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

Using Zoom on a Computer

1. No need to download anything
2. Before your visit, KKI will send an email invitation
3. Open the email
4. Click on the link to "Join the Call."
5. Follow the instructions to allow camera access and microphone access.
6. You will then be connected 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.
7. 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.