

How to Join a Zoom Call Using a Direct Link via Text or Email

You may have an upcoming video visit at HHS. If you do not have a MyChart account, you will be sent an email or text message with a link to join your video visit on Zoom. This tip sheet will walk you through how to join your Zoom call after you receive the link in your email or by text. The instructions vary slightly depending on if you are joining via a web browser, by downloading zoom, or joining via Zoom app on cellphone.

Try It Out – Zoom link sent to email - Join from Browser

1. Open the email sent with your zoom link to see the date and time of the zoom:



You have been invited to join a video visit. Please click the button below to join on 14/07/22 at 11:00 AM. **Please do not share this link with anyone else—it is for your use only and won't work for anyone else.**



Join Video Visit

Please call 905-521-2100, and ask for the department your visit was scheduled in if you have any problems connecting.

2. Click **Join Video Visit**. A web page will open that shows the below message:

Click **Open** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

3. Click **Launch Meeting**. You will see a new line appear at the bottom of the screen asking you to join from your browser:

Click **Open** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [Join from Your Browser](#)

4. Click **Join from your Browser**
5. Ensure the Name listed on the screen is correct. Change it to reflect your name if needed. Then click **"Join"**

Join Meeting

Your Name

Steve Ambulatory

Join

6. If the provider has not yet started your meeting you will see a message that indicates that. Stay on this screen and wait for the meeting to start:

The meeting has not started

The page will refresh in 5 seconds, or [reload the page](#) now.

7. Once the provider starts the meeting you will see a message that says the host will let you in soon. Stay on this screen and wait to be let in.

Please wait, the meeting host will let you in soon.

Zoom Video Visit

8. Once the host lets you in, you will have joined the call and will be able to see and hear the provider and any other participants on the call.

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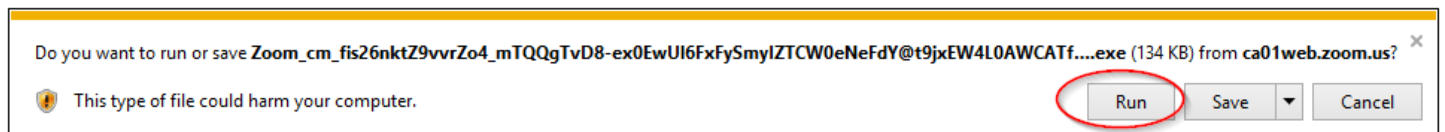
By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

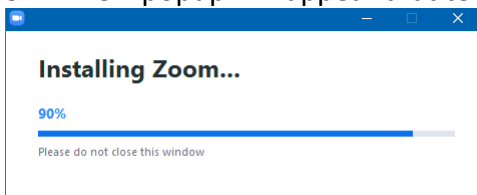
3. Below the Launch Meeting button, you will see a message that prompts you to download zoom if it is not already installed on your computer. Click **"Download Now"**

Don't have Zoom Client installed? [Download Now](#)

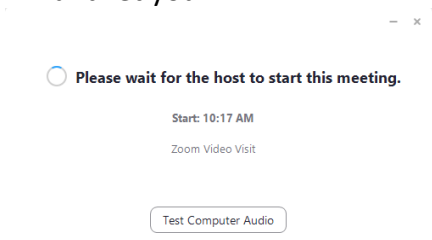
4. A popup will appear on your screen. Select **"Run"**



5. A new popup will appear that tells you your computer is installing Zoom:



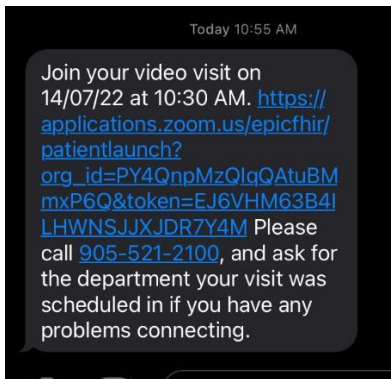
6. Once install is complete you will see a new popup asking you to wait for the host to start the meeting and let you in.



7. Once the host starts the meeting you will be automatically brought into the zoom call and will be able to converse with the providers and participants on the call.

Try It Out – Zoom link sent by text to cellphone - **Download Zoom**

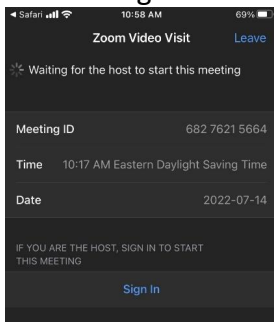
1. You will receive a text message that looks like this:



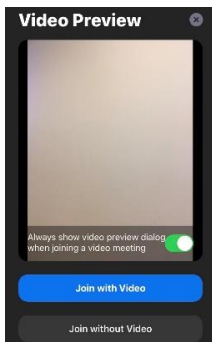
2. Click the link in the text to take you to the below screen:



3. Click **Download from App Store** to install Zoom on your phone.
4. You will be taken to the Zoom App in the App store. Download Zoom.
5. Once zoom is downloaded, go back to the text message where you received the link to join the meeting. Click on the link again.
6. Clicking the link will launch the Zoom App and your meeting. You will see the following screen:



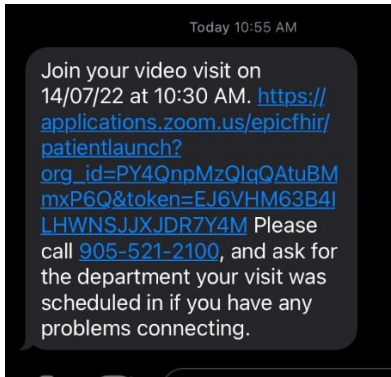
7. Wait on this screen for the host to start the meeting. Once they do you will receive prompts to allow zoom to access your microphone. You will also be asked whether or not you want to join with or without video:



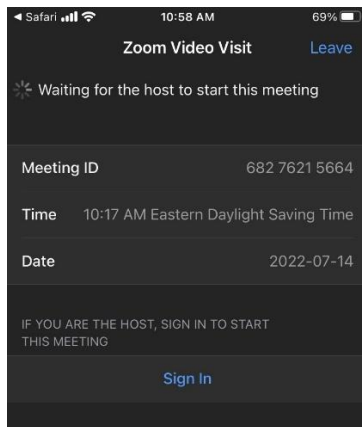
8. You will be taken into the meeting and will now be able to communicate with your provider and any other participants on the call.

Try It Out – Zoom link sent by text to cellphone – Zoom already downloaded on phone

1. You will receive a text message that looks like this:



2. Click the link in the message to launch Zoom. It will launch the App automatically and will take you to the below screen:



3. Wait on this screen for the host to start the meeting. Once they do you will receive prompts to allow zoom to access your microphone. You will also be asked whether or not you want to join with or without video. Make your selections and then you will be entered into the call with your provider and any other participants.

Important Considerations

- If you are receiving the emailed zoom link on your cellphone email, instead of computer, follow the same steps as the **Zoom Link sent by text to cellphone**.
- If you have zoom already downloaded on your phone, clicking the link in your email (on your phone) will automatically open the Zoom App and launch your meeting. If you do not already have Zoom on your phone, you will be prompted to download zoom. Once you have downloaded zoom, go back to your email on your cellphone and click the link again to join the call.