

Zoom is a video conferencing technology that you can use to see and talk to people over the internet. It uses the camera, speaker, and microphone on your computer. It is similar to FaceTime or Skype. Zoom calls an appointment a “meeting.” The Zoom meeting used by your healthcare providers for medical appointments meets all federal confidentiality laws around healthcare (also known as HIPAA). Other Zoom meetings may not meet the same HIPAA laws. As with in-person classes or group meetings, it is expected that all participants will not repeat what is said by others.

To use Zoom on your computer, you need to **download the app** first.  
You only need to do this once per device.

## When you are on the computer you will use for your video conference call:

1. Open an internet browser. (Use Google Chrome, Safari, Firefox or Edge. Zoom does not work very well in Internet Explorer.)
2. Go to [zoom.us/download](https://zoom.us/download).
3. Under Zoom Client for Meetings, click the blue “Download” button. Your computer may ask you to verify that it is okay to download. This is safe to download.
4. If you have a computer (PC) that uses **Microsoft Windows**:
  - Once downloaded, double click the ZoomInstaller.exe file to install Zoom.
  - After installation, your computer will show a screen with options for Zoom meetings. You **do not** need an account to use Zoom.
  - In your computer’s start menu (the Start button or Window button in the lower left of your screen), you will now see an app named Zoom.
5. If you have a computer (Apple Mac) that uses **macOS**:
  - Once downloaded, double click the Zoom.pkg file and follow the Installer app’s instructions to install Zoom.
  - After installation, your computer will show a screen with options for Zoom meetings. You **do not** need an account to use Zoom.
  - In your computer’s Finder window, in the Applications folder, you will now see an app named Zoom.



## Notes about downloading the app:

- To test your audio and video equipment, go to [zoom.us/test](https://zoom.us/test).
- Once you have tested your equipment and it works, you’re ready for your meeting! Thank you for connecting to your doctors with Zoom.
- If you are still having trouble getting connected for a virtual medical appointment, call your doctor’s office the day before your appointment to ask about other ways to connect.