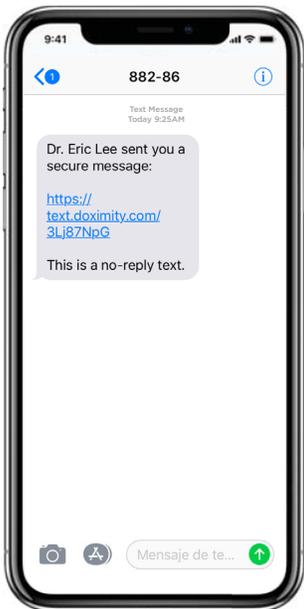
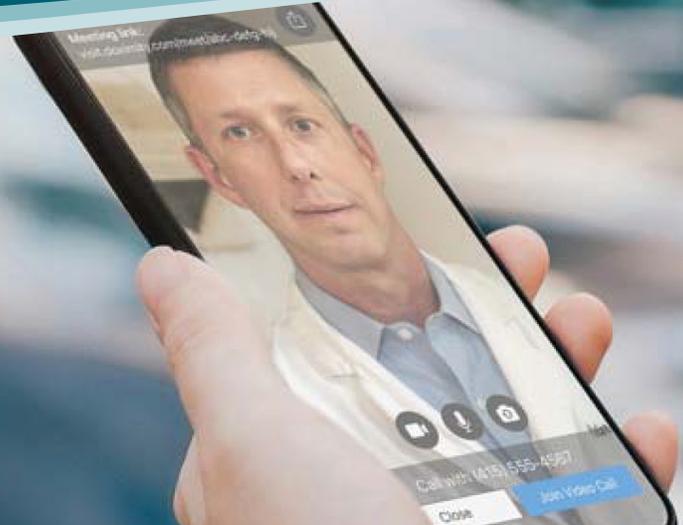




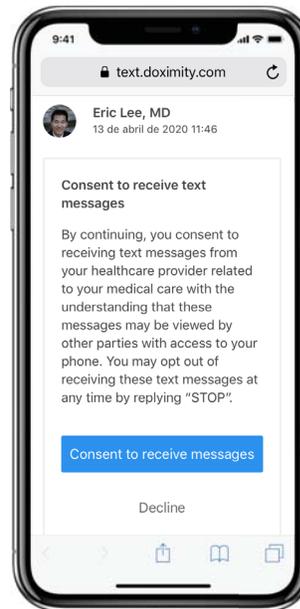
Your Provider Video Calls: What You Can Expect



1 First Step:
You will receive a text from an 882-86 short phone number inviting you to the video call.

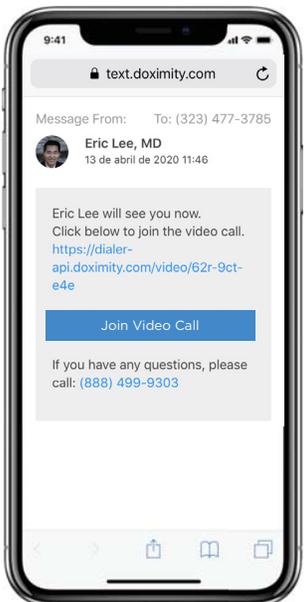
Click on the link in the text to go to your call.

Note:
The 882-86 short phone number is not a call or text number. If you try to respond you will receive, an error message telling you this it is not a reachable number and doesn't accept incoming text messages.



2 Second Step:
Next, you will need to give consent (approval) to receiving messages.

By tapping the link in the text it will take you to a screen asking you to consent to receive text, messages from your provider or care team. You will only need to do this step once.



3 Third Step:
You will see a secure message from your provider with a link to join the video call.

The first time you call to join the video call with your provider, you'll need to accept permissions for microphone and camera.



4 Fourth and Final Step:
You arrive into the video call room. By tapping the 'Join Video Call' button in your secure message, this will take you into the call room with your provider.

The video call room will load onto your mobile browser (no other app installation needed).