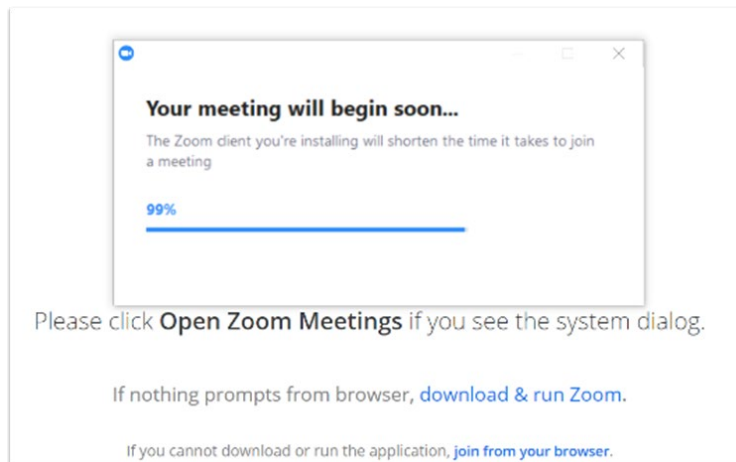


CREATING A ZOOM ACCOUNT

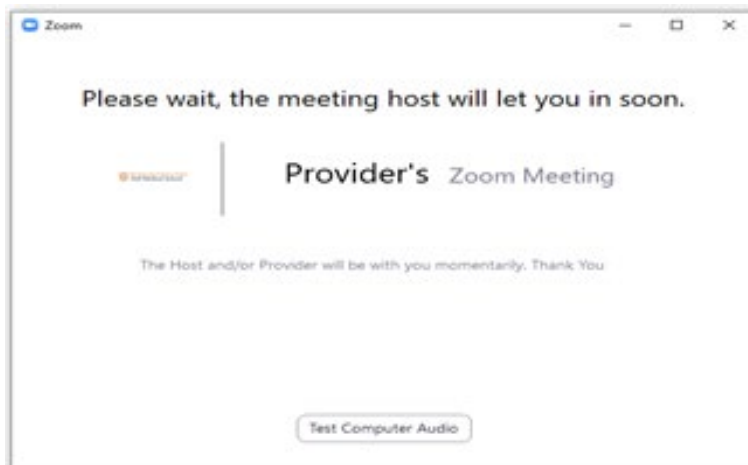
Before joining your telehealth visit, please sign up for a [free Zoom account](#). If you are joining from mobile, please download the Zoom app from Play Store (Android) or App Store (iPhone) and click “**Sign Up**” after launching it.

JOIN FROM YOUR DESKTOP:

1. After creating your account, click the Zoom link you received from your provider via email. The link will look similar to the one listed below:
<https://dellmed-utexas.zoom.us/j/1234567890>
2. After clicking the link, your default web browser will open and download a Zoom file. Once the download finishes, click to run Zoom.
3. The Zoom client will start installing so you can join the telehealth visit.

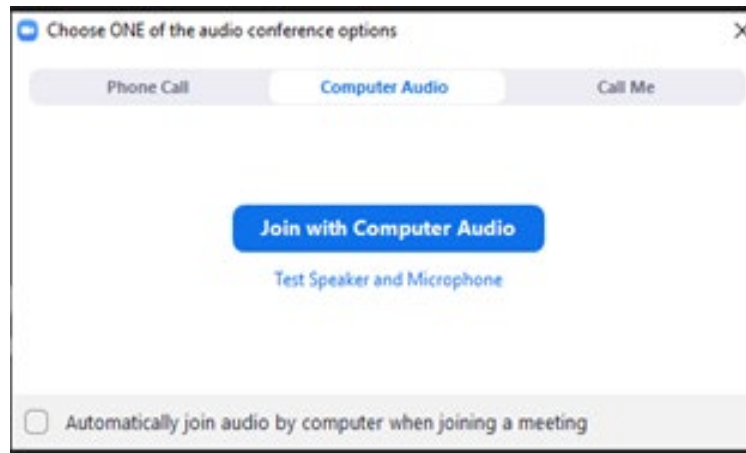


4. Once your Zoom installation is complete, you will be placed in provider's waiting room. Please wait here until your provider lets you in.

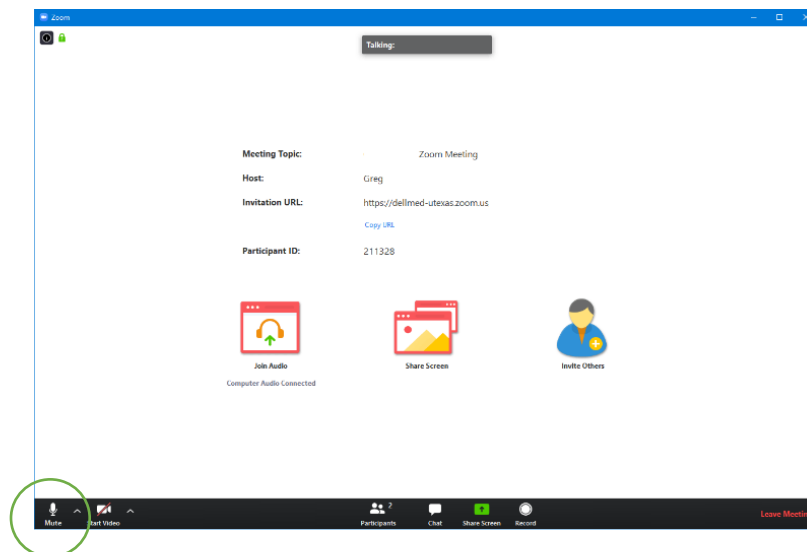


For technical support using Zoom for your UT Health Austin telehealth appointment, call [512-937-4394](tel:512-937-4394).

5. Once your provider admits you to the telehealth visit, you will be prompted to connect your audio. You can click the blue **“Join with Computer Audio”** button.



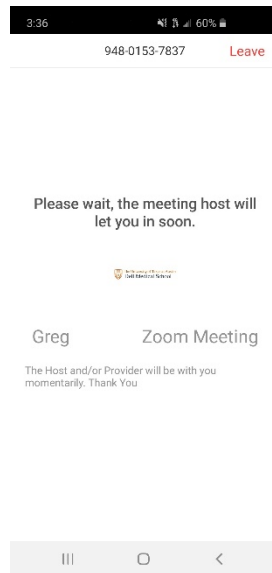
6. You are now ready for your visit and can begin communicating with your provider. If they cannot hear you, please check the microphone icon in the bottom left of your screen to see if you are on mute.



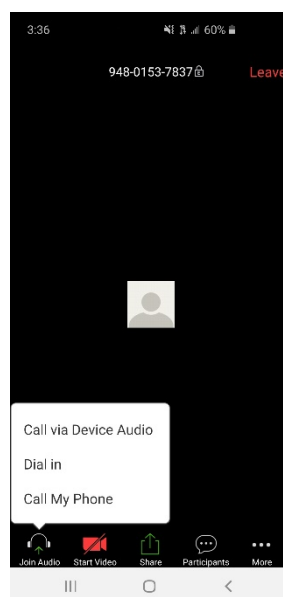
For technical support using Zoom for your UT Health Austin telehealth appointment, call [512-937-4394](tel:512-937-4394).

JOIN FROM MOBILE:

1. After creating your account in the app, click the Zoom link you received from your provider via email. The link will look similar to the one listed below:
<https://dellmed-utexas.zoom.us/j/1234567890>
2. You will be placed in provider's waiting room. Please wait until they admit you into your visit.



3. Once your provider admits you to the telehealth visit, you will be prompted to connect your audio. You can click the "Call via Device Audio" option.

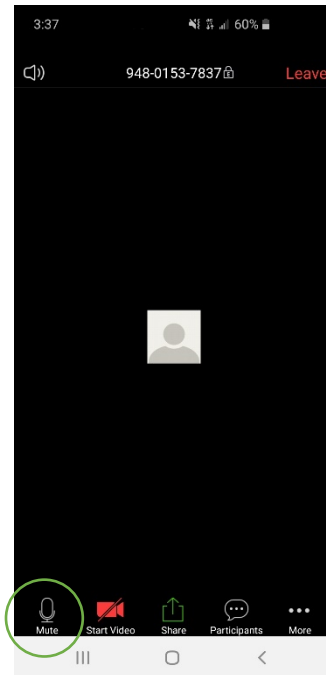


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The University of Texas at Austin UT Health Austin

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