

Join your JeffConnect Video Visit Using a Computer



**Jefferson
Health®**

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This example shows joining a video visit using the Google Chrome browser.

JeffConnect will email you a link to connect to your appointment.

- **Step 1:** Open your email, and find our message from noreply@teladoc.com
- **Step 2:** Click the blue link [Click Here](#) to join the visit.

A Jefferson Health JeffConnect Video Visit Is Scheduled For You Inbox x



JeffConnect <no-reply@teladoc.com>

10:16 AM (0 minutes ago)



to me ▾

JeffConnect™

Testing,

A video visit has been scheduled for you.

A JeffConnect video visit has been scheduled for you to see Telehealth Provider on:

Date: 7/31/2020

Time: 10:30 AM (EDT)

To connect to the visit, please [Click here](#).

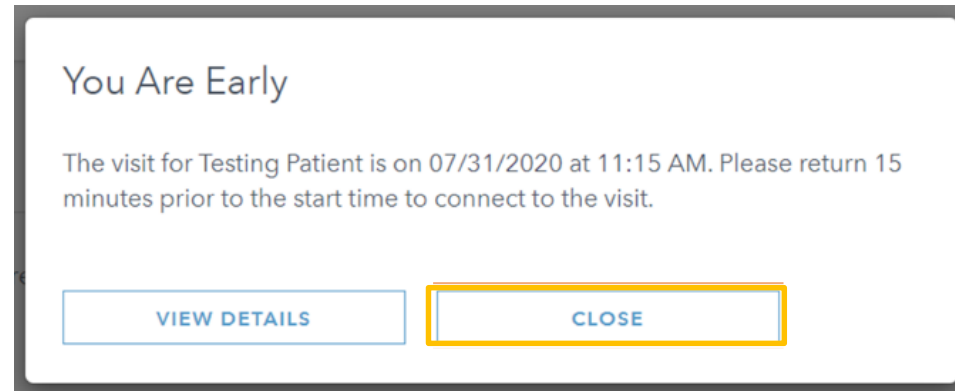
This link should not be shared with others, it is unique to you. Please disregard this email if you are not the intended recipient.

Call your doctor's office as soon as possible if you need to Cancel or Reschedule.

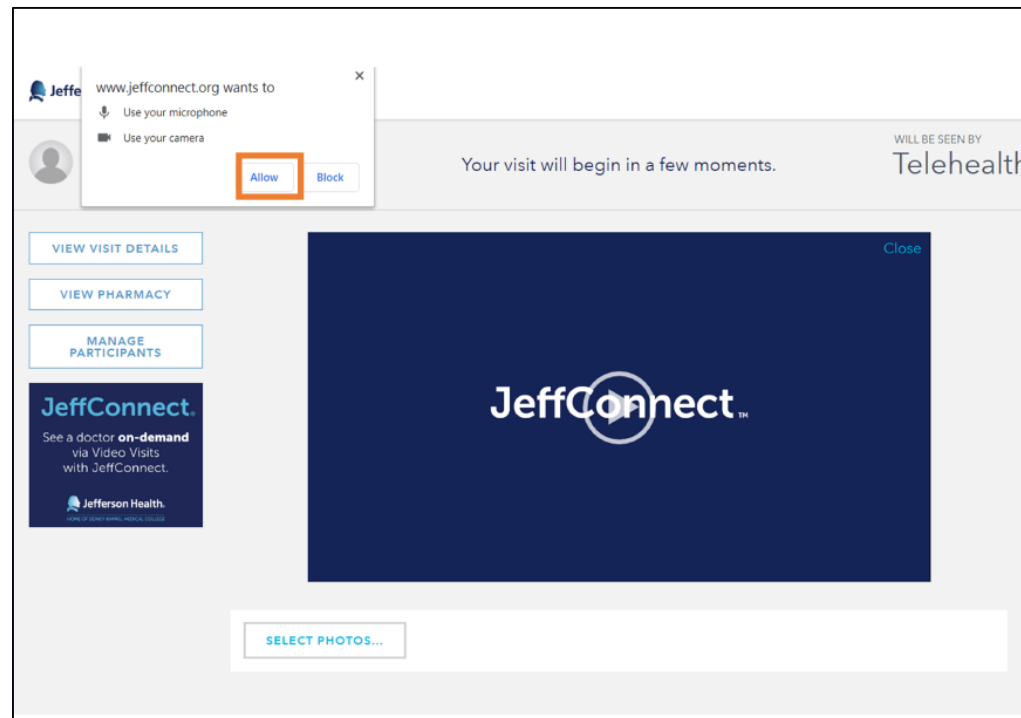
Confirm

For questions, please call us at 215-955-7975, press 4 for "Telehealth".
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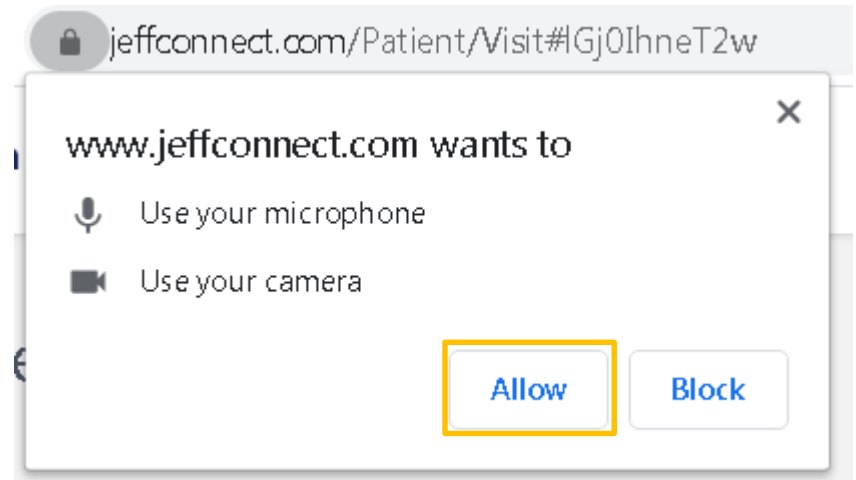
- **Step 3:** You will be brought into the virtual exam room, if you are more than 15 minutes early, click **CLOSE** and join closer to the time of the visit.



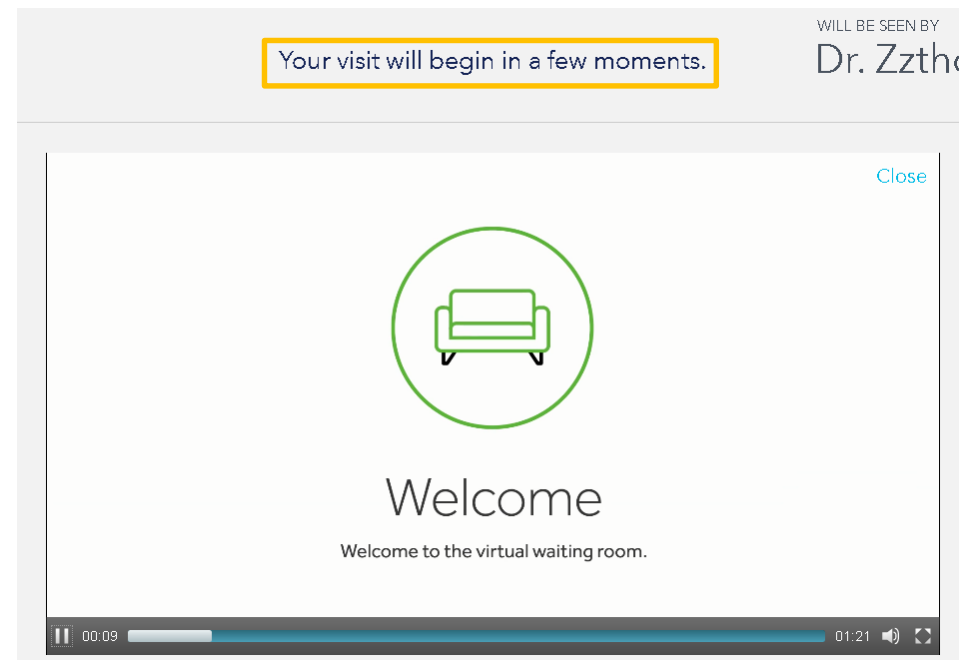
- **Step 4:** If you are right on time, you will land directly in the virtual exam room.



- **Step 5:** Once in the Virtual Exam Room, Click **ALLOW** to use your camera/microphone.

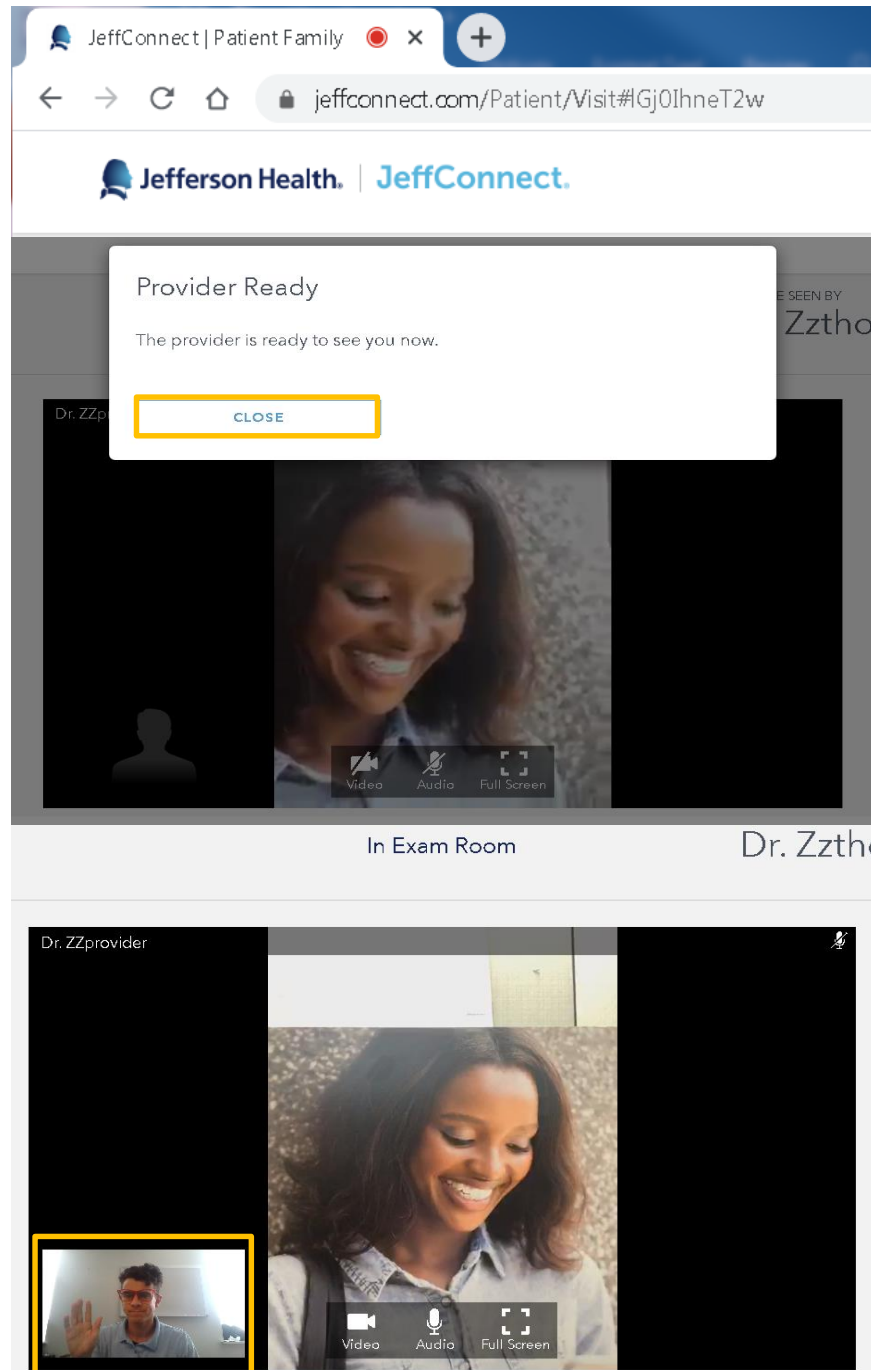


- **Step 6:** Wait for the Provider to join your visit.



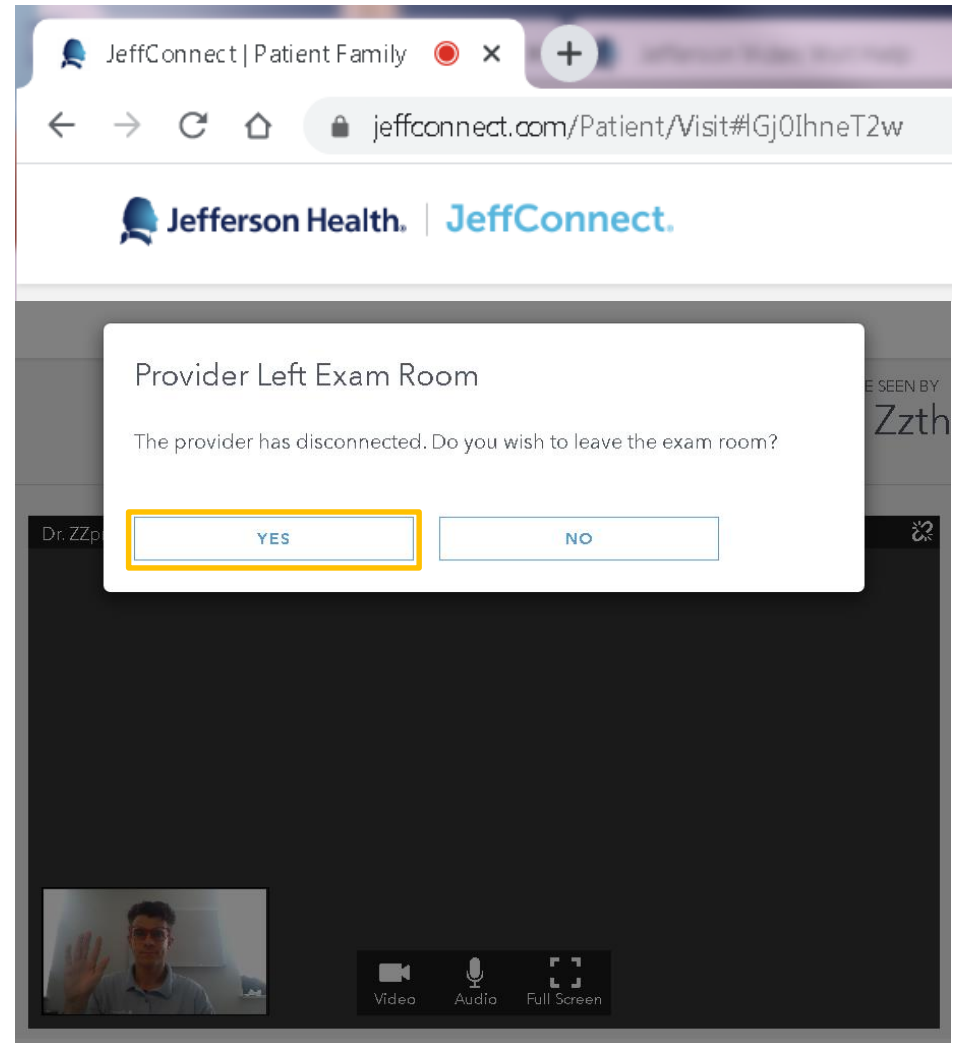
- **Step 7:** Once the Provider enters, click **CLOSE**.

- **Step 8:** You will now see your own moving video in the bottom left corner. And your visit has begun.




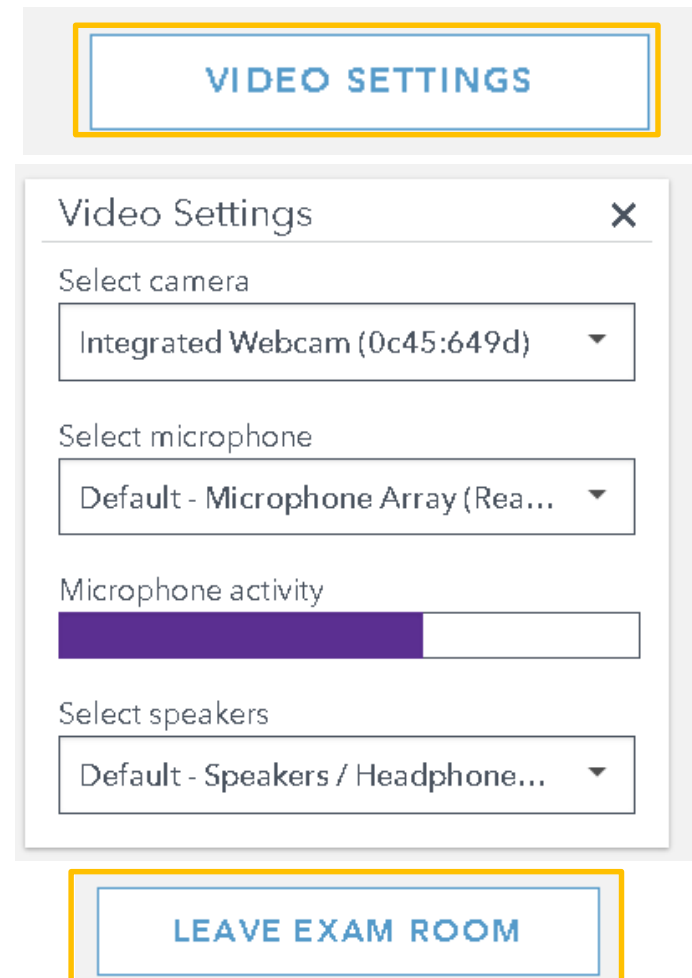
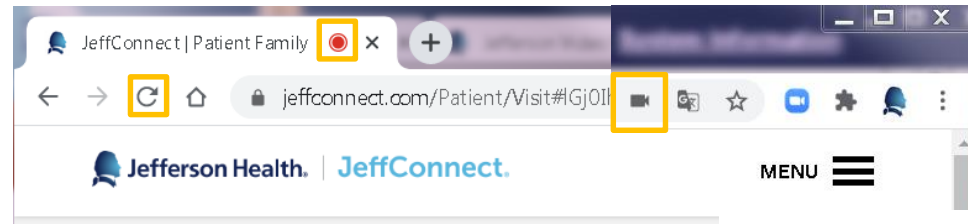
- **Step 9:** When the visit ends, click **YES** to leave and complete the appointment.

Thank you for using JeffConnect!



JeffConnect Troubleshooting Tips

- The **Red Dot** on the browser tab means you are connected to audio/video.
- If you do not see yourself in the bottom left, first click the camera icon in the address bar's right corner and check the browser settings.
- If you still have audio/video problems, click **VIDEO SETTINGS**, and confirm the right devices are selected.
- If you still have problems after changing the settings, press  refresh, or leave and re-enter the exam room



If you are trying to join your
JeffConnect video visit
without using the E-mail link.

- **Step 1: Log In to:**
<https://www.jeffconnect.com/>

Jefferson Health. | JeffConnect.

Log In

Username

Password

LOG IN

Forgot your username or password?

CREATE YOUR ACCOUNT

Powered by TELADOC. For questions, please call us at 215-955-7975, press 4 for "Telehealth".
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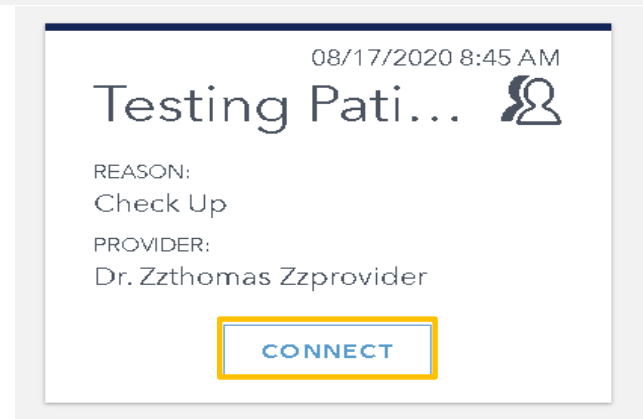
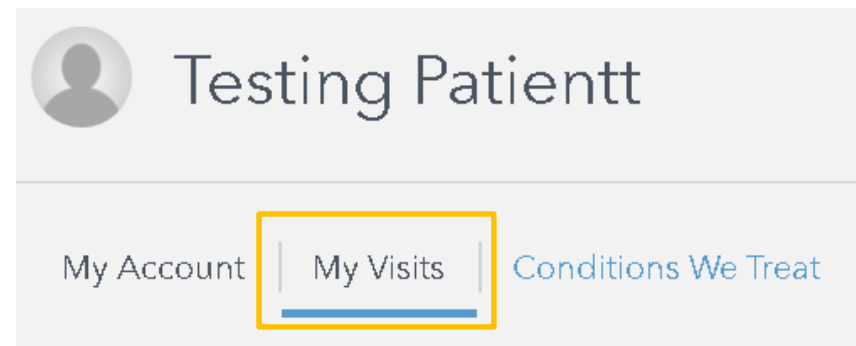
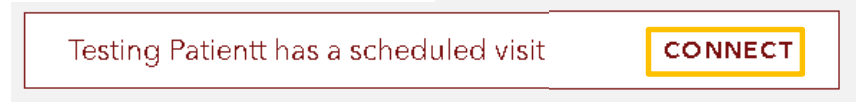
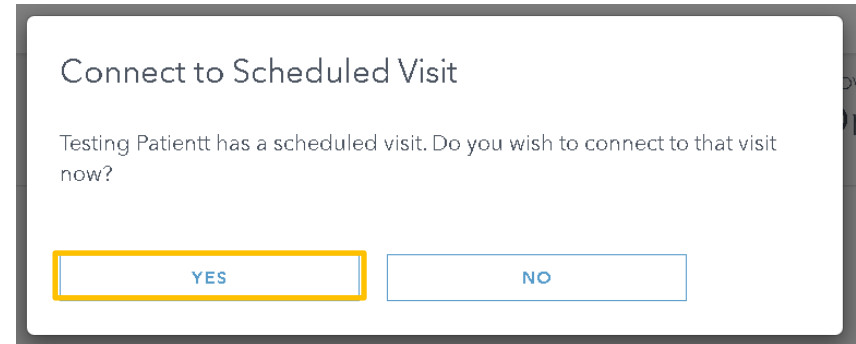
- **Step 2:** Click **YES** to use the pop-up to join your visit.

Or

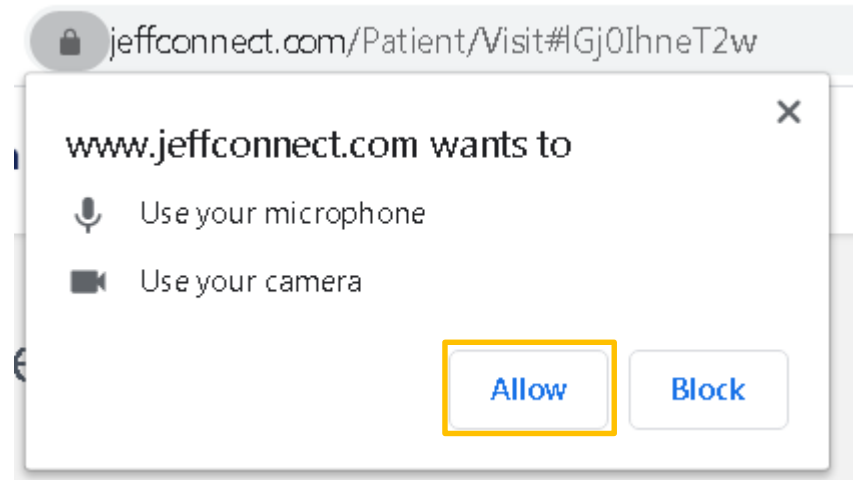
- Click **CONNECT** on the **red** visit message.

Or

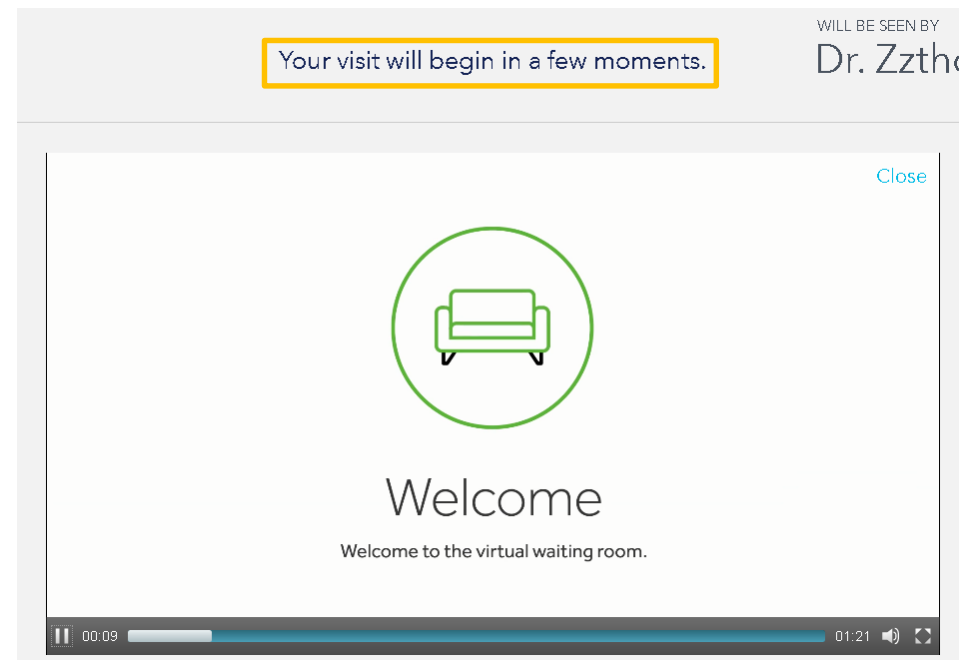
- Access all your visits by clicking the **My Visits** tab.
- Click **CONNECT** on your upcoming visit.



- **Step 3:** Once in the Virtual Exam Room, Click **ALLOW** to use your camera/microphone.

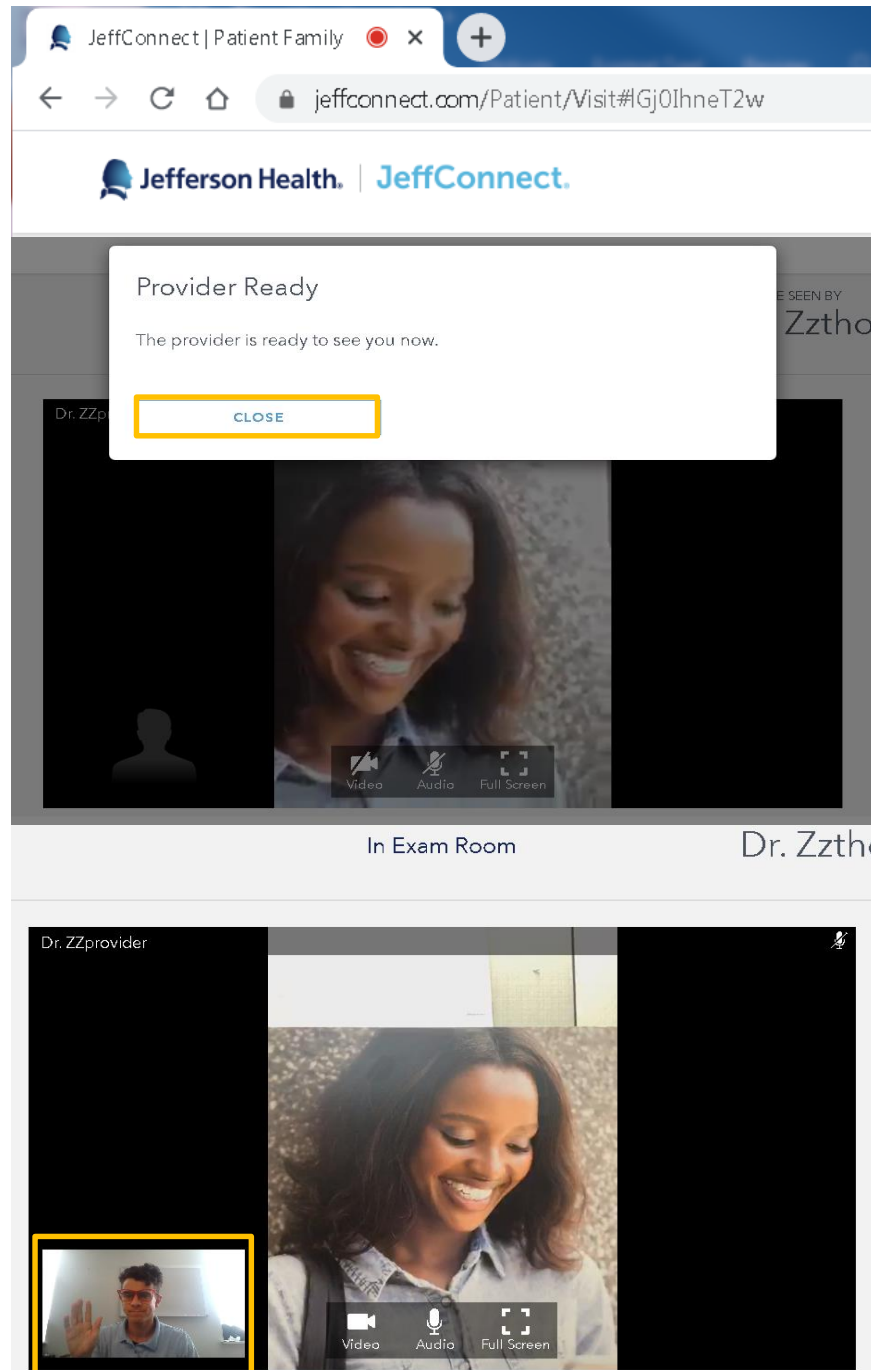


- **Step 4:** Wait for the Provider to join your visit.



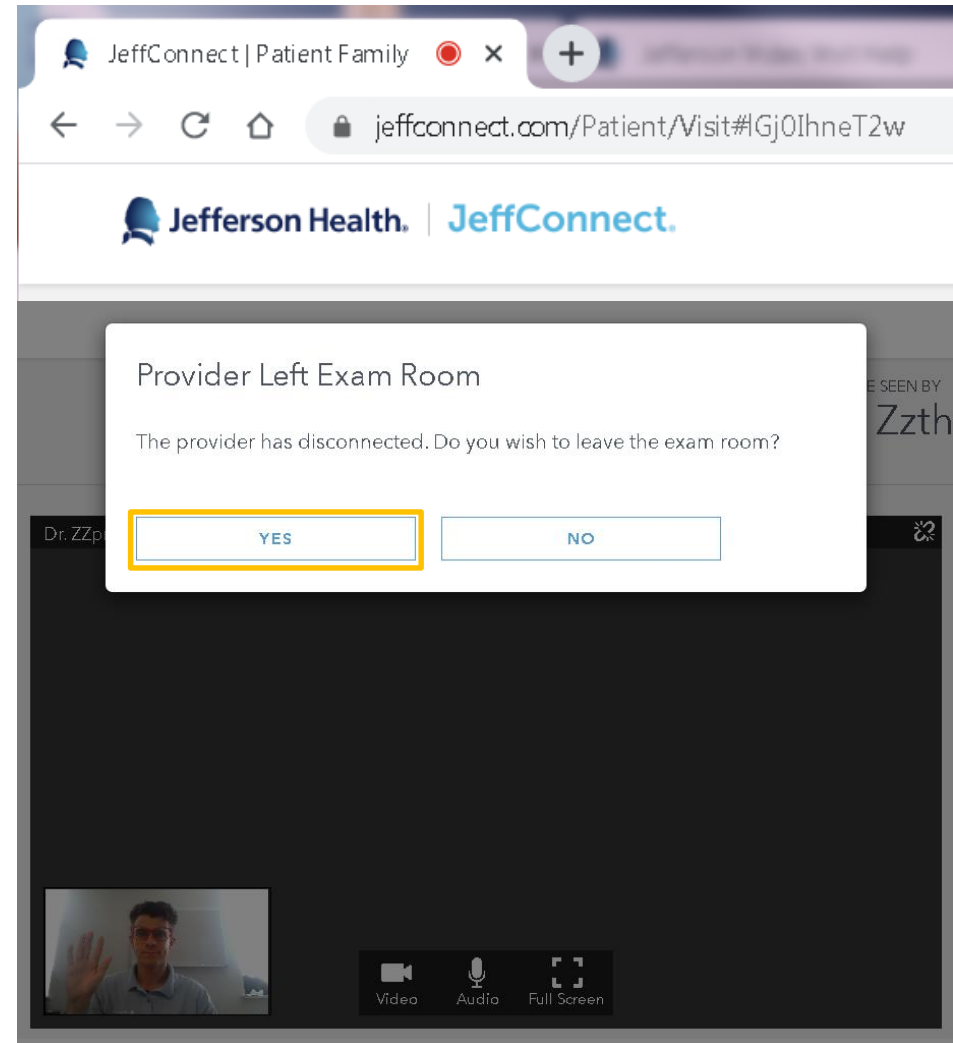
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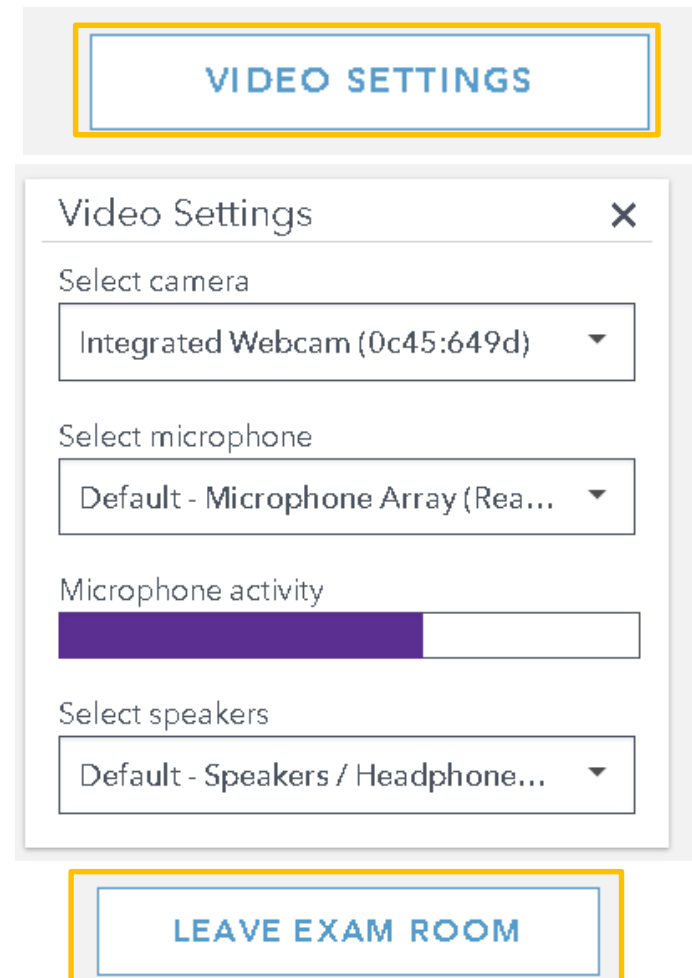
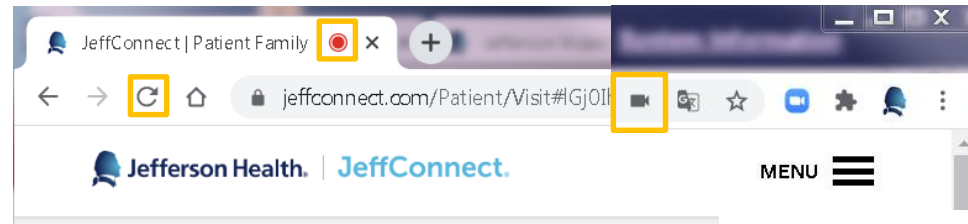
- **Step 7:** When the visit ends, click **YES** to leave and complete the appointment.

Thank you for using JeffConnect!



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Jefferson Stratford Hospital | Jefferson Torresdale Hospital | Jefferson Washington Township Hospital
Magee Rehabilitation Hospital | Physicians Care Surgical Hospital | Rothman Orthopaedic Specialty Hospital
Thomas Jefferson University Hospital