



ETCH Virtual Visit Tip Sheet

Before your meeting:

- Download the Zoom app
- Test the app to be sure it works
- Get a current height and weight on your child
- Gather your medications or have a medication list ready for review
- Put any pets or distractions away
- Be sure your device is fully charged or have a charger nearby



ZOOM Cloud Meetings 
Meet Happy
Zoom
#2 in Business
★★★★★ 4.2/5.0 App Store Rating
Free

During your meeting:

- Be on time: both the patient and parent need to be present and available
- Click the link in your email to join the meeting (it should open in your Zoom App)
- “Zoom would like to access the camera” - choose OK
- “Zoom would like to access the microphone” - choose OK
- “To hear others please join audio” - select **“Call using Internet Audio”**

Troubleshooting Zoom:

- If you are unable to hear/see the team using a phone or tablet, turn your device horizontally and tap the screen to display menu options at the bottom. On the bottom left, you will be able to change the sound and video settings.
- If this is still not working for you, please call the help desk at (865-541-8836) to let us know you are having difficulties.