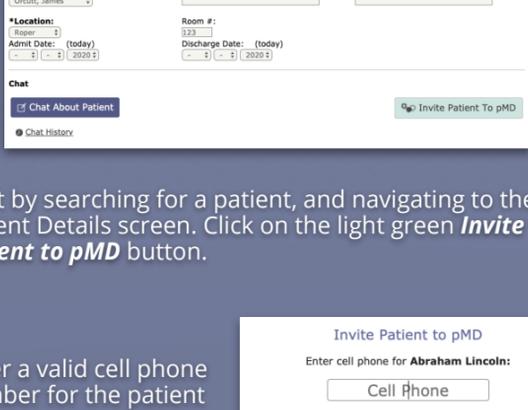


## VIDEO CALLING

What is pMD Video Calling? It allows users to communicate face-to-face via real-time video calling capability. Seamlessly integrated into pMD® Secure Messaging™, HIPAA-compliant video chat can be used for virtual patient encounters, remote collaboration between providers, and more!

### INVITING PATIENTS



Start by searching for a patient, and navigating to their Patient Details screen. Click on the light green **Invite Patient to pMD** button.

Enter a valid cell phone number for the patient so they can receive a text message with a link to download the pMD app.

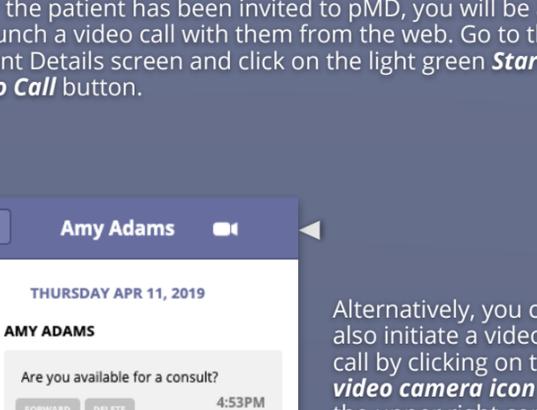


You should then see a confirmation message that the invite was sent! You also have the option to send a personalized message along with your invite.

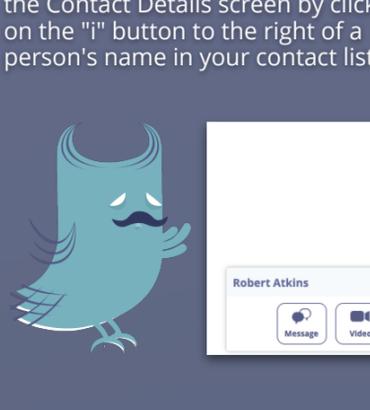


The invite will show as Pending until the patient downloads the pMD app and successfully logs into their account.

### MAKE AND RECEIVE CALLS

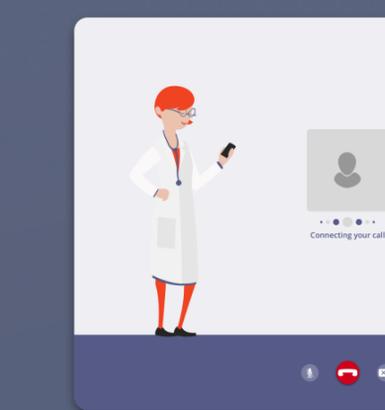
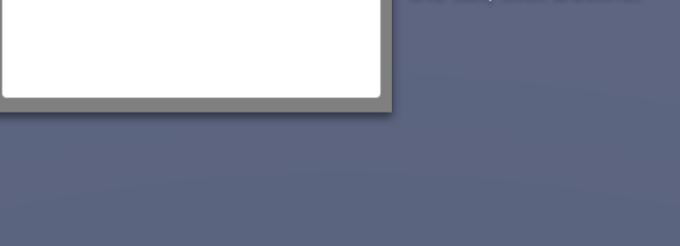


After the patient has been invited to pMD, you will be able to launch a video call with them from the web. Go to their Patient Details screen and click on the light green **Start Video Call** button.



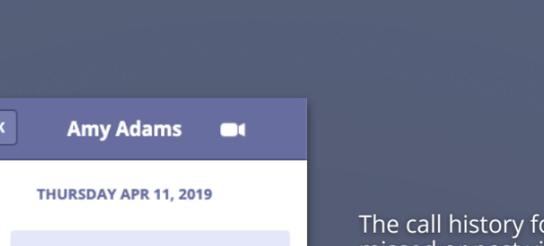
Alternatively, you can also initiate a video call by clicking on the **video camera icon** in the upper right corner of an existing message conversation.

You can also video call someone from the Contact Details screen by clicking on the "i" button to the right of a person's name in your contact list.



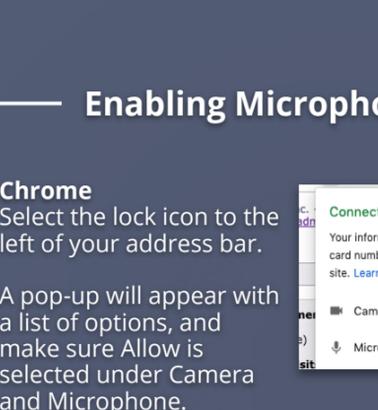
To accept an incoming video call, click **Accept**. If you'd like to decline the call, click **Decline**.

### WHILE ON A CALL



**Video Calling:** during a video call, you will have a few options at the bottom center of your screen.

- Microphone icon on the left to mute audio
- Camera icon on the right to turn off video
- Middle red button to end the call

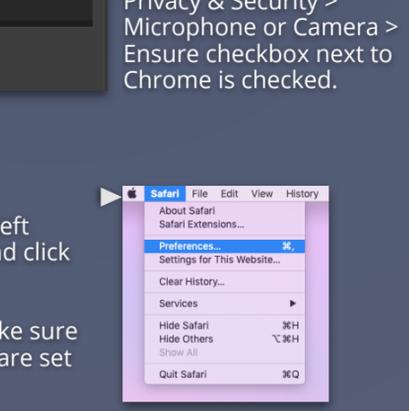


The call history for any missed or past video calls will be logged within the conversation as an automated pMD message, dated and time-stamped with the duration of the call.

### Enabling Microphone & Camera

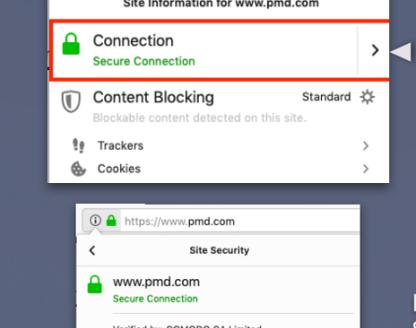
**Chrome**  
Select the lock icon to the left of your address bar.

A pop-up will appear with a list of options, and make sure **Allow** is selected under **Camera** and **Microphone**.



**For Mac Computers Using Chrome:** Ensure Microphone and Camera have Chrome permissions.

System Preferences > Privacy & Security > Microphone or Camera > Ensure checkbox next to Chrome is checked.



**Safari**  
Go to Safari in the upper left corner of your desktop and click Preferences.

Then under **Websites**, make sure **Camera** and **Microphone** are set to **Allow**.



**Firefox**  
Select the lock icon to the left of your address bar and click on **Connection**.

It will take you to **Site Security**, and then click **More Information** at the bottom.

A dialog box will pop up, go under **Permissions**, and select **Allow** for both **Camera** and **Microphone**.



## pMD Support

Need Help? pMD is here for you 24/7!

800-587-4989 x1

