

Instructions

If you've been scheduled for a video visit just follow the 3 steps below to connect from your desktop or mobile device!

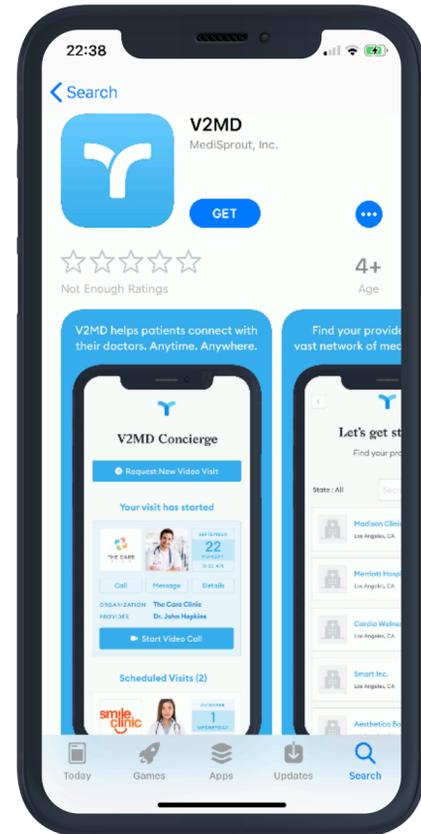
Guide for Mobile (See next page for Desktop Guide)

1 Download App & Create Account

Download the 'V2MD' app from the Apple App Store or Google Play Store. Once you've opened the app, you will be able to create your V2MD account.

Quick Tip

Download the app and create your account **before** the time of the visit so you are ready to go with a smooth connection experience at the time of your appointment.



2 Login to V2MD Concierge

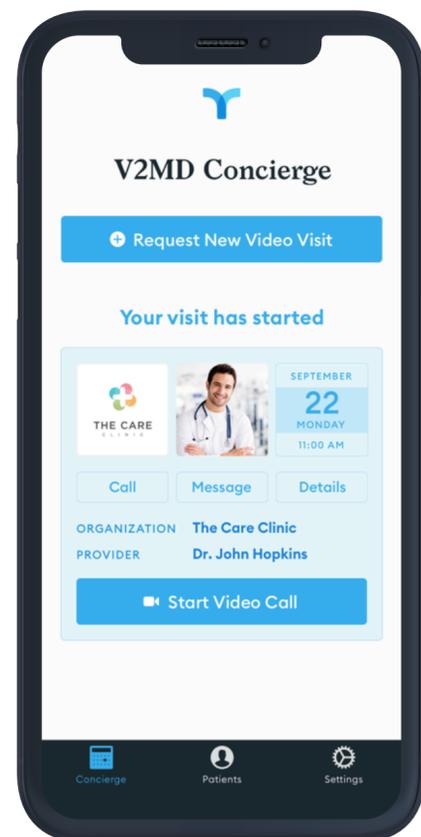
Once you've created your account, login using the V2MD app and you will proceed to your V2MD Concierge page where you can see your upcoming appointments.

3 Start Visit

Ten minutes before the scheduled time of your visit you will see a  button appear in your invite.

Click the button and you will then see a screen saying '**Please wait for clinician to join the call.**'

When your provider starts from their end you will see the video call begin. Occasionally it may take even up to a minute to connect from when your provider starts from their end.



Guide for Desktop

① Create Account

You've received an email informing you that you have a visit with your medical provider. Because privacy and security is paramount, in order to access the visit you will need to create an account. To create an account go to:

<https://platform.medisprout.com/patient/signup>

Quick Tip

Create your account **before** the time of the visit so you are ready to go with a smooth connection experience at the time of your appointment.

② Login

Once you have created your account, you can login to your V2MD Concierge where you will see your upcoming appointment.

You can login using this link below:

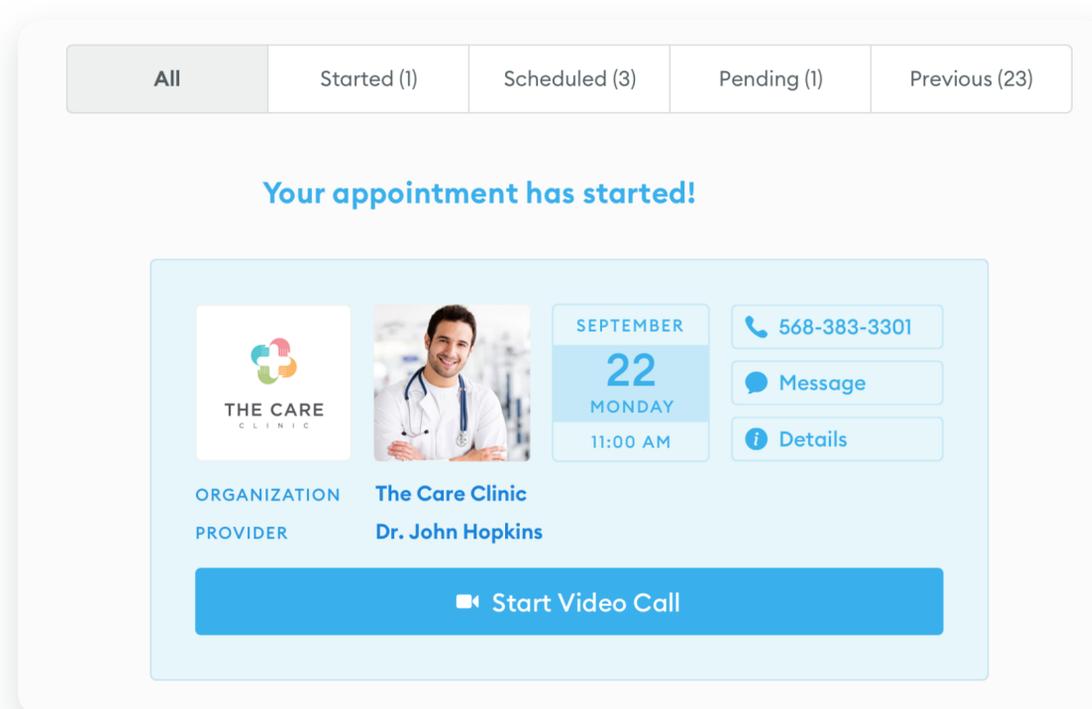
<https://platform.medisprout.com/patient/login>

③ Start Visit

Ten minutes before the scheduled time of your visit you will see a  button appear in your invite.

Click this button and you will then see a screen saying **'Please wait for clinician to join the call.'**

When your provider starts from their end you will see the video call begin. Occasionally it may take even up to a minute to connect from when your provider starts from their end.



Questions?

For any questions please reach out for support by clicking the chat icon at the bottom right of any browser or emailing/calling: support@medisprout.com or call **866-896-1431**.