



# Convey App Tip-Sheet for Virtual Appointments

## Who is this Tip Sheet for?

This tip sheet was created for patients who have an upcoming virtual appointment in one of our 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).

## How to Use the Convey App and Prepare for your Virtual Appointment

When your virtual appointment is scheduled and you have provided your mobile phone number, you will receive a SMS (text) message with 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

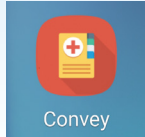
[Step 3: Download Zoom](#)

[Step 4: Confirm your Appointment](#)

### Section 3: Appointment Day

[Step 5: Start 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 can receive up to 3 SMS (text) messages to prompt you to confirm your appointment.

On the day of your appointment, you will receive a SMS (text) message reminding you that you have an appointment. If you have a virtual video appointment, this SMS (text) message will include Zoom meeting details that you will need to use to join your appointment.

## Step 3: Download Zoom

If your virtual appointment is a video appointment, please ensure you have downloaded Zoom to your device prior to your appointment start time.

### iOS Device



- 1 Find **Zoom** 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

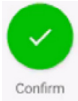
### Android Device



- 1 Find **Zoom** 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 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: Start your Virtual Appointment

#### Virtual Telephone Appointment

Your healthcare provider will contact you at the number we have on file.

#### Virtual Video Appointment

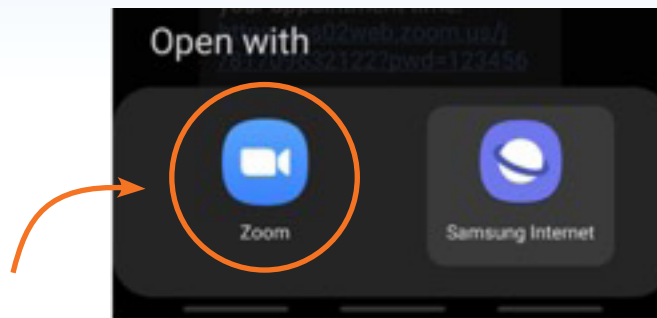
Before your video appointment start time, you will receive a SMS (text) message with your Zoom meeting details.

Before you start your video appointment, please note the following:

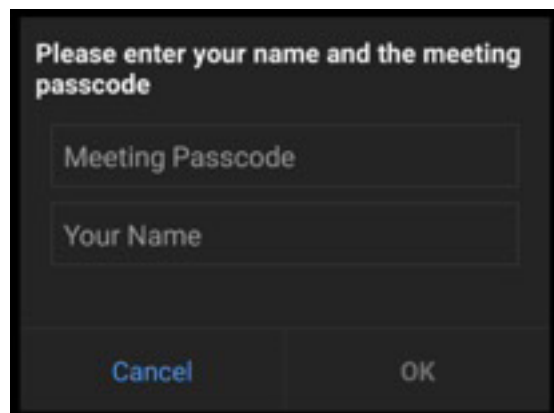
- You do not need to sign up or sign into a Zoom account
- If you are using a mobile or tablet device to launch your video appointment and do not have the Zoom application already installed, you will be prompted to install the Zoom application

- 1 Tap the Zoom meeting link before your appointment to start the call

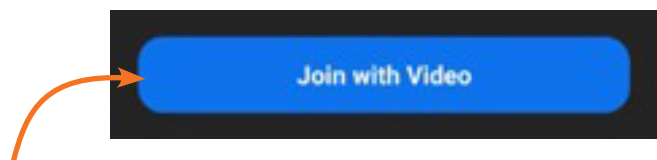
- 2 Open with Zoom. Please install the Zoom application prior to the appointment using the steps outlined in [Pre-Appointment Preparation](#)



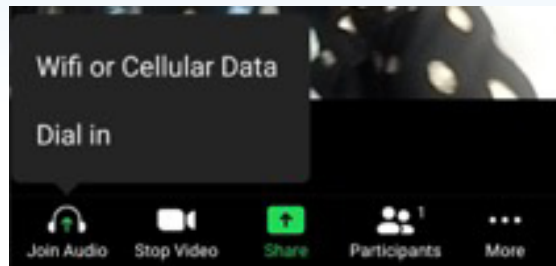
- 3 Enter your **Meeting Passcode** shared via SMS text message and **Your Name** when you are prompted by Zoom



- 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

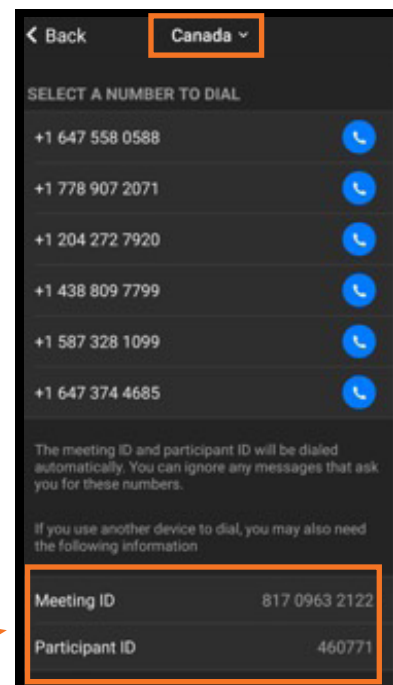


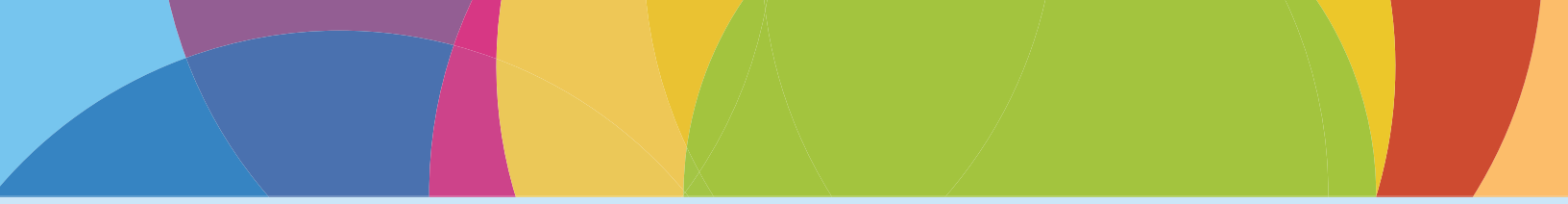
**Option 1:** Tap **Wi-Fi or Cellular Data** to join audio using your internet connection. First time users will be prompted to allow audio permissions

**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 other 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

To exit the Zoom video conference at the end of your video appointment:

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