

CLIENT QUICK START GUIDE

BEFORE YOU BEGIN:

- Make sure you are in a private, quiet setting with reliable Wi-Fi or cellular service.
- Review the [Devices and Connection Guide](#) on the back of this page.

CONDUCTING YOUR VISIT:


1. Locate your email or text message from Revive at The Group containing your visit link:

- a. If you do not see an email from Revive at The Group, check your junk/spam folder.
- b. If you still do not see an email from Revive at The Group or have not received a text message, please locate your web browser and type in the URL listed above in the 'Appointment Box'.
- c. If you are still experiencing difficulties, please reach out to our office at 563.345.5477.

2. Click the secure link in the email/text to see your provider.

3. You will be taken to a welcome page and asked to enter your first and last name.

4. Once you have entered your name, click check-in. Your provider, will connect with you as soon as they are ready.

- a. Click  at the right of your providers name to send a message to your care team.

5. Once you have finished your visit, click .

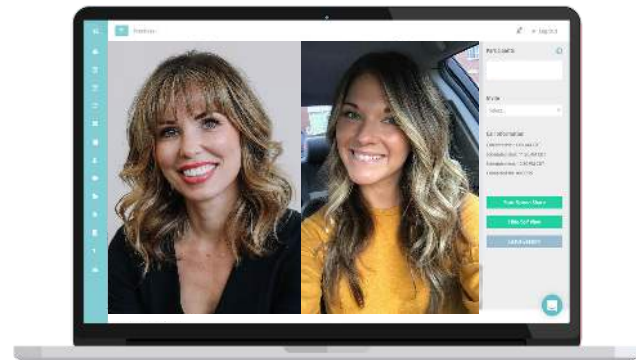
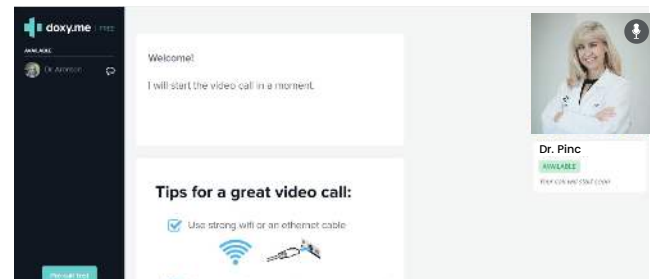
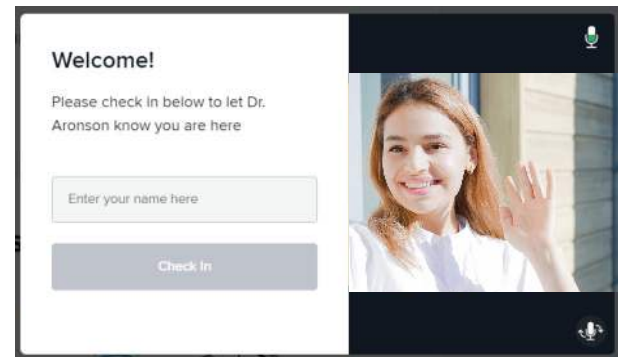
APPOINTMENT

DATE: _____

TIME: _____

www.doxy.me/reviveatthegroup



(web browser URL)



If you have questions regarding your health care needs, payment, or scheduling, please contact our office directly at 563.345.5477. Our current attendance policies apply to telemedicine.

DEVICE & CONNECTION GUIDE



- Update your browser to the **most recent version**.
-  
Please note: Internet Explorer and Microsoft Edge are NOT supported.



GOOGLE
CHROME



FIREFOX



SAFARI



- Update your device to the most recent operating system (**version 8 or later**).



GOOGLE
CHROME



- Make sure you are using an **iPhone 6, or later**.
- Update your device to the most recent operating system (**version 11 or later**).



SAFARI

INTERNET & WIFI

- We recommend using a secure and private internet connection (or cellular service on your mobile device). If you are in a corporate office, firewalls often block the video connection. Turn off Wi-Fi and refresh your page on a cellular device, or try another secure Wi-Fi network on your computer.

AUDIO & VIDEO

- Device must have **front-facing camera**.
- Allow browser access to **camera and microphone**.
- Earphones **must have a microphone**.
- Turn device volume up.

TO JOIN VISIT

- Clients join via emailed or texted link.
- **No app needed.**

NEED HELP?

- If you are still experiencing difficulties, please reach out to our office at 563.345.5477.



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