Instructions for Telehealth with The Allergy Asthma Group of Galen

While our doctors are still available for in-person appointments, we are also offering telehealth appointments for those that do not feel comfortable getting out during this time.

In order to utilize this great telehealth option, you will need access to a computer or a smart phone.

Once your telehealth appointment has been scheduled, you will receive an email or text message from our office.

Step by Step Instructions

Either:

1. click on the Zoom link you may have been provided (in the email/text from us) - it will look something like this: https://galenmedical.zoom.us/j/123456789

Or

2. Go to https://galenmedical.zoom.us/join and Enter the Meeting ID that you have been provided with in the appropriate field and click 'Join' (the Meeting ID will be a 9 or 10 digit number)

Join a Meeting

Meeting ID

Your meeting ID is a 9, 10, or 11-digit number
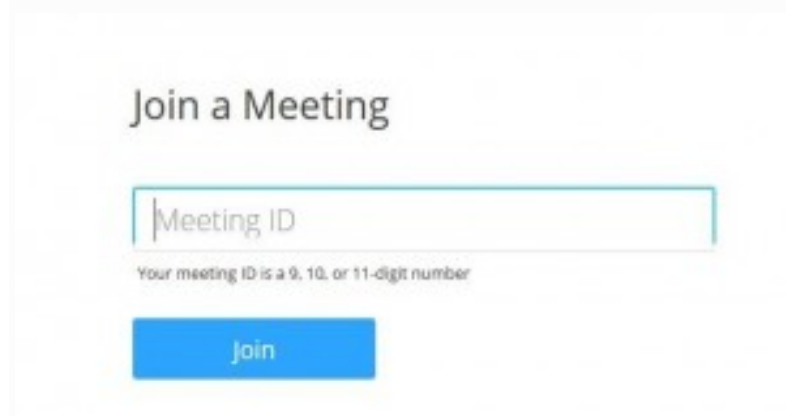
Join

If joining from a mobile Device

If you are joining from a mobile device (Android smartphone/tablet, Apple iPhone/iPad) then it will simply prompt you to download the Zoom Cloud Meetings app from the App/Play Store.
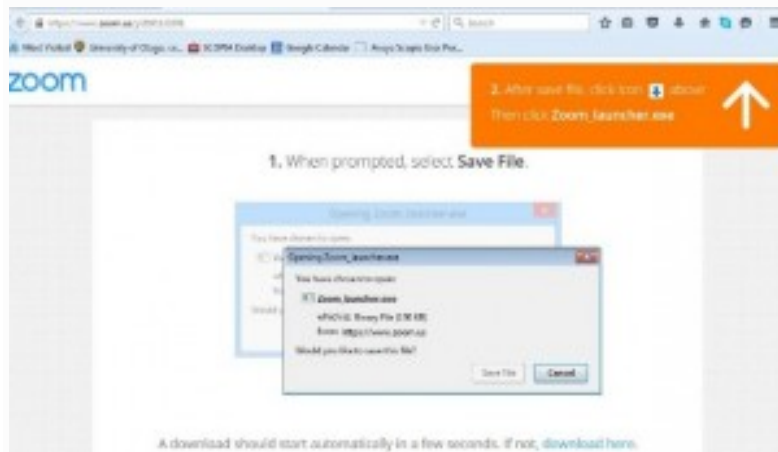
If joining from a computer

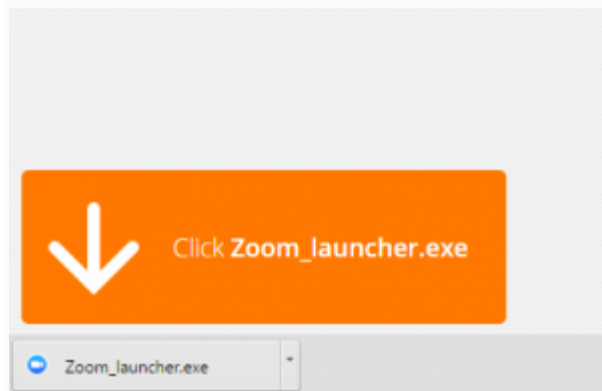When entering a Zoom meeting for the first time from a computer you will need to download a small application file.

This process is easy to complete on all commonly used browsers. The examples below are shown using Mozilla Firefox and Google Chrome.

Mozilla Firefox

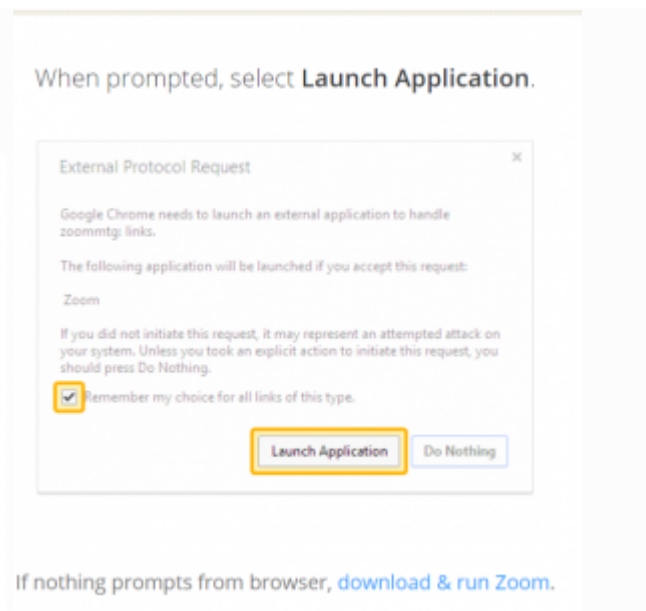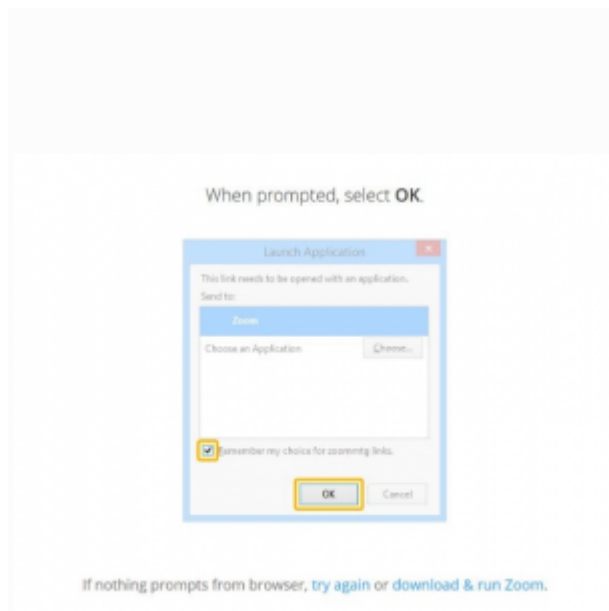Click 'Save File' and follow the instruction in the orange box.

Google Chrome

Google Chrome should automatically download the file and point to it as shown above. Clicking on the Zoom_launcher.exe file will install Zoom, there will be a short pause before a blue progress bar appears indicating the installation.

If an 'Application Launcher' or 'External Protocol Request' box appears simply tick the '*Remember my choice…*' option box and then click 'OK'

If nothing prompts from browser, try again or download & run Zoom.

If nothing prompts from browser, download & run Zoom.

Just before entering the meeting you will be prompted to enter a display name. This name is simply to identify you in the meeting.
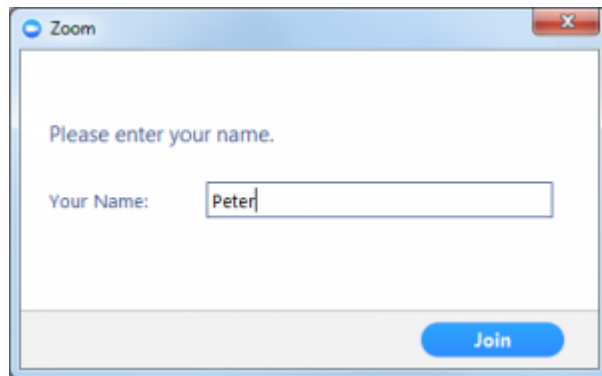
Join Audio via Computer

You will then be prompted how you wish to join your audio. If you wish to join audio via the telephone, follow the instructions further down, otherwise simply select Join Computer by Audio *(TIP: by ticking the "Automatically join audio by computer…" option box first, will mean you won't get prompted again in the future)*
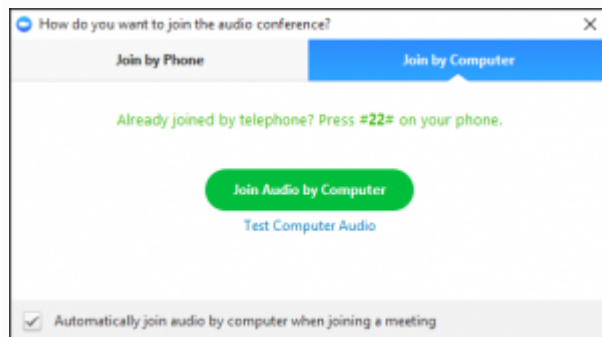
Join via Computer & Audio via Telephone

It is possible to use a combination of computer for video and phone for audio.

If you use this option, then enter by computer first and select the **Join By Phone** tab when the audio pop-up window appears (see example below). This will display the dial in number for you (or you can change it to display one of the many other countries which have a "local" dial in number by clicking on the flag icon), as well as the Meeting ID to enter and your Participant ID.

Dial in as noted above, however after entering the Meeting ID, you will be prompted to enter your Participant ID. Simply enter this number followed by # and your video and audio will then be synchronized.