
Launch and Join Visit - FMH Patient Portal - Android

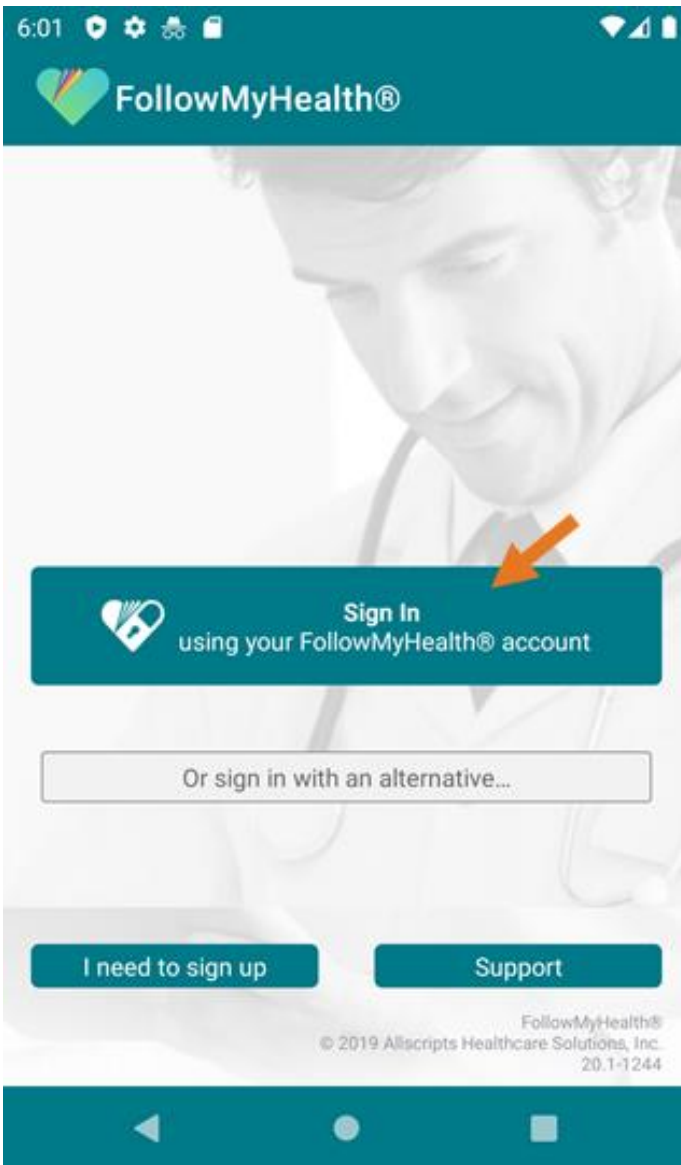
****Before starting, make sure you have the most up to date operating system on your Android Device as well as the most up to date version of FollowMyHealth (FMH).**

Step 1: Click the FMH Application.



Step 2: Click **Sign In**.

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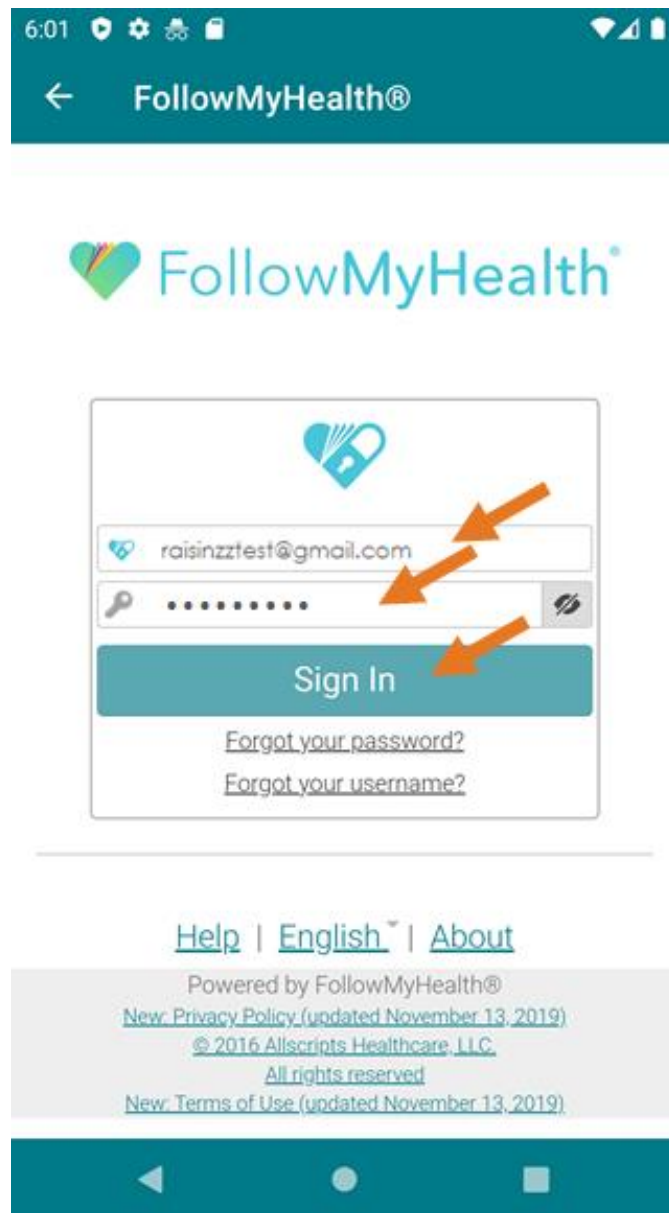


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Step 3: Input FMH Patient Portal username.

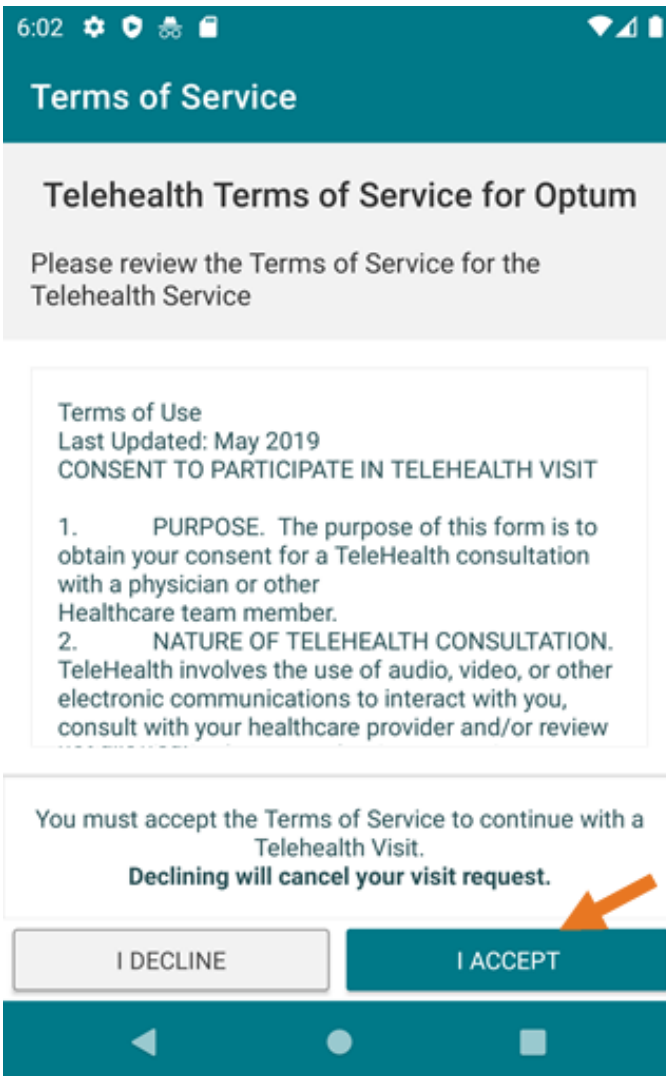
Step 4: Input FMH Patient Portal password.

Step 5: Click **Sign In**.



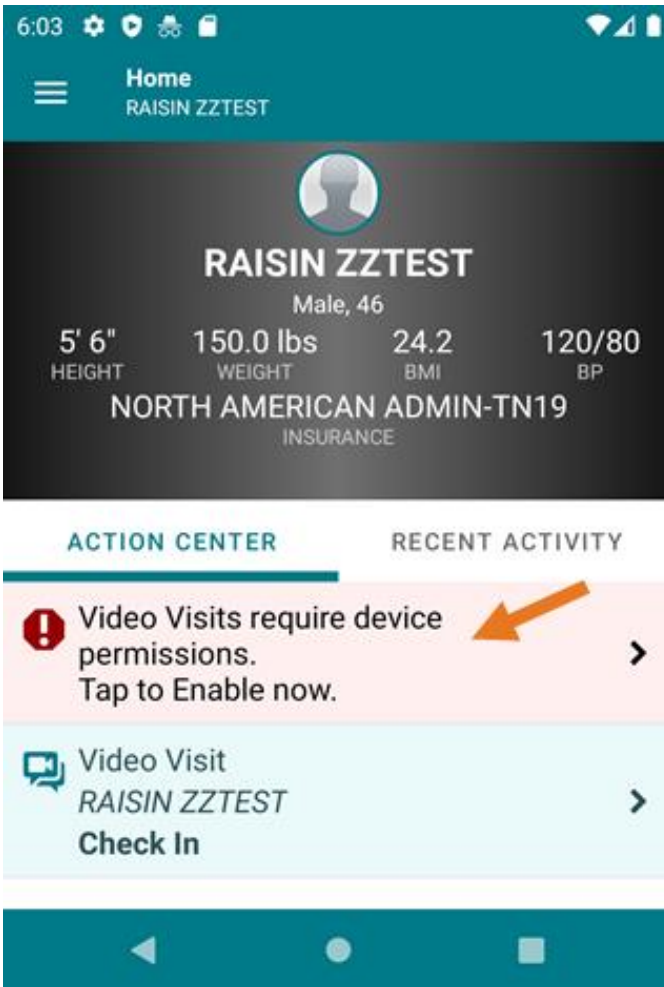
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Step 6: Review the **Telehealth Terms of Service for Optum** and click **I Accept**.

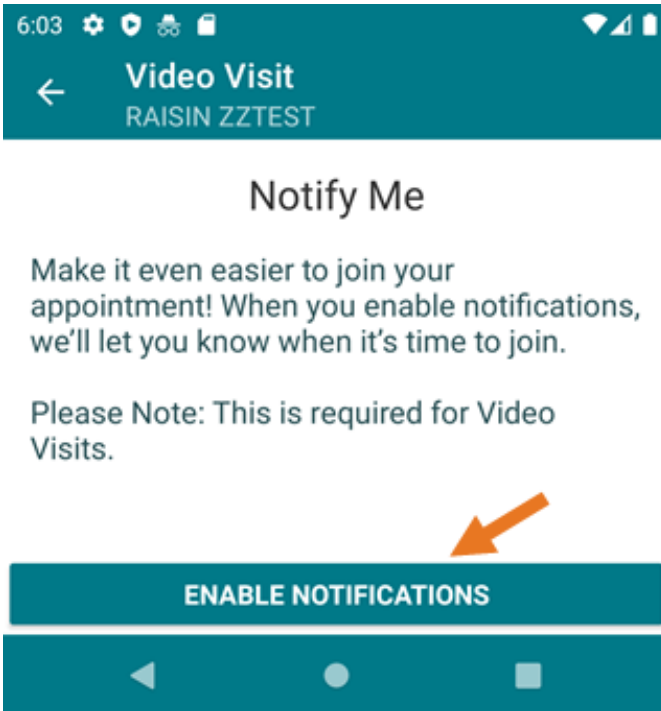


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Step 7: Tap on **Video Visits require device permissions** to enable.

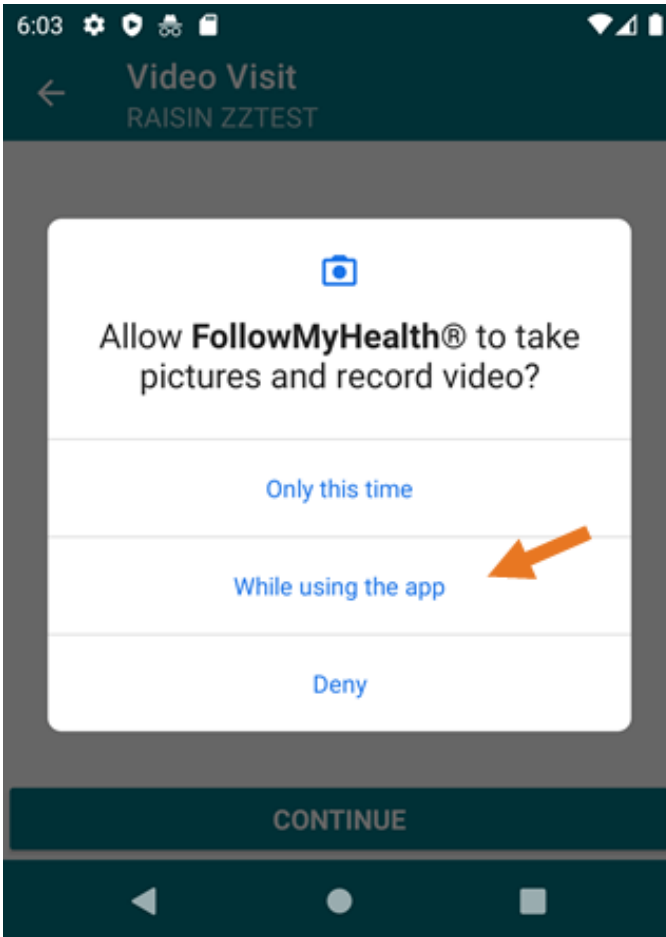


Step 8: Click **Enable notifications**.



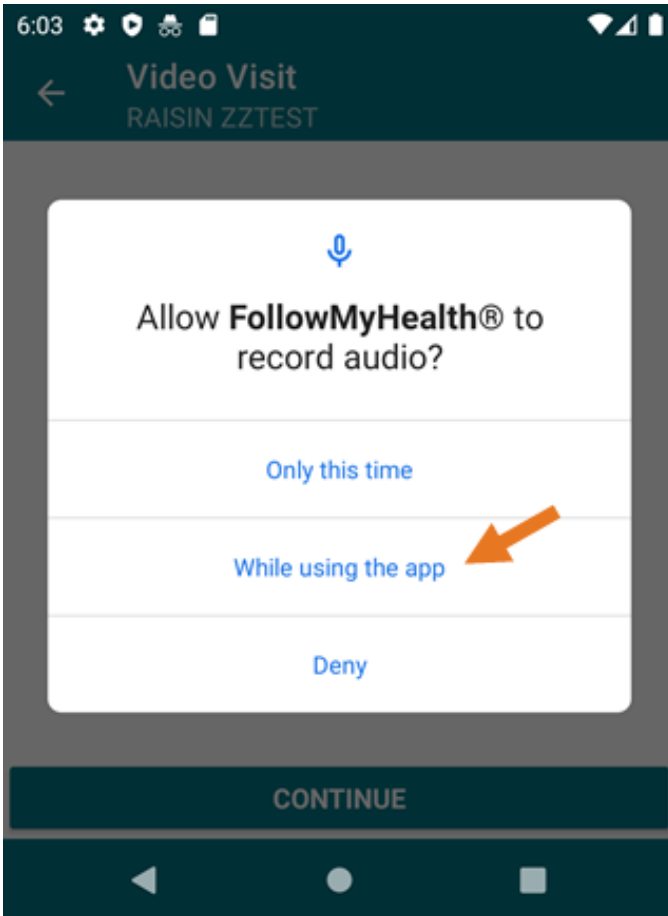
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Step 9: Select **While using the app** to allow FollowMyHealth to take pictures and record video.



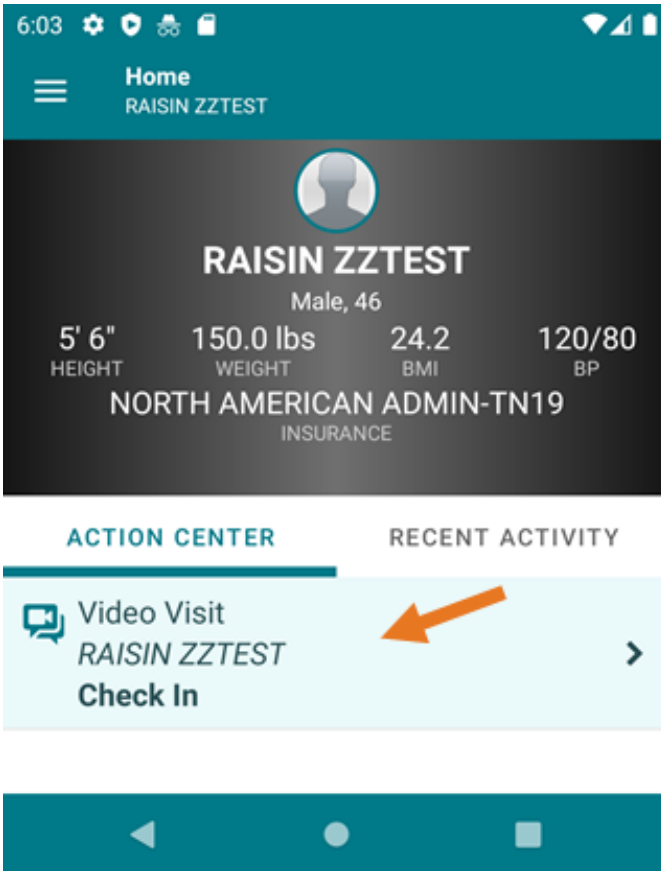
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Step 10: Select **While using the app** to allow FollowMyHealth to record audio.



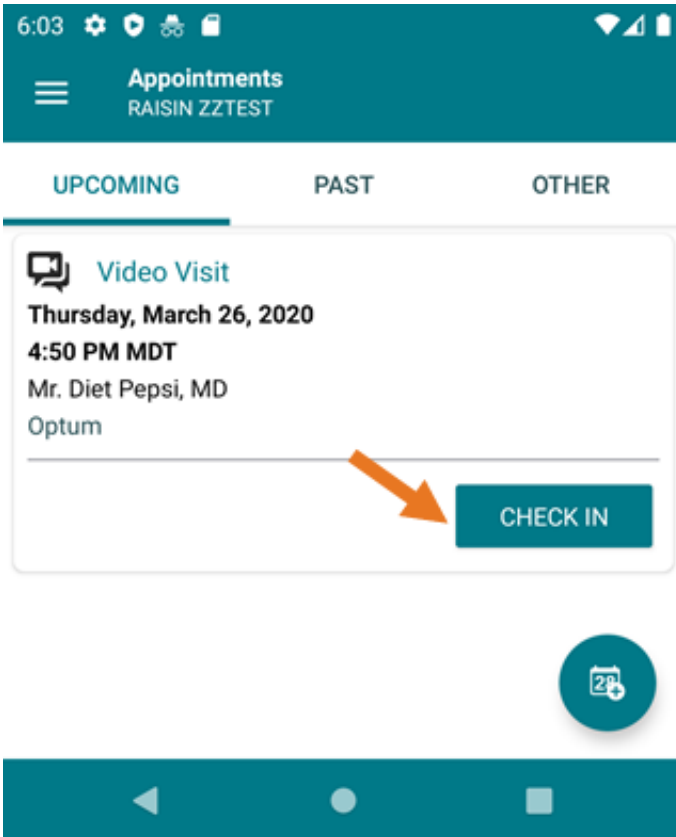
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Step11: Click **Check In**.



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Step 12: Click **Check In**.



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Step 13: Click **Attach Files** to attached any photos or documents pertinent to the visit with your provider. If there is nothing to attach, click **Next**.



Attachments

Would you like to attach any files? (.jpg, .jpeg, .png)

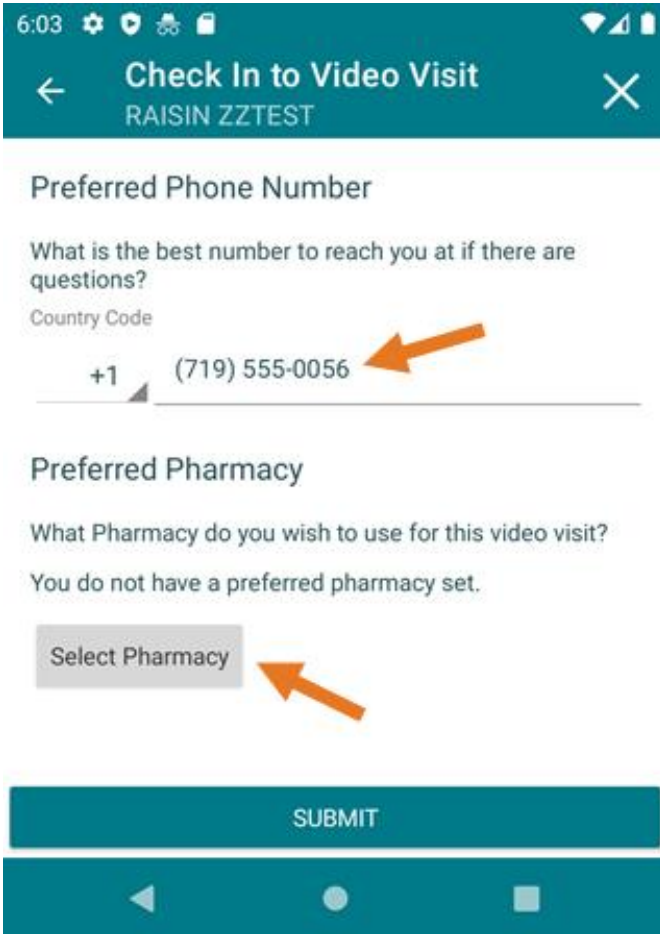


You can add up to 5 files, each up to 8MB in size.



Step 14: Verify/Update preferred **phone number**.

Step 15: Verify/Update preferred **pharmacy**.



6:03

← **Check In to Video Visit** X

RAISIN ZZTEST

Preferred Phone Number

What is the best number to reach you at if there are questions?

Country Code

+1 (719) 555-0056

Preferred Pharmacy

What Pharmacy do you wish to use for this video visit?

You do not have a preferred pharmacy set.

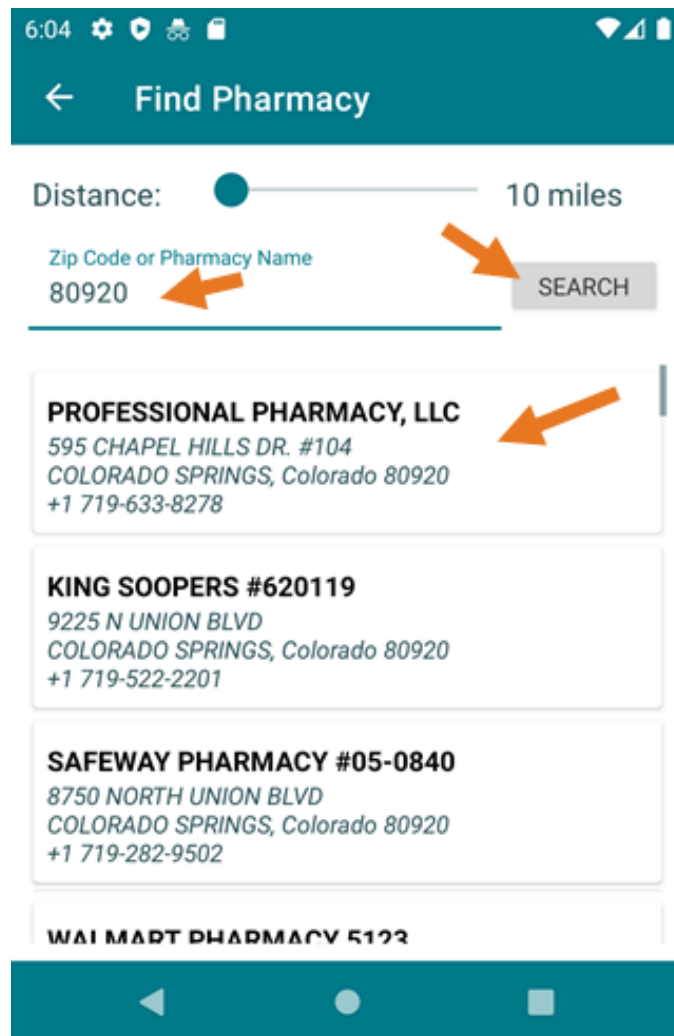
Select Pharmacy

SUBMIT

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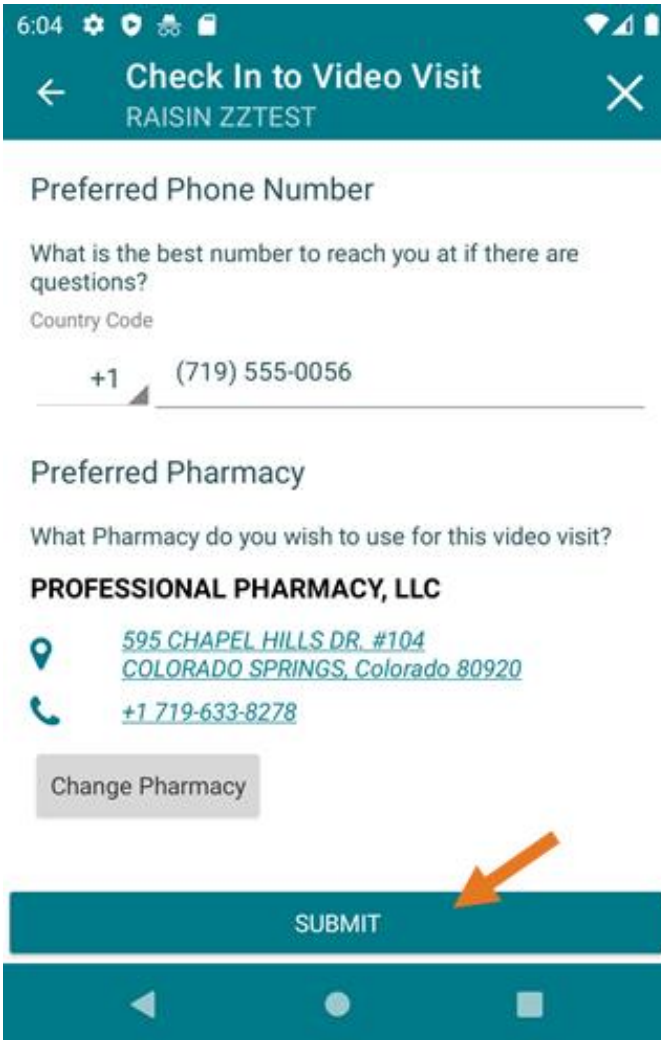
Step 16: Input zip code or pharmacy name and **Search**.








Step 17: Select **Pharmacy** to be used for today's visit.



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Step 18: Click **Submit**.



6:04       

← **Check In to Video Visit** ×
RAISIN ZZTEST

Preferred Phone Number

What is the best number to reach you at if there are questions?


Country Code


+1 (719) 555-0056

Preferred Pharmacy

What Pharmacy do you wish to use for this video visit?

PROFESSIONAL PHARMACY, LLC

 [595 CHAPEL HILLS DR. #104](#)
[COLORADO SPRINGS, Colorado 80920](#)

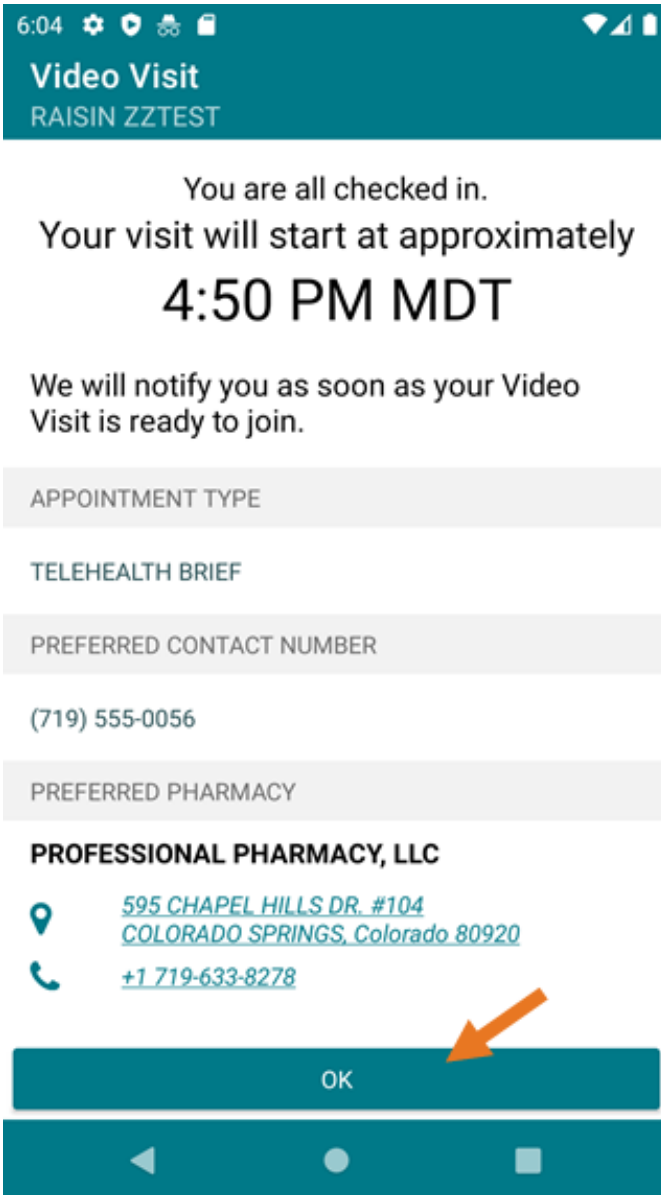
 [+1 719-633-8278](#)

Change Pharmacy

SUBMIT

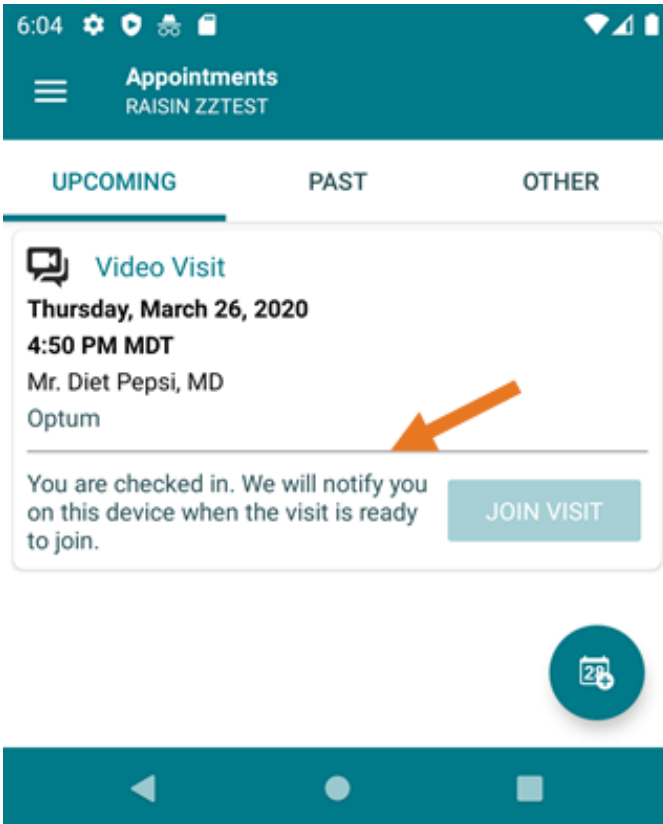
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Step 19: Click **Ok**.



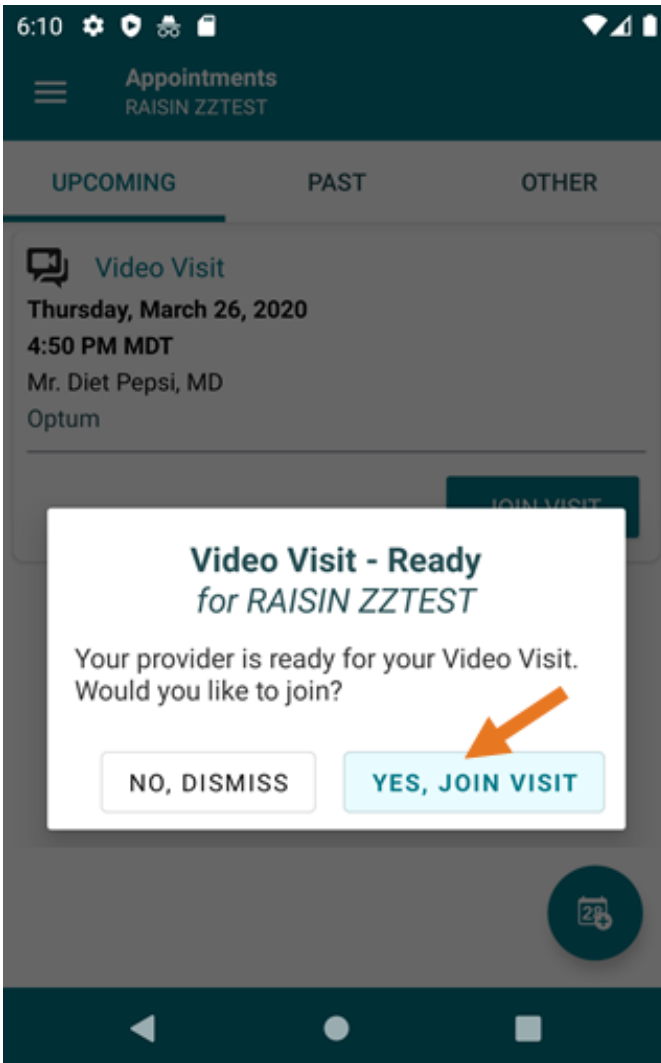
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Step 20: You will receive a confirmation window indicated you are checked in for the visit.



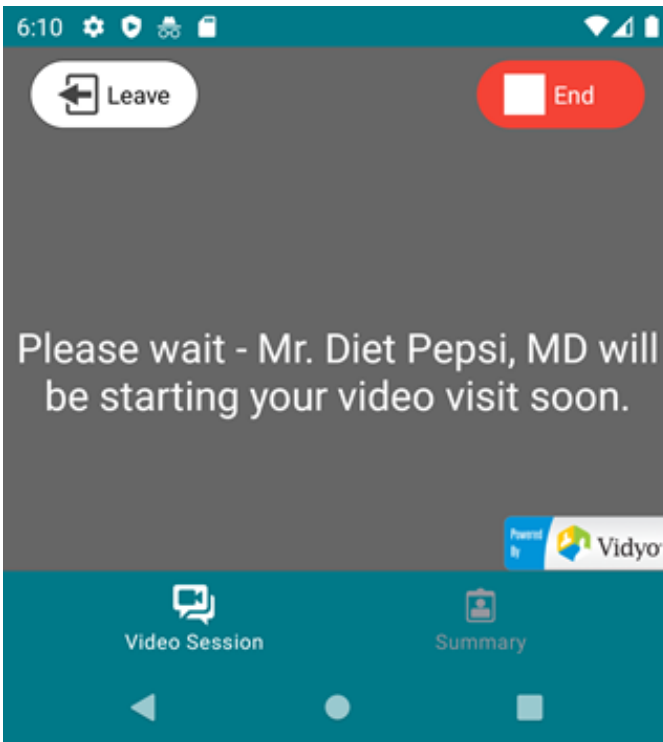
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Step 21: When your provider has joined the visit, a window will pop-up indicating this. Select **Yes, join visit.**



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Step 22: Another window will pop-up indicating the provider will be starting the video visit soon.



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Step 23: When the provider has started the video, the visit screen will display.



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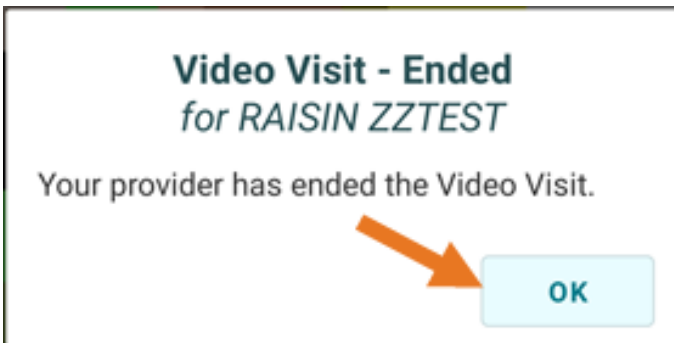
Step 24: When the visit is over, you or the provider can tap/click the **End** option to end the visit.



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Step 25: If your provider ends the visit, a window will display.

Step 26: Click **Ok**.



Step 27: If you end the visit, a window will display.

Step 28: Click **Yes, End Visit**.

