

# Convey App Tip-Sheet for Virtual (Video) Appointments

## Who is this Tip Sheet for?

This tip sheet was created for patients who have an upcoming virtual (video) appointment in one of our Ambulatory Care clinics (out-patient care clinics).

## What is the Convey App?

The Convey App allows you to view and confirm your Joseph Brant Hospital (JBH) appointment(s). For more information about the benefits of using the Convey App for in-person appointments, please see: [www.josephbranthospital.ca/conveyapp](http://www.josephbranthospital.ca/conveyapp)

## How to Install the Convey App and Prepare for your Virtual (Video) Appointment

When your virtual appointment is scheduled and you have provided your mobile phone number, you will receive a SMS (text) message that will include appointment and Convey App registration details.

### Section 1: Convey App Installation and Registration

[Step 1: Download the Convey app](#)

[Step 2: Register your Account](#)

### Section 2: Pre-Appointment Preparation

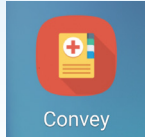
[Step 3: Download the Zoom application](#)

[Step 4: Confirm your Appointment](#)

### Section 3: Appointment Day

[Step 5: Launch your Virtual Appointment](#)

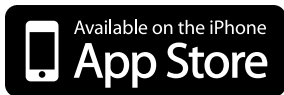
[Step 6: End your Virtual Appointment](#)



## Convey App Installation and Registration

### Step 1: Download the Convey app

#### iOS Device



- 1 Find **Convey app** in the [App Store](#)
- 2 Tap **Get** to download the app
- 3 When the download is complete, tap **Open** from the App Store to launch Convey

#### Android Device



- 1 Find **Convey app** in the [Google Play Store](#)
- 2 Tap **Install** to download the app
- 3 When the download is complete, tap **Open** from the Google Play Store to launch Convey

### Step 2: Register your account

- 1 Enter the **Hospital Group Code**  
You can find the Hospital Group Code in SMS (text) message sent to your mobile phone
- 2 Enter your **PIN Code**  
You can find your PIN Code in the SMS (text) message sent to your mobile phone
- 3 Enter your **Date of Birth**
- 4 Review and confirm your appointment by tapping **Confirm**

You will be given instructions on which registration option to select on the next page.

JBH

Your PIN code

Enter your PIN code

Your Date of Birth



## Pre-Appointment Preparation

Prior to your appointment, you will receive 2 SMS (text) messages to prompt you to confirm your appointment.



48 hours prior to your appointment, you will receive a SMS (text) message reminding you to confirm your appointment.



4 hours prior to your appointment, you will receive a SMS (text) message reminding you that you have an appointment today. The reminder SMS will also include Zoom meeting details that you will need to join your appointment.

## Step 3: Download the Zoom application

If you do not have the Zoom application already installed on the device you will use for the virtual appointment, please use the steps below to download it. The application should be downloaded well in advance of your virtual appointment start time.

### iOS Device



- 1 Find **Convey app** in the [App Store](#)
- 2 Tap **Get** to download the app
- 3 When the download is complete, tap **Open** from the App Store to launch Zoom

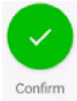
### Android Device



- 1 Find **Convey app** in the [Google Play Store](#)
- 2 Tap **Install** to download the app
- 3 When the download is complete, tap **Open** from the Google Play Store to launch Zoom

## Step 4: Confirm your Virtual (Video) Appointment

If you have not confirmed your appointment yet, you can do so by following the instructions outlined below.

- 1 Open the Convey app and enter your **Date of Birth** to log in
- 2 Locate your appointment and tap **Confirm** 
- 3 Review and confirm your personal information. Accuracy is important.

You cannot make changes to an appointment or their demographics using the Convey app.

## Appointment Day

### Step 5: Launch your Virtual (Video) Appointment

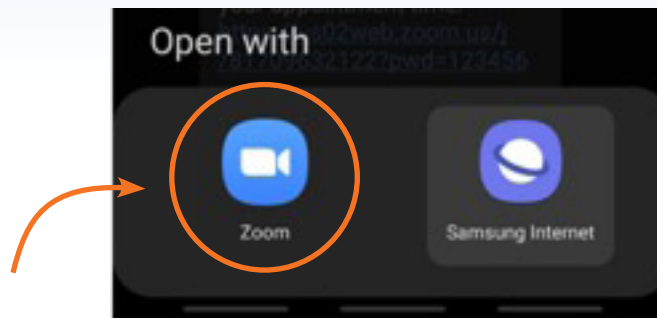
Four (4) hours before your appointment start time, you will receive a text message to the mobile phone number you provided to JBH. The text message will include Zoom meeting details.

#### Before you begin, please note the following:

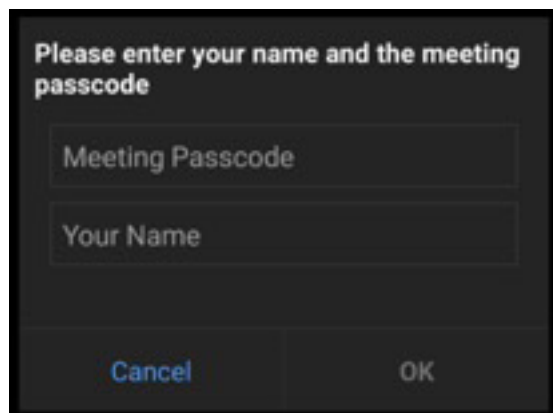
- You do not need to sign up or sign into a Zoom account
- If you are using a mobile or tablet device to launch your virtual appointment and do not have the Zoom application already installed, you will be prompted to install the Zoom application
- If you are experiencing technical issues and cannot join the Zoom call, please call 905.632.3737 ext. 5874. If you are unable to join by Zoom, your healthcare provider will contact your mobile phone number.

- 1 Tap the Zoom meeting link a few minutes (5 minutes) before your appointment to start the call

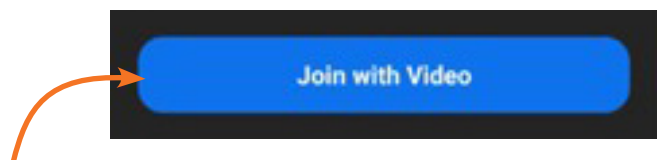
- 2 Open with Zoom. Please install the Zoom application prior to the appointment using the steps outlined in [Pre-Appointment Preparation](#)



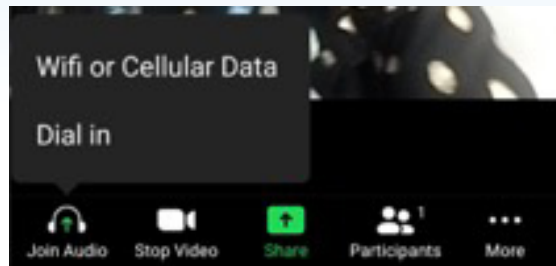
- 3 Enter your **Meeting Passcode** shared with you via SMS text message and **Your Name** when you are prompted by Zoom



- 4 First time users will be prompted to allow Zoom access permissions
- 5 Tap **Join with Video** to join the Zoom video call. Your healthcare provider will know when you have successfully joined the Zoom video call




- 6 Join audio by either using your 1) **Wi-Fi or cellular data** or 2) **Dial in** to the Zoom call

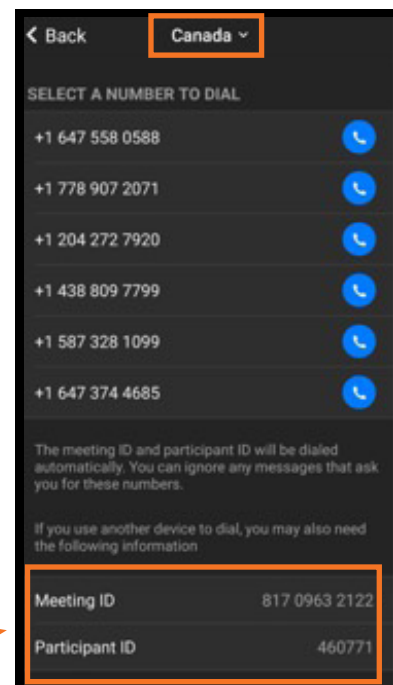


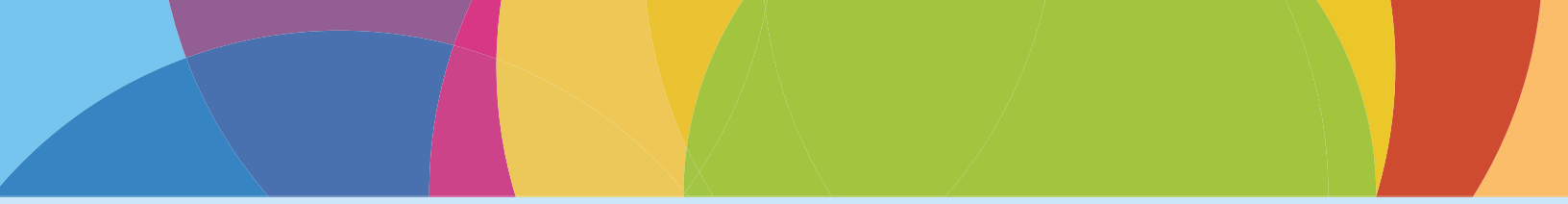
**Option 1:** Tap **Wi-Fi or Cellular Data** to join audio using your internet connection. First time users will be prompted to allow audio permissions

**Option 2:** Tap **Dial in** to connect audio using your phone connection. You will be prompted to select a number to dial

- i. If you would like to use **the same device** to dial in, select a number with a Canada area code and tap  to initiate the phone call. You will be prompted to allow Zoom to make and manage phone calls. When using the same device to dial in, you **do not** need to enter the Meeting ID and Participant ID when prompted

- ii. If you are using **another device** to dial in, manually dial the select number with a Canada area code on the separate device. When prompted during the phone call, you will need to enter the Meeting ID and Participant ID displayed at the bottom of the Dial-in option screen



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- 7 Wait for your healthcare provider to join the Zoom video conference. Your healthcare provider will know when you have successfully joined the Zoom video conference

## Step 6: End your Virtual Appointment

At the end of your virtual appointment, to exit the call:

- 1 Tap **Leave**
- 2 Tap **Leave Meeting**