

GETTING STARTED

with Video Visits



With just a few simple steps, you'll be ready to see your Kaiser Permanente doctor – without the trip to the doctor's office.

Access is as easy as **1** **2** **3**



KAISER PERMANENTE®



Schedule a Video Visit and know how to join:

When you schedule your video visit¹, the scheduler will advise you to join the video visit via **kp.org** OR an email/text link.

Here are directions to join based on what the scheduler advises:



Join via **kp.org**⁶

If you haven't already registered on **kp.org**, please do so at **kp.org/registernow**.

You can also register through the Kaiser Permanente mobile app.

With your mobile device (*recommended*):

- Open the Kaiser Permanente app and sign on.
- Select the "Appointments" tab, and find your scheduled video appointment.
- Under "Appointment Details," select "Join Now."
- Wait for your doctor to join the appointment.

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With your computer:

- Sign on to **kp.org**.
- Go to the Appointment Center and select the "Upcoming Appointments" tab.
- Click the "Join Appointment" button, located next to your scheduled video appointment.
- Wait for your doctor to join the appointment.

See **2** to make sure your device is set up before your appointment.



Join via Email/Text Link⁴

With either your **mobile device** (*recommended*) or a **computer**, standby for an email or text with a link from Kaiser Permanente. Click the link to join the appointment.

See **2** to make sure your device is set up before your appointment.

2

Set up your device before your appointment:

After scheduling your video visit, you can get set up right away. This will help you avoid any issues on the day of your appointment.²

We recommend using a mobile device for the best experience. Here are directions to set up your device:



Mobile Device
Front facing camera
(recommended method)



Computer Camera,
speaker, and
microphone

Internet Connection



- Maintain at least 3 or more bars.

OR



- High speed wi-fi connection.

- Maintain a strong wired or wireless connection to high-speed internet.
- Minimize multiple online users during your appointment time.
- Increase wireless signal strength by being as close as possible to your network connection or router.

Set up your device

- If the scheduler advises to join by kp.org, download the Kaiser Permanente app (iOS/"Apple", such as iPhone®, iPad®, iPod touch®, or Android™ smartphone or tablet).³
- Close all other applications.
- Ensure your device is updated to the latest software version.
- Clear all cookies and browsing history.^{4,5}
- Allow the app access to your microphone and camera.

- Use Safari® for Mac®, or Google Chrome™ for Windows PC.³
- Allow the app access to your microphone and camera.

3

Join your appointment:

Double check the requirements below in advance of your appointment.

When it is time for your appointment:



- Choose a quiet area with good lighting so your doctor can see and hear you well.
- Set your device at or above eye-level and two to three feet away from you.
- Look directly at the forward-facing camera instead of the screen. Do not flip the camera during your visit as this will disconnect your visit.
- Stay connected for at least 15 minutes after your scheduled time in case your doctor is delayed.
- Wear headphones, if available.
- Do not accept or acknowledge an incoming call or message once your visit with the doctor has started as that will disconnect your video visit.
- Do not drive during your video visit. If you are driving, your doctor will end the appointment.

Need technical help?

Call **1-844-800-0822**, Monday through Friday, 8:30 a.m. to 5 p.m.

¹ When appropriate and available.

² Video visits are not required to see your Kaiser Permanente doctor. You can schedule an in-person visit instead, if you prefer.

³ iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license. iPhone, iPad, iPod touch, Mac, and Safari are trademarks of Apple, Inc., registered in the U.S. and other countries. Android is a trademark of Google LLC.

⁴ How to clear cookies and cache on Apple devices: <https://support.apple.com/en-us/HT201265>.

⁵ How to clear cookies and cache on Android devices: <https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DAndroid&hl=en>

⁶ Recording any video visit session with your doctor is not permitted.