



## Getting Your Computer or Mobile Device Ready for the Appointment

1. Google Meet is the HIPAA compliant virtual platform we use. **You will need to use the Chrome or Firefox browser as Internet Explorer is not compatible.**
2. If you are using a **mobile device**, you will need to download the Meet app by Google and go through the registration process prior to time for our consultation. If you're using your **laptop/personal computer**, you can simply follow the access link in the invitation email (or simply click the link above).
3. Please make sure to **clean the webcam** on your computer/device prior to our meeting.
4. Please make sure to allow Google Meet to **access your device's microphone** and camera so we can see and hear one another.
5. Sitting beside a window or a lamp yields the best lighting. **When the light is behind you or overhead, your image is less clear.**
6. Having a partner available to hold or position the camera can be very helpful for consultations, but not necessary. If your partner will not be available during our visit, don't worry. I ask that you text a few photos and videos of your baby to me prior to the visit.
7. **If you are using a slower Internet connection or we are having connectivity issues, it may be helpful to use your phone for audio.** Google Meet will give that option onscreen.

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*Inspiring Community.*