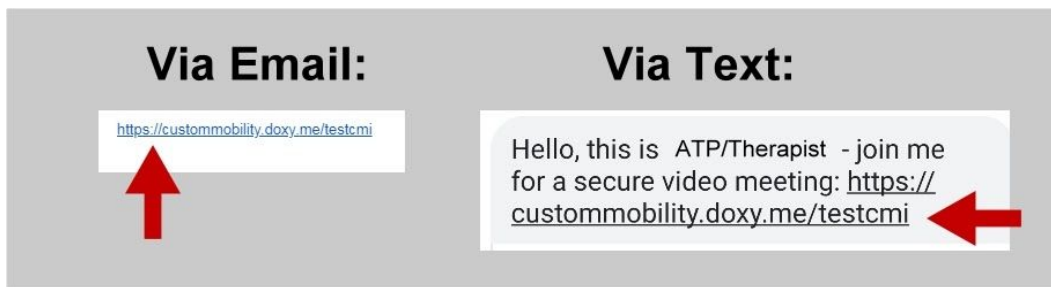


Doxy.me Client Access Instructions

To make things easier on you, Custom Mobility is now using Telehealth services. Below, you'll find a step-by-step guide to video chat with your physician, therapist, and a member of our team. You can expect the same level of quality and care from our team, even if we can't be there with you!

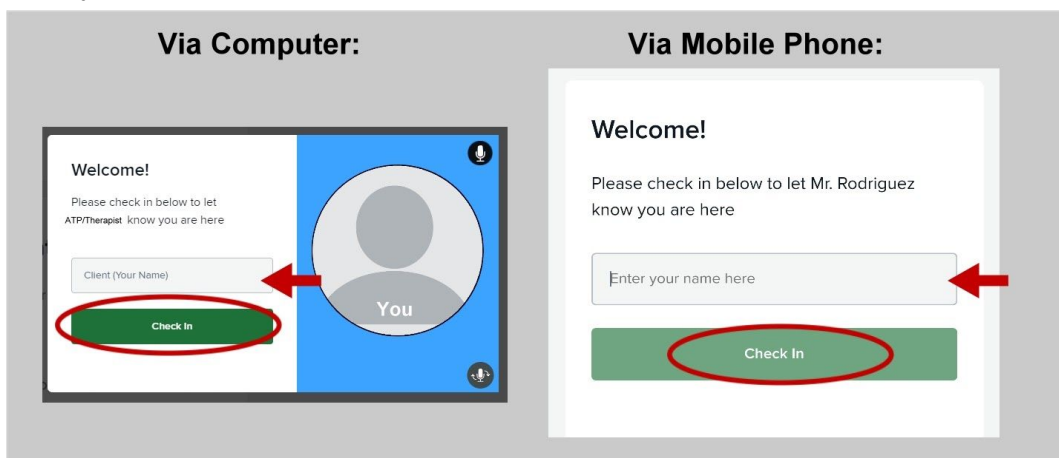
1. Your provider will send you an invite link (Either by email, text, or calendar invite). Click on the link to open it in your web browser.



Via Email: <https://custommobility.doxy.me/testcmi>

Via Text: Hello, this is ATP/Therapist - join me for a secure video meeting: <https://custommobility.doxy.me/testcmi>

2. Enter your name and click "Check In"

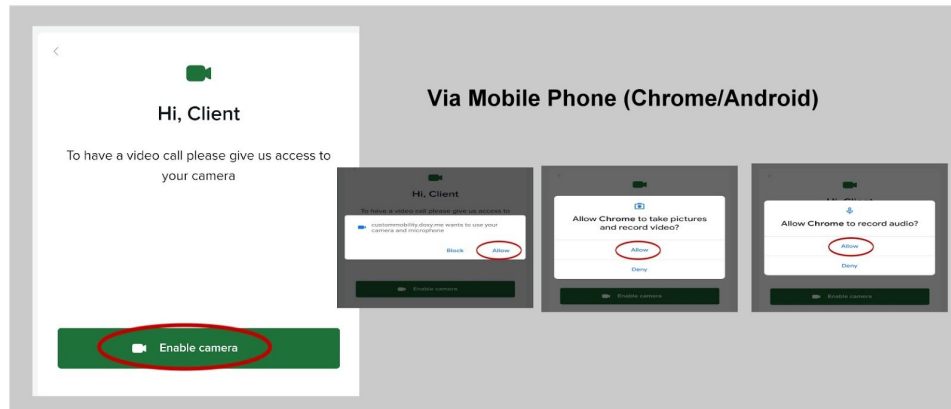


Via Computer: Welcome! Please check in below to let ATP/Therapist know you are here. Client (Your Name) [input field]. Check In [button]

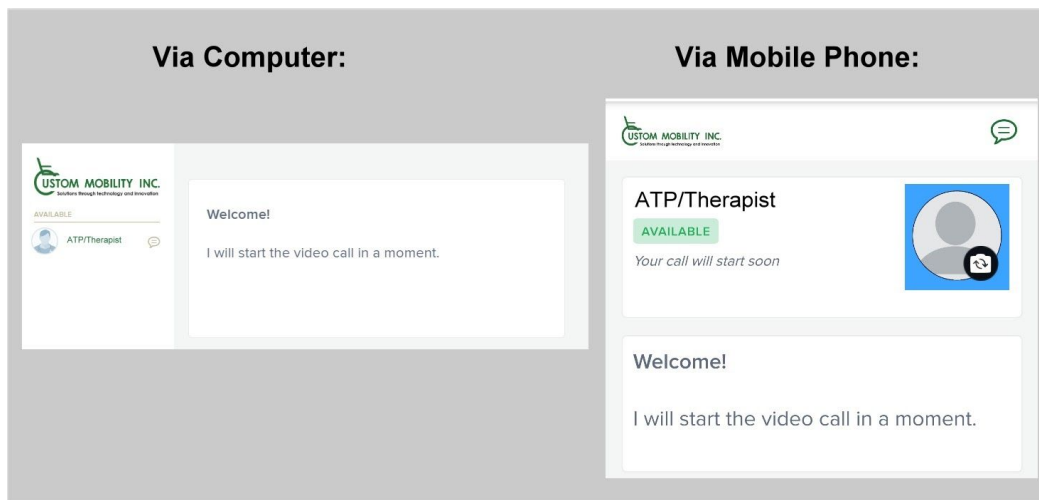
Via Mobile Phone: Welcome! Please check in below to let Mr. Rodriguez know you are here. Enter your name here [input field]. Check In [button]

3. Setup your camera and microphone. Afterward, you will see a request to give Doxy.me access to your camera and microphone. Click "Yes."

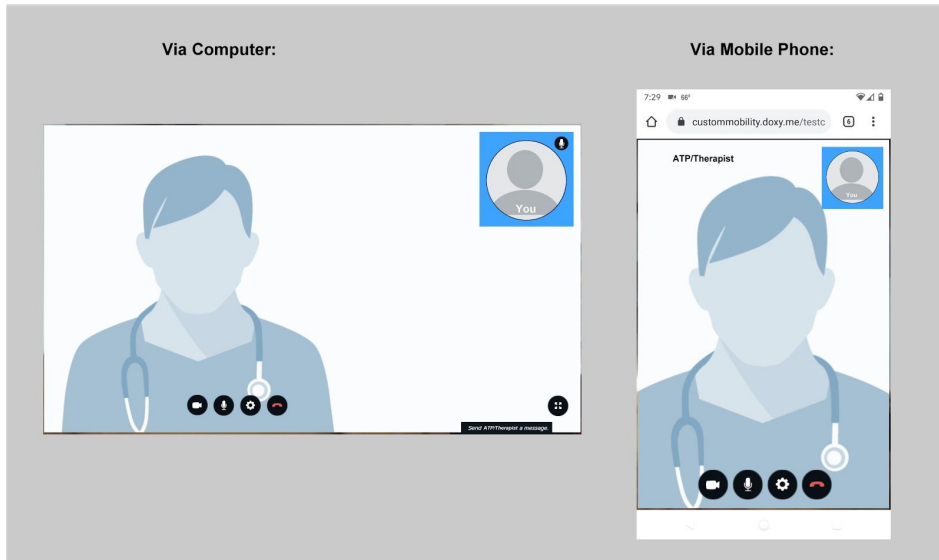
- a. If you are using your phone, its camera and microphone should already be set up. You will see a request for access. Tap “Yes.”



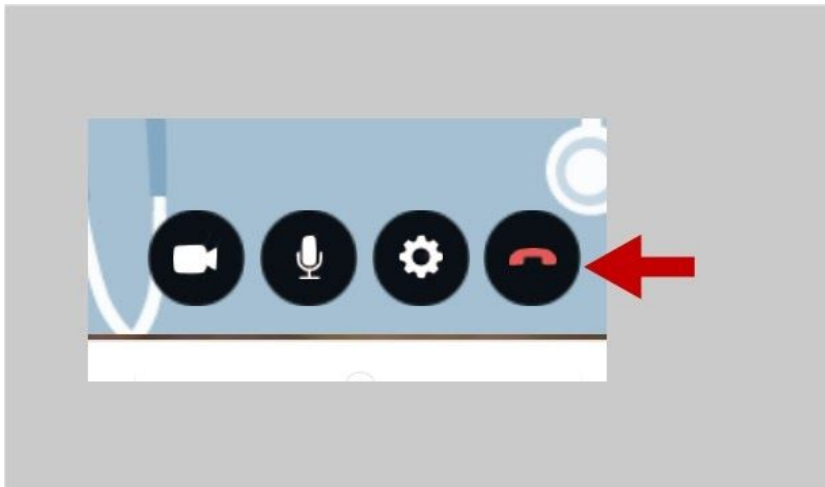
4. After you complete the previous step, you will automatically be placed in the virtual waiting room. Wait patiently, and your provider will begin the call with you shortly.



5. Once you are in the video call, you will have the option to disable your video or microphone. You will also have the option to change your camera and microphone settings.



6. To disconnect from the call, push the button with the red phone



7. Video Tutorials:
 - a. Chrome: <https://www.youtube.com/watch?v=KQ8dVtbnWx8>
 - b. Firefox: <https://www.youtube.com/watch?v=v9NUJ5gPsRY>
 - c. Safari: <https://www.youtube.com/watch?v=QHvmNKz8sBo>