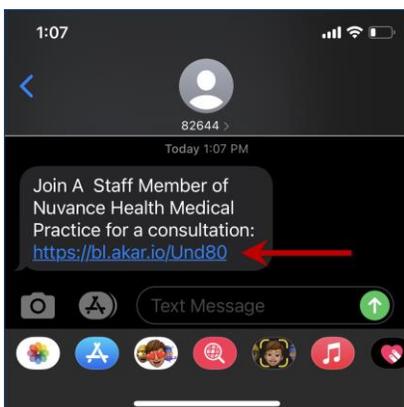


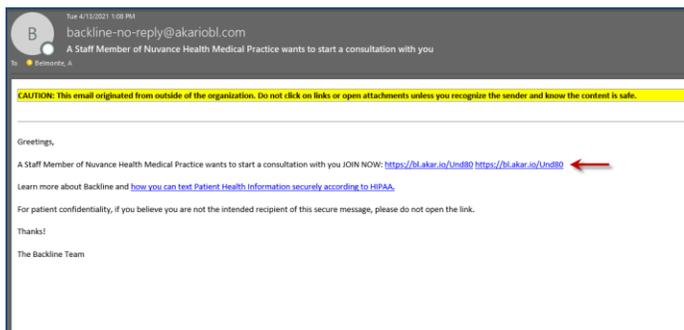
# Backline Telehealth Visits – Mobile Version for Patients

On the day of your Telehealth Visit appointment you will receive a text and/or an e-mail message to your smart phone (or e-mail address). These messages are sent by Nuvance Health staff members directly to you via Backline Telehealth. Backline Telehealth is a web-based platform, which allows you ease of access to connect with your provider without having to sign up or download an app.

1. To begin, tap on the link in the body of the text message/e-mail



\*Image of Text Message Link Above



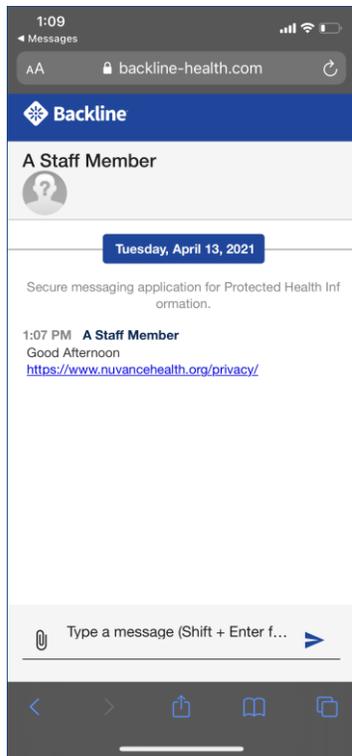
\*Image of E-mail Link Above

2. Once you click on the link you will need to confirm and enter the following information:
  - a. First Name
  - b. Last Name
  - c. Date of Birth

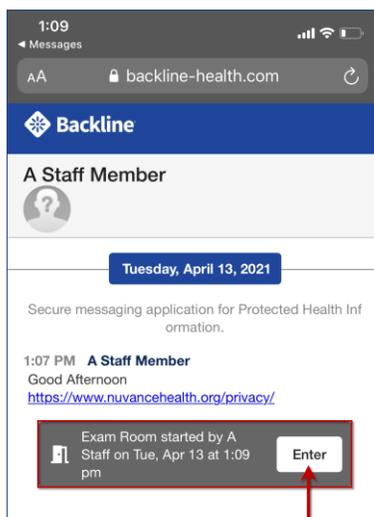
3. Automatically, a blue banner to 'Confirm and View Message' appears. Click **blue banner**

# Backline Telehealth Visits – Mobile Version for Patients

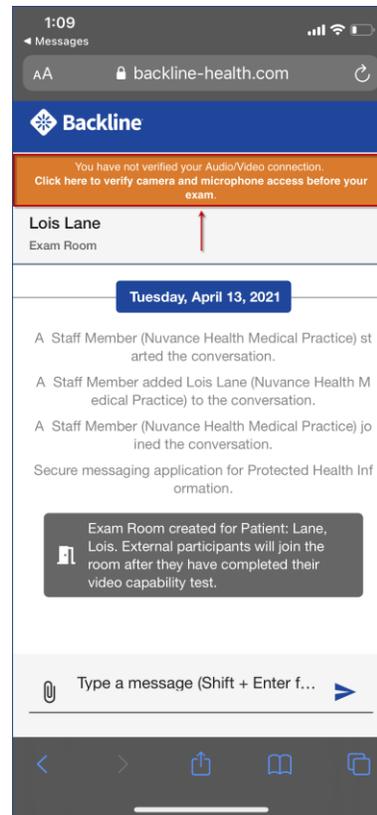
 The message that was sent to you from a staff member will appear



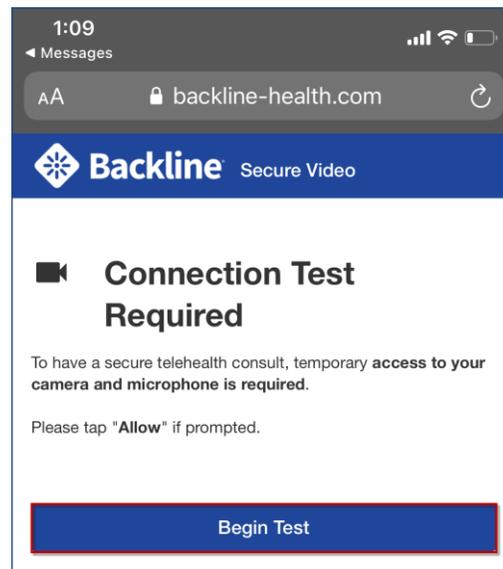
4. You will see a message that states that an Exam Room was started. Tap **Enter**



5. Once you have selected **Enter** for the waiting room, click on the **orange banner** at the top of your screen to verify your camera and microphone

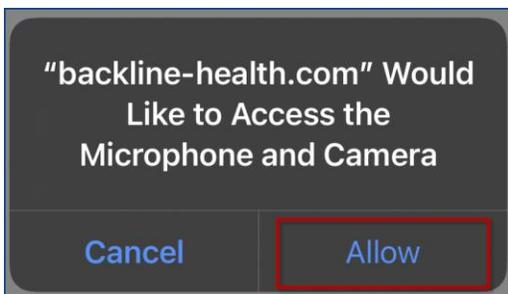


6. You will be notified that a Connection Test is required, click **Begin Test**

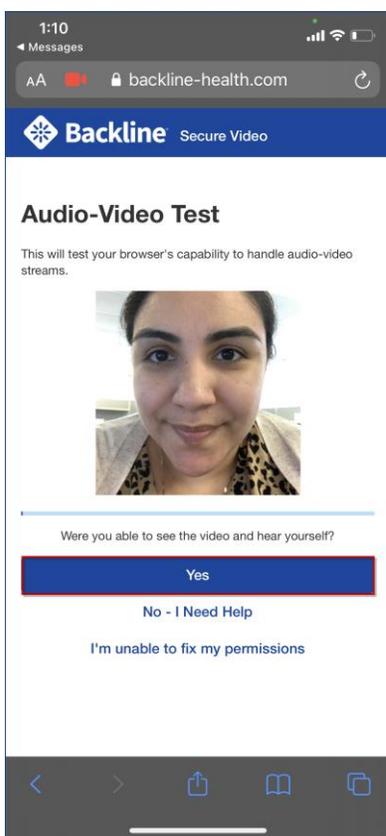


# Backline Telehealth Visits – Mobile Version for Patients

- When prompted, allow Backline-health.com to access your camera and microphone, click **Allow**



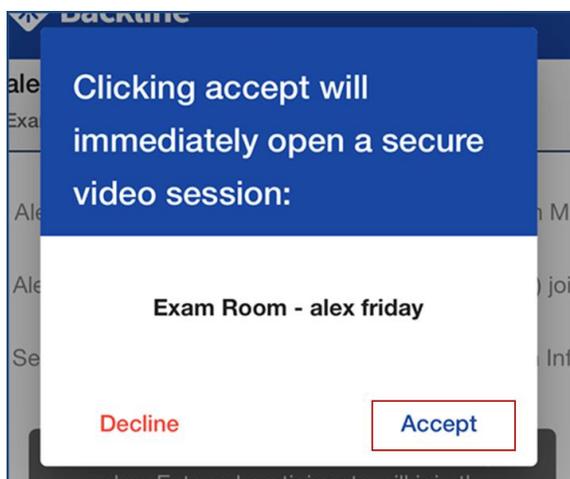
- You will conduct a quick test to verify you can see and hear yourself—to confirm click **Yes**



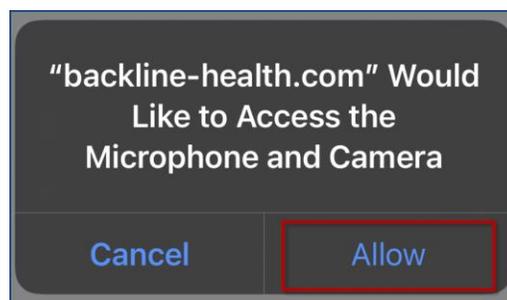
- When you have successfully completed your tech check, you will be notified in the body of the exam room that you are *Ready for Telehealth*



- A notification box will pop up asking you to open a secure video session, click **Accept**

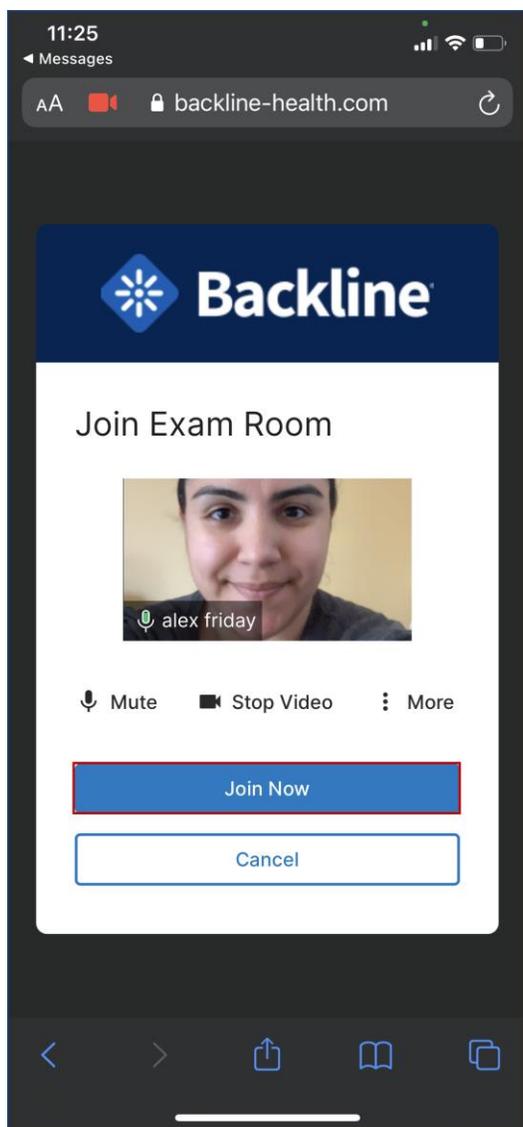


-  You may be prompted to grant access to your microphone and camera again, if so, click **Allow**



# Backline Telehealth Visits – Mobile Version for Patients

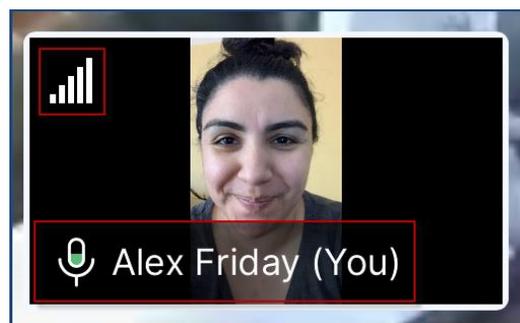
11. After you have clicked **Accept** for the video call you will see a *Join Exam Room* page. On this page you have access to adjust your audio and video settings. Once you are ready, Click **Join Now** to connect with your provider.



12. Once you have Connected, you will see your Clinician in the middle of the screen and yourself in the lower left corner of your screen



-  Your connectivity strength will appear in the upper left corner of your image, along with your name on the bottom left.



# Backline Telehealth Visits – Mobile Version for Patients

13. To end the call, click on the **Red Disconnect** button



## Pro Tips

You can use the on screen controls to adjust your video and audio settings:

