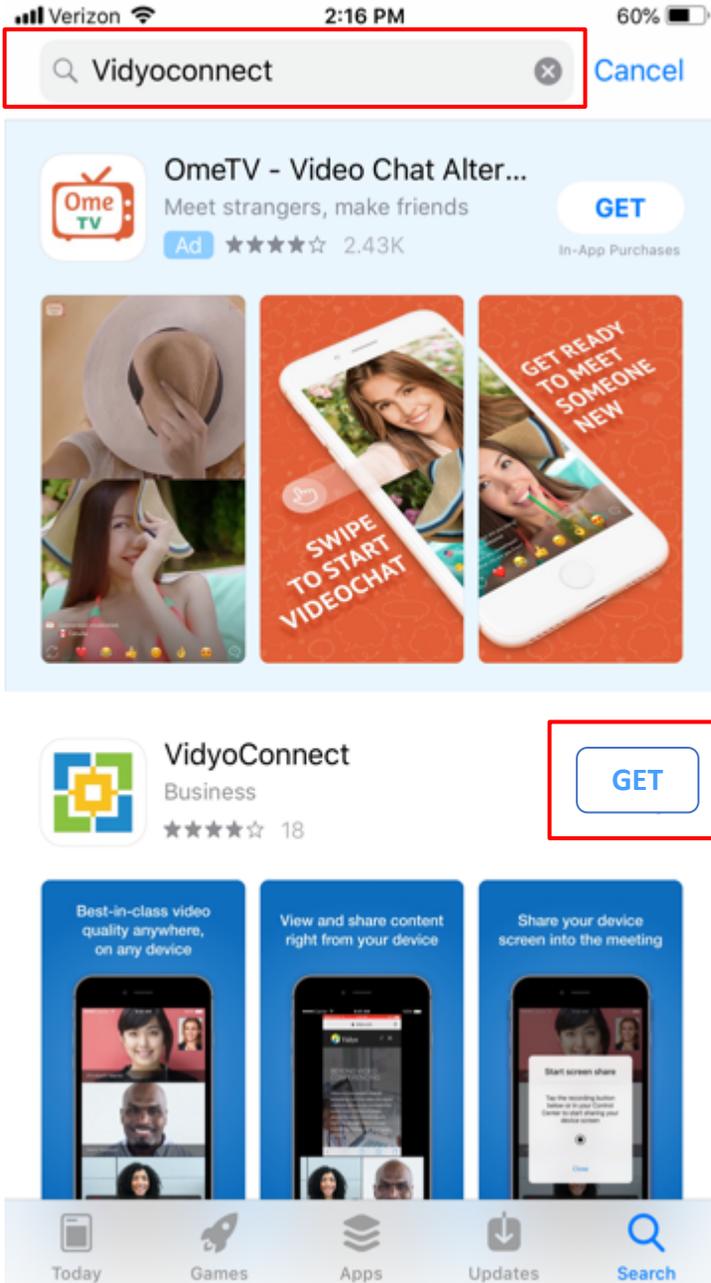To download the Vidyo Connect app, go to your phone's **App Store.**

Search for **VidyoConnect**. Click on **GET** to download the app.


Once the app is downloaded, **DO NOT OPEN THE APP**. Close out of the App Store.

To join the visit, you will receive an email from MUSC. Navigate to the email you received and click on the **guest link** to join the virtual visitation. Once you click on the link, your web browser will open. Click on **Join the call**. A pop up will prompt you to open in Vidyo Connect app. Click **Open**.
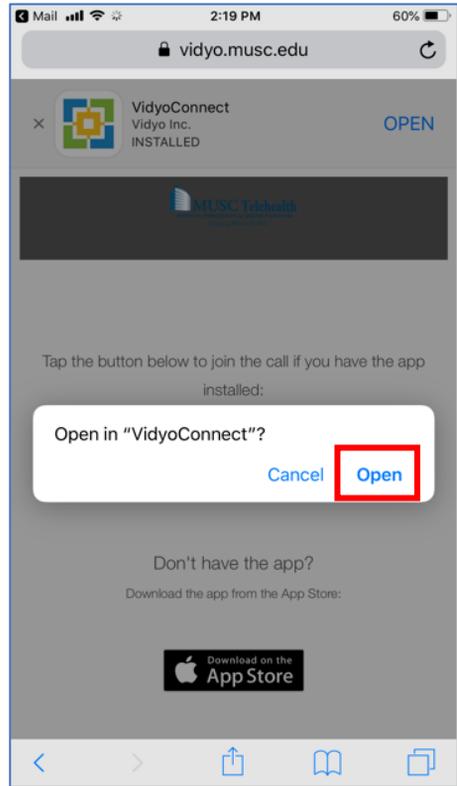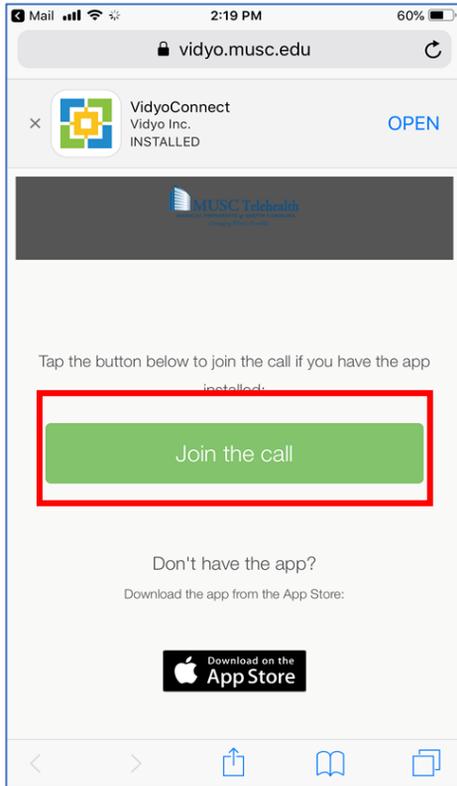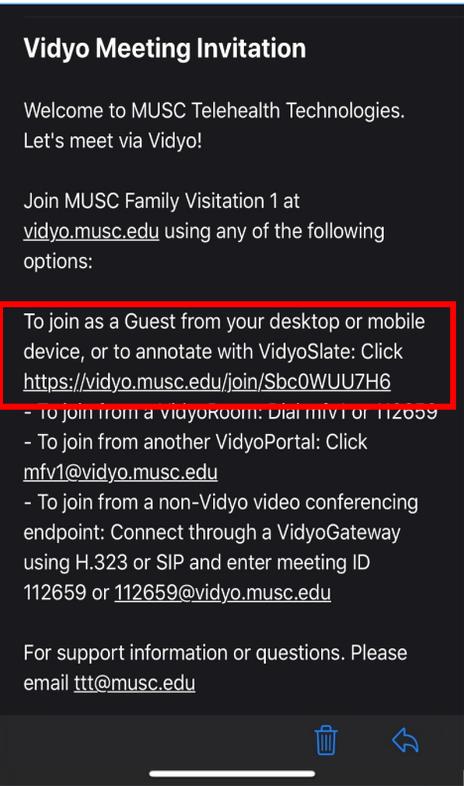
Vidyo Connect will open. When it opens for the first time, you will be prompted to **Agree & continue** to the license agreement. Please click **OK** to allow access to your camera. Enter your **name** then click **Join**.
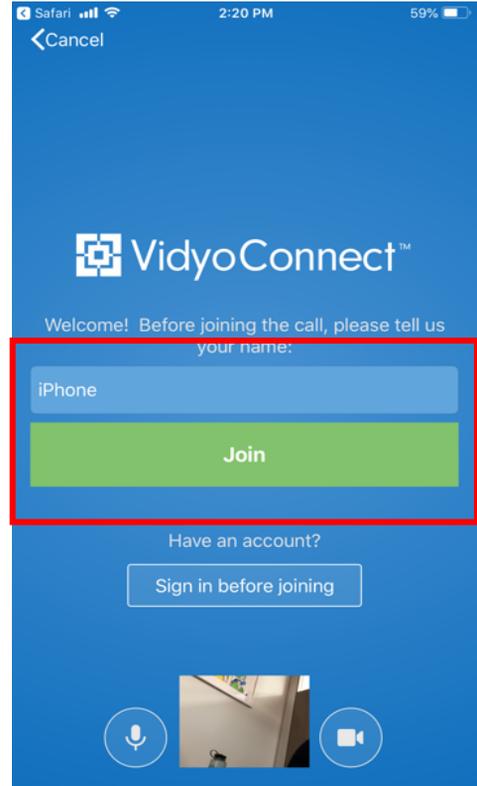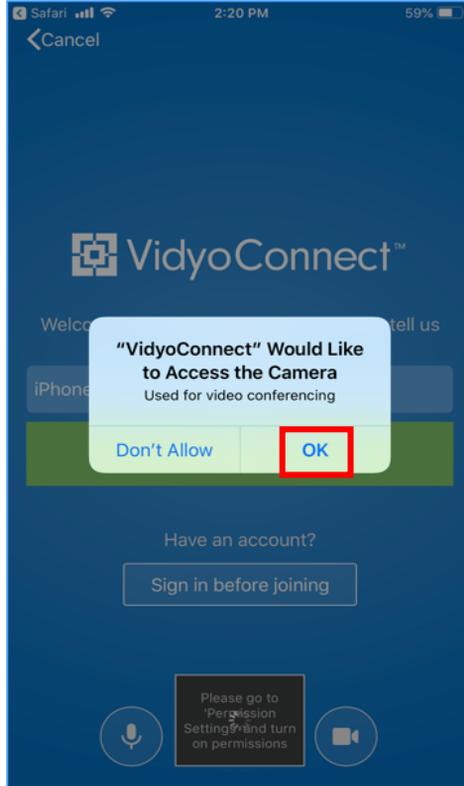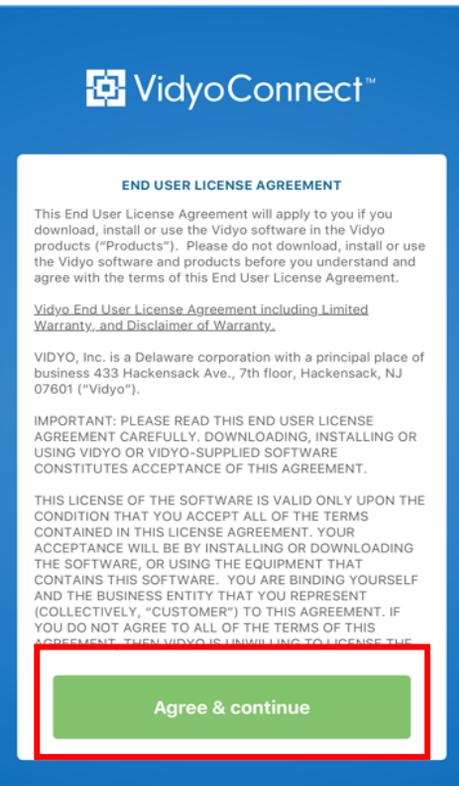
You will be prompted for an **Access code**. The code can be found in the same MUSC email invitation as the **Room PIN**. When you have entered the code, click **Join**. Please click **OK** to allow access to your microphone. If you join the room before the MUSC Care Team Member or patient, you will see "**You're the only person in the call**."
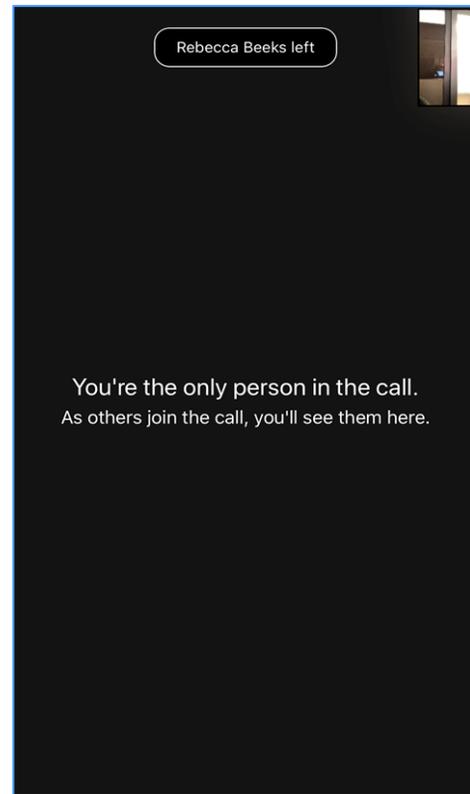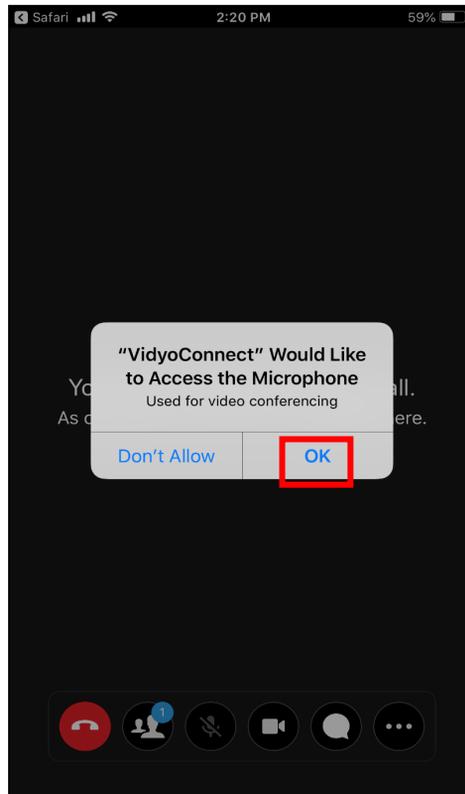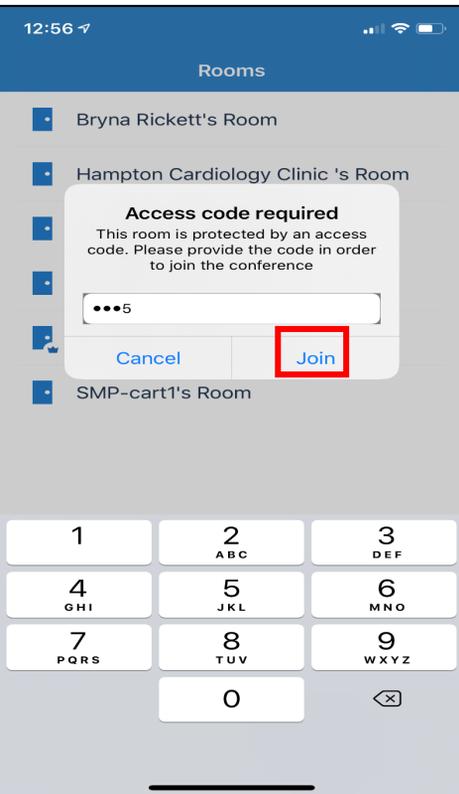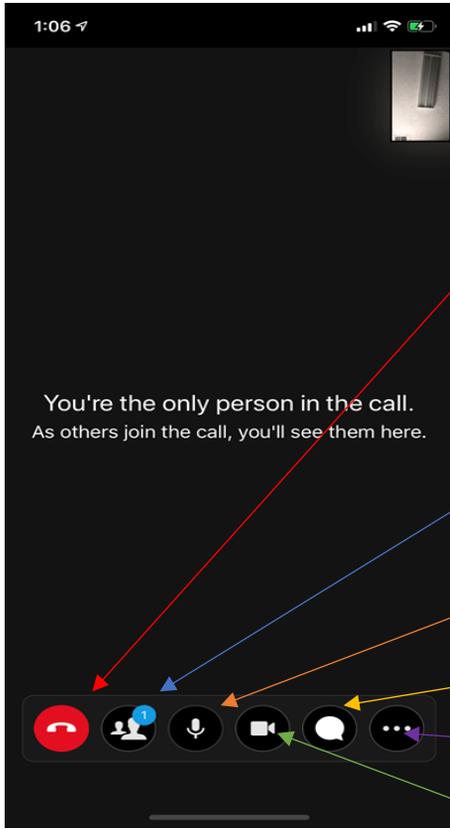
Once a MUSC Care Team member or the patient has joined the room, you will see two screens (similar to Facetime). You are now ready for your virtual visitation!

Your picture will be here
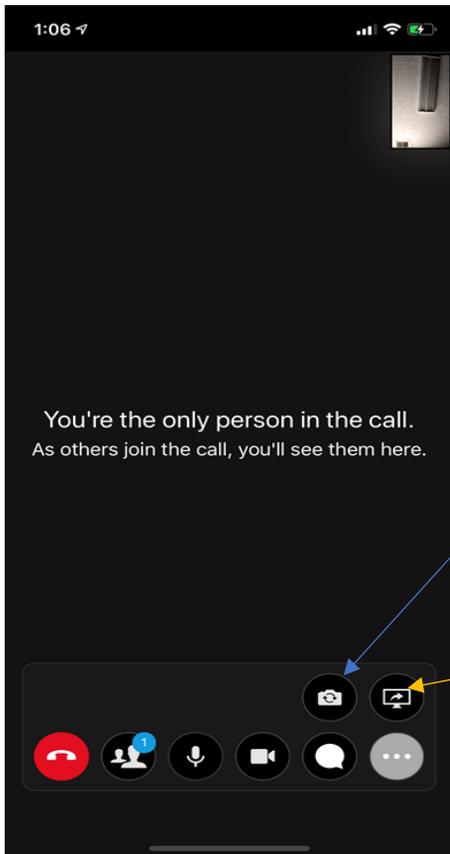
Patient's picture will be here

Hang up call

View participants in call

Turns your microphone off

Starts a chat

Press to see more options

Turns your camera off

You're the only person in the call.
As others join the call, you'll see them here.

Flips camera view

Share your phone screen

You're the only person in the call.
As others join the call, you'll see them here.