



Steps to Join Your Telehealth Appointment

We are changing our telehealth platform and here are the steps to follow:

1. First, you will receive a **text** and **email** with a link from **MindWise**. You can join from either the text or the email notification.
 - The text will come from **(615) 544-6113**.
 - The text message will say:
"You have a tele-health appointment with clinician "[*Provider Name*]" scheduled for [*Date & Time of Your Appointment*]. At the time of your appointment, please use this link to join your telehealth session."
 - **From the text message**, tap on the <https://home.mindwisehealth.com/guestlink> telehealth link.
 - The email will come from **MindWise Health <solutions@mindwisehealth.com>**
Below is what the email will look like:



Hi [Patient Name],

You have a new tele-health appointment with clinician "Provider Name" scheduled for 03/12/2025 1:00 PM CT.

To join the appointment, please use the following link:

Join

Tips for your tele-health visit:

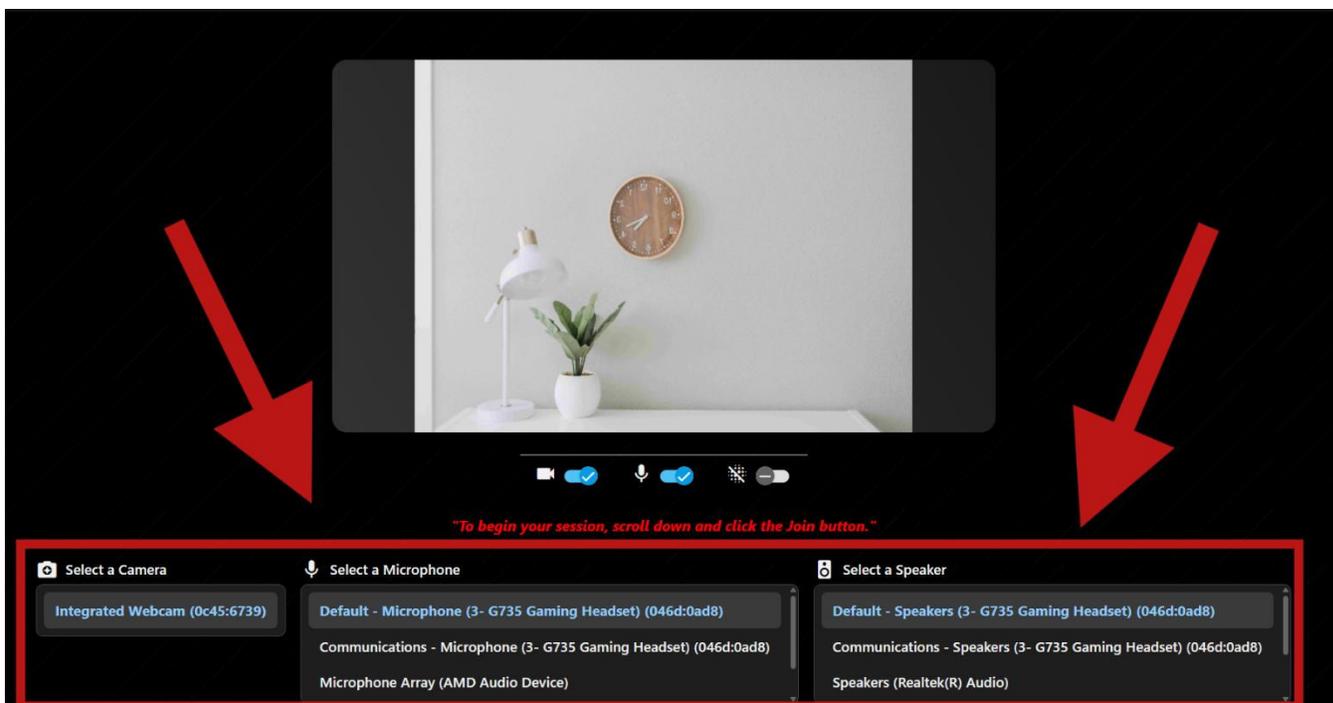
- Please join 5 minutes early to ensure your connection is working.
- Use a device with a camera and microphone for the best experience.

Thank you!

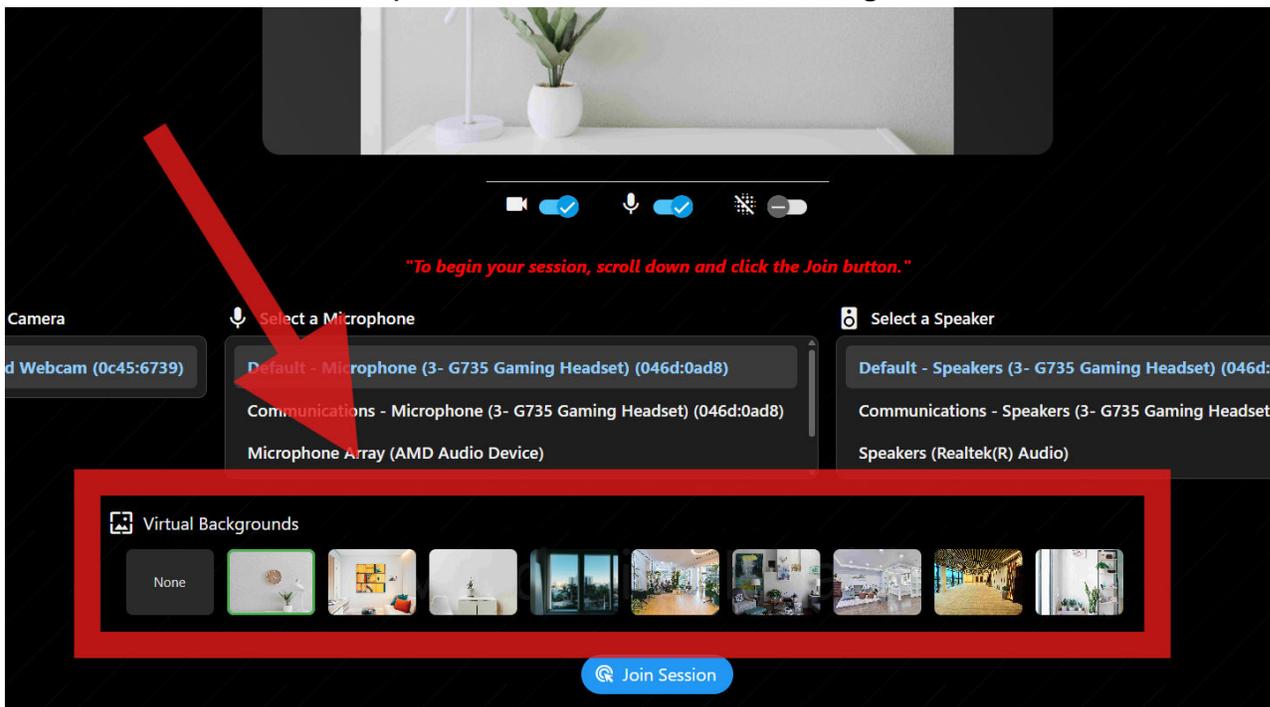
- Within the email, click on **Join**.
2. When first joining a call on a new device, a pop up will appear asking to "use your camera and microphone" - **You must select Allow**, so you can be seen and heard.

3. Before joining the telehealth meeting, you will be brought to a page where you can adjust your camera or microphone settings if needed.

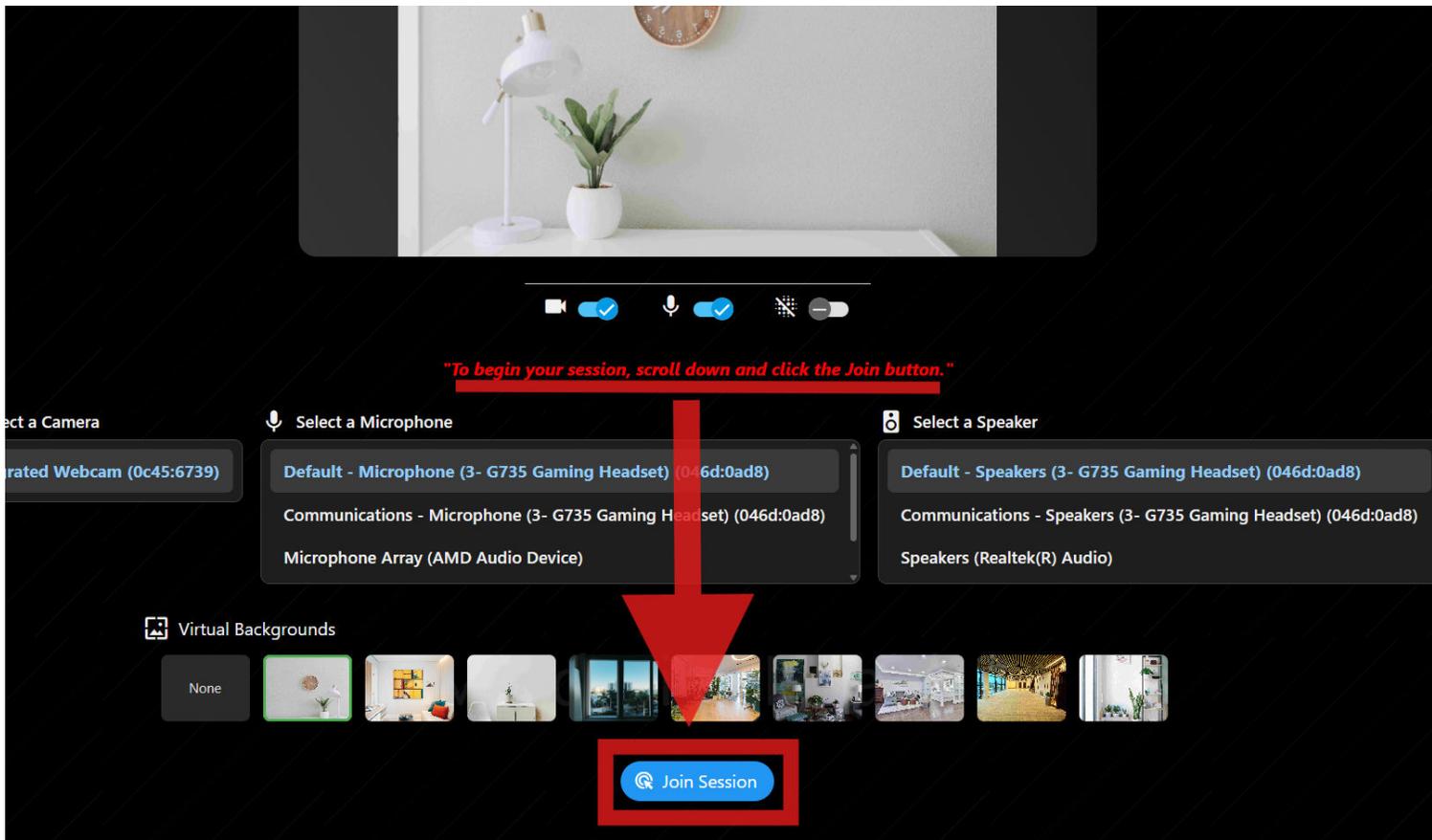
- Below is where you would adjust your camera, headset, and microphone settings and make sure the correct device is selected.



- You will also have the option to select a Virtual Background.



4. When you are ready, **scroll down** and click on **Join Session**.

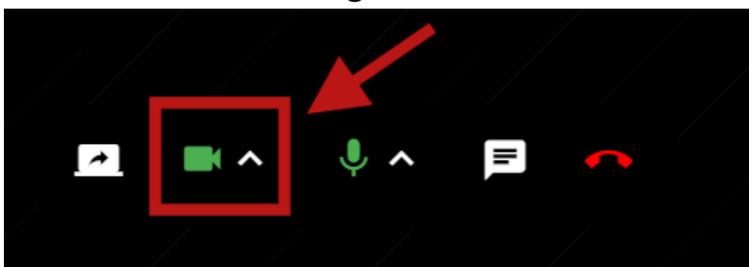


5. You will then join the telehealth room.

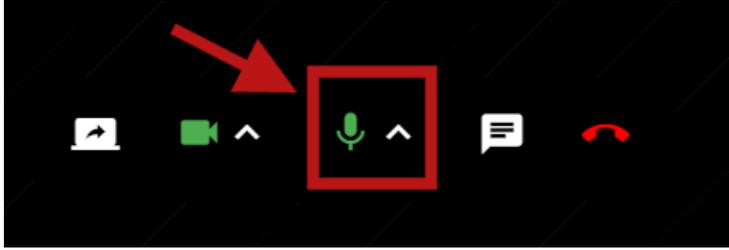
- If your provider has already joined, you will immediately be connected.
- If your provider has not joined yet, please allow time for your provider to join before disconnecting.

6. If you need to adjust your camera/microphone settings **after** joining the session, you can click on the icons at the bottom as shown below.

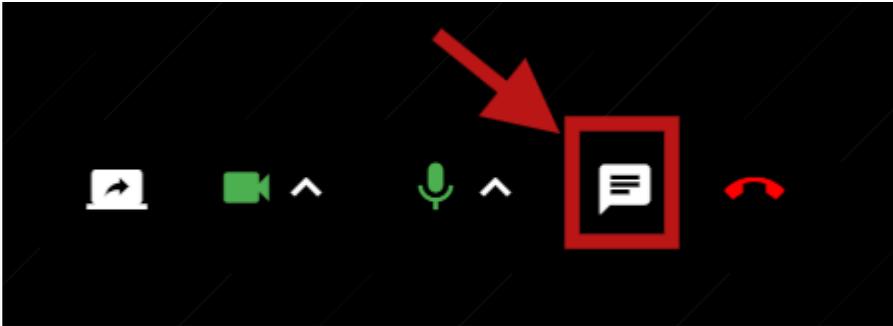
- For Camera settings:



- For Headset / Microphone settings:



7. You can also access a chat box at the bottom if needed.



8. If you need to check your web browser's camera and microphone permission settings, please follow this guide: <https://tinyurl.com/ally-telehealth>