### Doxy.me Troubleshoot for Computers/Laptops

### Requirements to use Doxy.me

- Webcam
- Microphone
- Stable internet connection (Wifi or Ethernet)



### **Google Chrome**

https://www.google.com/chrome/

or



#### **Mozilla Firefox**

https://www.mozilla.org/en-US/firefox/

#### **Author Comments**

- It is your preference to use either Google Chrome or Mozilla Firefox for Doxy.me
- You will encounter issues if you use web browsers outside of Google Chrome or Mozilla Firefox.
- Download links are provided for your convenience.

# Meeting your provider in Doxy.me



Dr. Zollinger



Dr. Muir



Dr. Burns



Dr. Baumgartner



Arlo Schenk, APRN



Andrew Bader, PA-C



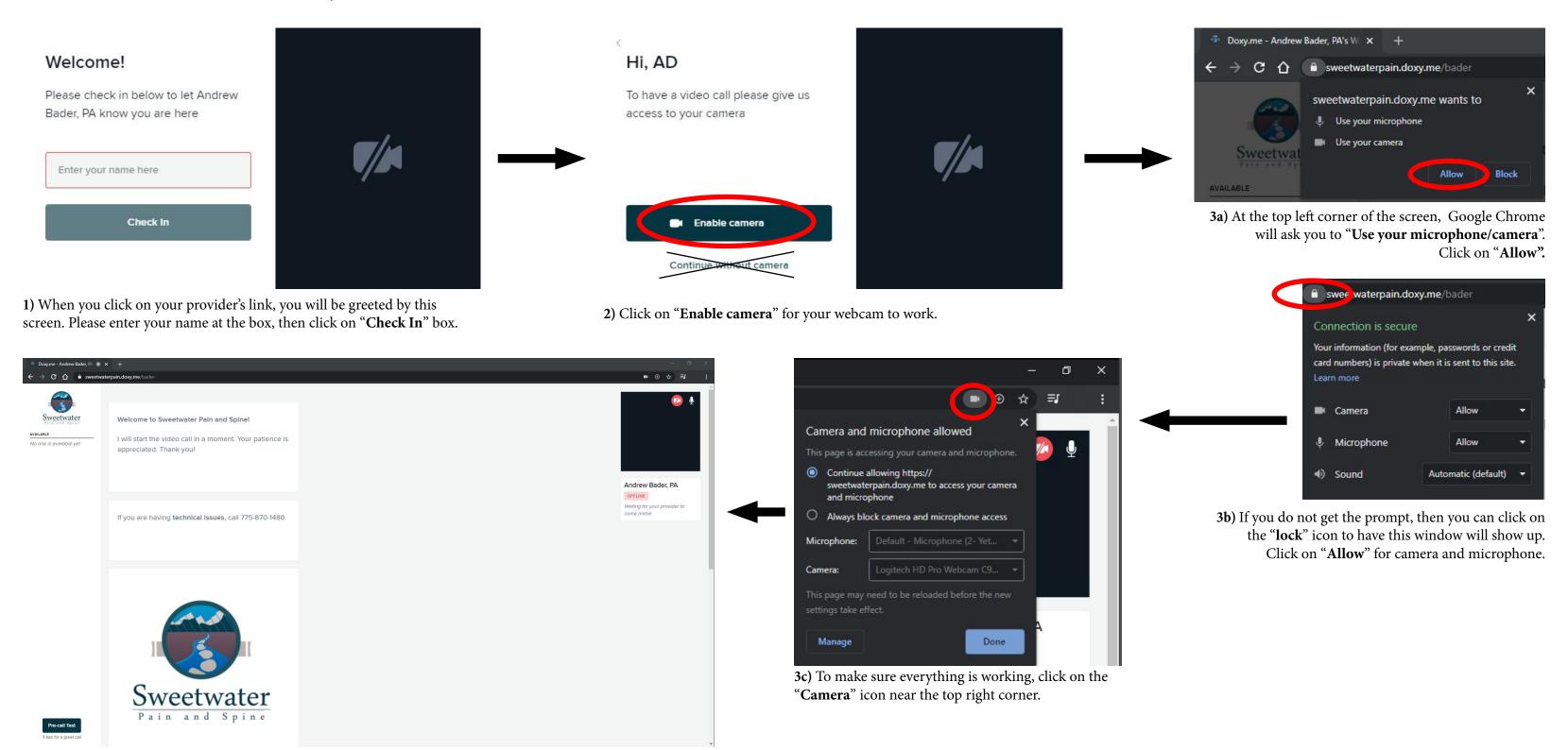
Katrina Baren, APRN

Click on the provider that you are meeting for your telemedicine appointment. Please refer to the next following pages on how to use Doxy.me on Google Chrome or Mozilla Firefox.

#### **Author Comments**

• You can go to <u>sweetwaterpain.com</u>  $\rightarrow$  <u>TELEMEDICINE</u> (which is located at the top of the screen).

## How to use Doxy.me for the first time (Google Chrome)

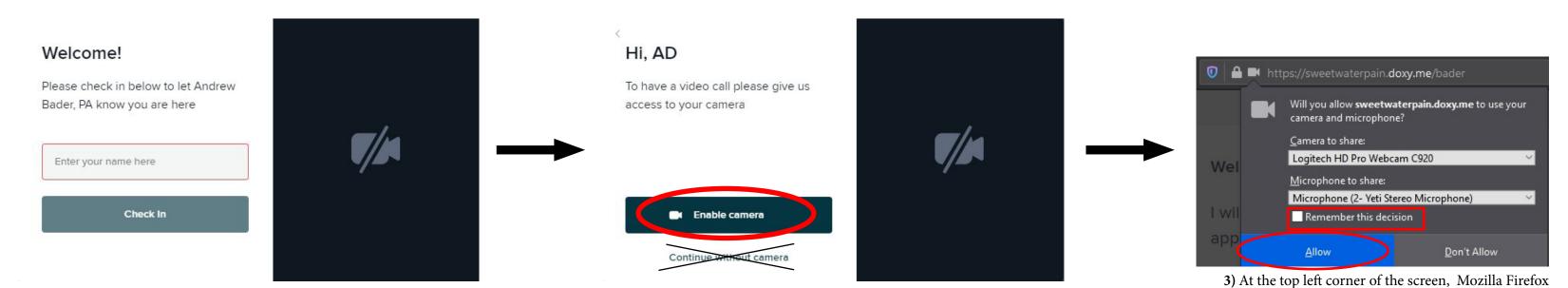


4) This is where you will wait to start your appointment with your provider.

#### **Author Comment**

• This is a YouTube video that will visualize the process: Checking in as a Patient

### How to use Doxy.me for the first time (Mozilla Firefox)



1) When you click on your provider's link, you will be greeted by this screen. Please enter your name at the box, then click on "Check In" box.

2) Click on "Enable camera" for your webcam to work.

First, click on "Remember this decision", then click on "Allow"

Welcome to Sweetwater Poin and Sprind

I will start the video call in a monoral. Your patience is appreciated. This by your

If you are having technical issues, call 775-870-1480

Sweetwater

Pain and Spine

Sweetwater

Pain and Spine

4) This is where you will wait to start your appointment with your provider.

#### **Author Comment**

• This is a YouTube video that will visualize the process: <u>Checking in as a Patient</u>

will ask you to allow your camera and microphone.