

# Video Consults Using VidyoMobile and VidyoDesktop

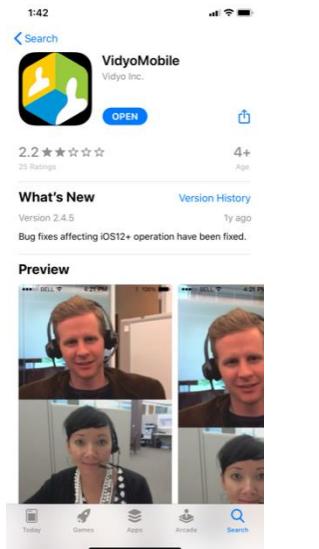


For All Providers

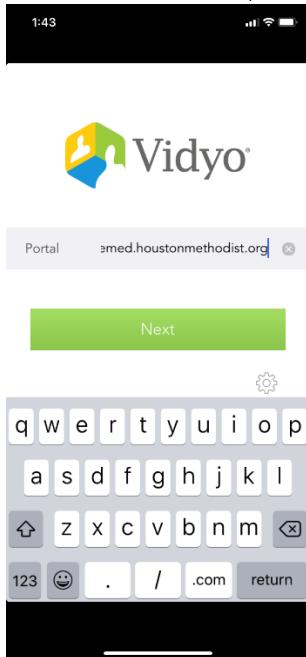
Use VidyoMobile or VidyoDesktop to complete a video consult via your smart device or desktop.

## Complete a Video Consult Using Your Smart Device

1. Download the **VidyoMobile** app, found in the App Store (iOS) or Google Play Store (Android).



2. Once downloaded, enter the portal as [telemed.houstonmethodist.org](http://telemed.houstonmethodist.org).



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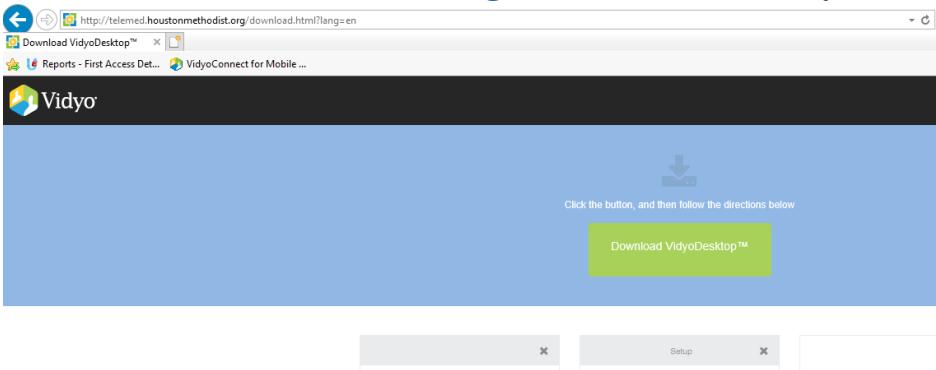


3. To connect to the correct location, contact [Telemedsupport@houstonmethodist.org](mailto:Telemedsupport@houstonmethodist.org) to obtain your region's username and password.



## Complete a Video Consult Using Your Desktop

1. Go to [telemed.houstonmethodist.org](http://telemed.houstonmethodist.org). Select to download VidyoDesktop.

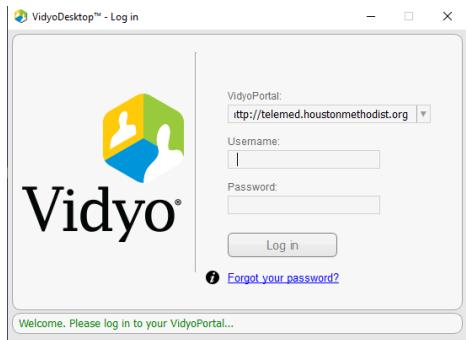


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## 2. For the **VidyoPortal**, use [telemed.houstonmethodist.org](http://telemed.houstonmethodist.org).

- Ensure a webcam is connected to the device and functioning.
- Confirm speakers are sufficient.
- Verify the microphone is enabled.



## 3. When connecting to the patient:

- Always connect to the patient's room and make sure they connect.
- When connecting to patient one, utilize provider one. When connecting to patient two, utilize provider two.
- If more log ins are needed or if you need assistance, email [telemedsupport@houstonmethodist.org](mailto:telemedsupport@houstonmethodist.org).