



## JFCS Information Technology Department

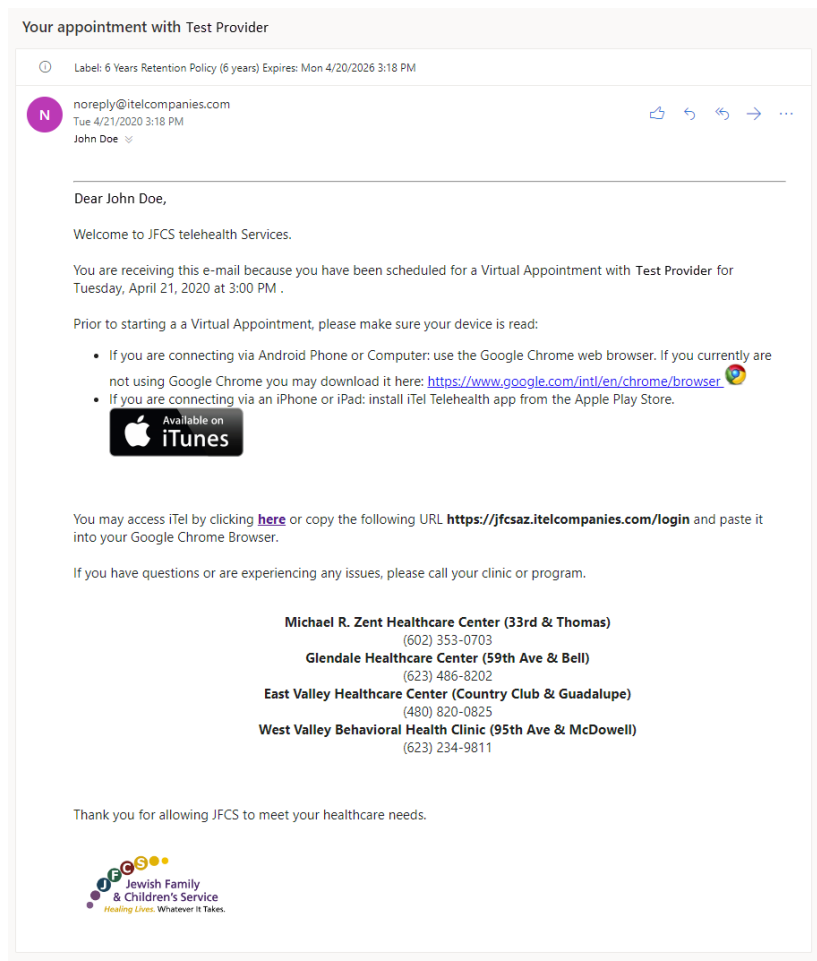
### Knowledgebase Document

### Knowledgebase Article #232

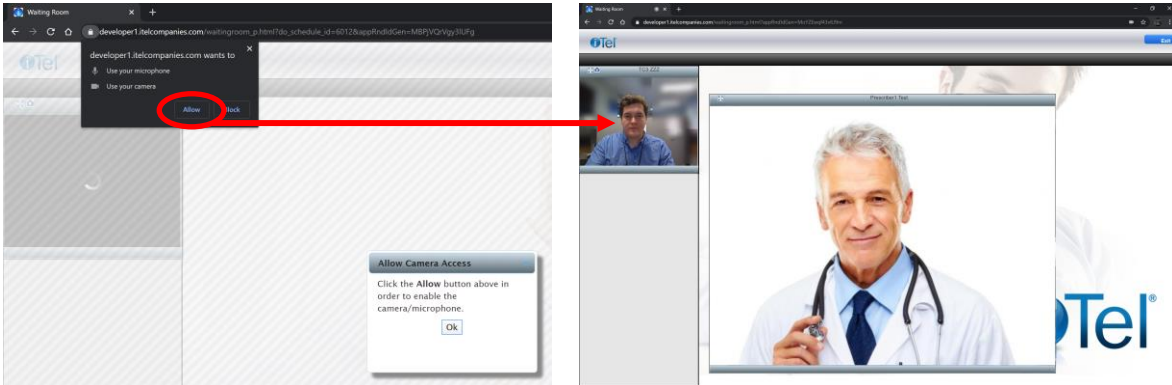
How do I connect to an on-the-fly iTel appointment?

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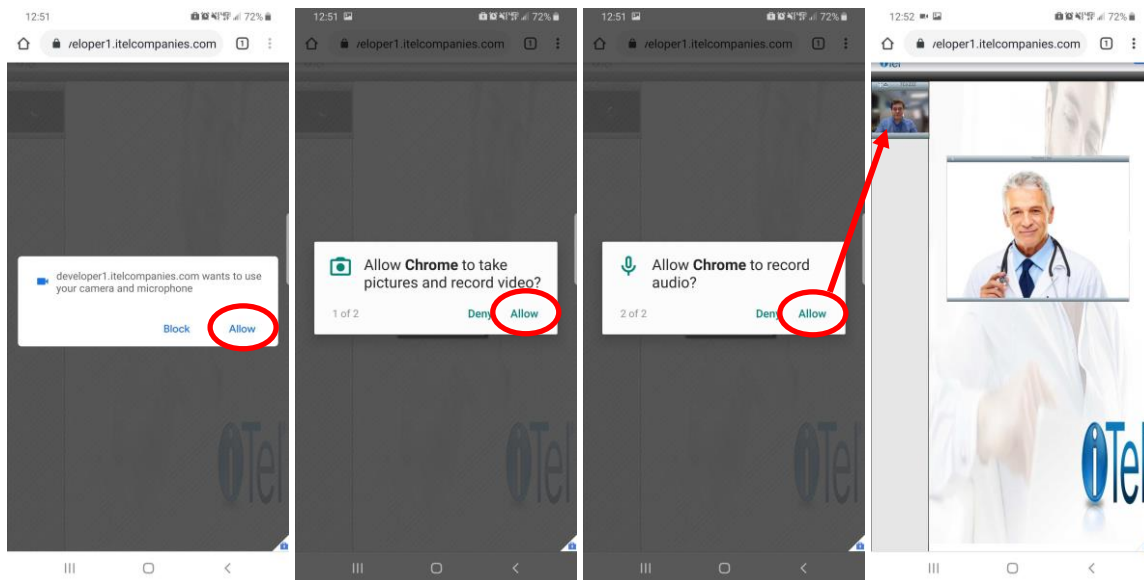
1. If you are connecting via a computer or an Android device, please make sure you have Google Chrome installed. If you do not have it installed, you can download it free for your computer [here](#) or for your Android phone [here](#). If you are connecting via an iPhone or iPad, please make sure you have the iTel Telehealth app installed. For reference, [here](#) is the iTel Telehealth app preview page.
2. After your appointment is created, you will receive an email like the one pictured below.



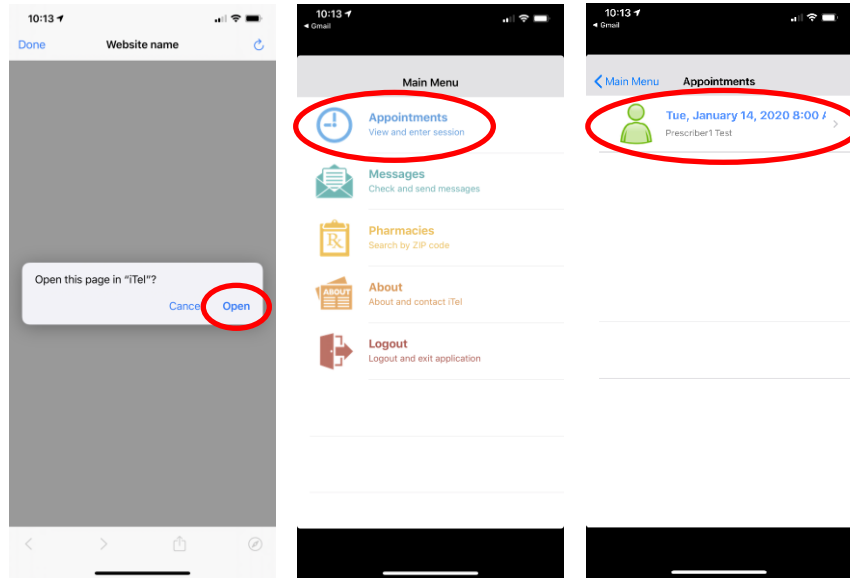
3. On the device you wish to use to see the healthcare provider, click on the link in the email.
  - a. On a PC you will immediately enter the telemed session. You may be prompted to allow iTel access to your camera and microphone. Please click “Allow” or the provider will not be able to see or hear you.



- b. On an Android device you will immediately enter the telemed session. You may be prompted to allow iTel access to your camera and microphone. Please click “Allow” on each prompt or the provider will not be able to see or hear you.



- c. On an iOS device like an iPhone or iPad the link should ask to open the iTel app. After you click “Open” you will enter the iTel Telehealth app “Main Menu”.
  - i. Tap the “Appointments” menu to find your appointment. Tap the appointment to enter the session and see the provider.



- ii. The iTel app may ask to use your camera or microphone. Please Tap “OK” or the provider will not be able to see or hear you.

