

Teladoc Health™

Friends and Family

User Guide

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Patent(s):

<http://www.intouchhealth.com/patents>

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Friends and Family Overview

Teladoc Health Friends and Family provides an easy way for patients to make calls with their friends and family. Friends and Family is designed to provide the best experience for patients to stay connected with their friends and family members.

Benefits include:

- Safe and secure calls between patients and their friends and family.
- No need to worry about unwanted participants on the call.
- No need to install any apps.
- No need to sign up for a new account.

NOTE: Any and all names used in this document are only used as examples. They do not represent true persons.

Before You Begin

NOTE: Currently, only one-to-one calls are supported. Do not forward invitation links to other friends and family members. The link will not work for them.

Before You Begin for Patients

Before you start your call make sure the friend or family member you are calling has a smartphone, tablet, laptop, or desktop computer that supports audio and video.


Before You Begin for Friends and Family

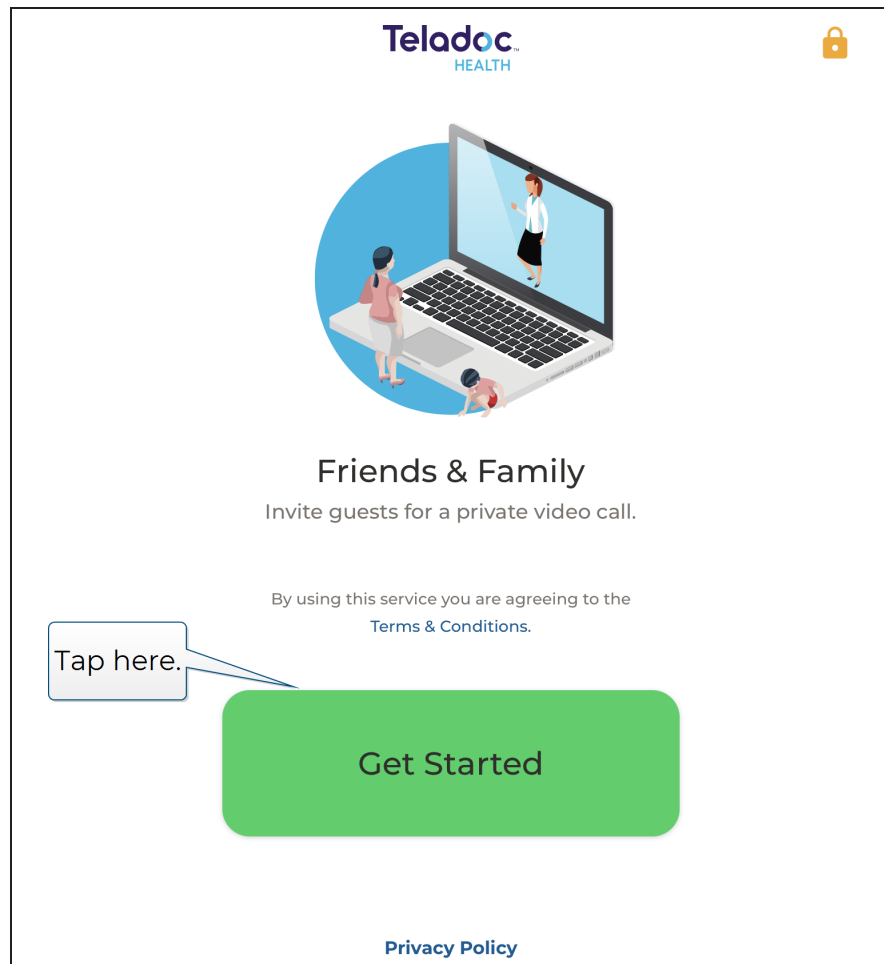
To ensure the best experience possible, please review the table below before your call to make sure the smartphone, tablet, laptop, or desktop computer you will be using is running supported software.

Device	Supported Browsers
Android Smartphones and Tablets	Chrome
iPhones and iPads	Safari
Macintosh Laptops and Desktops	Safari and Chrome
Windows Laptops, Desktops, and Tablets	Chrome, Edge, and Firefox

Patients

Making a Call

1. Tap the Friends and Family () icon.
2. Tap **Get Started**.



3. Enter your name.

< Back



Enter Your Name

Your Name



Continue

TIP: If your friend or family knows you better by a nickname or just your first name, enter that.

< Back



Enter Your Name

Your Name

Tap **Continue.**

John Smith



Continue

4. Tap **Continue.**

< Back

Teladoc
HEALTH

🔒

Invite Guest

Guest Name **5**

Mobile Number **6** Email Address **6**

Continue

5. Enter your friend's or family member's name. This is important so your friend and family member knows the call is coming from you and is not spam.
6. Enter your friend's or family member's mobile phone, their email address, or both.
7. Tap **Continue**.

< Back Teladoc[™]
HEALTH 

Invite Guest

Guest Name

Jane Smith 

Mobile Number Email Address

(800) Tap **Continue.**  jsmith@domain.com 

Continue

NOTE: If the phone number or email address is invalid you will be asked to enter it again.

8. If you see something wrong, tap **Edit** to correct it. If not, tap **Invite & Start Call**.


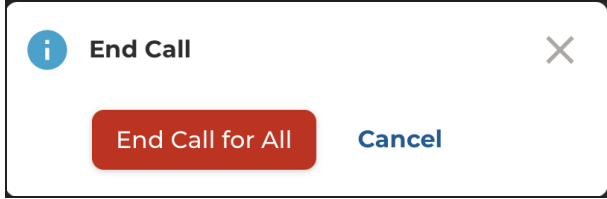


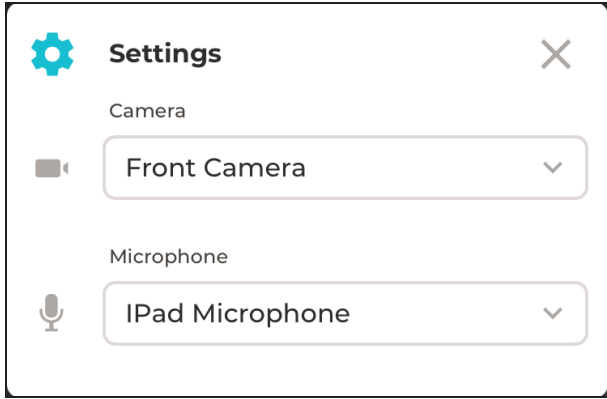


Your friend or family member will receive a text, email, or both with a web link. When they click or tap the link your call will begin.

Your Call with Friends and Family

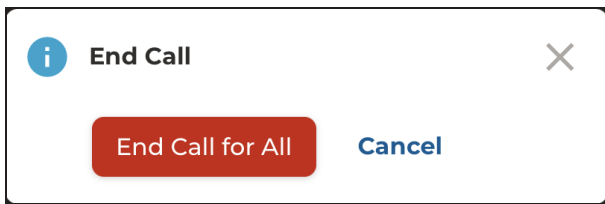
When your call starts you will see a large view of your friend or family member and a small thumbnail of you.



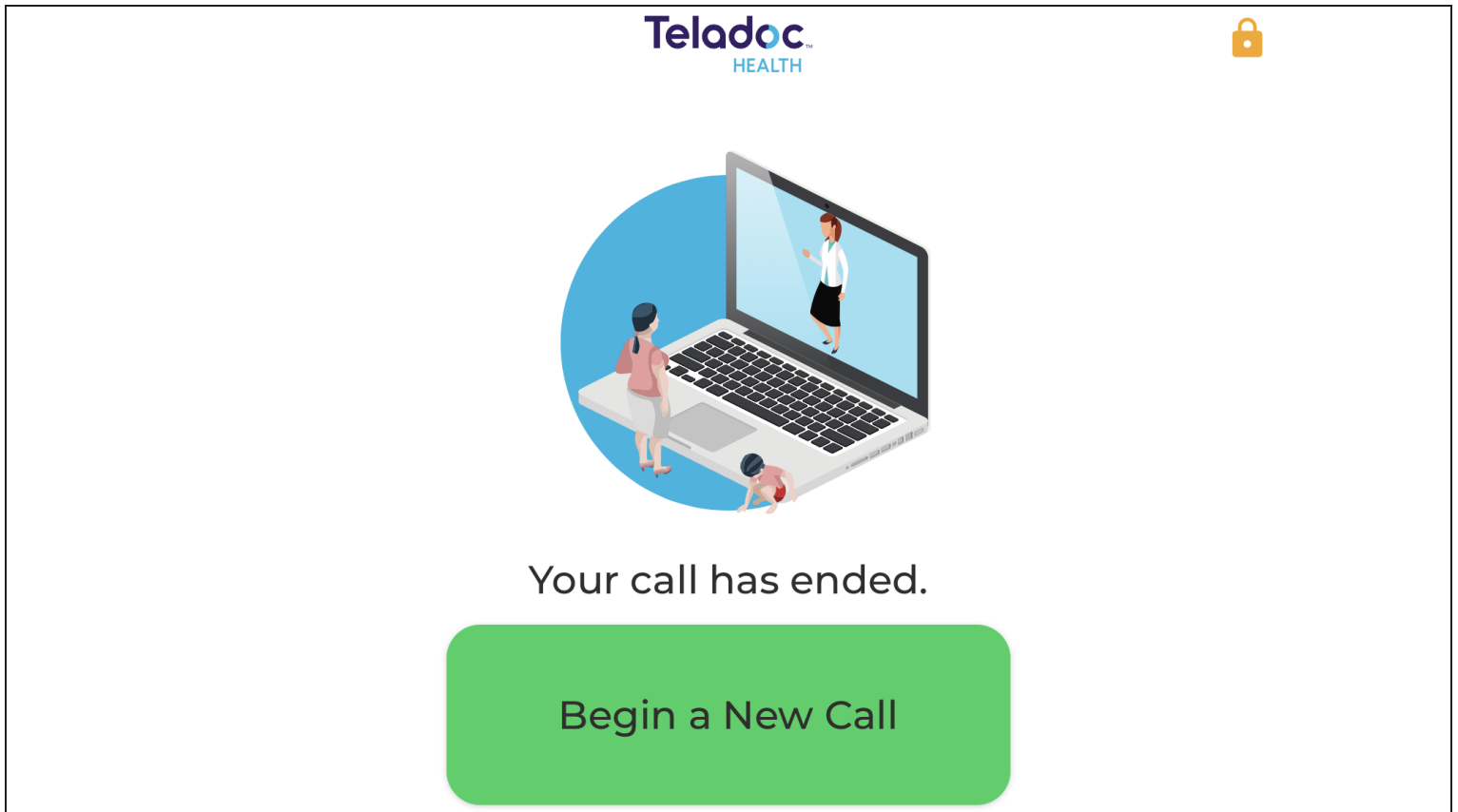
Button	Function
	<p>Tap to mute your audio. Tap again to enable your audio.</p>
<p>X</p>	<p>Tap to end your call.</p> <div data-bbox="587 338 1190 535" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;">  <p>The dialog box titled "End Call" has a close button (X) in the top right corner. At the bottom, there are two buttons: "End Call for All" (highlighted in red) and "Cancel".</p> </div> <p>Tap End Call for All to end the call for you and your friend or family member. If you do so you will need to start a new call by tapping Begin a New Call. See End Your Call with Friends and Family for more information.</p>
	<p>Tap to stop your video. Tap again to start your video.</p>
	<p>Tap to change your audio and video.</p> <div data-bbox="587 812 1190 1207" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;">  <p>The dialog box titled "Settings" has a close button (X) in the top right corner. It contains two sections: "Camera" with a camera icon and a dropdown menu currently showing "Front Camera"; and "Microphone" with a microphone icon and a dropdown menu currently showing "iPad Microphone".</p> </div> <ul style="list-style-type: none"> • Tap Camera to switch between front and back cameras. • Tap Microphone to switch microphones. • Tap the X to exit.

End Your Call with Friends and Family

1. Tap the **X** button at the bottom of the screen.



2. Tap **End Call for All**. The call will end for you and your friends and family members. To start a new call you must tap **Begin a New Call**.

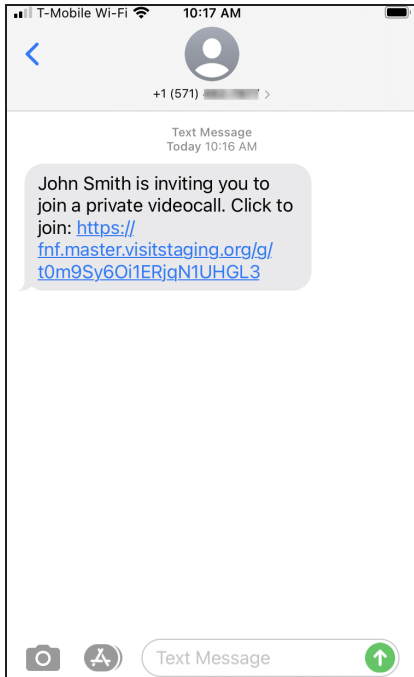


NOTE: The invitation you sent to your friend or family member will no longer work.

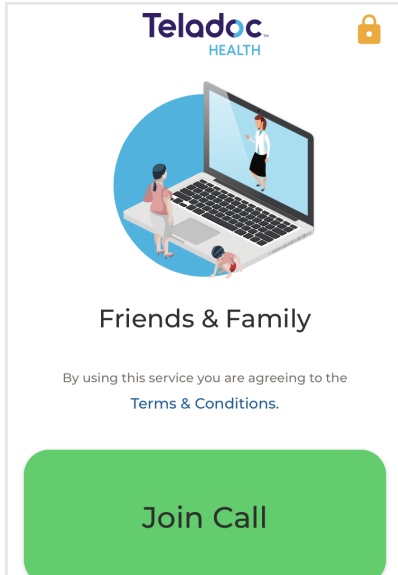
Friends and Family

Receiving a Call

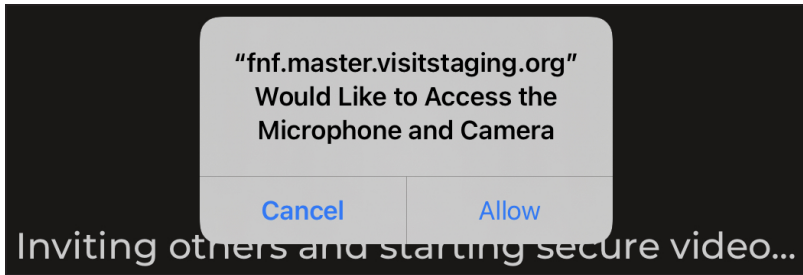
1. You will receive a text (SMS), email, or both inviting you to join the call.



2. Tap or click the link. The following will be displayed.

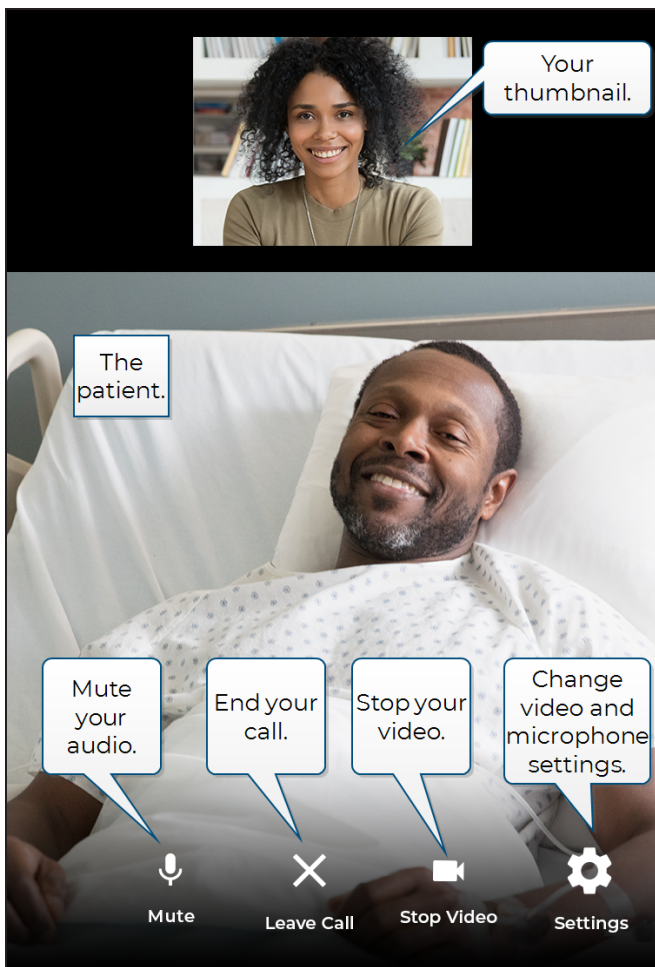



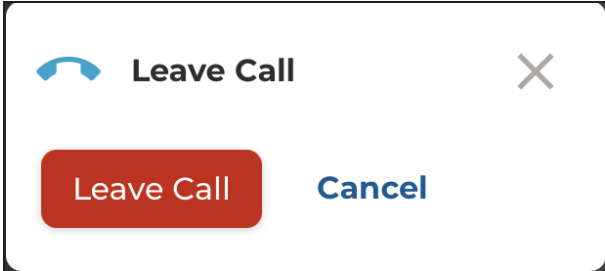


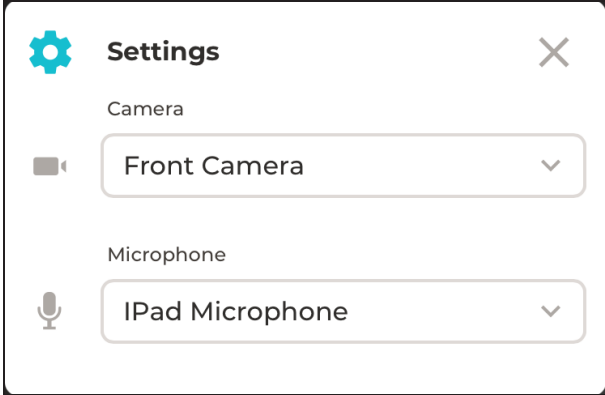
3. Click **Join Call**.
4. You may be asked to let Friends and Family use your device's audio and video. Click or tap **Allow**.



Your Call with the Patient

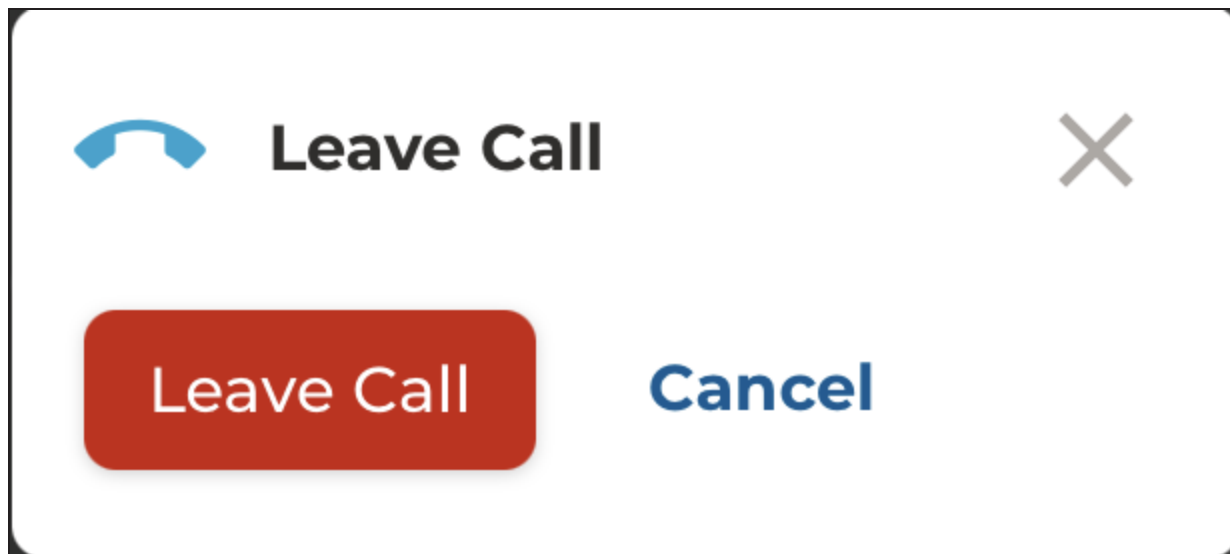
When your call starts you will see a large view of the patient and a small thumbnail of you.



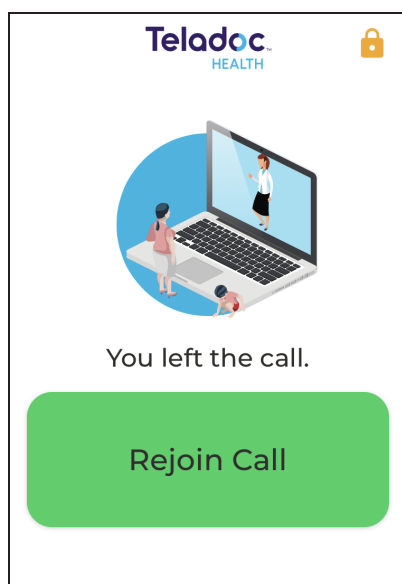
Button	Function
	<p>Tap to mute your audio. Tap again to enable your audio.</p>
<p>X</p>	<p>Tap to end your call.</p> <div data-bbox="589 338 1190 611" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;">  </div> <p>Click or tap Leave Call to leave the call. If you clicked or tapped this by mistake just click or tap the link in the invite to rejoin the call. See Ending a Call with the Patient for more information.</p> <div data-bbox="228 730 1555 804" style="border: 1px solid purple; border-radius: 10px; padding: 5px; margin: 10px auto; width: fit-content;"> <p>NOTE: If the patient ends the call he or she will need to send you a new invite.</p> </div>
	<p>Tap to stop your video. Tap again to start your video.</p>
	<p>Tap to change your audio and video.</p> <div data-bbox="589 947 1190 1339" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;">  </div> <ul style="list-style-type: none"> • Tap Camera to switch between front and back cameras. • Tap Microphone to switch microphones. • Tap the X to exit.

Ending a Call with the Patient

1. Tap the **X** button at the bottom of the screen.

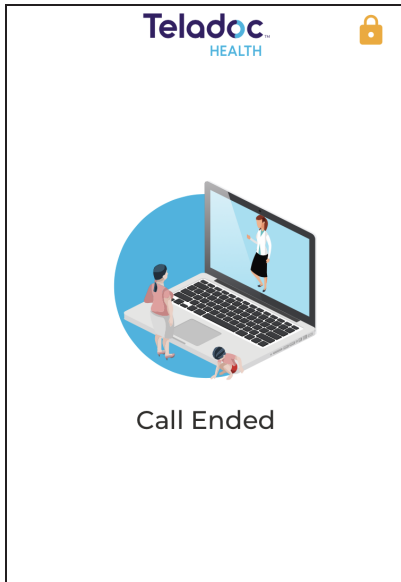


2. Click or tap **Leave Call**.



If you made a mistake you can click or tap **Rejoin the Call**. If you are disconnected you can click the invitation link again to rejoin the call as long as you do not close your browser and you use the same device and browser you used before.

If the patient ended the call, the invitation link will no longer work. He or she will need to send you a new invitation with a new link.



Technical Assistance Center (TAC) Support

The Teladoc Health Technical Assistance Center (TAC) does not provide direct Tier 1 technical support to patients or their guests (friends and family members). Teladoc Health will provide Tier 2 and Tier 3 support to clinicians, healthcare administrators, and IT through the TAC, which can be reached 24/7 at +1 (877) 484-9119.

Contact Information

24/7 Live Technical Support

[+1 \(877\) 484-9119](tel:+18774849119)

24/7 Live Remote Technical Support & Live Chat

<https://intouchhealth.com/contact-us/>

Email Support

ITHSupport@intouchhealth.com

Website

www.InTouchHealth.com

Teladoc Health User Manuals

<https://intouchhealth.com/manuals/>

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About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.