

Do This Before Day One

Three required installations on your personal computer

Important: If these are not installed before your Operational Readiness training, you will be rescheduled.

1 Microsoft Windows App

Remote Desktop

Access to your Televero work environment.

PC: Open Start, type Store, open the Microsoft Store. Search for Microsoft Windows App and install.

Mac: Open the App Store. Search for Microsoft Windows App and install.

After install: Once you have logged into your Televero Microsoft account and changed your password, open the app and sign in.

2 Zoom VDI Plugin

Required for Zoom

Install on your personal computer, not inside the remote desktop.

PC: televerohealth.com/zoompc

Mac: televerohealth.com/zoommac

Note: Not available in the Microsoft Store or Apple App Store. Only the links above will work. After installing, disconnect from the Windows App and reconnect.

3 Doximity

Mobile App

Backup for patient sessions when technical issues occur. Set up before seeing patients.

Step 1: Download Doximity from the App Store (iPhone) or Google Play (Android).

Step 2: Open the app and click SSO on the login screen.

Step 3: Enter your Televero email, click Submit, sign in with your Microsoft credentials.

Step 4: When prompted for address and phone, enter: 6101 W Courtyard Drive Ste 2-225, Austin, TX 78730 / 512-956-5003. Click Continue.

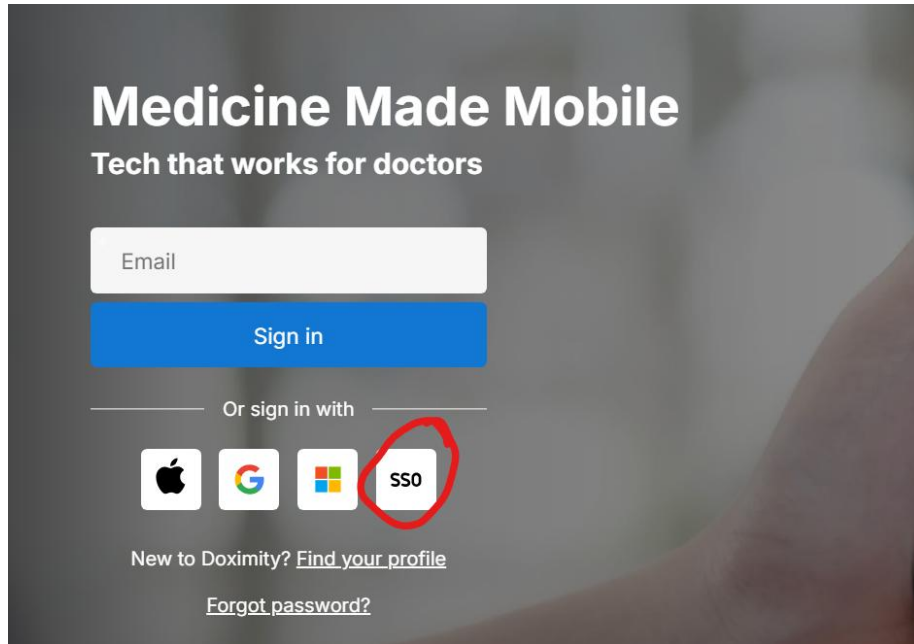
Step 5: If you have a Doximity profile, claim it. If not, scroll down and create one.

Tip: When calling a patient, disable Wi-Fi first. Forces cellular, bypasses your internet, keeps your number anonymous.

<https://televerohealth.com/helpdesk>

[Doximity](#) – click on this link to get started

Step 1 – click on SSO



Medicine Made Mobile
Tech that works for doctors

Email

Sign in

Or sign in with

Apple Google Microsoft **SSO**

New to Doximity? [Find your profile](#)
[Forgot password?](#)

Step 2 – Enter your Televero Health email



Single Sign On

Please enter your **work email address** you use in your hospital, university, company or institution.

Example: `ablau@nyu.edu`

If your hospital, university, company or institution offers Single Sign On with Doximity, you'll be taken to the login portal so you can use your work credentials to log in to Doximity.

You will need to provide your credentials.

For the Address and Phone Number, please enter 6101 W Courtyard Drive Ste 2-225, Austin, TX 78730, and 512-956-5003. Then, click Continue.


If you possess an existing profile, you will be prompted to claim it.

If you don't have a profile, go to the bottom of the page and click on the option to create one.

<https://televerohealth.com/helpdesk>

Caller ID: (512) 956-5003 • Televero Health

(555) 123-4567




Email a video invite >

Video Voice Text Settings

Place Your First Video Call



Enter your patient's mobile number
Tap  to send invite and join call
Your patient will meet you there!

1. Choose “Dialer” to securely begin a video call, voice call, or text message to the patient. The caller ID will appear as Televero Health.
2. The patient will get a secure link on their mobile device, enabling them to easily initiate a voice or video call and access text messages with just one click.
3. The patient cannot return calls or send texts to you.

Download the Doximity app from the Apple App Store or Google Play Store

Required setup before your first patient session

Backup Protocol for Technical Issues

Follow this protocol when technical issues prevent a normal session.

Before You Start

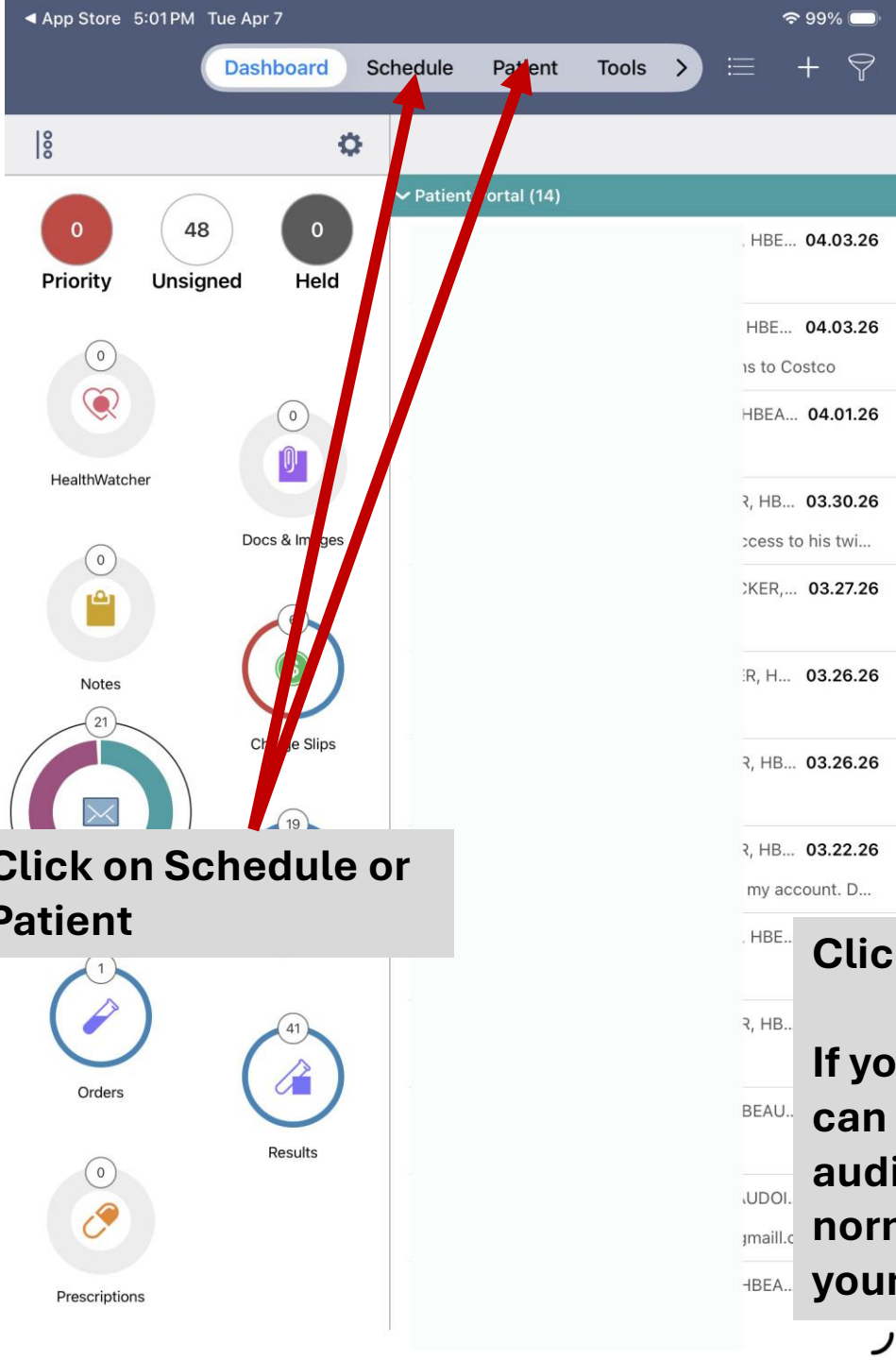
Proactive communication. At the beginning of each session, let patients know that if issues occur, you will call them directly on their phone to continue.

One-time setup. Download the Doximity mobile app and set up your Caller ID to display **512-956-5003**. This must be done in advance.

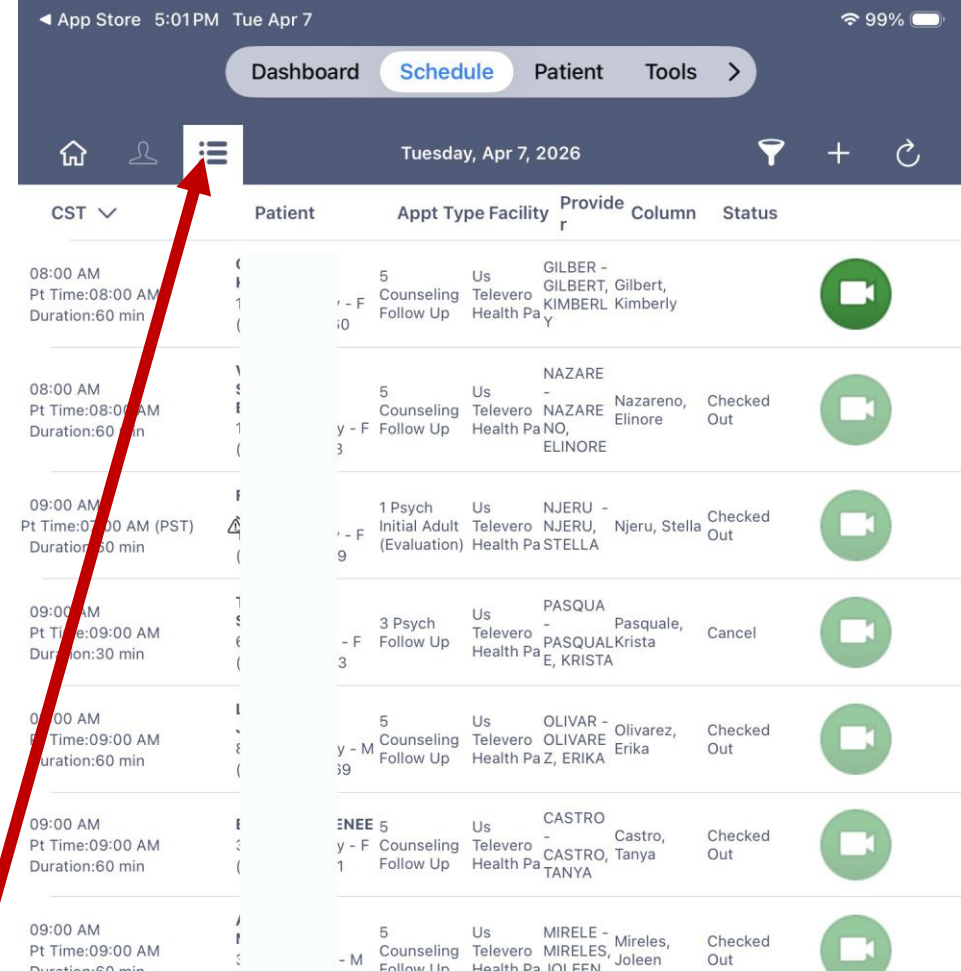
Procedure During Failure

- 1. Doximity voice call (most reliable).** Text the patient via the Doximity app to inform them of the issue and that you will be calling from the secure number. Then use the Doximity dialer to call them and complete the session by phone. Note the issue in your documentation.
- 2. Doximity video call (alternative).** If the issue is likely your home internet, try a video session via the Doximity app on your phone. You must disable Wi-Fi on your phone to force the app to use your cellular network.

<https://televerohealth.com/helpdesk>



Click on Schedule or Patient



Click Provider List View.

If you have Zoom installed on your Iphone or Ipad you can click on the appointment and do the Zoom video or audio only form your phone or Ipad just like you normally would. It will automatically open in Zoom on your phone or Ipad with no Zoom login required.