

Patient Instructions for ExamMed

For a scheduled appointment, you will receive an email or text message 10 minutes prior to your appointment with a link to join the visit. **You will not need a login or password.**

Ensure you are in a quiet, private place with a strong internet connection.

If you are using an iPhone or iPad:

1. Close out all open apps
2. Open the email entitled “[Your Doctor’s Office] Virtual Appointment Notification”
3. Click on the **Virtual ExamRoom Link**
4. You will be taken to another page. Click on the teal button that says **Join Now**. If given the option, please open through Safari.
5. Select “Allow” if you get a pop-up asking to allow access to camera and microphone.
6. You should see yourself in the top right-hand corner. If you do not, please close out and try the process from the **Virtual ExamRoom Link** again.
7. Wait for your provider to join.

If you are using an Android Smartphone or Tablet:

1. Close out all open apps
2. Open the email entitled “[Your Doctor’s Office] Virtual Appointment Notification”
3. Click on the **Virtual ExamRoom Link**
4. You will be taken to another page. DO NOT click the button to Join Now.
5. Instead, look at the bottom for Mobile App Options
6. Complete Step 1: Click here to download the app
7. After the app is downloaded, return to your original email, click on the **Virtual ExamRoom Link**.
8. Now go to the bottom of the page for Step 2: Return to this page and **click here to join the ExamRoom**.
9. After clicking the link, you will be brought into the ExamRoom through the App.
10. Select “Allow” if you get pop-ups asking to allow access to camera and microphone.
11. You should see yourself in the top right-hand corner. If you do not, please close out and try the process from the **Virtual ExamRoom Link** again.
12. Wait for your provider to join.

If you are using a Windows or Mac desktop or laptop:

1. Close out all open windows and browsers.
2. Go to Chrome browser on your laptop. If you do not have Chrome, first download it at www.google.com/chrome
3. Open up in Chrome the email entitled “[Your Doctor’s Office] Virtual Appointment Notification”
4. Click on the **Virtual ExamRoom Link**
5. Select “Allow” if you get a pop-up asking to allow access to camera and microphone.
6. You should see yourself in the top right-hand corner. If you do not, please close out and try the process from the **Virtual ExamRoom Link** again.
7. Wait for your provider to join.

To perform a test visit in advance of your scheduled visit, please submit a request to support@exammed.com.

If you have any technical issues, please contact the Shepherd Center Information Services Support Desk at 404-603-4357 between 6 a.m. and 8 p.m. weekdays or 6 a.m. and 2 p.m. on weekends.