

Thank you for booking an Online Consultation with Osteopathy First.

We are using the Zoom video conferencing platform, and in order to access this you will require either:-

- 1) A laptop with internet access, a webcam and microphone or,
- 2) A smartphone or tablet with integrated camera

It would be beneficial to both parties if your device could be positioned such that you don't need to hold it during the consultation, whilst still providing a good view of your head and upper body.

The email confirmation that this instruction sheet is attached to contains the Zoom link required to access the system. Please try to join the Zoom meeting 5 minutes prior to the start time in case you experience any issues connecting.

If you have any problems joining the online meeting, or with any of the instructions below, please call us on **01438 364652** and we will do our best to assist.

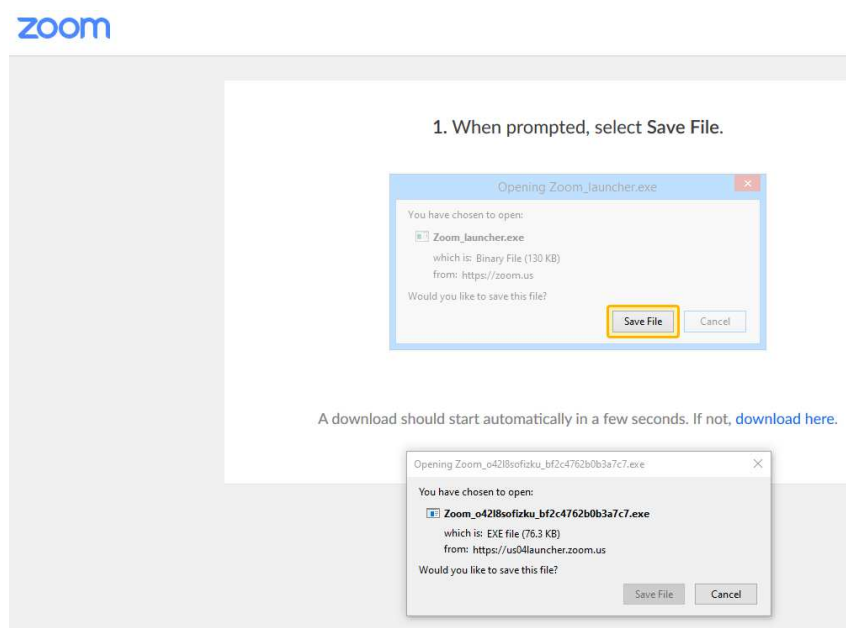
To Join Using a Laptop (PC screenshots shown, but Macs can also be used)

1. Click the join link in your appointment confirmation email, which looks like this:

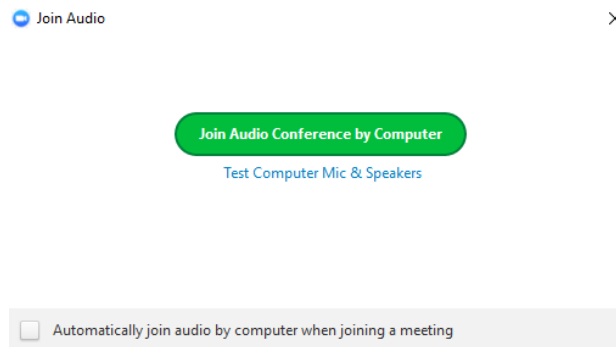
Join Zoom Meeting

<https://us04web.zoom.us/j/633750407?pwd=NVVRb0VSejNzY>

2. You will be prompted to save a downloaded file, click to do so



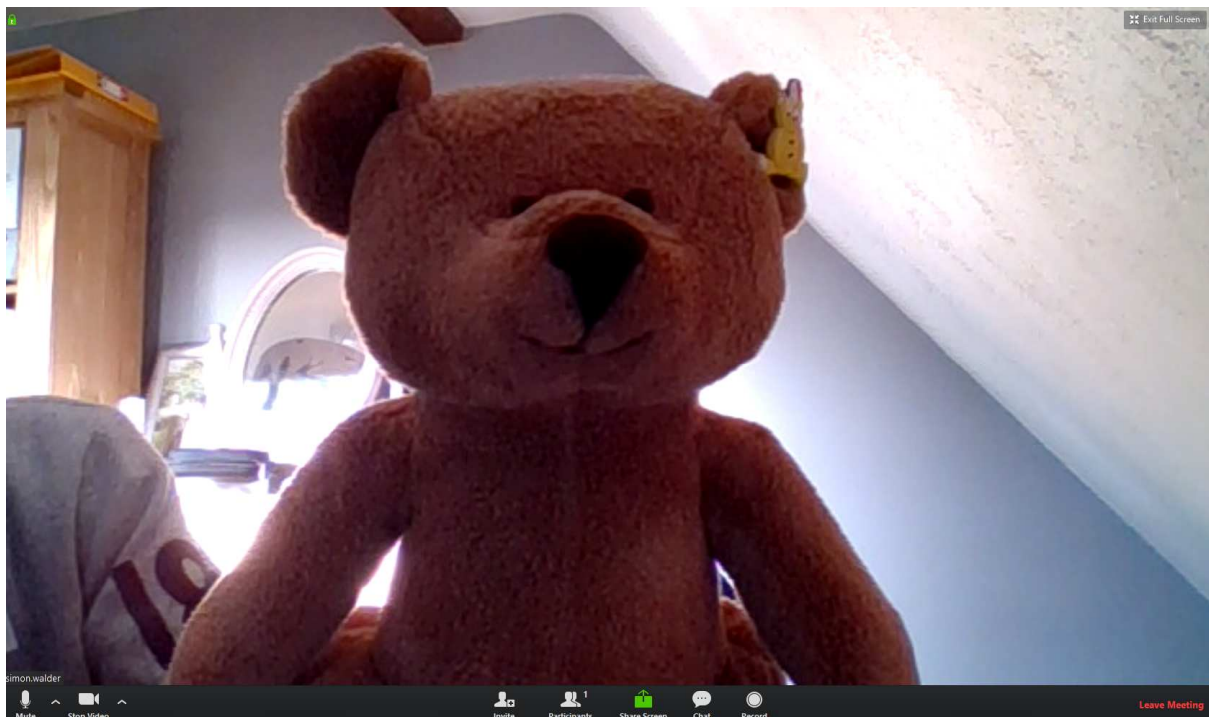
3. Once the file has downloaded, you need to run the file. The Zoom webpage should point you at where to find this in your internet browser, but it will be in the same folder as your downloaded files are usually placed. Locate the file and click to run it. You can acknowledge any security warnings that your computer may present.
4. When the file runs, select to 'Join Audio Conference by Computer'



5. Your computer should then connect to the meeting. You may be prompted by your computer to allow access to the camera and/or microphone, which is required to access the meeting.

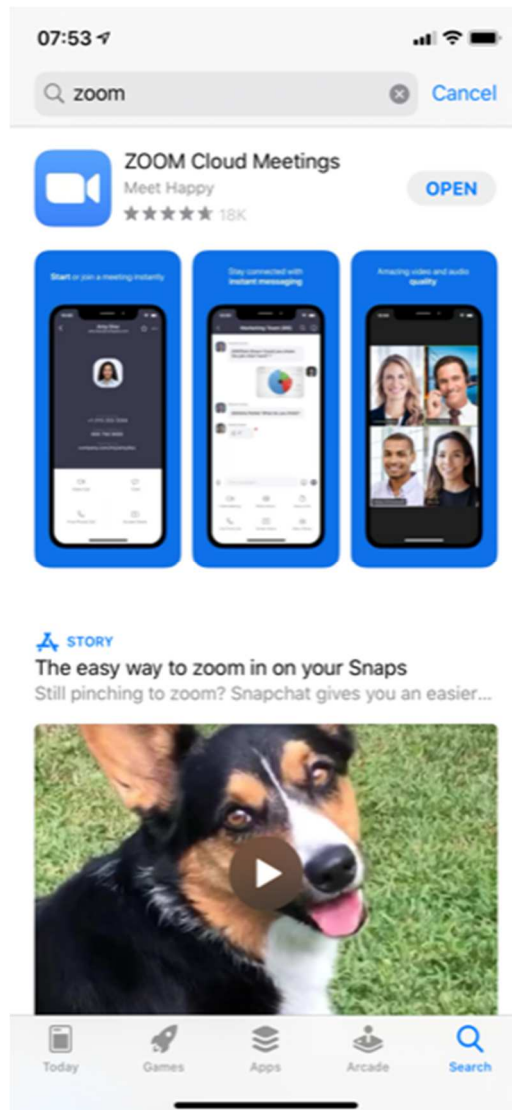
Once connected, if your Osteopath has already joined the meeting, you should be able to see them. Make sure that the 'Mute' button in the bottom left of the screen is not selected, or your Osteopath won't be able to hear you. Video should also be in the Start state so that they may also see you.

If your Osteopath has not yet joined the meeting, please wait online and they will be with you shortly.



To Join Using a Mobile or Tablet (iOS screenshots shown, but Android can also be used)

1. Download the Zoom app from your usual App Store and install it on your device.

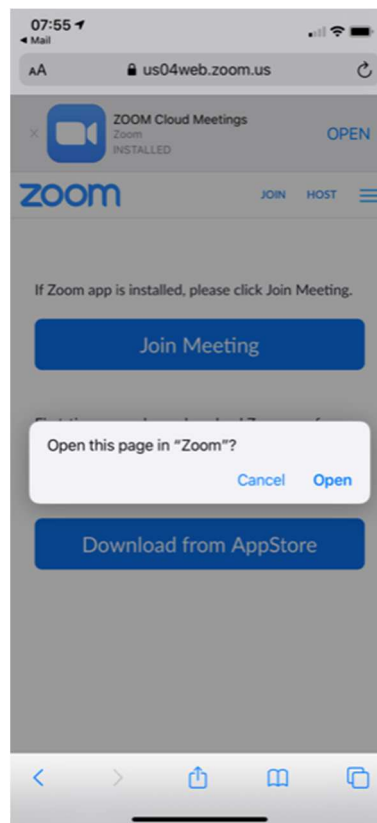


2. You will need access to your appointment confirmation email on the same device. Click the join link in the email, which looks like this:

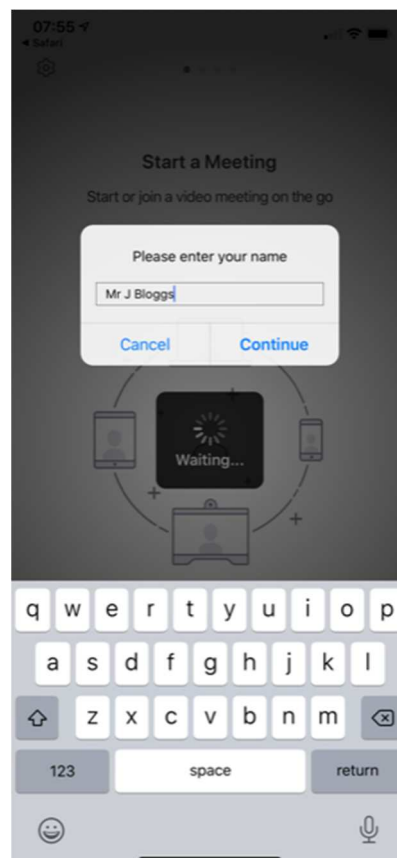
Join Zoom Meeting

<https://us04web.zoom.us/j/633750407?pwd=NVVVRb0VSejNzY>

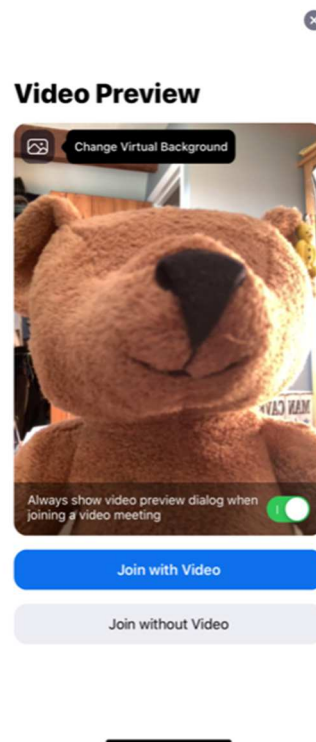
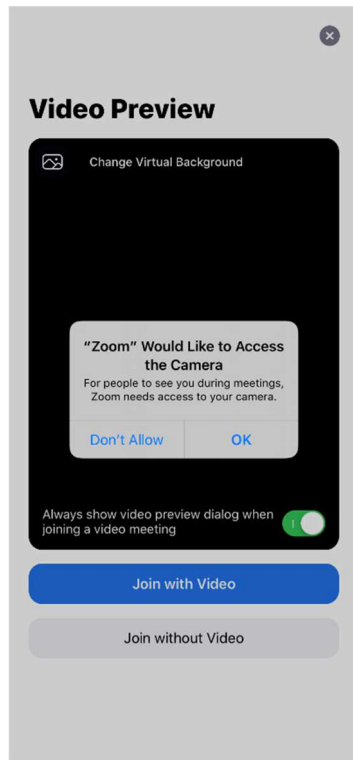
3. Click Open to open the link in the Zoom App



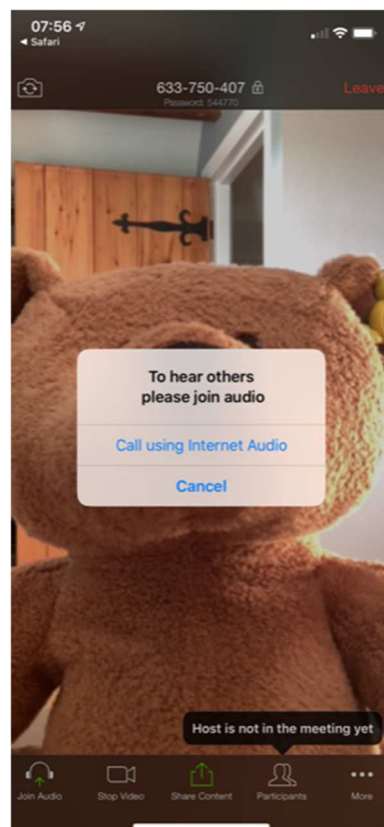
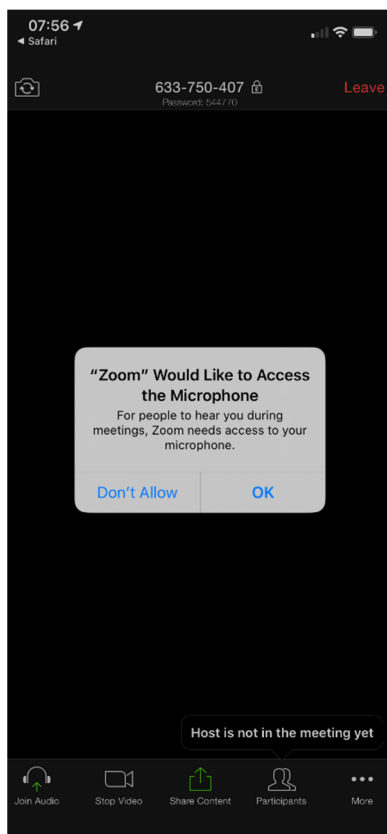
4. Enter your name when prompted



5. Allow access to your phone/tablet camera by clicking OK, then select 'Join with Video'



6. Allow access to your microphone, and then select Join using Internet Audio



7. Once connected, if your Osteopath has already joined the meeting, you should be able to see them. Make sure that the 'Mute' button in the bottom left of the screen is not selected, or your Osteopath won't be able to hear you. Video should also be in the Start state so that they may also see you.

If your Osteopath has not yet joined the meeting, please wait online and they will be with you shortly.



If you experience any issues connecting for your appointment, please call 01438 364652