



Getting started with video visits

With just a few simple steps, you'll be ready to see your Kaiser Permanente doctor – without the trip to the doctor's office.

After scheduling your video visit,¹ you can get set up right away. This will help you avoid any issues on the day of your appointment.²

If you haven't already registered on kp.org, please do so at kp.org/registernow. You can also register through the Kaiser Permanente mobile app.

	 Mobile device front-facing camera	 Computer camera, speaker, and microphone
Internet connection	A full signal (4 or more bars) or high-speed Wi-Fi connection	A strong wired or wireless connection to high-speed internet
Set up your device Make sure you have the right supporting software so you can attend a video visit at your desk or on the go.	Download the Kaiser Permanente app (iOS, such as iPhone®, iPad®, iPod touch®, or Android™ smartphone or tablet). ³ Do not use a mobile browser.	We recommend using Safari® for Mac®, or Internet Explorer for Windows PC. Then visit kp.org/videovisit and follow the instructions to see if your computer and browser meet the requirements.
Join your appointment⁴ You can join the video visit up to 15 minutes before your scheduled appointment time. If your doctor is running late, we'll contact you to reschedule.	Open the Kaiser Permanente app and sign on. <ul style="list-style-type: none"> • Select the "Appointments" tab, and find your scheduled video appointment. • Under "Appointment Details," select "Join Now." • Wait for your doctor to join the appointment. 	Sign on to kp.org . <ul style="list-style-type: none"> • Go to the Appointment Center and select the "Upcoming Appointments" tab. • Click the "Join Appointment" button, located next to your scheduled video appointment. • Wait for your doctor to join the appointment.



Need technical help? Call **1-844-800-0820**, Monday through Friday, 5 a.m. to 5 p.m.

¹When appropriate and available.

²Video visits are not required to see your Kaiser Permanente doctor. You can schedule an in-person visit instead, if you prefer.

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⁴Recording any video visit session with your doctor is not permitted.