Thank you for choosing KidzDocNow. Please select the device you will be using during your appointment from the list below.

ANDROID

iOS

DESKTOP
KIDZDOCNOW ANDROID VISIT INSTRUCTIONS
1. **Check your email.** You should have received an email from KidzDocNow with “Your Upcoming Telehealth Appointment” as the subject line. If you don’t see the email, be sure to check your spam folder. If you don’t receive it or need technical assistance, call 844-349-7869.

2. **Open the email and tap the “Get Started” button.** (Note: some email services might not display the rich text of the button. If not, tap in the box.)
3. You will be redirected to a page where you’ll be asked to **choose a password**. Confirm your password by entering it twice, and tap “Continue.”
4. If you do not have the app, tap “Download App to Continue.” Otherwise, tap “Start your visit now” underneath the button.
5. **Download** and **install** the app.
6. Open the app and tap “Log In.”
7. Log in using the **same email address** and the **password** you just set up. Tap “Remember me” if desired.
8. After logging in, tap “Get Started.”
9. You’ll now be brought to the intake process. **Confirm** who’s being seen by the doctor, and make sure to **put a follow-up number** for the provider to call, if needed. Then, tap “Continue.”
10. Enter the reason for your visit (e.g. “itchy eyes”) and make sure to check the box next to “I have read and agree to the Notice of Privacy Practices.” Then tap “Continue.”

Note: Attaching photos will allow the provider to see the concerns prior to the visit. If the video quality is poor, the provider will have the ability to view the photos to help with diagnosis and treatment. To attach photos, tap “Add an image.”
11. When prompted, be sure to **allow the KidzDocNow app** to record video, audio, and make calls to enable your virtual visit.
12. You will be now put in the **virtual waiting room** while you wait for the pediatrician.
13. Your video visit has begun! After your visit, click “End,” then confirm you’d like to end the visit.
14. You will then be asked to rate both the provider and the KidzDocNow service, as well as answer the following feedback question: “If you had not used KidzDocNow today, where would you have gone instead?”

You may choose to send a summary of this visit to your email or to someone else (family member, significant other, other doctor) but this is entirely optional.

15. Tap “Done.” Your visit is over! We hope you’ve enjoyed using KidzDocNow. If you need any technical assistance, please call 844-349-7869.
1. **Check your email.** You should have received an email from KidzDocNow with “Your Upcoming Telehealth Appointment” as the subject line. If you don’t see the email, be sure to check your spam folder. If you don’t receive it or need technical assistance, call 844-349-7869.

2. **Open the email and tap the “Get Started” button.** (Note: some email services might not display the rich text of the button. If not, tap in the box.)
3. You will be redirected to a page where you’ll be asked to **choose a password**. Confirm your password by entering it twice, and **tap “Continue.”**
4. If you do not have the app, tap the top banner or “Download our app.” Otherwise, tap “Start your visit now.”
5. Download and install the app.

6. Open the app, allow KidzDocNow to access your phone’s location, swipe to the right, and tap “Log In.”
7. Tap "Start Visit" when prompted.
You may choose to set up TouchID for KidzDocNow (optional) or choose to allow KidzDocNow to send you notifications (optional, but encouraged).
7. Tap “Get Started.”
When available, always try to connect using Wi-Fi. If necessary you can use 3G/4G, but visit quality might be choppy depending on signal strength.
9. You’ll now be brought to the intake process. **Confirm** who’s being seen by the doctor, and make sure to **put a follow-up number** for the provider to call, if needed. Then, **tap “Continue.”**
10. Enter the reason for your visit (e.g. “Itchy eyes”) and make sure to check the box next to “I have read and agree to the Notice of Privacy Practices.” Then tap “Continue.”

Note: Attaching photos will allow the provider to see the concerns prior to the visit. If the video quality is poor, the provider will have the ability to view the photos to help with diagnosis and treatment. To attach photos, tap “Add an image.”
11. When prompted, be sure to allow the KidzDocNow app to access the microphone and camera to enable your virtual visit.
12. You will be now put in the **virtual waiting room** while you wait for the pediatrician.
13. Your video visit has begun! After your visit, click “End” then confirm you’d like to end the visit.
14. You will then be asked to rate both the provider and the KidzDocNow service, as well as answer the following feedback question: “If you had not used KidzDocNow today, where would you have gone instead?”

You may choose to send a summary of this visit to your email or to someone else (family member, significant other, other doctor) but this is entirely optional.

15. Tap “Done.” Your visit is over! We hope you’ve enjoyed using KidzDocNow. If you need any technical assistance, please call 844-349-7869.
KIDZDOCNOW DESKTOP INSTRUCTIONS
1. **Check your email.** You should have received an email from KidzDocNow with “Your Upcoming Telehealth Appointment” as the subject line. If you don’t see the email, be sure to check your spam folder. If you don’t receive it or need technical assistance, call 844-349-7869.

![Email screenshot]

2. **Open the email and click the “Get Started” button.** (Note: some email services might not display the rich text of the button. If not, click in the box.)

![Email content screenshot]
3. You will be redirected to a page where you’ll be asked to **choose a password**. Confirm your password by entering it twice, and click “Change Password.”

![Password Change Screen]

4. **Log in** using your email and the password **you just created**.
5. If you’ve logged in early, you’ll be redirected to a page with the option to “Test Your Computer.” We recommend that all first-time web users log in early and click “Test Your Computer” to make sure you have all necessary plug-ins and updates. If you’ve already tested your computer, ignore this step, click “Start Visit” and skip to number 7 on this list.

6. When you click “Test Your Computer,” you will be redirected to the test page. Click “Get Started” and follow the directions to test your software, hardware, and internet connection. If the system finds any problems, it will let you know how to fix them. If you’re having trouble, please call 844-349-7869.
7. After you log in and click “Start Visit”, you’ll be brought to the intake process. To get started with your visit, enter a phone number where you can be reached. If the video drops out mid-visit, the KidzDocNow platform will connect you to the provider. You also have the option to invite a guest to join this visit. They will be sent an email with a link like you received. Click “Continue.”

8. Next, enter the reason for your visit, attach any materials you want the doctor to see, and check both boxes. Then, click “Continue.”
Note: Attaching photos will allow the provider to see the concerns prior to the visit. If the video quality is poor, the provider will have the ability to view the photos to help with diagnosis and treatment. To attach photos, click “Attach a file” and follow the directions shown below.

9. You will now be put in the virtual waiting room while you wait for the pediatrician.
10. Please wait until the video connects you to the pediatrician you are about to see. The video will pop up in another window.

11. Your video visit has begun!
12. After your visit, **click “End Visit”** in the top right of the screen, then confirm you’d like to end the visit.

![End Visit dialog box](image)

13. You will then be asked to **rate both the provider and the KidzDocNow service**, as well as answer the following feedback question: “If you had not used KidzDocNow today, where would you have gone instead?”

![End Visit feedback form](image)
14. You may choose to send a summary of this visit to someone else (family member, significant other, other doctor), but this is entirely optional.

15. Click “Done.” Your visit is over! We hope you’ve enjoyed using KidzDocNow. If you need any technical assistance, please call 844-349-7869.