

# Zoom Setup for Friends and Family to Virtually Visit Patients

## What is Zoom? How to set it up?

Zoom is a great way to communicate with the healthcare team, family member, or friends using video or for a video visit with the healthcare team when other methods are not available. To do a video visit follow the instructions below to create a free Zoom account on your personal device, computer, or laptop.

NOTE: Patients in the hospital can use their own smart device or the tablet provided by Johns Hopkins Medicine. Patients using the tablet can join a visit, but will not be able to start a visit.

**IMPORTANT:** Please add Zoom to your smart device before the first video visit.



## 1. Download the “Zoom Cloud Meeting” App

Using your smart device go to the App Store or Google Play. Follow the instructions to download the free “Zoom Cloud Meetings” app.

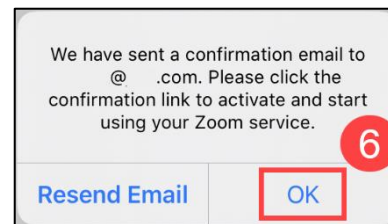
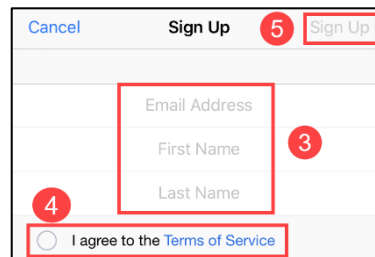
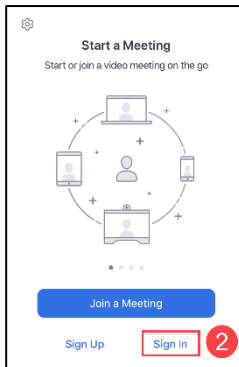


**ZOOM Cloud Meetings**  
Zoom Video Communications, Inc.



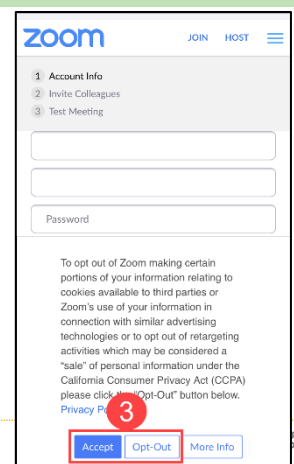
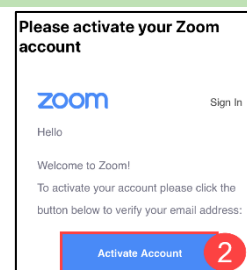
## 2. Create your Zoom Account

1. Open your **Zoom** app.
2. Click **Sign In** to create your free account.
3. Fill out your Email Address, First Name, and Last Name.
4. **Agree** to the Terms of Service.
5. Click **Sign Up**.
6. You will get a pop-up message telling you a message has been sent to your email address. Click **OK** to confirm your email account.



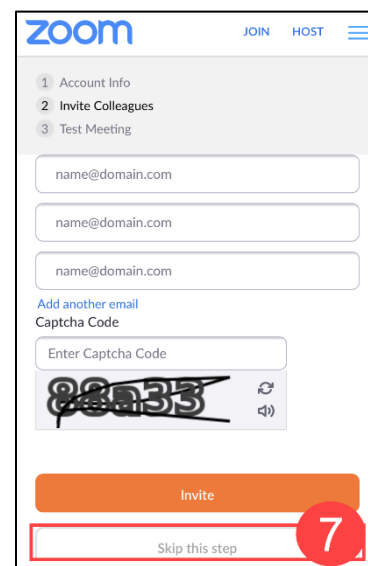
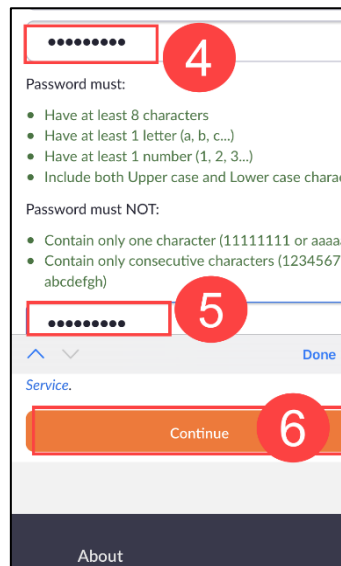
## 3. Activate your Zoom Account

1. Login to your email account and open the email from Zoom.
2. Click **Activate Account**. This will take you to the Zoom app.
3. Continue to create a Zoom account. **Accept or Opt-Out** of Zoom sharing your information.



*Turn the paper over to continue.*

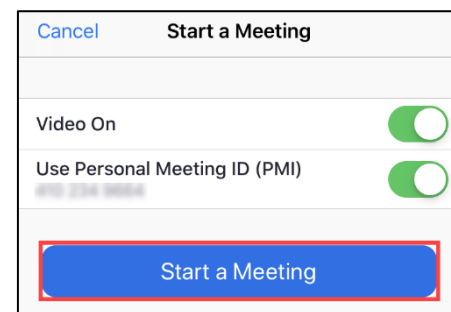
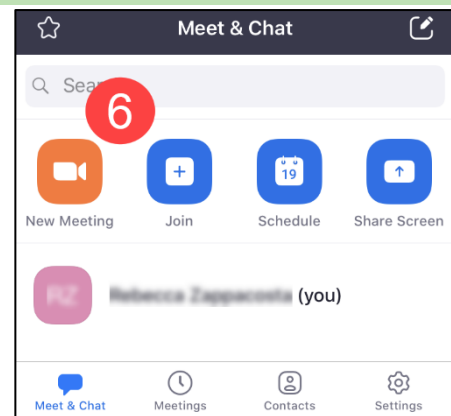
4. Create a **Password** for your account.
5. Confirm the password.
6. Tap **Continue**.
7. You will be taken to a step to invite others by entering their emails. Tap **Skip this step** and invite friends and family to meetings later.



*You are now ready to use Zoom visits!*

## 💡 4. Using Zoom for Visits

1. On the Zoom homepage you might have to **Sign In** again with your newly created zoom account email and password.
2. When you are signed into Zoom you can start a current visit (**New Meeting**), join visits (**Join**), schedule future visits (**Schedule**), and also share your screen (**Share Screen**).
3. Give your **Meeting ID** to your family or friend so they can join your visit.
4. Go to your mobile device's settings and allow Zoom to access your microphone and camera.
5. When in the Zoom visit you can use the microphone and video camera.
6. Tap **New Meeting**.
7. Tap **Start a Meeting**.
8. Then give your family or friends your **Meeting ID** number to Join.



## 💡 Help?

- If you require technical assistance, you can reach Zoom at [888-799-9666](tel:888-799-9666) (option 2) for their 24/7 support
- Go to <https://zoom.us/> for more information