

Before Your Appointment

Mobile Users:

Download the free app from the AppStore or GooglePlay store.

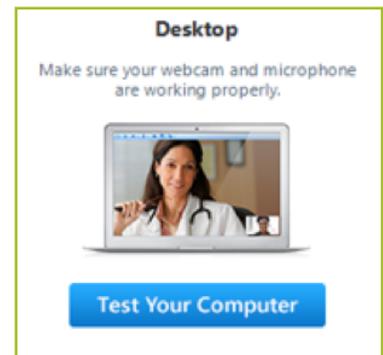
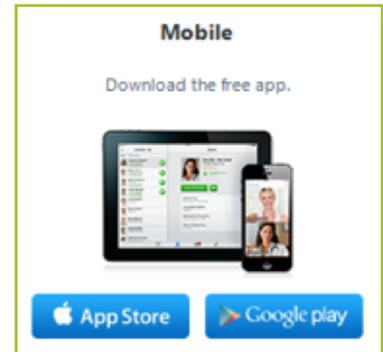
For the best experience when using the AveraNow app, a Wi-Fi connection is recommended, and may be required by your operator in order to have a visit. Data charges may apply.

Desktop/Laptop Users:

Make sure your webcam and microphone are working properly by visiting our website AveraNow.org and selecting the Test Computer button found in the top right corner of the screen.

Windows and Mac operating systems are only allowed for use on AveraNow at this time. Linux, including Chromebook devices, are not currently supported. Web browsers supported include Google Chrome, Mozilla Firefox, Microsoft Internet Explorer or Safari.

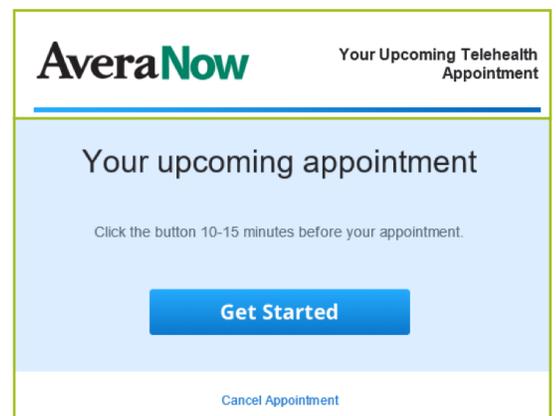
For a full list of the System and Network Requirements for AveraNow, visit the FAQ section of our website Avera.org/now Data charges may apply.



Checking in for Your Appointment

Reminder: You will need the invitation sent to your email to connect for your first appointment!

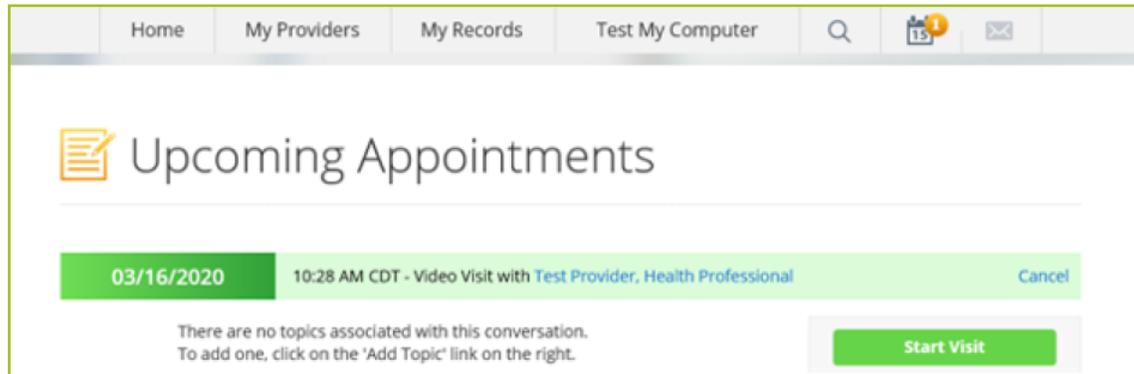
1. Click on the 'Get Started' button found in your AveraNow upcoming appointment email.
2. Log in using your email address as your username. You will be prompted to set a password the first time you log in.
3. Fill in all prompted fields, including optional details about your preferred pharmacy, health insurance and health history.
4. The waiting room video will begin. Sit back and relax while we notify your doctor that you have checked in for your appointment. Your video visit will begin once your doctor reviews your chart and is ready to connect.



Checking in for Your Appointment (continued)

Can't find your email?

Click on the calendar icon in the header to access your upcoming appointments and start your visit from there.



Troubleshooting Tips

1. Make sure to run the 'Test My Computer' on all desktop/laptop devices prior to connecting.
2. If you're using a mobile device, ensure you have a strong Wi-Fi or 3G/4G connection.
3. Audio issues? Make sure your speaker volume is sufficient for a successful visit. If it is turned up too high you may receive a lot of feedback from the platform. Headphones are recommended to cut out background noise.
4. Video issues? Once connected, select the 'Refresh Video' option in the top left corner. The platform will identify if the enhanced video software is functioning properly or not.
5. Use the 'Call Me' button in your video screen to request the provider call you for assistance. Note: The platform will connect you with the provider and the number you see on your phone may be an out-of-state number.

Need further assistance?

Contact the AveraNow Help Desk at 855-269-3551.