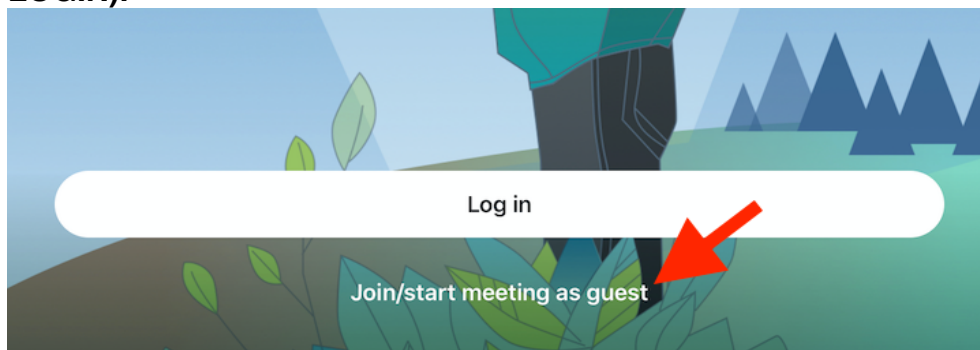


Instructions to Access Telehealth for Lifespan Psychiatric Consulting

To ensure your data is kept secure and strictly confidential our clinic is utilizing 8x8 Virtual Meeting to conduct telehealth visits. This platform meets very high level encryption standards and HIPPA compliance. Please see instructions below for options to access telehealth services through 8x8.

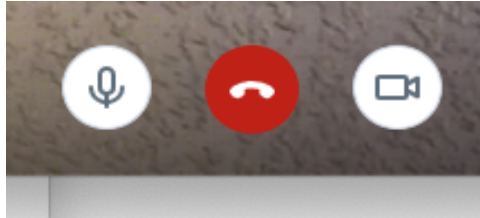
When joining the meeting from a mobile device (smartphone or tablet):

1. Download 8x8 Meeting App:
 - a. App Store:
<https://apps.apple.com/us/app/8x8-video-meetings/id1473422060>
 - b. Google Play Store:
https://play.google.com/store/apps/details?id=com.eight.meetings&hl=en_US
 - i. If you need help on how to install apps on a mobile device, please follow the links below depending on what type mobile of device:
 1. For android devices:
<https://support.google.com/android/answer/9457058?hl=en>
 2. For apple devices:
<https://support.apple.com/en-us/HT204266>
2. Open app and click on “Join/start meeting as guest.” (**DO NOT TRY TO LOGIN**).



3. Enter the name of your meeting will be a unique link in the following format: **8x8.vc/lifespanp/***(your unique id)*
 - a. Alternatively, if you were provided a link to the meeting, once the meeting app is installed you can simply click on the link.

4. You may be prompted for a passcode that was provided to you via text or email.
5. Ensure that you have your microphone and camera on by tapping the screen and to make sure they are solid white as indicated in the picture below.



When joining the meeting from a desktop or laptop computer:

1. The simplest way is to use the Chrome Browser. Simply enter the link provided to you via email or text into the address bar of the Chrome Browser: **[`https:// 8x8.vc/lifespantp/\(your unique id\)`](https://8x8.vc/lifespantp/(your unique id))**
2. Enter the password (if prompted). You may also be asked to allow access to camera and microphone, which should allow. The system may also ask you to enter your name.
 - a. If you do not have the Chrome browser instructions for downloading can be found here:
<https://support.google.com/chrome/answer/95346?co=GENIE.Platform=Desktop&hl=en>
3. An alternative to using Chrome is to download the 8x8 Desktop App found here: <https://download.8x8.vc/> Select the Desktop App for either windows or macOS as shown below.

Desktop app

Start or join a meeting in seconds right from your home screen.



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1. Once downloaded and installed. Open app and click on “Join/start meeting as guest.”

2. Enter the name of your meeting will be a unique link in the following format: **8x8.vc/lifespnp/***(your unique id)*
 - a. Alternatively, if you were provided a link to the meeting, once the meeting app is installed you can simply click on the link.
3. You may be prompted for a passcode that was provided to you via text or email. You may also be asked to enter your name.