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

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
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

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

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

9. 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**

10. 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**
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.
13. To end the call, click on the Red Disconnect button

![Disconnect button]

**Pro Tips**

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

- **Mute/Unmute your microphone**
- **Turn Camera On/Off**
- **Toggle Cameras**
- **Displays additional audio/video settings**
- **Ends or Disconnects call**