when clicked
 - Private (to provider) or to Everyone



- Participants – shows number of people in the session; when clicked, displays names of participants



- Leave

