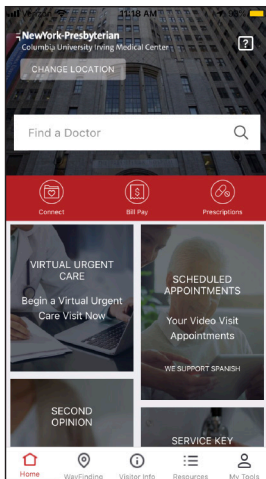


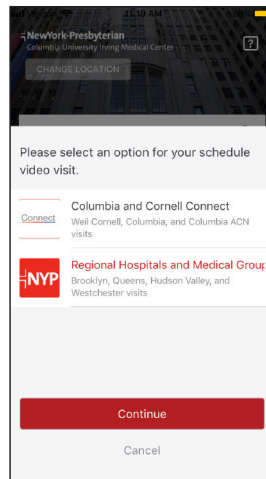
NewYork-Presbyterian

Starting a Video Visit via Smartphone

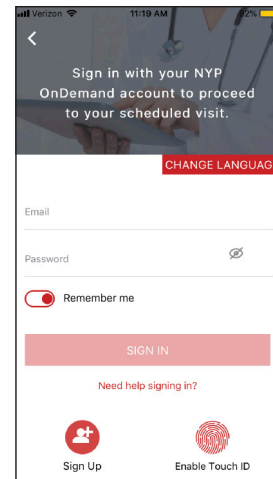
Download the NYP app  by searching “NYP” within the App Store or Google Play.



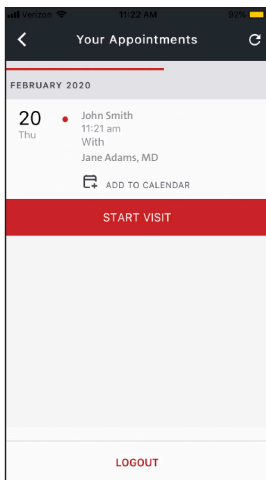
Step 1:
Open the NYP app and click “Scheduled Appointments”



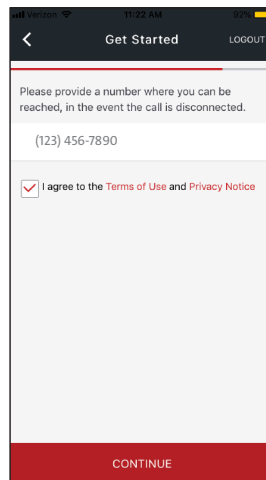
Step 2:
Select “Regional Hospitals and Medical Group” and click “Continue”



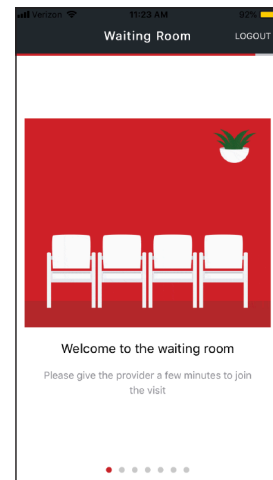
Step 3:
Log into your account



Step 4:
Click “Start Visit”



Step 5:
Check box to agree to the Terms of Use and Privacy Notice, then click “Continue”



Step 6:
You are now in the virtual waiting room. If your doctor does not connect with you after 15 minutes please call your provider's office.



FRIENDLY REMINDERS AND TIPS

- Make sure you are in a quiet, well-lit room with a strong Wi-Fi signal
- Make sure you are using the latest version of the app on your phone or tablet
- You, or your physician, can start the video visit up to 15 minutes prior to the scheduled time
- If you minimize the app during your visit, the camera will pause but the microphone will still be on

For any questions, or additional support, please call the Virtual Assistants who are available M-F, 9am-5pm at 646-297-4600.

