



# DOXY.ME TELEHEALTH SOLUTION QUICK START

*April 1, 2020*

Doxy.me is a free telehealth solution. This quick start guide will help you get this up and running in your practice.

## **PROVIDER**

### **Signing up for an account**

- From a web browser, navigate to [www.doxy.me](http://www.doxy.me)
- Click on the button on the top right – **Sign up for free**
- Select **I'm a Provider**
- Fill in all of the fields.
  - **NOTE:** *the Room Name is important as that will be the name of the URL.*
- Click **Sign Up**

doxy.me

## Sign Up

Dr. ▼

First Name 📄

Last Name 📄

Room Name (e.g. DrWeich) 📄

Email

Password 🔒

I am using Doxy.me as a healthcare provider, not a patient.

I agree to the [Terms and Conditions](#).

Sign Up

## Updating account settings

- From the Dashboard for the provider, you can select Account Settings icon or link on the left-hand toolbar

PATIENT QUEUE  
*No one has checked in yet*

ACCOUNT

- Your Dashboard
- Edit Waiting Room
- Account Settings
- Meeting History
- Help Center
- Upgrade
- Logout

## Welcome, Dr. Crow!

To invite someone to your waiting room, share this link:

<https://doxy.me/christophercrow> Copy Invite via ▼

Edit Waiting Room | Account Settings | User Community | Telehealth Shop

Upgrade to Professional or Clinic account, starting at \$29/mo

Settings | BAA | Notifications | Extensions | Badges

- Click BAA tab
  - Fill in requested fields to create the BAA

- Download a version for your records
- Click Notifications tab
  - Turn on Desktop Alert (included in free version)
  - Unable to activate Email or Text in free version
- Extensions and Badges tab are for the paid versions

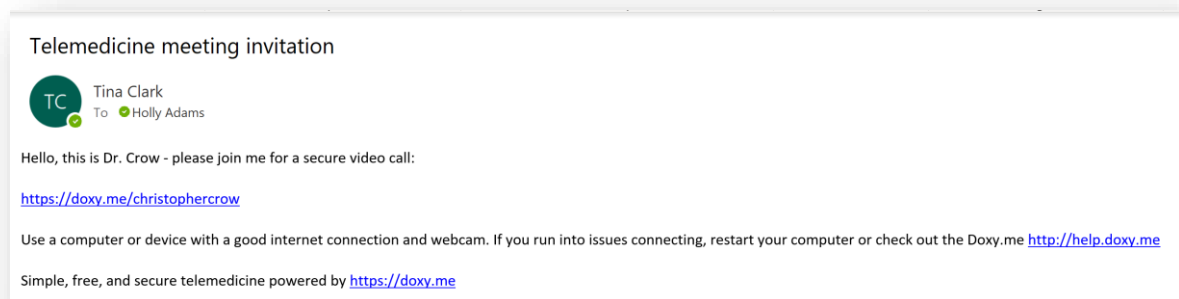
### Starting a Patient Call

- The patient will appear in the Waiting room on the left-hand side of the window.
- Hover over the patient name and click **Start Call**

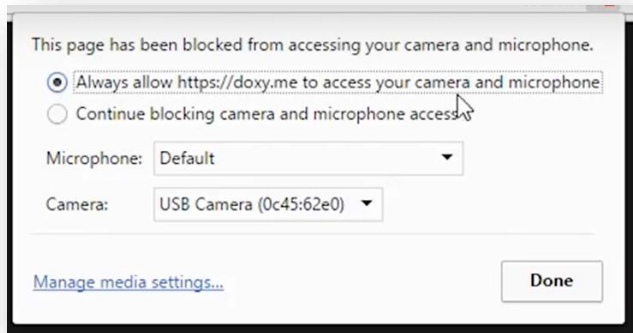
## PATIENT

### Logging into Doxy.Me

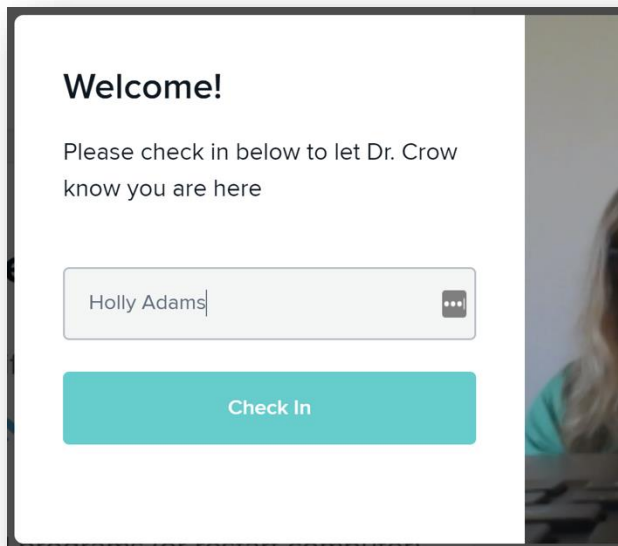
- Patients will initiate the Televisit via the URL link that is emailed to them using the Chrome or Firefox web browser



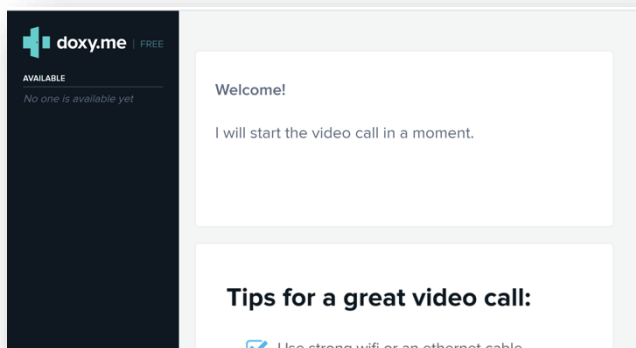
- The first time that they access the website, they are prompted to give access to the camera and microphone.



- Patient will input a name to identify themselves to the provider Dashboard

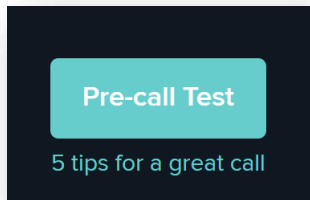


- Click **Check In**
- Patient will appear in the provider waiting room

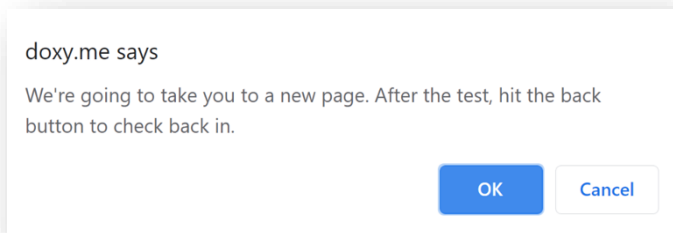


## Troubleshooting

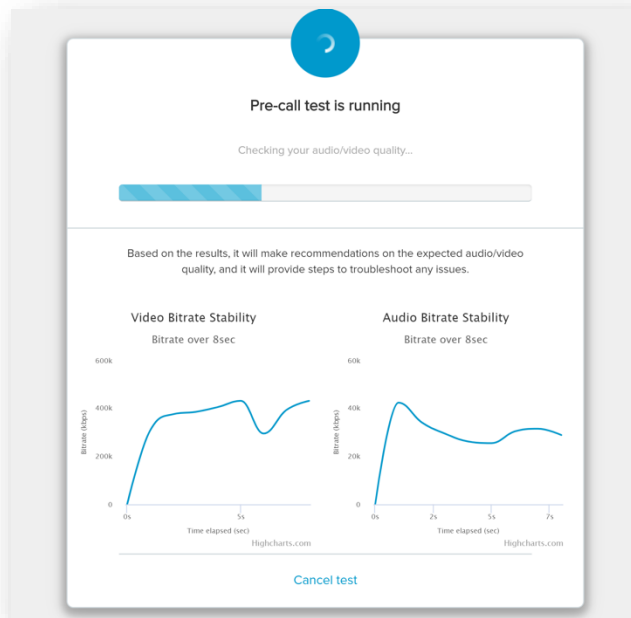
- A patient can do a pre-call test to confirm access to the camera and microphone ahead of time.
- On the bottom left hand side is a **Pre-call Test** button



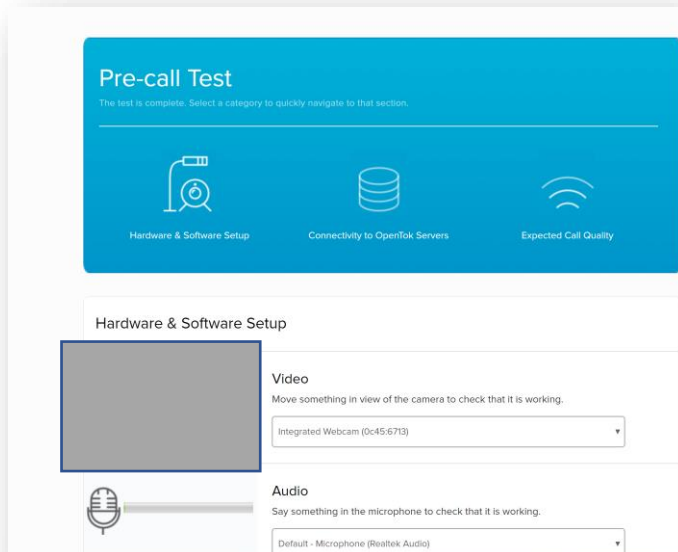
- The window will display a dialogue box to continue



- Patient needs to click **OK**
- A pre-call test will run



- The results will display when this test is complete:



- If necessary, the settings for the patient video and audio can be adjusted from this window. Additional options are available as you scroll down the page. The ability to start a new test is a button on the very bottom.

*NOTE: There is not a link to return to the waiting room so the patient will need to access the provider URL again to enter back into the waiting room*