

# Connecting to a One-Click Session (Participant Guide)



SecureVideo's "One-Click" is a browser-based video engine that does not require any software download or installation for a telehealth session to be held.

**Follow the instructions below to join your session.**

## From an Email Invitation

1. Click "Join Session" to go to the virtual waiting room page:

East Coast Medicine Session Invitation from Dr. Esther Coates

**EAST COAST MEDICINE**

Dr. Esther Coates has invited you to a Session hosted by East Coast Medicine.

WHEN:  
Wednesday, January 5, 2022 at 10:00 AM (Eastern Time)

WILL YOU ATTEND?

Yes  No

TO JOIN:

**Join Session**

Cancellation Policy: East Coast Medicine requires that cancellations be made 24-hours in advance of your appointment time. Cancellations must be made by contacting our office at 510-263-9912. invitation does not constitute a cancellation of your appointment.

You can also join the Session by going to [eastcoastmedicine.securevideo.com](http://eastcoastmedicine.securevideo.com), clicking "Videoconference" and entering **244-043-966**. You can read more on how to join a Session by [clicking here](#).

BEFORE THE SESSION:  
A document is required to be submitted before the Session can start: [complete the document now](#).

*Note: If paperwork is required prior to your session, it will be indicated in the "Before the Session" section. Your document(s) can be completed by clicking the link provided.*

2. From the virtual waiting room page, click "Enter Waiting Room":

**EAST COAST MEDICINE** Videoconference Chat Support Member Login

## One-Click Session - Dr. Esther Coates

📅 Wednesday, 1/5/2022

🕒 10:00am (ET)

📞 510-263-9912

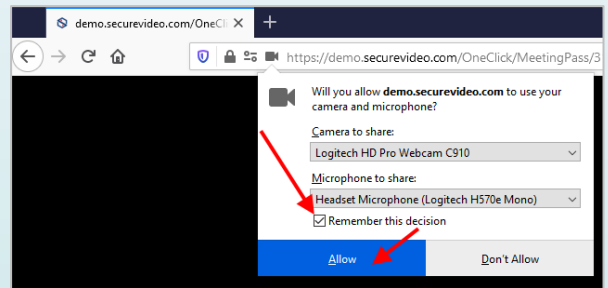
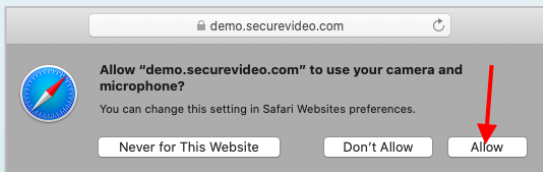
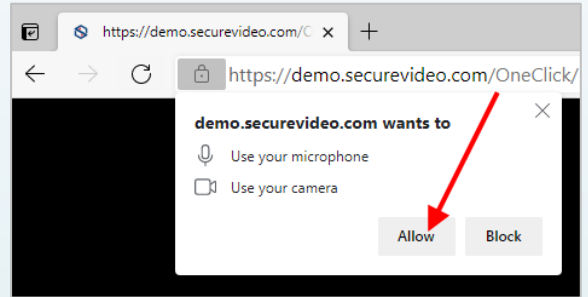
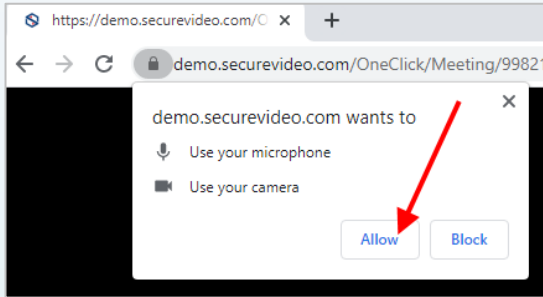
Add to Calendar ▾

📧 Your RSVP: Yes, will attend

**Enter Waiting Room**

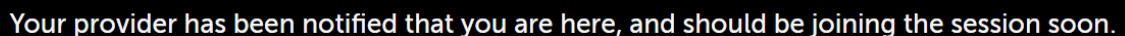
3(a). If this will be the first time you are connecting (or you have not previously saved permission), you will be prompted to give permission for One-Click to access your camera and microphone.

## Examples of Permission Prompts:

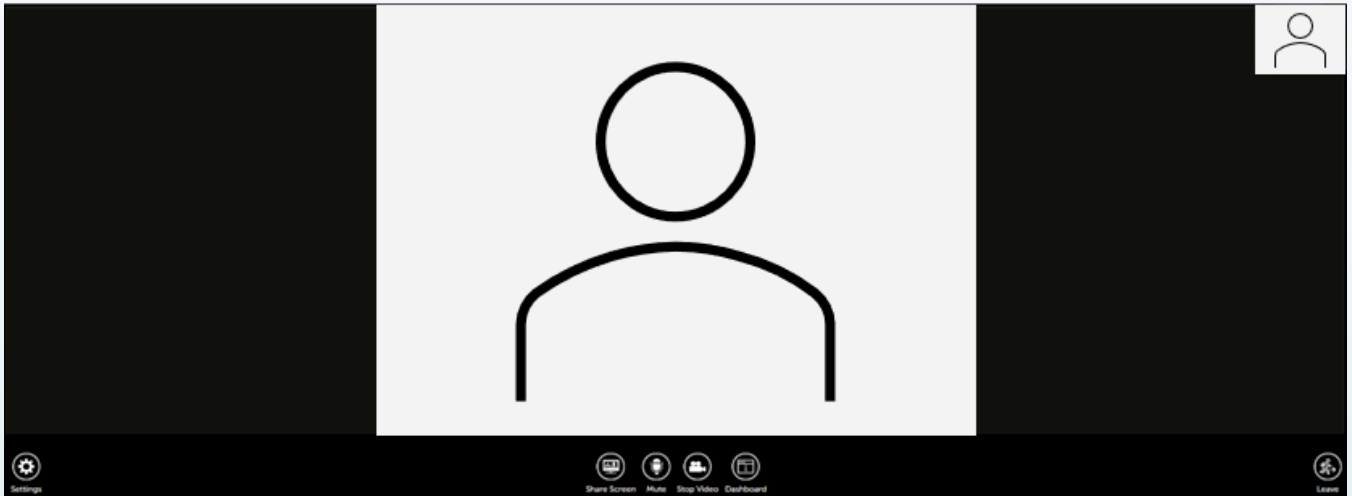


Note: If you accidentally deny permission, you will have to change your settings to grant permission before you will be able to enter the session. Please refer to this support article if help is needed: <https://hub.securevideo.com/Knowledge/Details/343>

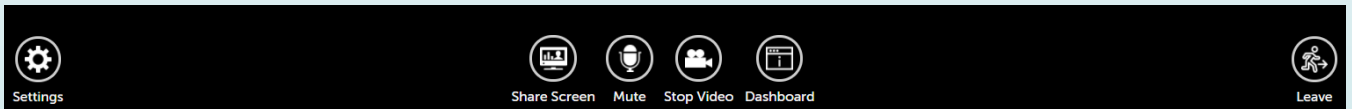
3(b). You will now enter your session. If you are the only participant, your image will appear in the top right thumbnail, and you will see the following message:



4. When your provider joins the session, their image will appear in full screen:



5. While in session, the following options will appear across the bottom of your screen:

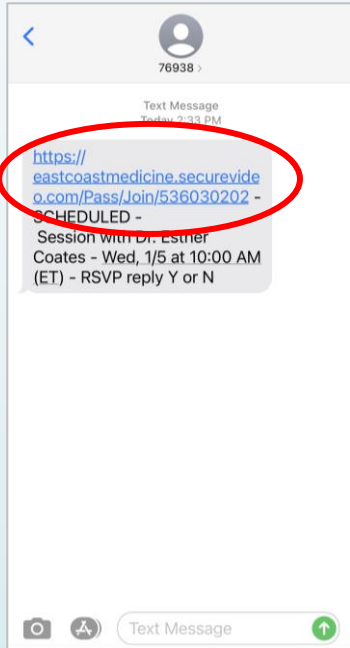


- Settings: Select from your device's available cameras or microphones
- Share Screen: Display your screen to your provider (*Note: This feature is not available on tablets or mobile devices, so this button would be hidden.*)
- Mute/Stop Video: Temporarily mute/unmute your microphone or stop/start your video feed
- Dashboard: Click to view your virtual waiting room page (click again to hide)
- Leave: Leave the meeting when the session has ended

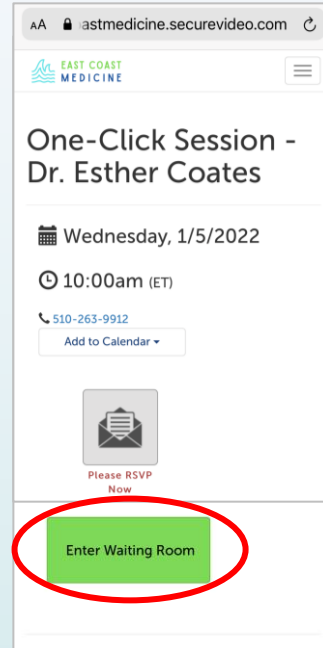
For additional assistance, contact SecureVideo Support at (888) 540-2829 or email [support@securevideo.com](mailto:support@securevideo.com).

## From a Texted Invitation

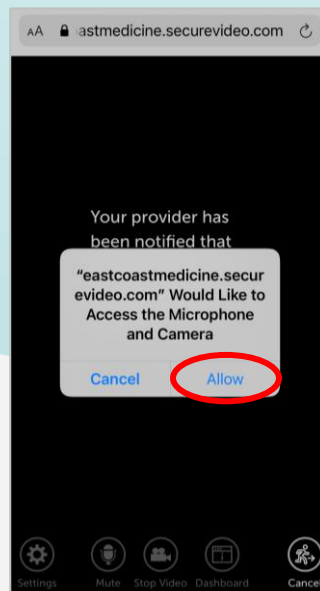
1. Click the link to get to the virtual waiting room page:



2. From the virtual waiting room page, click "Enter Waiting Room":

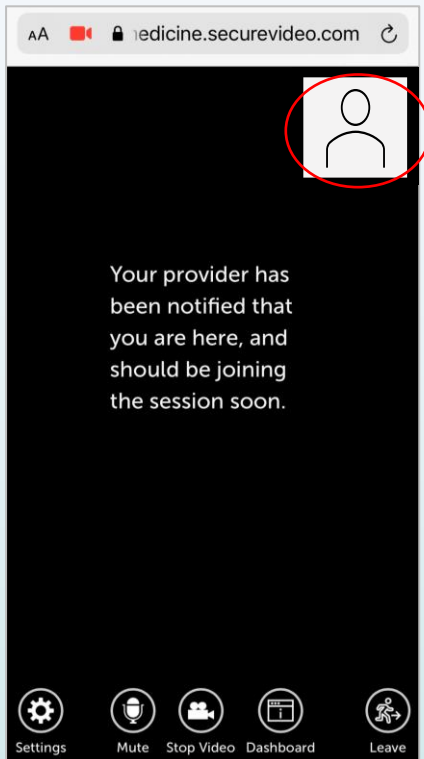


3(a). If this will be the first time you are connecting (or you have not previously saved permission), you will be prompted to give permission for One-Click to access your camera and microphone. Click "Allow":

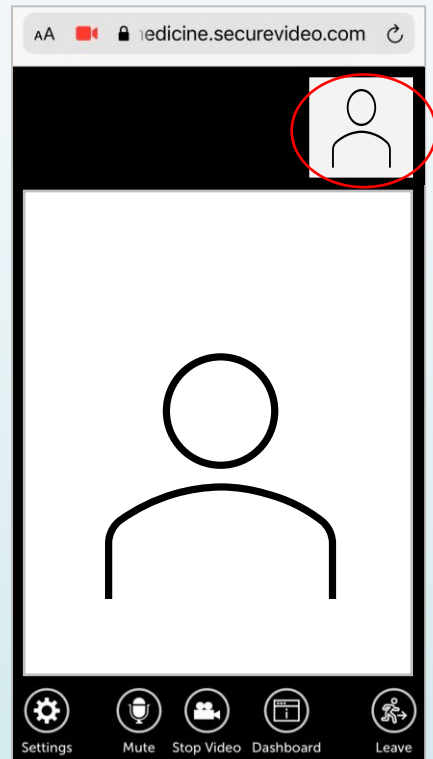


*Note: If you accidentally deny permission, you will have to change your settings to grant permission before you will be able to enter the session. Please refer to this support article if help is needed: <https://hub.securevideo.com/Knowledge/Details/343>*

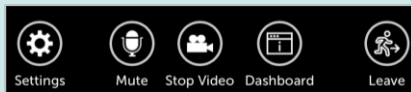
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- **Settings:** Select from your device's available cameras or microphones
- **Mute/Stop Video:** Temporarily mute/unmute your microphone or stop/start your video feed
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