



MITMedical

HealthELife Video Visit Instructions

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How to sign up for HealthELife

In order to join a video visit, you will need a HealthELife account. If you don't have one already, there are two ways to sign up:

1. **You can self-enroll** by visiting mitmedical.iqhealth.com/self-enroll. Enter the email address we have on file for you — most likely your @mit.edu address. Once you've filled out and submitted the enrollment form, HealthELife will send you a six-digit verification code by email. If that fails, reach out to the technical support team anytime at 877-621-8014.
2. **You can request an invitation.** When you call to schedule your appointment, ask that an invite be sent. The staff member will ask you a few identifying questions, and then send you an email with instructions for activating your account.

How to access your video visit

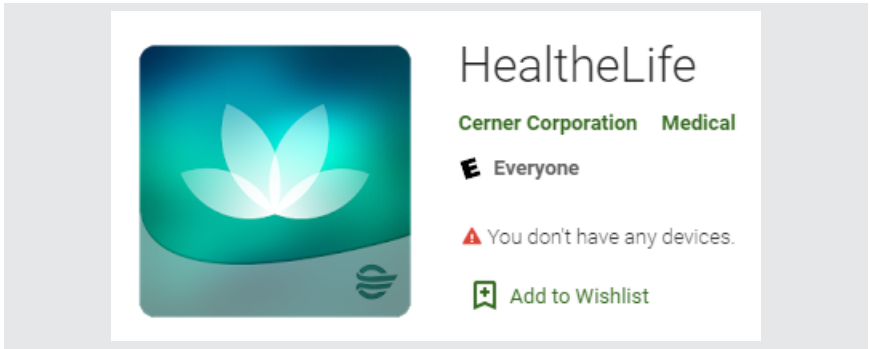
Video visits can be joined up to **30 minutes** before the scheduled appointment time. There are two ways to access your visit:

- Use the **HealthELife mobile app** for iOS or Android. This is the recommended way to access your visit.
- Use a **desktop or laptop computer** with an internet connection, a webcam, a microphone, and a Chrome or Firefox web browser. Go to mitmedical.iqhealth.com. You may be required to install a browser plugin.

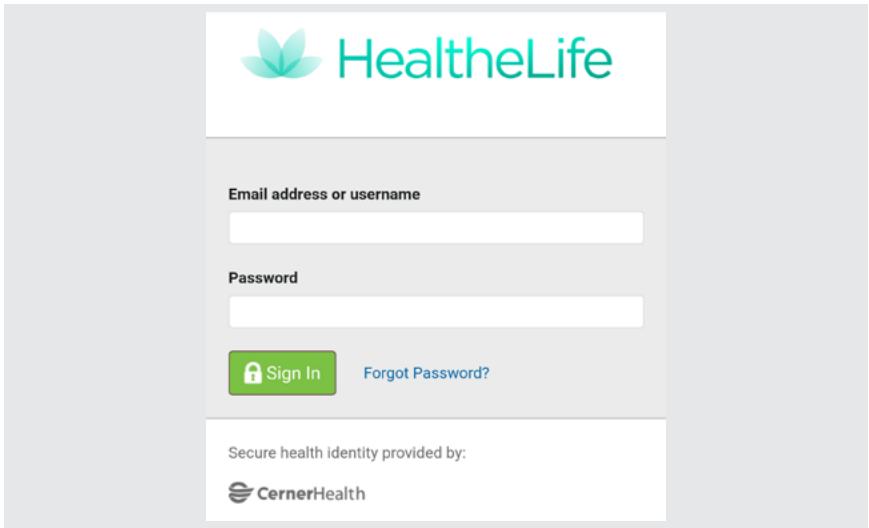
You may invite a guest, such as a parent or friend, to attend your video visit with you. See [how to invite a guest to your video visit](#). They will be invited via email and must join via desktop or laptop computer.

Joining a video visit from your iPhone, iPad, or Android device

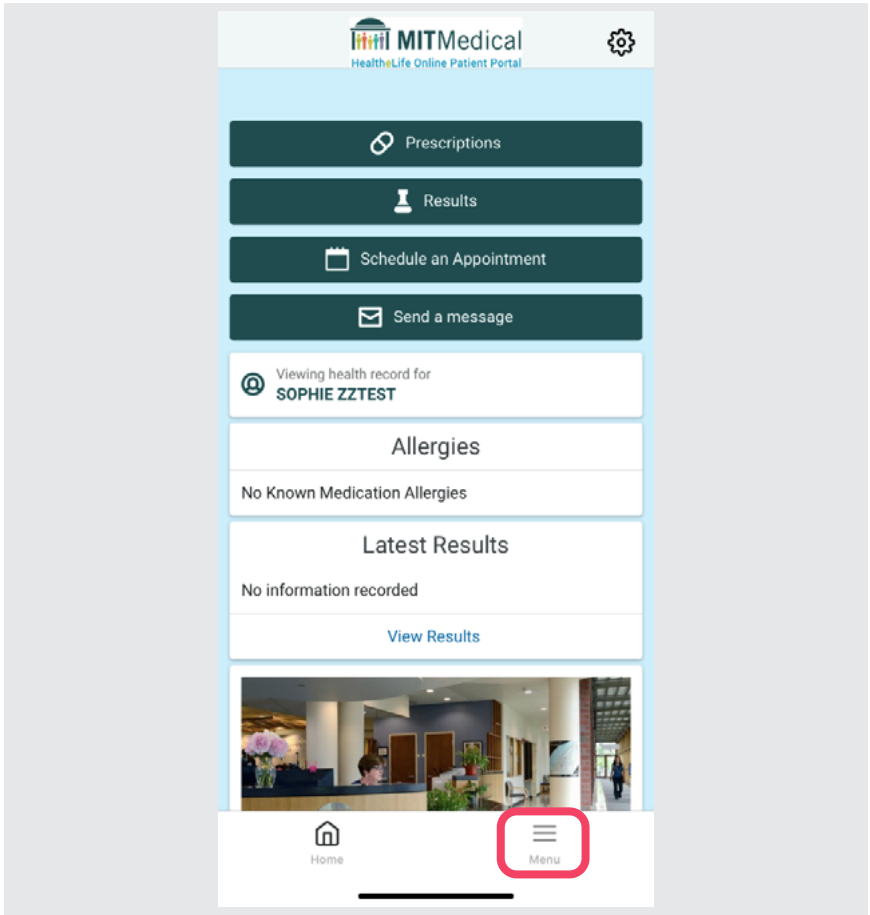
In order to join a video visit from your iOS or Android device, you will need to download the HealthELife App from the App Store or Google Play.



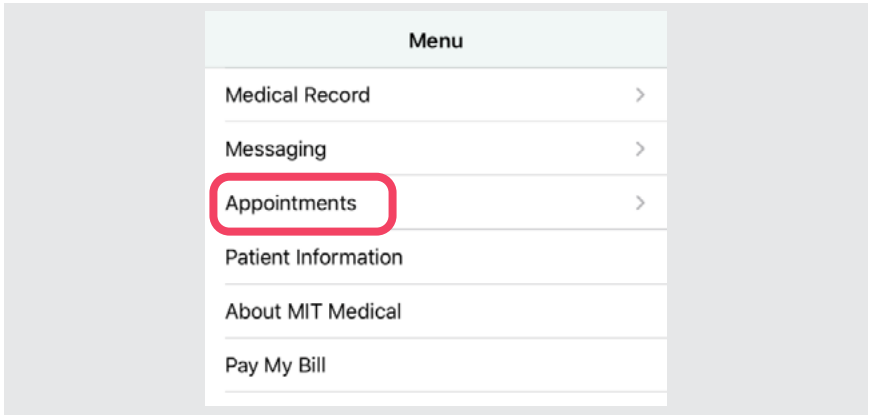
1. Open the HealthELife app and log into your HealthELife account.



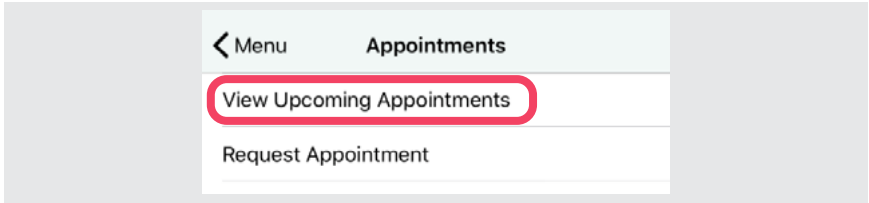
2. Tap **Menu** in the lower right-hand corner of the screen.



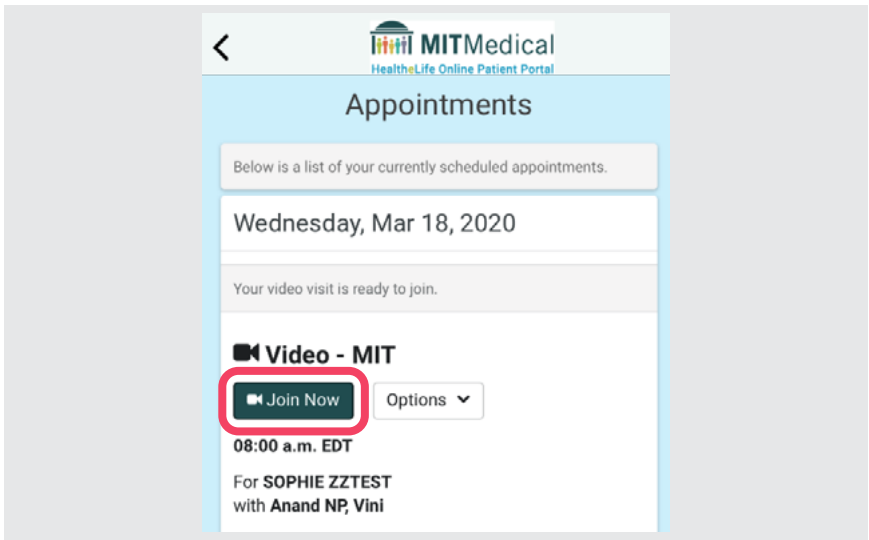
3. Select **Appointments** from the menu.



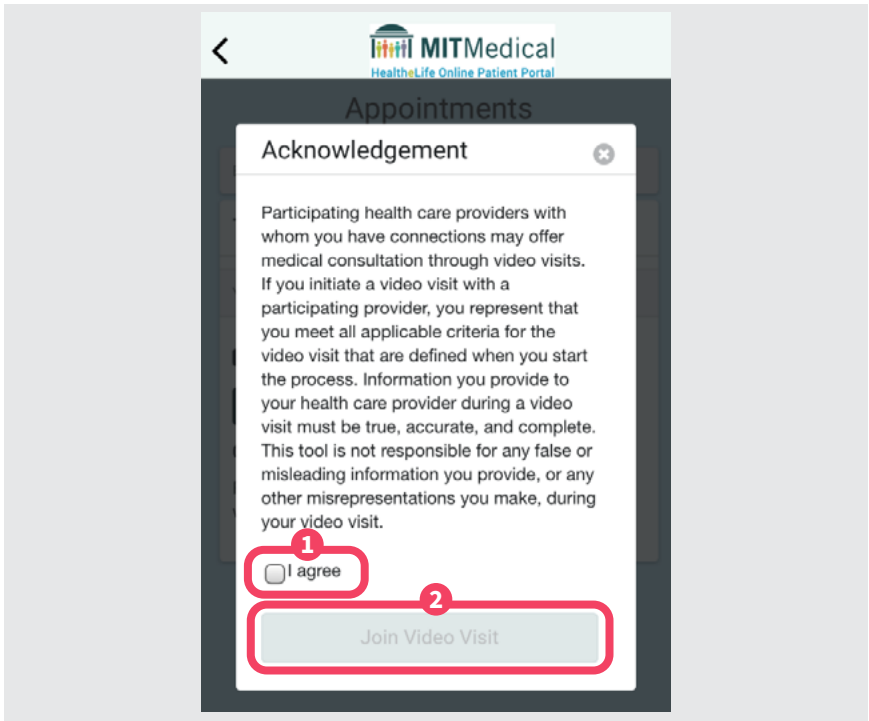
4. Select **View Upcoming Appointments**.



5. Tap **Join Now**. An Acknowledgement prompt will appear.



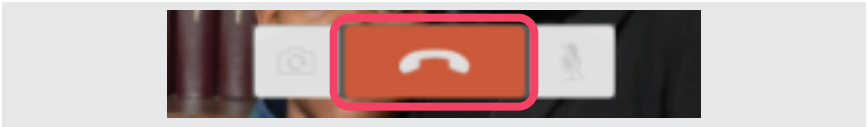
6. After reading the Acknowledgement, check **I agree** and then tap **Join Video Visit**.



7. Wait on this screen until you see the provider join the call. **You will not be able to see yourself** until another participant, such as the provider or an invited guest, joins the call.

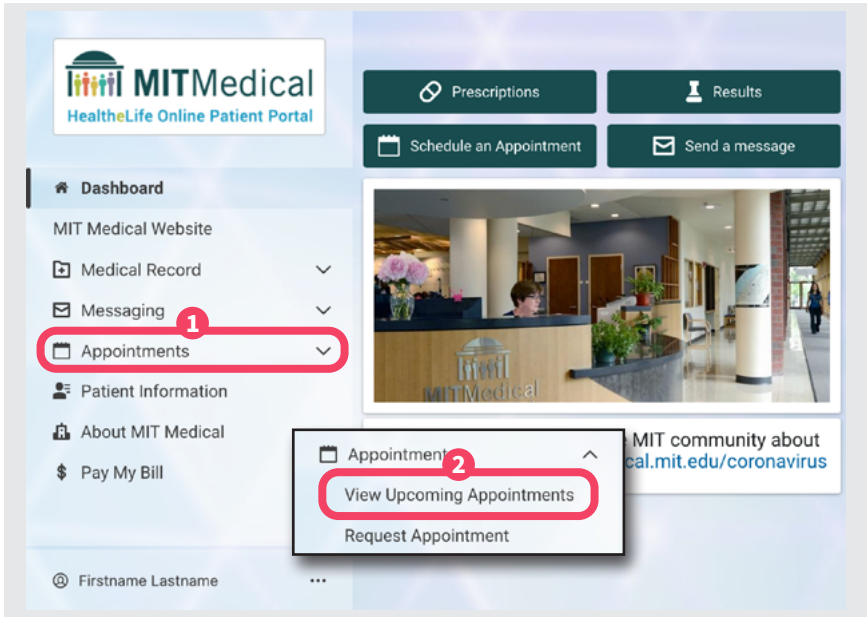


8. When your visit is complete, tap the red phone button to end the call.

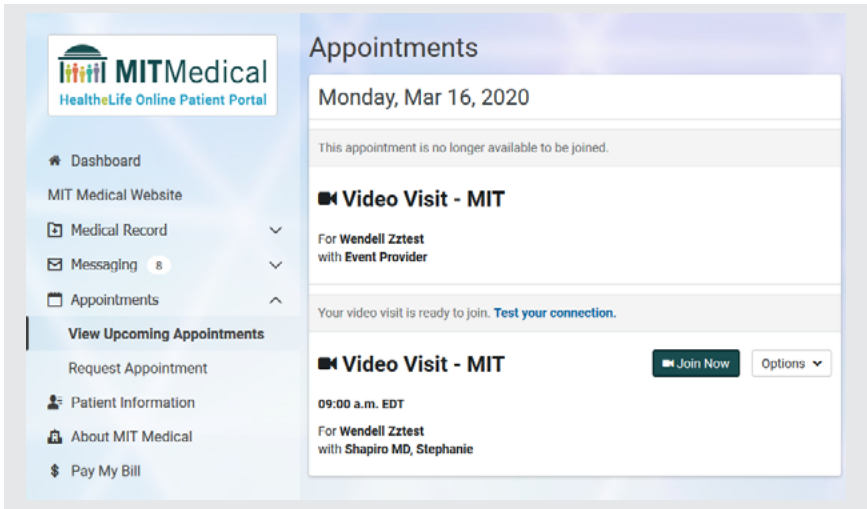


Joining a video visit from your desktop or laptop computer

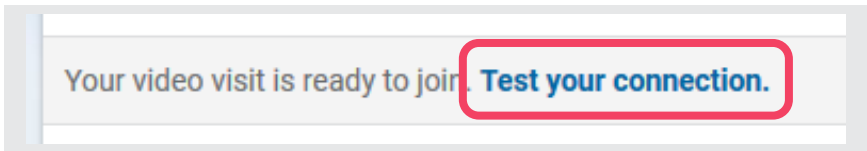
1. Log in to HealthELife by visiting mitmedical.iqhealth.com.
2. In the menu on the left, click on **Appointments** and then on **View Upcoming Appointments**.



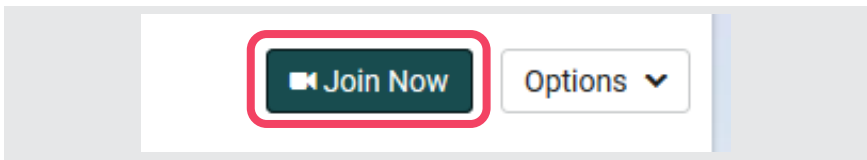
3. The Appointments page displays a list of your recent and upcoming video visits.



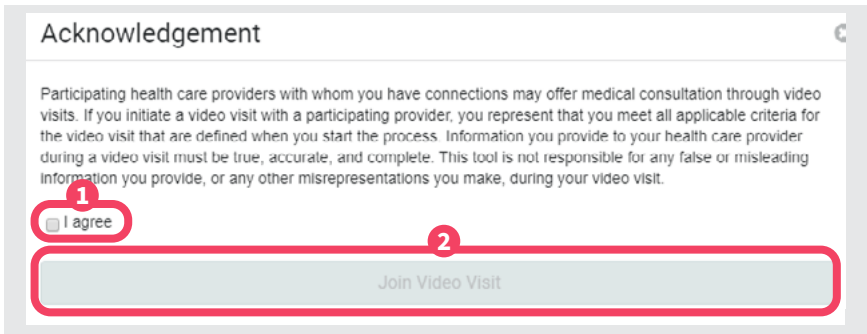
- If you would like to test your microphone, speakers, camera, or internet connection, you can click the **Test Your Connection** link. When you are done, return to the Appointments page.



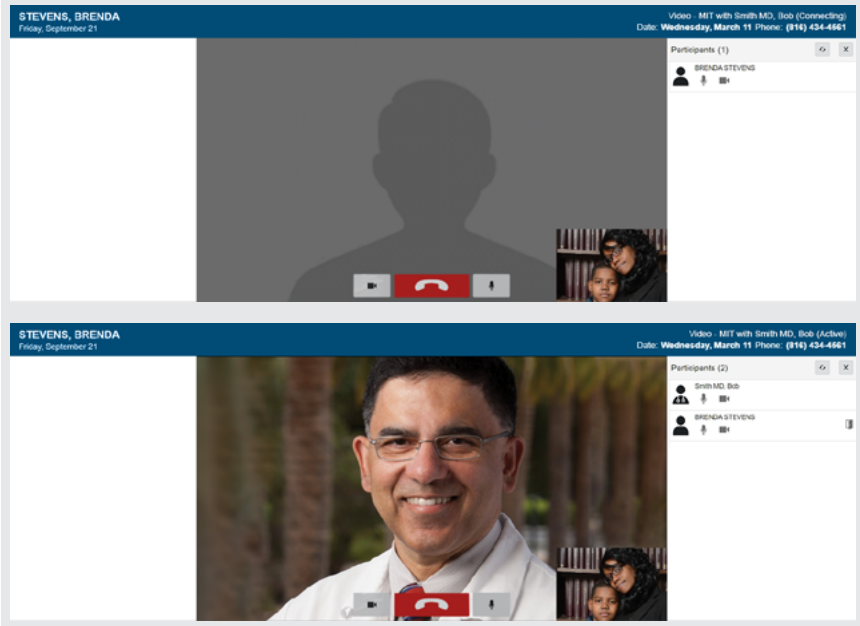
4. When you are ready to join the visit, click **Join Now**. An Acknowledgement prompt will appear.



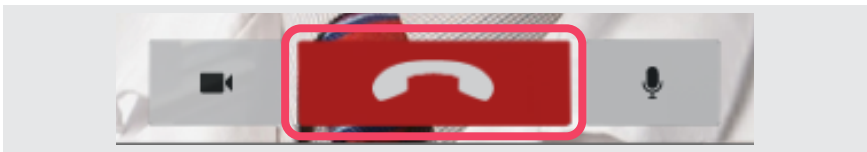
5. After reading the Acknowledgement, check **I agree** at the bottom and then click **Join Video Visit**.



6. You will now be connected to the video visit. Wait here until the provider joins.





















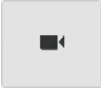


7. When you are done with the visit, click the red phone button to disconnect.



Buttons and icons used in video visits

The video player that is used during video visits includes the following buttons and icons:


Button	Name and Action												
	<p>Hang Up: Closes the video player, allowing you to close the video player tab and return to the previous page.</p> <p>If you need to rejoin a video visit after clicking Hang Up, click Join Now in the Appointment List view to regain entry to the video player; the Join Now button is available as long as the scheduled appointment has not expired and the provider has not completed the visit.</p>												
	<p>Mute: Prevents audio from being sent to the other users in the video visit.</p>												
	<p>Participants: Allows you to see the participants that joined their video visit session. This button is displayed in the upper-right corner of the video player. The participant list includes the names of all users and providers that are currently attending the video visit session.</p> <p>The participants list includes the following icons:</p> <table><thead><tr><th>Icon</th><th>Name and description</th></tr></thead><tbody><tr><td></td><td>Participant: Icon displayed next to a patient or guest's name in the participants list.</td></tr><tr><td></td><td>Provider: Icon displayed next to the provider's name in the participants list.</td></tr><tr><td></td><td>Refresh: Refresh the participants list. (On mobile devices, tap Participants instead.)</td></tr><tr><td></td><td>Back: Closes the participants list and returns you to the video visit (<i>mobile app only</i>).</td></tr><tr><td></td><td>Close: Closes the participants list (<i>desktop only</i>).</td></tr></tbody></table>	Icon	Name and description		Participant: Icon displayed next to a patient or guest's name in the participants list.		Provider: Icon displayed next to the provider's name in the participants list.		Refresh: Refresh the participants list. (On mobile devices, tap Participants instead.)		Back: Closes the participants list and returns you to the video visit (<i>mobile app only</i>).		Close: Closes the participants list (<i>desktop only</i>).
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	Close: Closes the participants list (<i>desktop only</i>).												

Button	Name and Action
	Pause (<i>desktop only</i>): Suspends the transmission of video and mutes the audio that is sent to the other users in the video visit.
	Reverse Camera (<i>mobile app only</i>): Uses the opposite camera on your device.
	Shrink (<i>mobile app only</i>): Shrinks the video to a small box at the bottom of your phone. This action allows you to use the main part of your screen to open another app.

How to download a plug-in, if required

- Click the **Download the Plug-in** link that is displayed in one of the video visit status banners. Alternatively, click **Join Now** if applicable. The plug-in is downloaded automatically.

 This video visit will open in approximately: 2 hours 16 minutes. [Download the plugin.](#)

 Your video visit is ready to join, but you still need to [download the plug-in.](#)

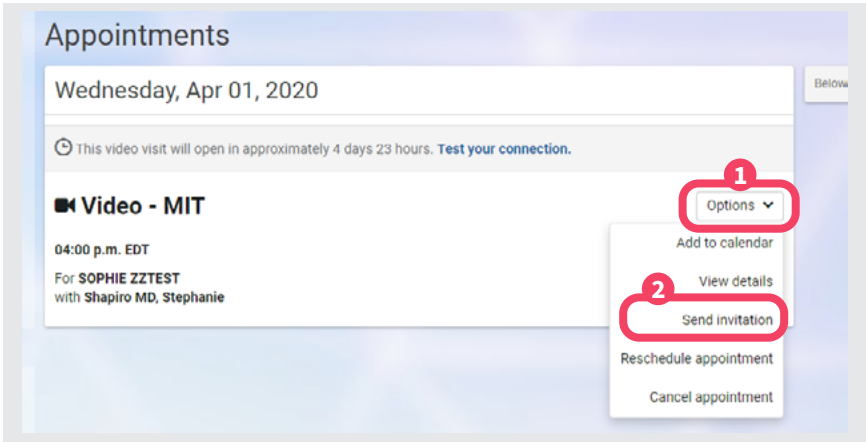
 Join Now

- Follow the system prompts to install the plug-in.** When you are finished, a confirmation message will say that all system requirements have been met. The **Join Now** button is included in the Success message box in case it is time to join the video visit.

How to invite a guest to your video visit

You may invite a guest, such as a parent or friend, to attend your video visit with you. **They will have to use a desktop or laptop computer to join, not a mobile device.** Their computer will need to have its camera and microphone turned on, and they may need to install a browser plugin.

1. To invite a guest, click the **Options** button to the right of your appointment details, and then click **Send Invitation**.



2. You will be prompted to enter the guest's details. When you are done, click **Send**.

The screenshot shows a mobile application interface for MITMedical. At the top, there is a back arrow, the MITMedical logo, and the text 'HealthLife Online Patient Portal'. Below this is the heading 'Appointments'. A white modal window is open with the title 'Invite someone to join your video visit' and a close button (X). The modal contains the following text: 'To invite someone to join your video visit, complete the form below and click Send. That person will receive an email message with a link to join your video visit. Before sending your video visit invitation, always confirm that the invited participant is intended to hear communication containing personal health information.' Below the text are four input fields: 'Name', 'Relationship to patient', 'Email address', and 'Confirm email address'. At the bottom right of the modal are two buttons: 'Send' and 'Cancel'. The background of the app is dimmed, showing a list of appointments with icons for video visits.

3. A confirmation message will appear. Click **OK** to dismiss it.

The screenshot shows the same mobile application interface as the previous one. The modal window now displays a confirmation message. At the top of the modal is the title 'Invitation Sent' and a close button (X). In the center of the modal is a large green checkmark icon. Below the icon, the text reads: 'An invitation was sent to sue@example.com'. At the bottom right of the modal is a single button labeled 'OK'. The background of the app remains dimmed.

4. Your guest will receive an email from noreply@iqhealth.com with instructions for how to join the session. If they have not received the email after a few minutes, they should check their junk mail folder.

Sue, you have been invited to join a video visit.



IQHealth <noreply@iqhealth.com>

To: Sue@example.com



appt.ics
1 KB



Sue,

Wendell Ztst has invited you to join a video visit with MIT Medical on March 30, 2020, 11:00 a.m. EDT.

To join the video visit, click the link below on a secure desktop or laptop device with video and audio capabilities turned on.

[Click here to join the video visit](#)

The video player requires you to download a plug-in based on the web browser you will use to join the visit.

- If you use Internet Explorer, [click here](#) to download the required plug-in.
- If you use Safari, [click here](#) to download the required plug-in.
- For all other browsers, such as Chrome or Firefox, no plug-in is required.