

# Keck Medicine of USC

BEYOND EXCEPTIONAL MEDICINE™



## USC TeleCARE PATIENT USER GUIDE – IPAD AND IPHONE

Please call 1 (888) 585-8019 to set up  
and test your device.

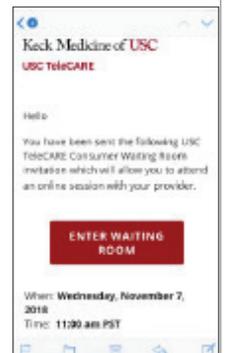
Have any questions?

**1 (888) 585-8019**

**KeckMedicine.org**

### INSTRUCTIONS FOR MOBILE DEVICE

1. From the app store, download the USC TeleCARE app. If you already have the app, you can skip to the next step.
2. Open the invitation link from your email or text messages. Select ENTER WAITING ROOM. Going directly through the app will not connect you to your telemedicine visit.
3. Verify your audio/visual settings are working as needed.
4. Once you are in the Waiting Room, your provider has been notified that you are waiting and should join you shortly.



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## USC TeleCARE PATIENT USER GUIDE – PC OR MAC

Please call 1 (888) 585-8019 to set up  
and test your device.

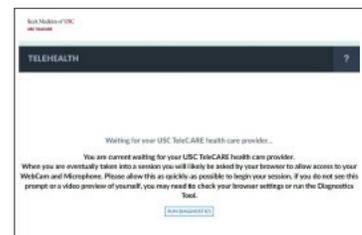
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### INSTRUCTIONS FOR DESKTOP OR LAPTOP

1. From your email, open the email with the subject line, “Check-in online.” If you cannot find it, please check your SPAM or JUNK folder.
2. Click on the red button “Enter the Waiting Room” or copy and paste the link into Chrome or Firefox.
3. Verify your audio/visual settings are working as needed.
4. Once the browser is open, click “Check-In” button. The display



will show that your provider knows that you have checked-in and they will be with you shortly.