

Join your JeffConnect Video Visit using an Android Device



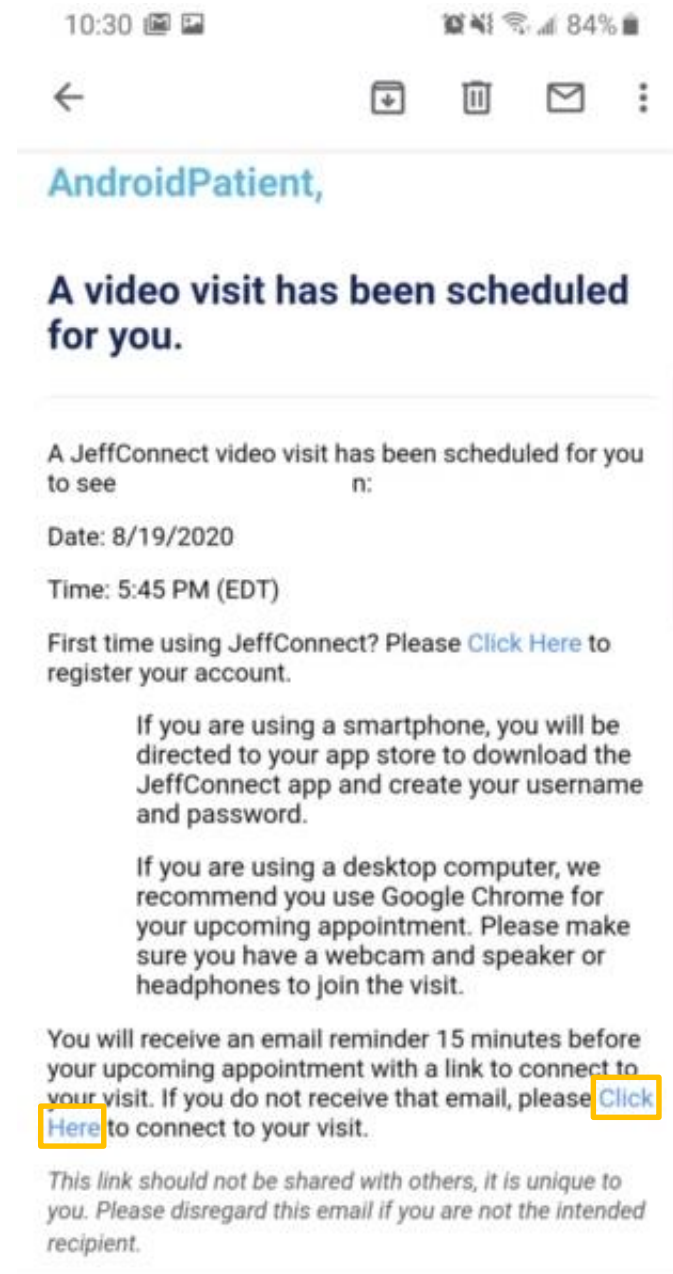
**Jefferson
Health®**

HOME OF SIDNEY KIMMEL MEDICAL COLLEGE

Join your JeffConnect visit using the installed App on Android phone or tablet.

JeffConnect will send you an email reminder with a link to join your appointment.

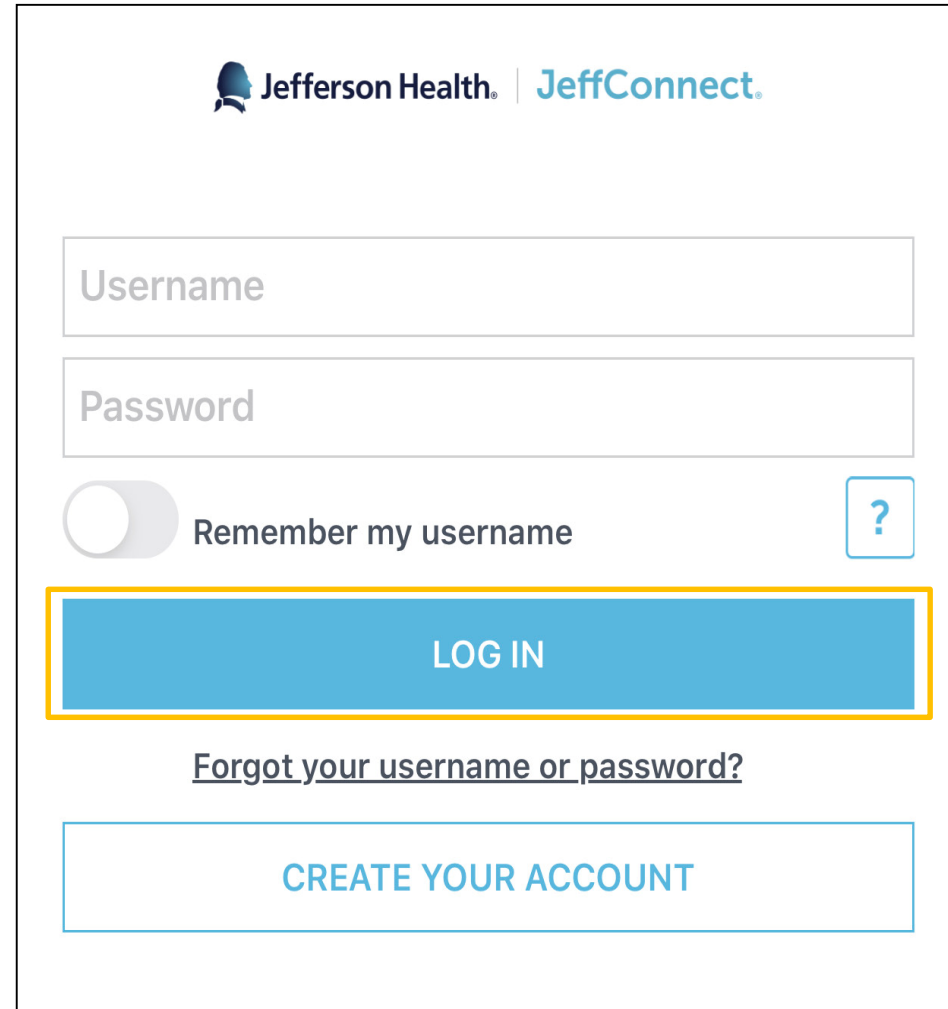
- **Step 1:** Open your email, and find our JeffConnect message from noreply@teladoc.com
- **Step 2:** Scroll down and Tap the blue link [Click Here](#) to connect for your visit.



- **Step 2:** Enter your **Username** and **Password**.

- Tap **LOG IN**.

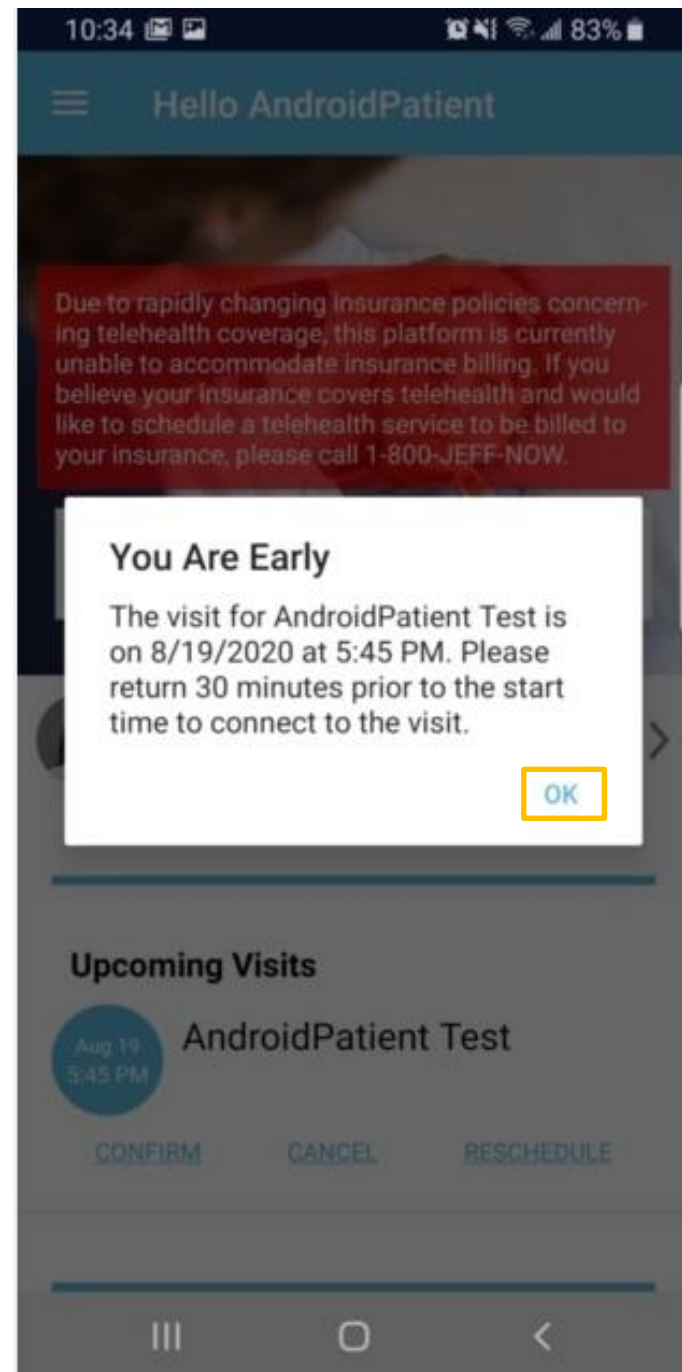
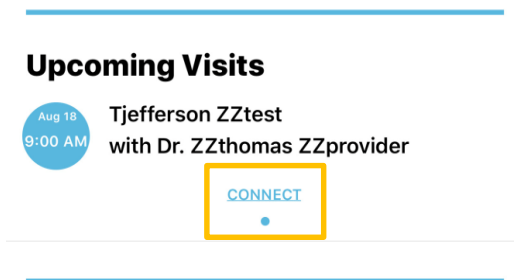
- If you have chosen **Remember my username** you will be logged directly into your video visit.



The screenshot shows the login interface for Jefferson Health's JeffConnect. At the top, the logo for Jefferson Health and JeffConnect is displayed. Below the logo are two input fields: 'Username' and 'Password'. Under the 'Remember my username' toggle, which is currently turned off, there is a question mark icon. A prominent blue 'LOG IN' button is highlighted with a yellow border. Below the button is a link that says 'Forgot your username or password?'. At the bottom, there is a light blue 'CREATE YOUR ACCOUNT' button.

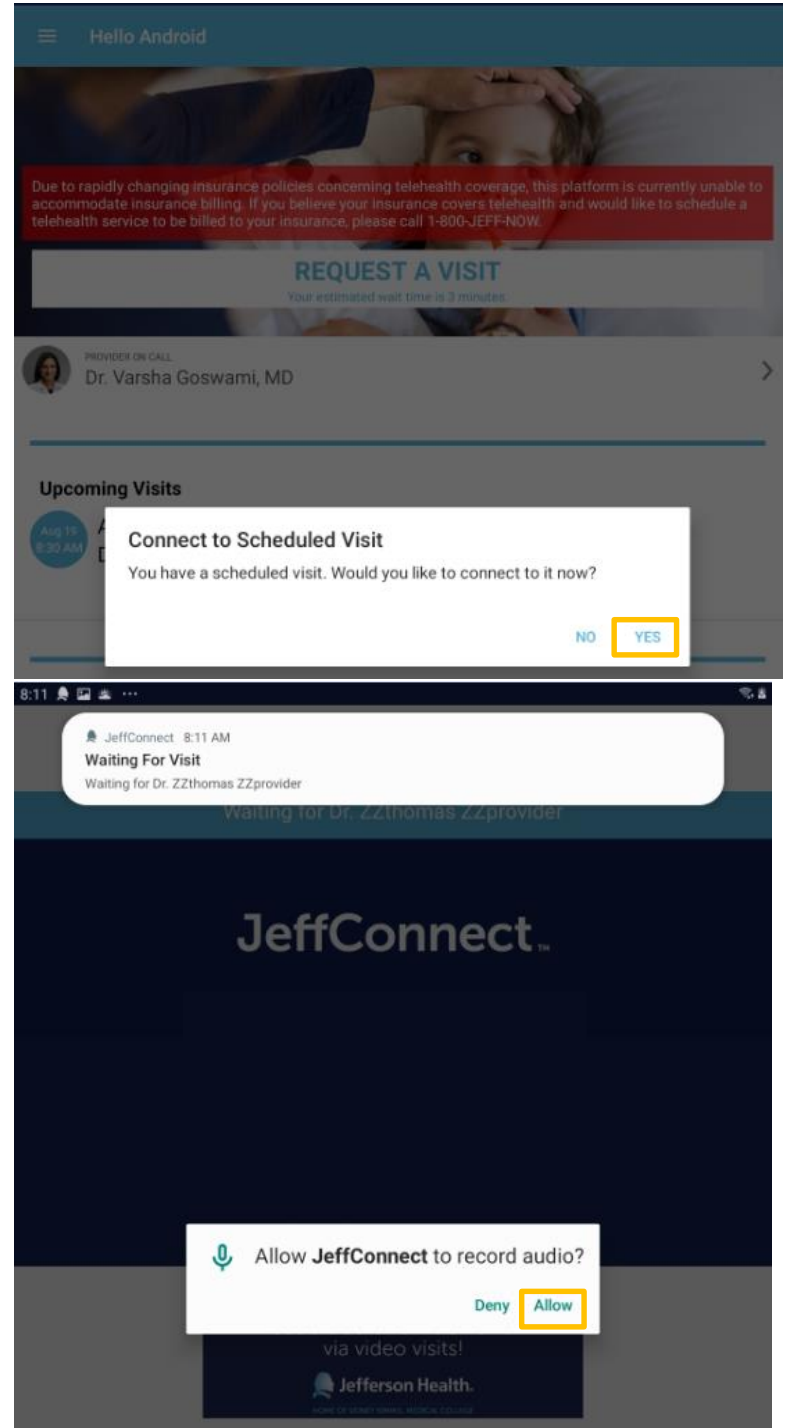
If you arrive early, you will be directed to the JeffConnect home screen.

- **Step 3: Tap OK.**
 - We recommend trying to join 5-10 minutes ahead of time.
 - To join on your own closer to time, click **CONNECT** on your upcoming visit.



If you arrive right on time, you will be directed to join your visit immediately.

- **Step 4:** Tap **YES** to join your visit.
- **Step 5:** Wait for the provider to join you.
 - Tap **ALLOW** on both pop-ups to Access the microphone and camera.



- **Step 6:** The provider will join you shortly.
- You should see yourself in the bottom left corner.

***Congratulations and thank you
for using JeffConnect!***



JeffConnect Troubleshooting Tips

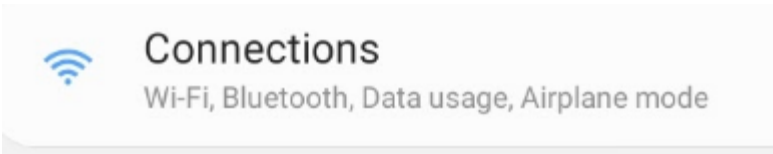
- If your connection is unstable, try to leave and rejoin your visit.



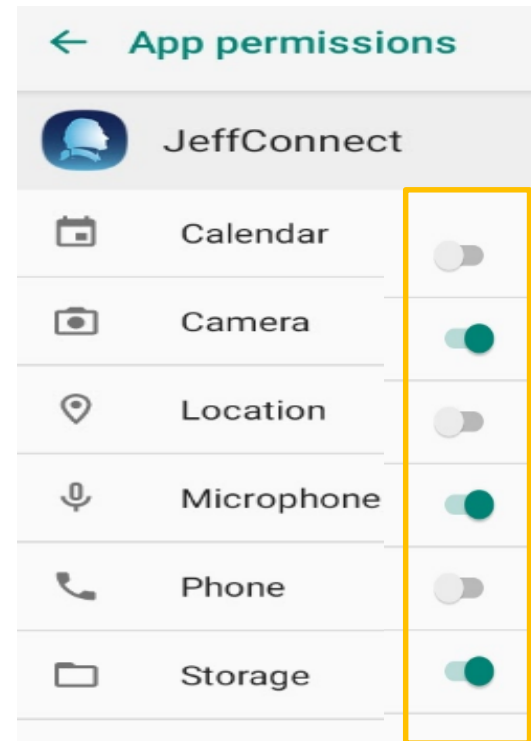
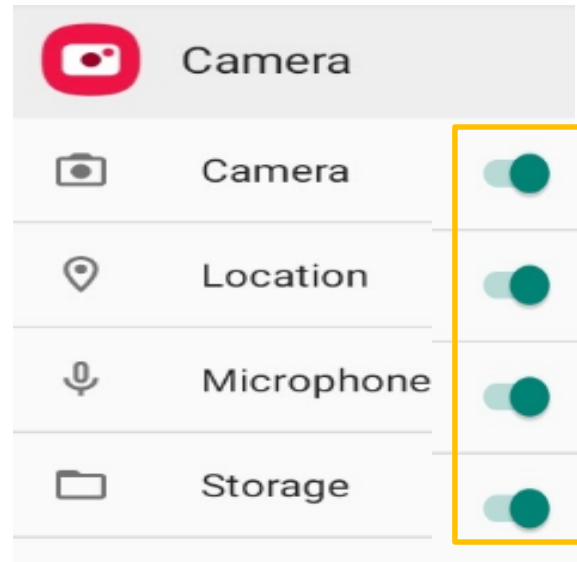
- Tap and Open Android Settings.
 - Check the Camera Settings.



- Make sure you are connected to Cellular data, or strong Wi-Fi.



- Scroll down the setting and find the JeffConnect App settings,
 - Make sure the Microphone and Camera options are green.



To join your JeffConnect visit without using the E-mail Link

- **Step 1:** Open the JeffConnect App.



- **Step 2:** Enter your **Username** and **Password**.

- Tap **LOG IN**.

A screenshot of the JeffConnect login interface. At the top, it displays the Jefferson Health logo and the text "JeffConnect." Below this are two input fields: "Username" and "Password". Under the "Remember my username" label is a toggle switch that is currently turned off. To the right of the toggle is a question mark icon in a blue box. Below the input fields is a large blue button with the text "LOG IN" in white. Underneath the button is a link that says "Forgot your username or password?". At the bottom of the screen is a white button with a blue border and the text "CREATE YOUR ACCOUNT" in blue.

- Step 3: To join your upcoming video visit by choosing **YES** on the pop-up.

Or

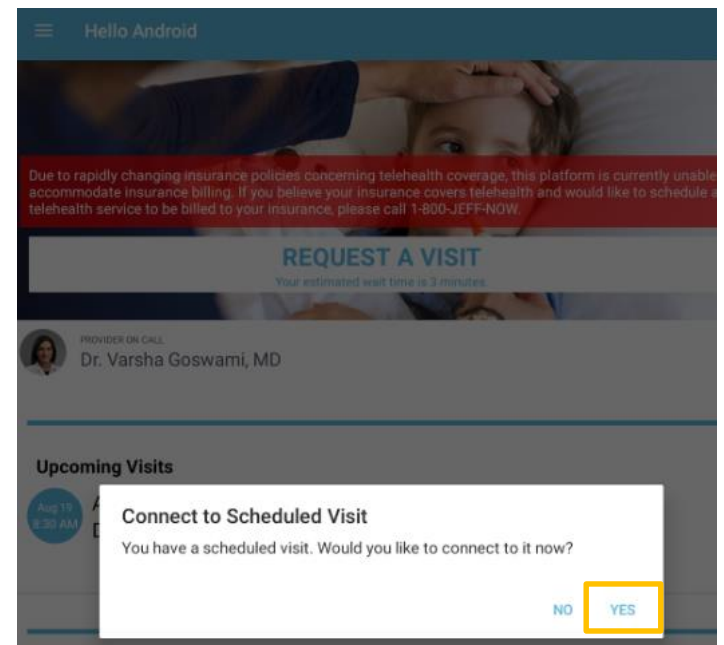
- Tap **YES**.

Or

- Tap on the blue **CONNECT** link.

Or

- Tap **My Visits** button.
 - Then tap the row of your visit to join.



Upcoming Visits

Aug 18 9:00 AM Tjefferson ZZtest with Dr. ZZthomas ZZprovider

CONNECT

My Visits

View your visit history or reconnect to active or upcoming visits.

My Visits

SCHEDULED VISITS

Tjefferson ZZtest

VISIT DATE: Tue, Aug 18, 2020 9:30 AM

REASON: Check Up Test

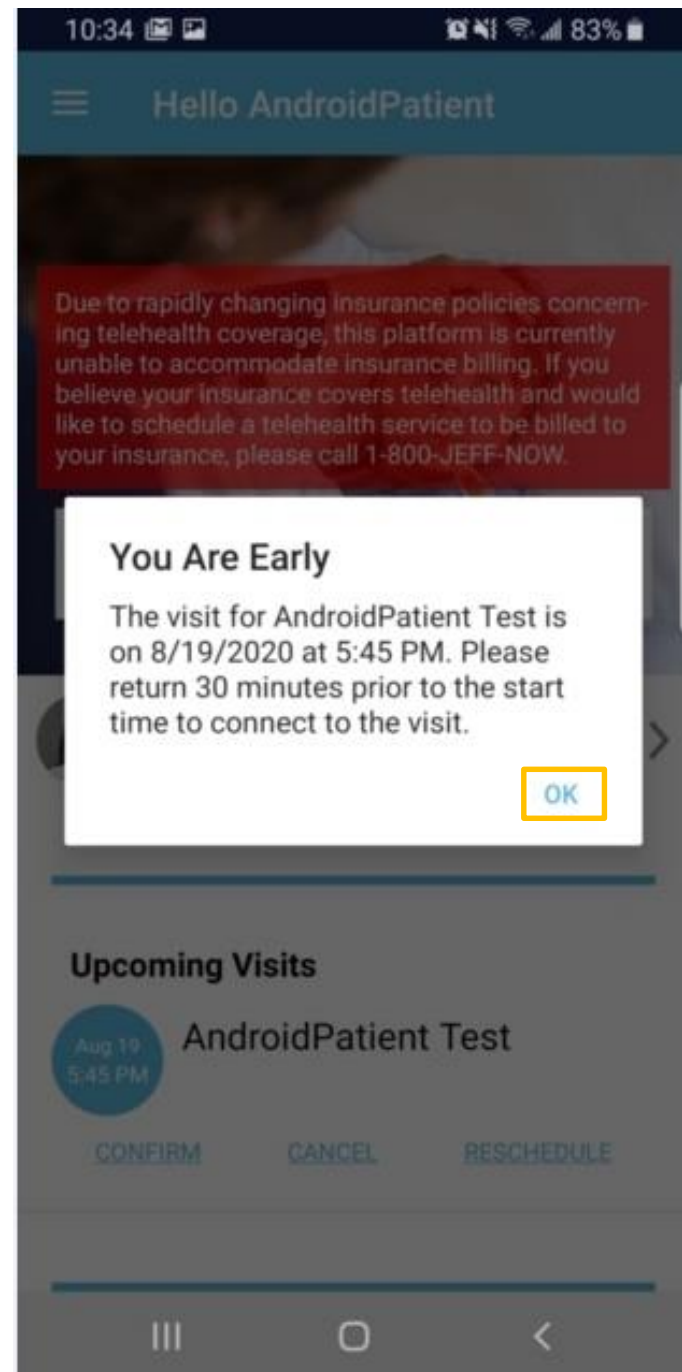
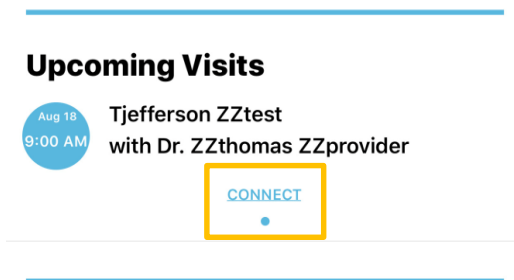
PROVIDER: Dr. ZZthomas ZZprovider



Tap row to connect to visit.

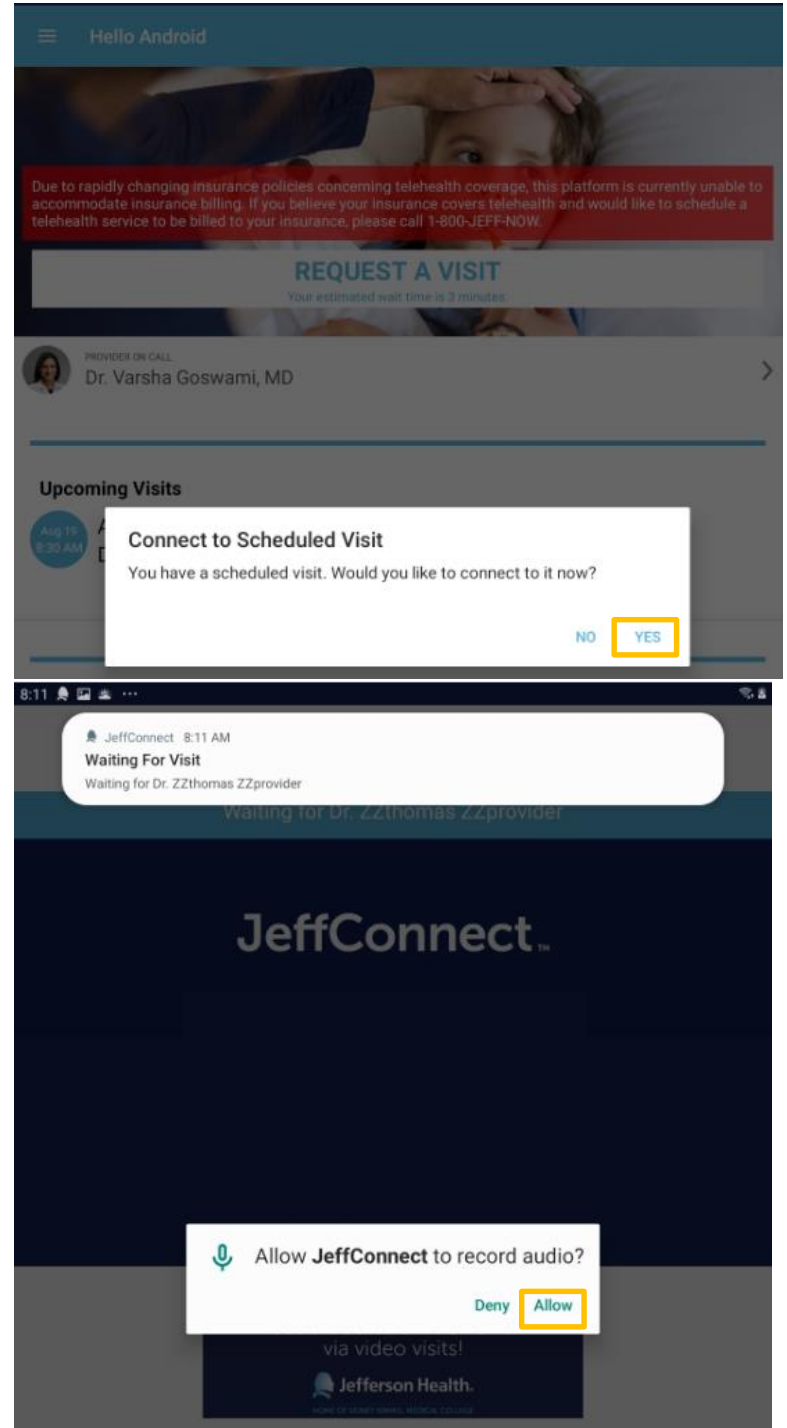
If you arrive early, you will be directed to the JeffConnect home screen.

- **Step 3: Tap OK.**
 - We recommend trying to join 5-10 minutes ahead of time.
 - To join on your own closer to time, click **CONNECT** on your upcoming visit.



If you arrive right on time, you will be directed to join your visit immediately.

- **Step 4:** Tap **YES** to join your visit.
- **Step 5:** Wait for the provider to join you.
 - Tap **ALLOW** on both pop-ups to Access the microphone and camera.



- **Step 5:** The provider will join you shortly.
- You should see yourself in the bottom left corner.

***Congratulations and thank you
for using JeffConnect!***



JeffConnect Troubleshooting Tips

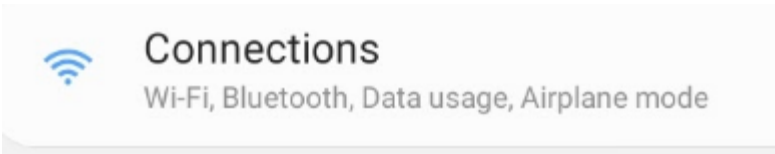
- If your connection is unstable, try to leave and rejoin your visit.



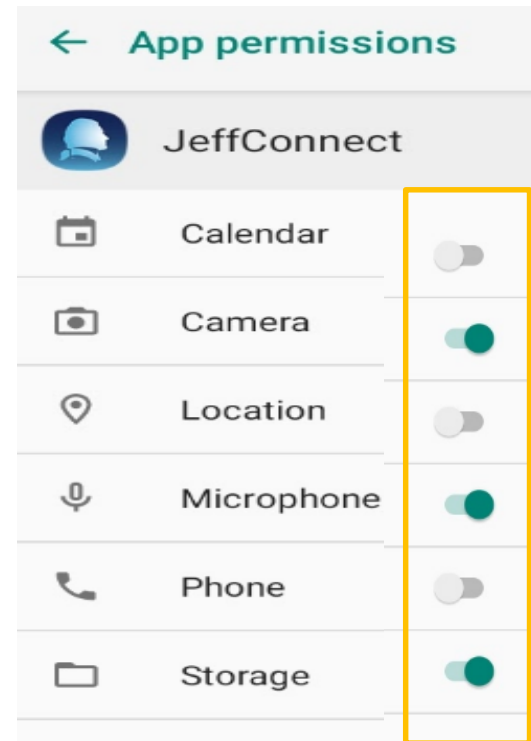
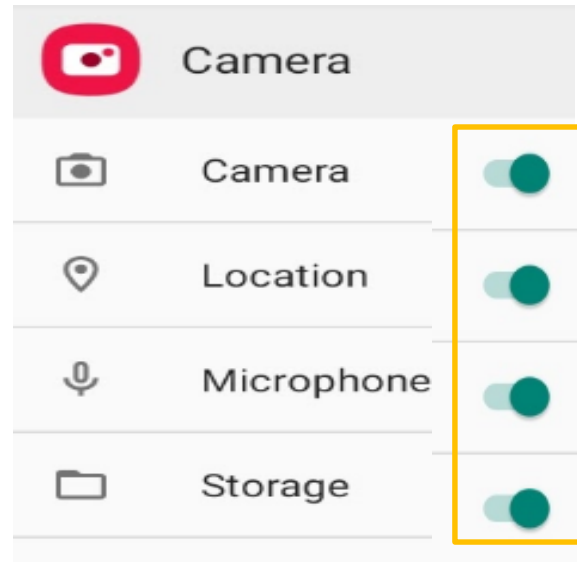
- Tap and Open Android Settings.
 - Check the Camera Settings.



- Make sure you are connected to Cellular data, or strong Wi-Fi.



- Scroll down the setting and find the JeffConnect App settings,
 - Make sure the Microphone and Camera options are green.





Jefferson Health®

HOME OF SIDNEY KIMMEL MEDICAL COLLEGE

Abington Hospital | Abington - Lansdale Hospital | Jefferson Bucks Hospital | Jefferson Cherry Hill Hospital
Jefferson Frankford Hospital | Jefferson Hospital for Neuroscience | Jefferson Methodist Hospital
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