

## **FaceTime Registration Guide for TeleMed Appointments:**

This is a brief guide to help explain how to register your **FaceTime** account in preparation for a TeleMed call with our physician:

1. From your iPhone, iPad, or Mac computer, open the **FaceTime** app and sign in with your Apple ID. **FaceTime** will most likely be pre-installed on your device already; otherwise it can be downloaded for free at the **App Store**.
  - If you are using an iPhone, FaceTime will automatically use your phone number as the default contact method. For other Apple devices, you can register your email address for contact purposes.
  
2. When scheduling your TeleMed appointment with our physicians, our schedulers will inquire about your preferred method of contact. At that time, they will need to be provided your **FaceTime** phone number or email address.
  - You may provide both phone number and email address if you are unsure which contact method is linked to your **FaceTime** account.
  
3. When the time for your consultation arrives, our physician will reach out to you through **FaceTime**, using the provided phone number/email that you provided to our schedulers. The call will appear quite similar to a received iPhone call, with a **Green** button to answer the call.
  - Once you tap the **Green** button, you may be prompted for permission to access your device's Microphone and Camera feed. These will need to be enabled for video correspondence, so you may have to press "**Allow**" for those features to function during the call.

If you have any questions or concerns regarding **FaceTime** registration, feel free to reach out to our **IT Department** at **(919)-809-8150** for assistance.