

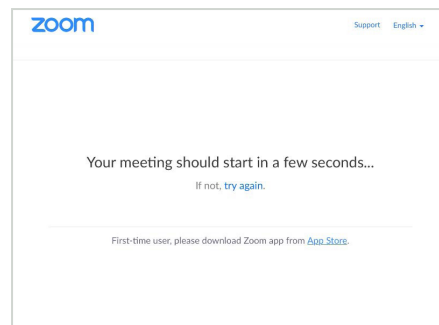
# ACCESSING ZOOM FOR YOUR EXERCISE MEDICINE CONSULTATION FOR APPLE & ANDROID DEVICES

Before your scheduled appointment, you will receive a confirmation email and text that will have a link to access your private virtual consultation via Zoom.

Please click on the link in this confirmation email/text 10mins before your appointment.

The link will take you directly to the Zoom website and the screen should look like the below;

1. You will see at the bottom of this screen "First time users, please download Zoom from the App Store".  
Click the blue "App Store" button.

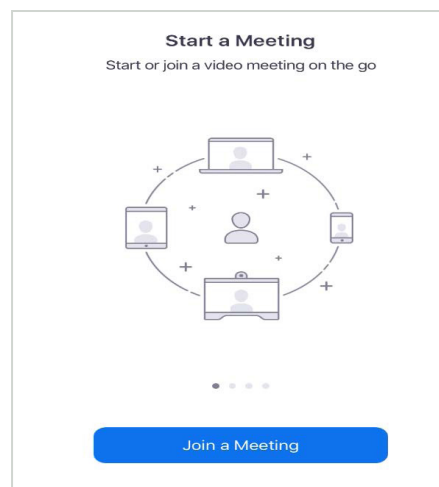


2. This will take you to the App Store on your device.  
Please click the "get" button and wait for the download to complete.

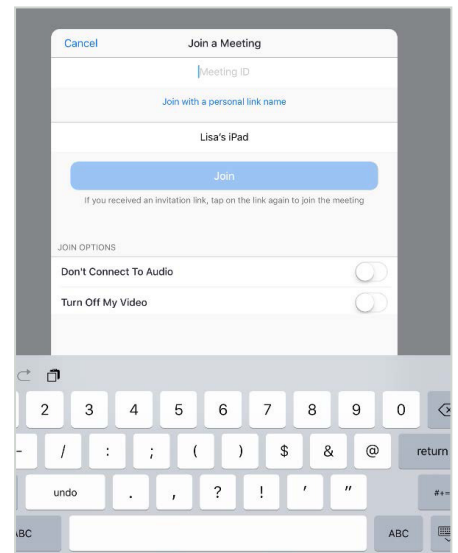


3. Once download has finished please click "Open".  
Pressing "Open" will redirect you to the Zoom app and the screen (right) will appear.

4. Please click "Start a Meeting".

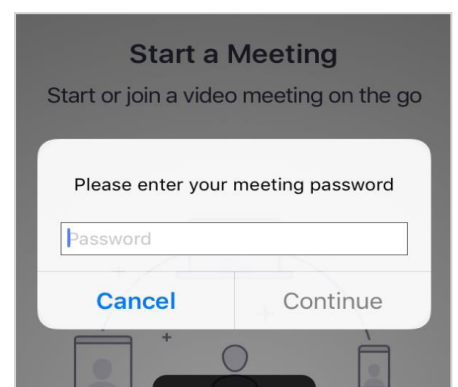


5. Please enter your Meeting ID number, which can be found on your confirmation email.
6. Then assign yourself a "personal link name" – preferably your full name for ease.
7. Once the above has been entered the "Join" button will turn blue and you will be able to click it.
8. Please don't make any changes to the "Don't Connect To Audio" or "Turn Off My Video" buttons.
9. Click "Join".

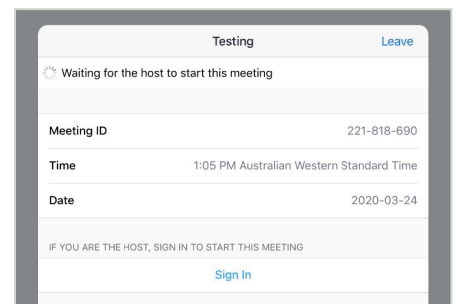


10. Please enter your meeting password, which can be found in your confirmation email and press "Continue".

*Your therapist will join your meeting at your allocated time, and this will start the video conference.*

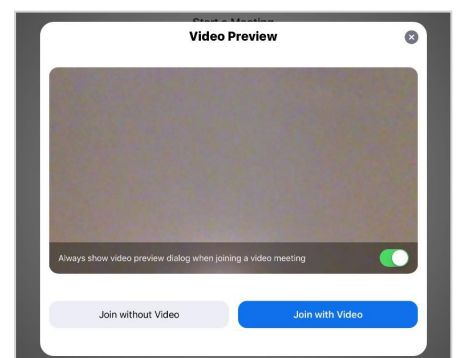


If the image (right) appears & the appointment time has started, but your screen is still saying "Waiting for the host to start this meeting", please exit the meeting and retry, repeating steps 4-10. This should correct any issues.

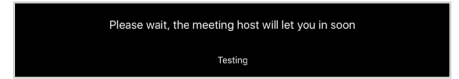


11. Once your therapist has entered the Zoom meeting as a host and the meeting has begun, you will see this on the screen.

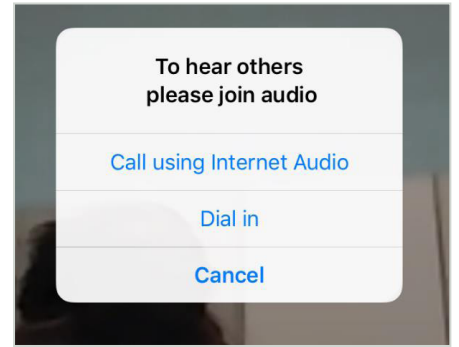
12. Please select "Join With Video".



13. The image (right) will appear and your therapist will be prompted to “let you in”.



14. If this message appears please select “call using Internet audio”



Our team will also send you a reminder text message 10mins prior to your appointment. This will also be a direct line of communication to one of our staff. Should you have any difficulties setting up your virtual consultation, please let us know at that time.

*Once Zoom has been downloaded onto your device, joining all future appointments will only require clicking on the link in your confirmation email.*

### **PERSONAL SPACE PREPARATION**

- Clear a 2sqm space and have some props ready. For example; mat, foam roller, long TheraBand, small Powerband.
- Set up your laptop or phone slightly off the ground, at least 2m away from you. This set-up will allow your Exercise Physiologist to give guidance and instructions more clearly.
- Always have water at hand.

*We look forward to working with you to maintain your health and wellbeing during this challenging time. Happy Moving.*

