

# Join your JeffConnect Video Visit using an Apple Device



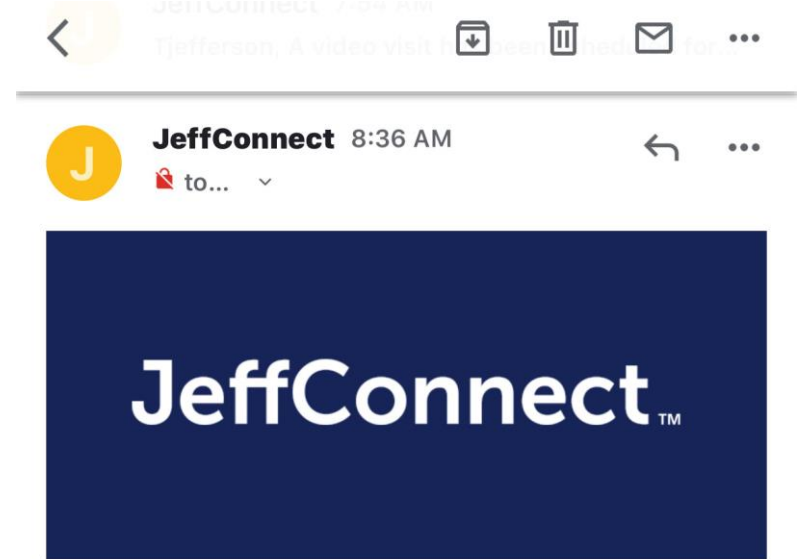
**Jefferson  
Health®**

HOME OF SIDNEY KIMMEL MEDICAL COLLEGE

Join your JeffConnect visit using the installed App on an iPad or iPhone.

JeffConnect will send you an email reminder with a link to join your appointment.

- **Step 1:** Open your email, and find our JeffConnect message from [noreply@teladoc.com](mailto:noreply@teladoc.com)
  
- **Step 2:** Scroll down and Tap the blue link [Click Here](#) to connect for your visit.



Tjefferson,

**A video visit has been scheduled for you.**

You will receive an email reminder 15 minutes before your upcoming appointment with a link to connect to your visit. If you do not receive that email, please [Click Here](#) to connect to your visit.

*This link should not be shared with others, it is unique to you. Please disregard this email if you are not the intended recipient.*

Call your doctor's office as soon as possible if you need to Cancel or Reschedule.

- **Step 2:** Enter your **Username** and **Password**.

- Tap **LOG IN**.

- If you have chosen **Remember my username** you will be logged directly into your video visit.

Jefferson Health. | JeffConnect.

Username

Password

Remember my username ?

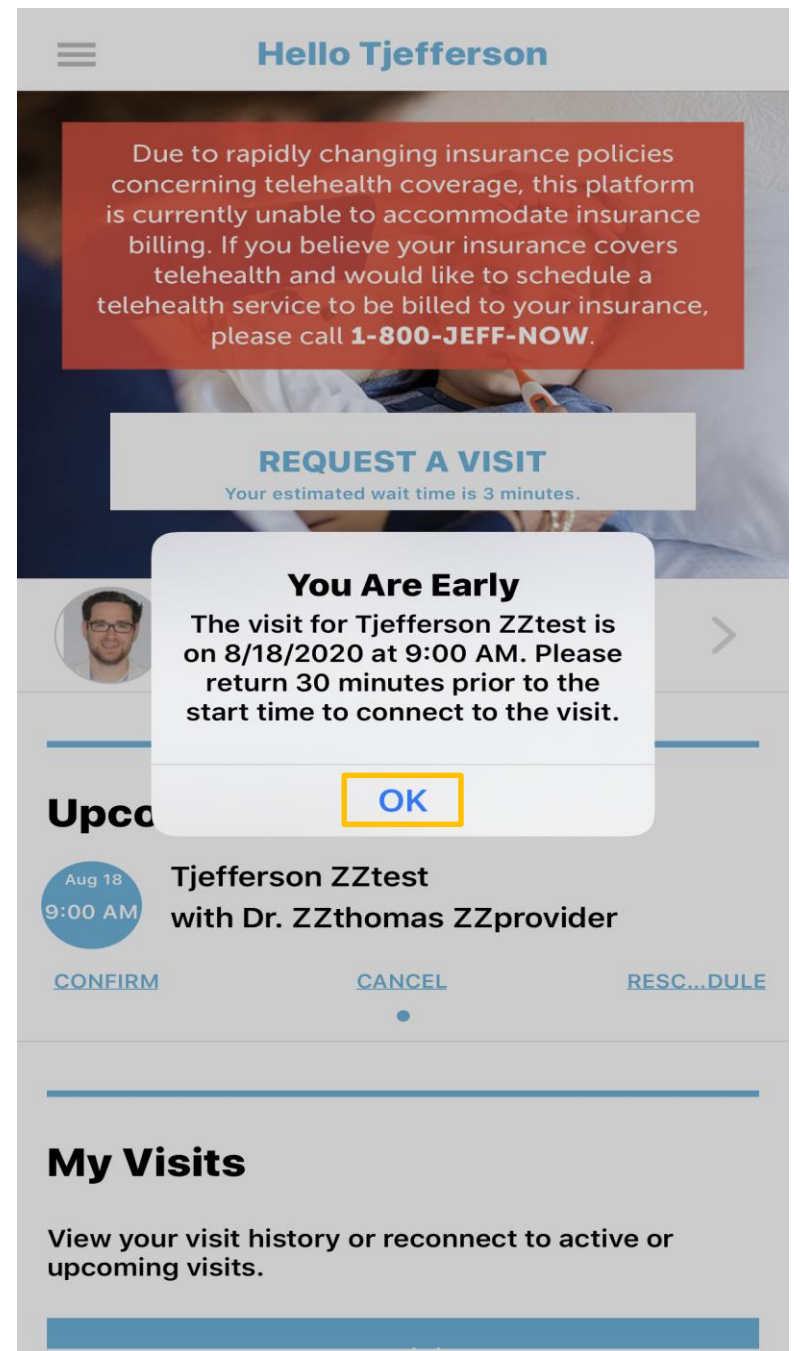
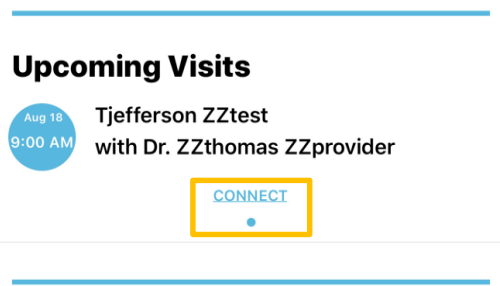
**LOG IN**

[Forgot your username or password?](#)

CREATE YOUR ACCOUNT

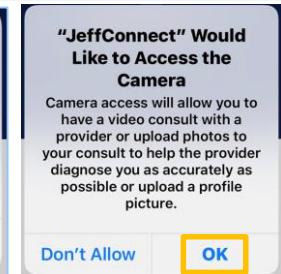
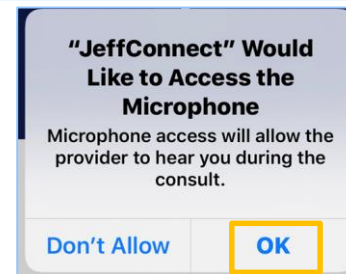
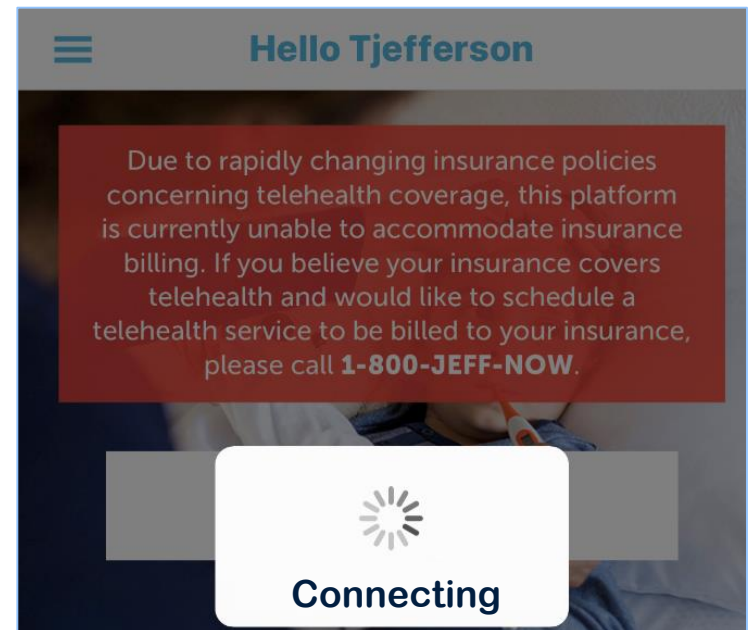
If you arrive early, you will be directed to the JeffConnect home screen.

- **Step 3: Tap OK.**
- We recommend trying to join 5-10 minutes ahead of time.
- To join on your own closer to time, click **CONNECT** on your upcoming visit.



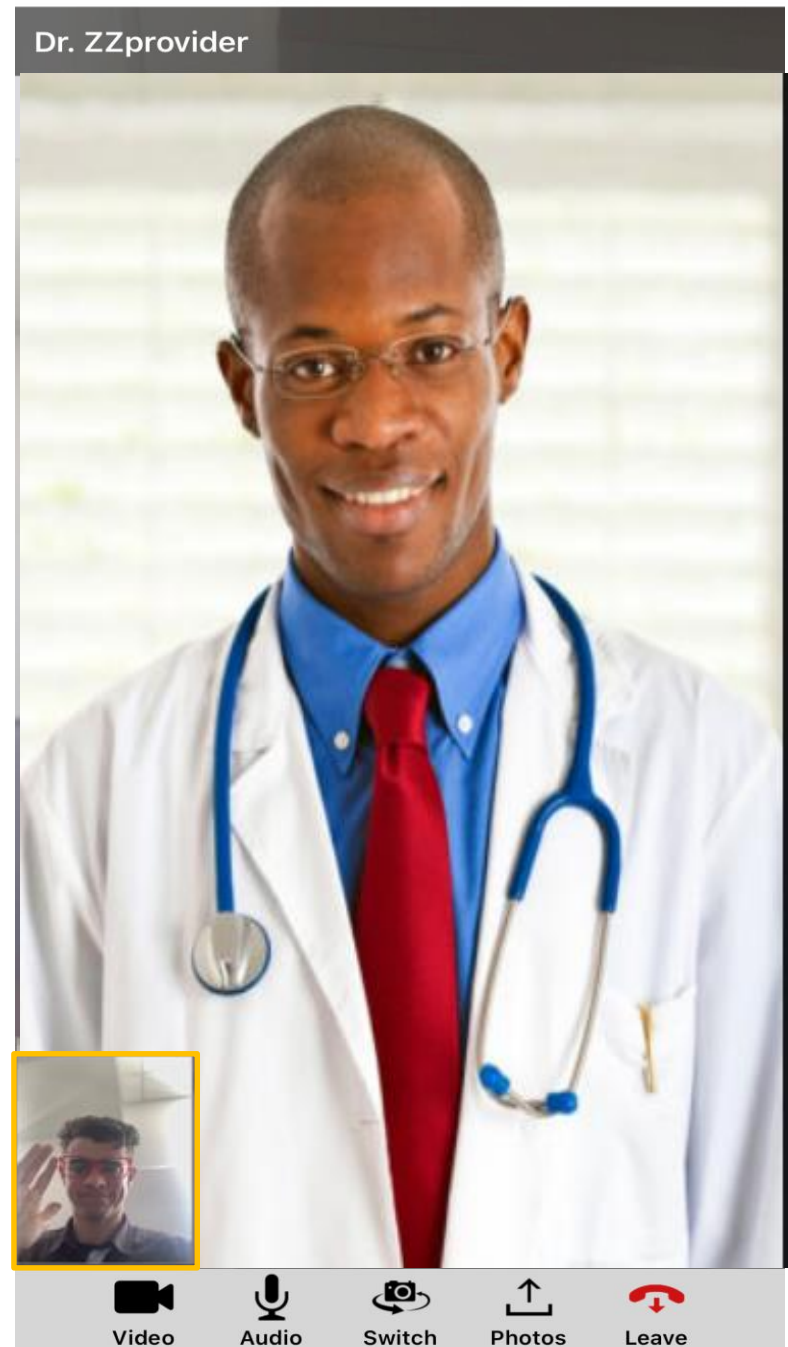
If you arrive right on time, you will be directed to join your visit immediately.

- **Step 3:** Tap OK on both pop-ups to Access the microphone and camera.
  
- **Step 4:** Wait for the provider to join you.





- **Step 5:** The provider will join you shortly.
- You should see yourself in the bottom left corner.

***Congratulations and thank you  
for using JeffConnect!***



# JeffConnect Troubleshooting Tips

- If your connection is unstable, try to leave and rejoin your visit. 
- Tap and Open Apple Settings. 
- Make sure you are connected to Cellular data, or strong Wi-Fi.
- Scroll down the setting and find the JeffConnect App settings,
  - Make sure the Microphone and Camera options are green.
- Select the Cellular Data option as well for back-up.
- Be sure you have the latest version.

## Settings

Search



Your Name Here

Apple ID, iCloud, iTunes & App Store



Airplane Mode



Wi-Fi

Not Connected >



Bluetooth

On >



Cellular



JeffConnect



< Settings

JeffConnect

ALLOW JEFFCONNECT TO ACCESS



Microphone



Camera



Siri & Search



Notifications

Banners, Sounds, Badges



Background App Refresh



Cellular Data



JEFFCONNECT SETTINGS

Version

10.12.0



# To join your JeffConnect visit without using the E-mail Link

- **Step 1:** Open the JeffConnect App.



- **Step 2:** Enter your **Username** and **Password**.

- Tap **LOG IN**.

A screenshot of the JeffConnect login interface. At the top, it displays the Jefferson Health logo and the text "JeffConnect." Below this are two input fields: "Username" and "Password". Under the "Remember my username" label is a toggle switch that is currently turned off. To the right of the toggle is a question mark icon in a blue box. Below the input fields is a large blue button with the text "LOG IN" in white. Underneath the button is a link that says "Forgot your username or password?". At the bottom of the screen is a white button with a blue border and the text "CREATE YOUR ACCOUNT" in blue.

- Step 3: To join your upcoming video visit by choosing **YES** on the pop-up.

Or

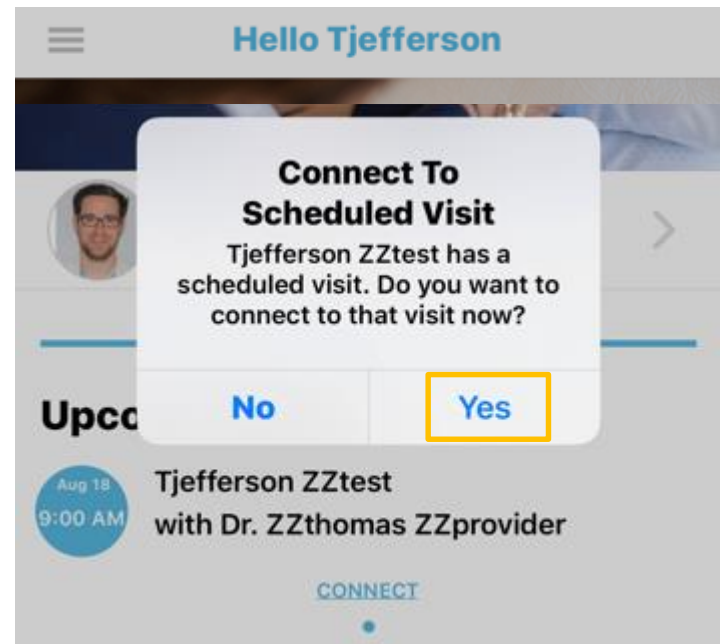
- Tap **YES**.

Or

- Tap on the blue **CONNECT** link.

Or

- Tap **My Visits** button.
  - Then tap the row of your visit to join.



### Upcoming Visits

Aug 18 9:00 AM Tjefferson ZZtest with Dr. ZZthomas ZZprovider

**CONNECT**

### My Visits

View your visit history or reconnect to active or upcoming visits.

**My Visits**

### SCHEDULED VISITS

**Tjefferson ZZtest**

VISIT DATE: Tue, Aug 18, 2020 9:30 AM

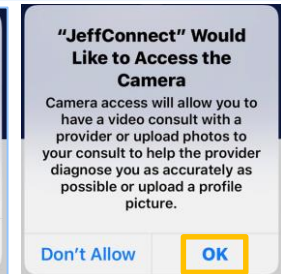
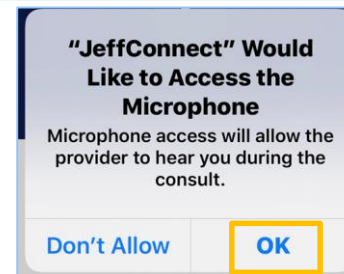
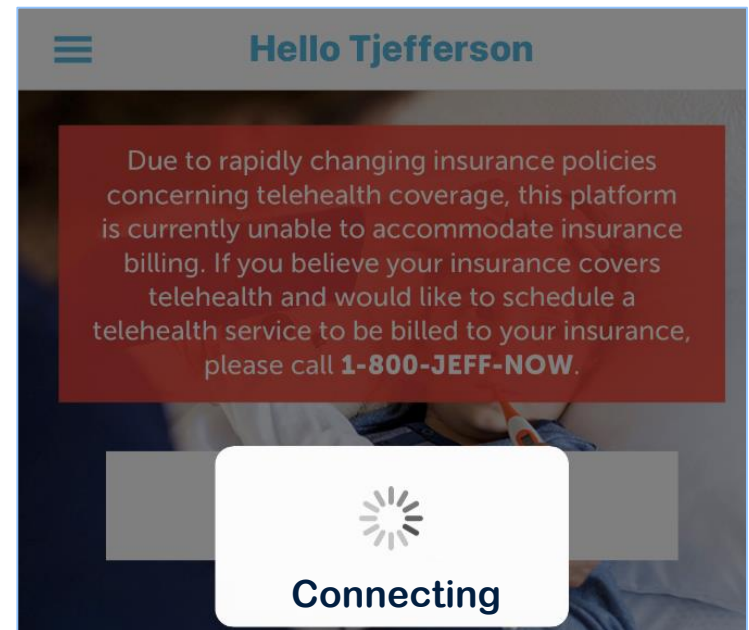
REASON: Check Up Test

PROVIDER: Dr. ZZthomas ZZprovider

Tap row to connect to visit.

If you arrive right on time, you will be directed to join your visit immediately.

- **Step 3:** Tap OK on both pop-ups to Access the microphone and camera.
  
- **Step 4:** Wait for the provider to join you.





- **Step 5:** The provider will join you shortly.
- You should see yourself in the bottom left corner.

***Congratulations and thank you  
for using JeffConnect!***



# JeffConnect Troubleshooting Tips

- If your connection is unstable, try to leave and rejoin your visit. 
- Tap and Open Apple Settings. 
- Make sure you are connected to Cellular data, or strong Wi-Fi.
- Scroll down the setting and find the JeffConnect App settings,
  - Make sure the Microphone and Camera options are green.
- Select the Cellular Data option as well for back-up.
- Be sure you have the latest version.





## Settings

Search



Your Name Here

Apple ID, iCloud, iTunes & App Store

-  Airplane Mode
-  Wi-Fi Not Connected >
-  Bluetooth On >
-  Cellular >









JeffConnect

< Settings

JeffConnect

ALLOW JEFFCONNECT TO ACCESS

-  Microphone
-  Camera
-  Siri & Search >
-  Notifications Banners, Sounds, Badges >
-  Background App Refresh
-  Cellular Data

JEFFCONNECT SETTINGS

Version

10.12.0



# Jefferson Health®

HOME OF SIDNEY KIMMEL MEDICAL COLLEGE

Abington Hospital | Abington - Lansdale Hospital | Jefferson Bucks Hospital | Jefferson Cherry Hill Hospital  
Jefferson Frankford Hospital | Jefferson Hospital for Neuroscience | Jefferson Methodist Hospital  
Jefferson Stratford Hospital | Jefferson Torresdale Hospital | Jefferson Washington Township Hospital  
Magee Rehabilitation Hospital | Physicians Care Surgical Hospital | Rothman Orthopaedic Specialty Hospital  
Thomas Jefferson University Hospital