

How to Use Zoom for Your Telehealth Visits with Kennedy Krieger Institute



Using Zoom on a Smartphone or Tablet

1. Download the free ZOOM app pictured above
2. Before your visit, Kennedy Krieger will send an email invitation
 - If you do not have an email address, Kennedy Krieger can provide the ZOOM meeting information via text or phone call.
3. Open the email
4. Tap on the link to “Join the Call.”
5. If prompted, enter the Meeting ID (the nine-digit number at the end of the link)
6. Follow the instructions to allow camera access and microphone access.
7. You will then be connected directly to your provider for your session.
 - If your provider is using the “Waiting Room” feature, you will receive this message “Please wait, the meeting host will let you in soon.”
 - If your provider is still in another session when you attempt to join, you will get a pop up window that say “The host has another meeting in progress.”
 - Please be patient. Your provider will join the meeting as soon as possible. If you stay in Zoom, the meeting will start automatically when the provider joins.
8. When your session is over, your provider will end the Zoom meeting for you.

If you need further assistance setting up or using Zoom, call our Telehealth Help Line at 667-205-4700.