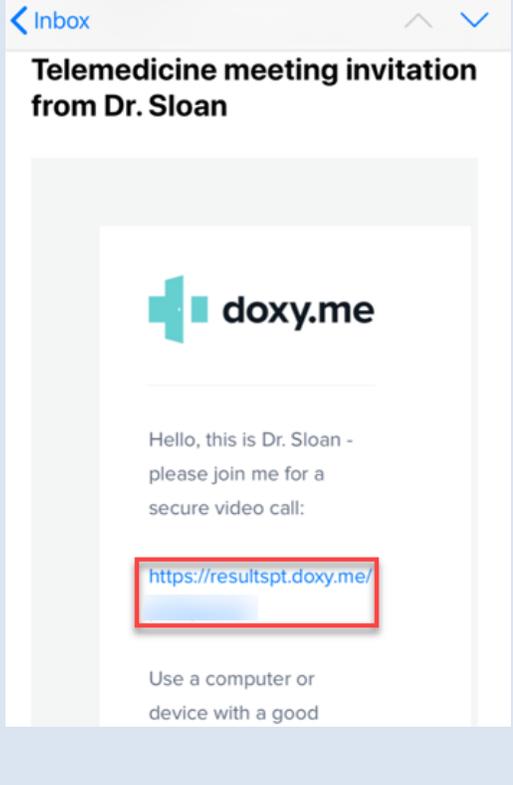
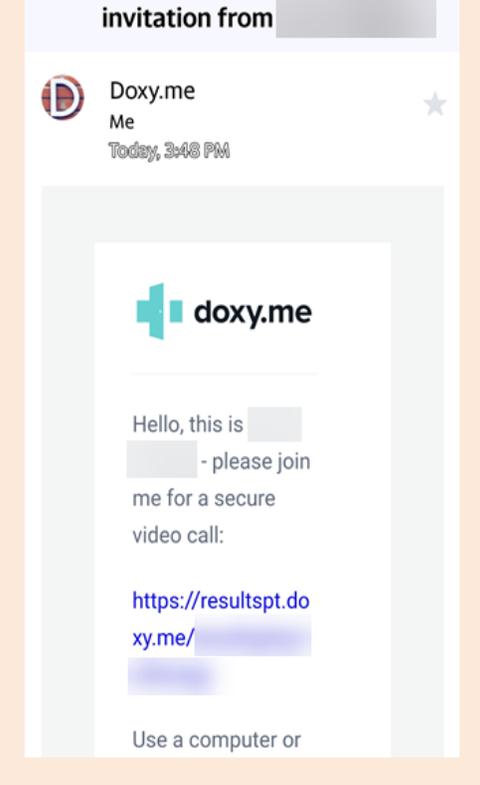
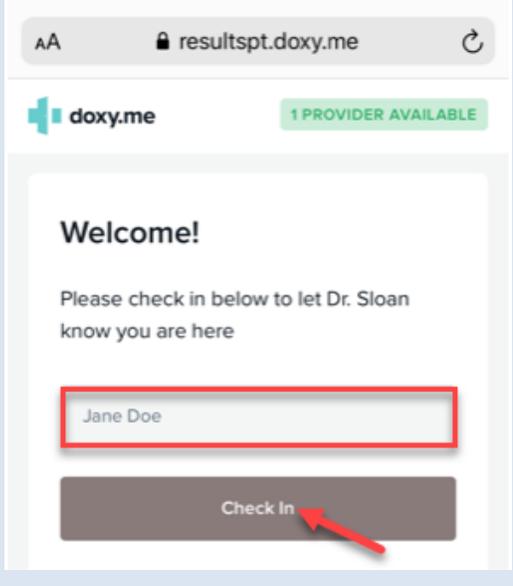
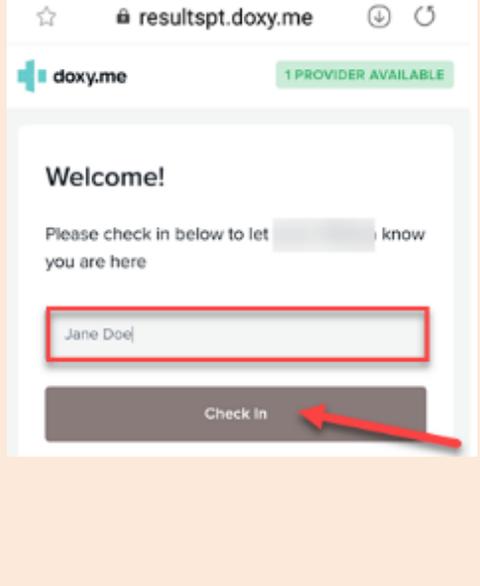
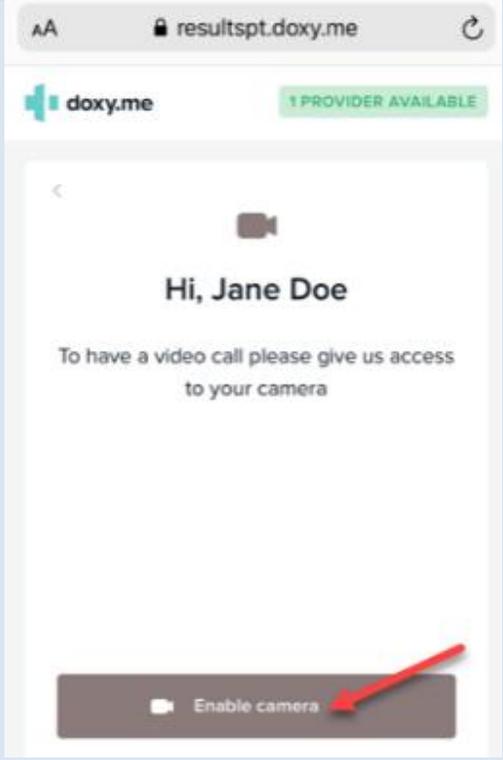
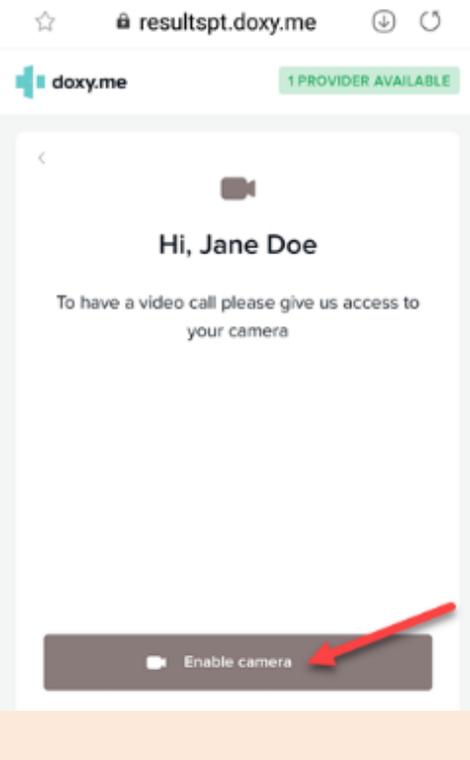
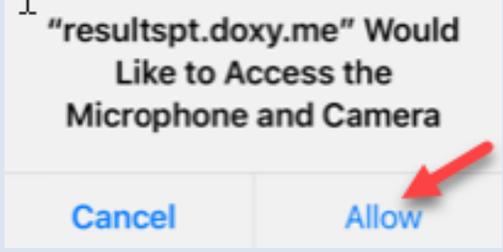
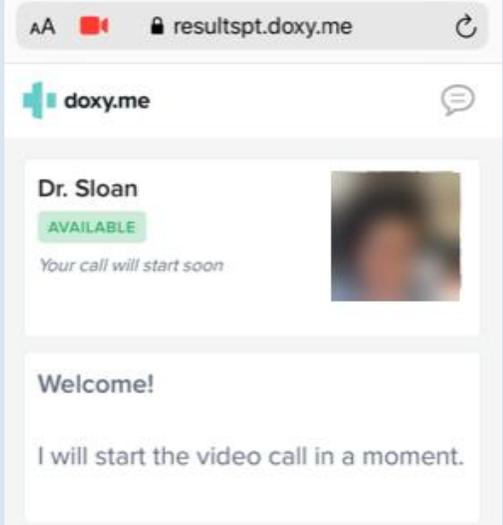
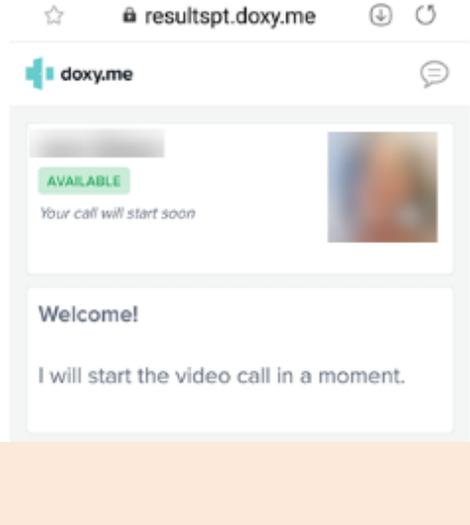


### Thanks for choosing Results Physiotherapy!

We are excited to offer a new Virtual Therapy option for our patients' needs. We have adopted a secure video-conferencing platform called Doxy.me so that you can still meet with one of our licensed Physical Therapists, even if you can't make it into one of our clinics.

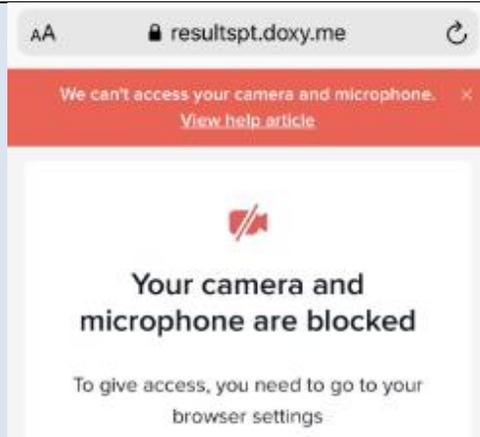
Please use this guide as a reference to help you log in to your secure Virtual Therapy appointment from your mobile phone.

Steps	iPhone	Android
<p>Your Physical Therapist will send you an email from Doxy.me. This email is the invitation to your appointment.</p> <p>Tap the link to join.</p>		
<p>Check in to let your Physical Therapist know you are here.</p> <p>Type your name and then tap <b>Check In</b>.</p>		

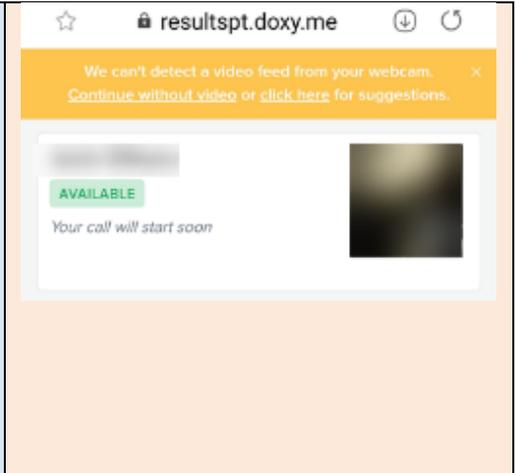
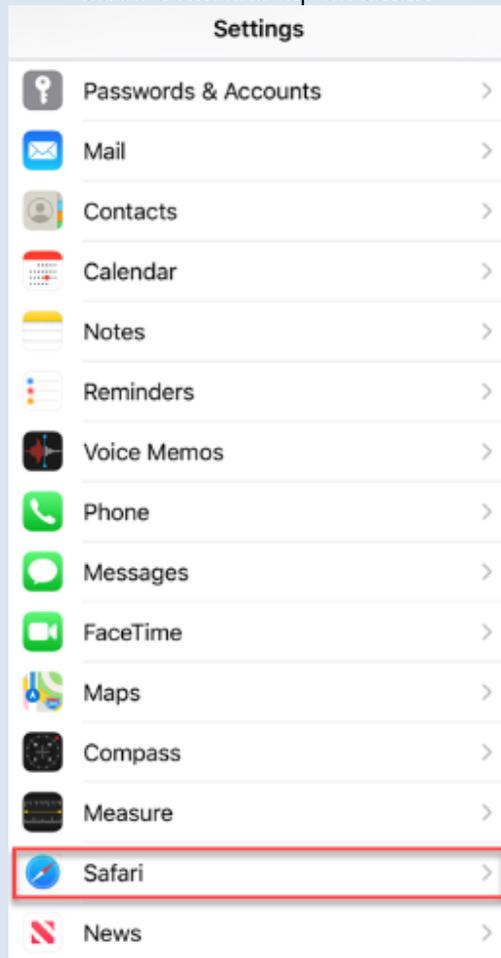
<p>Enable your phone's microphone and camera.</p>		
<p>If prompted, allow your phone to use the microphone and camera.</p>		
<p>You are now in the waiting room—you will see a video preview on the right.</p> <p>Your Physical Therapist will be with you soon!</p>		

### Troubleshooting Tips:

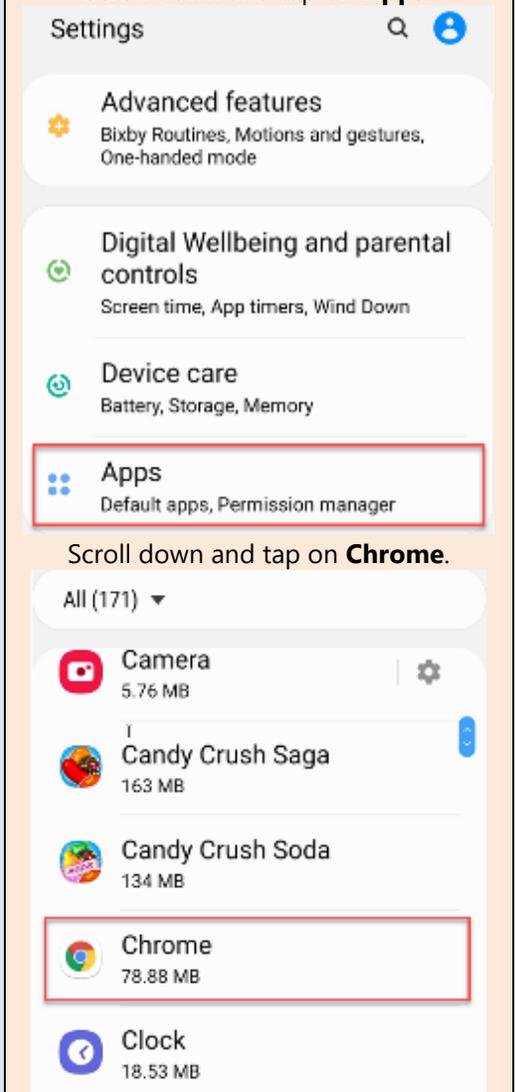
I got an error message stating my camera and microphone are blocked.

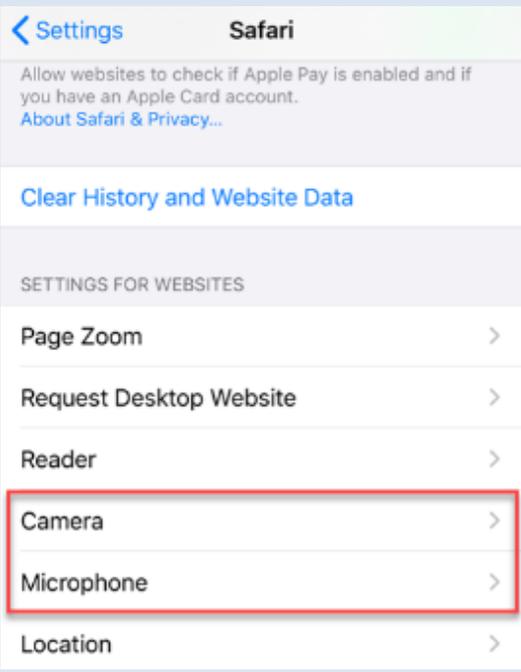
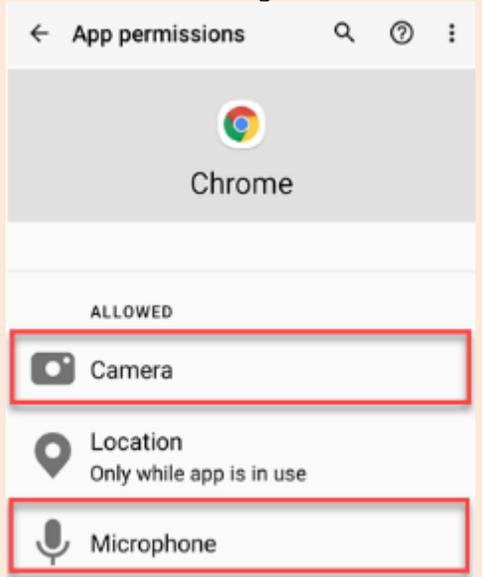
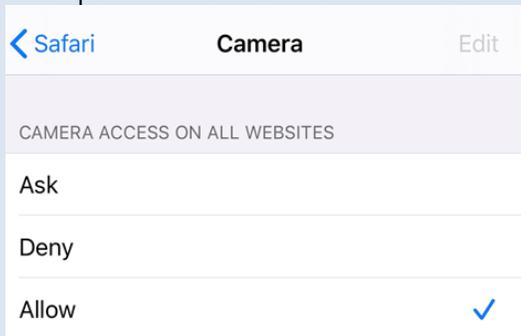
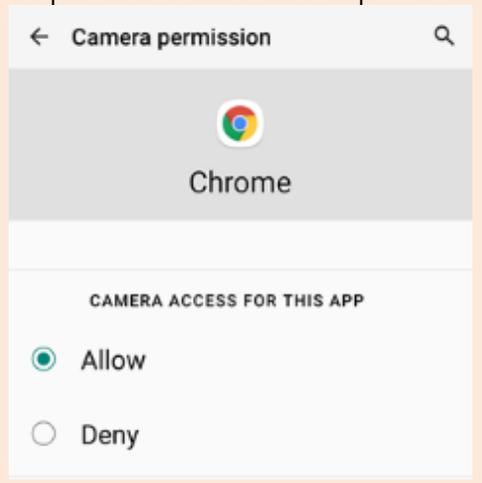


Tap the **Settings** icon on your iPhone.  
Scroll down and tap on **Safari**.

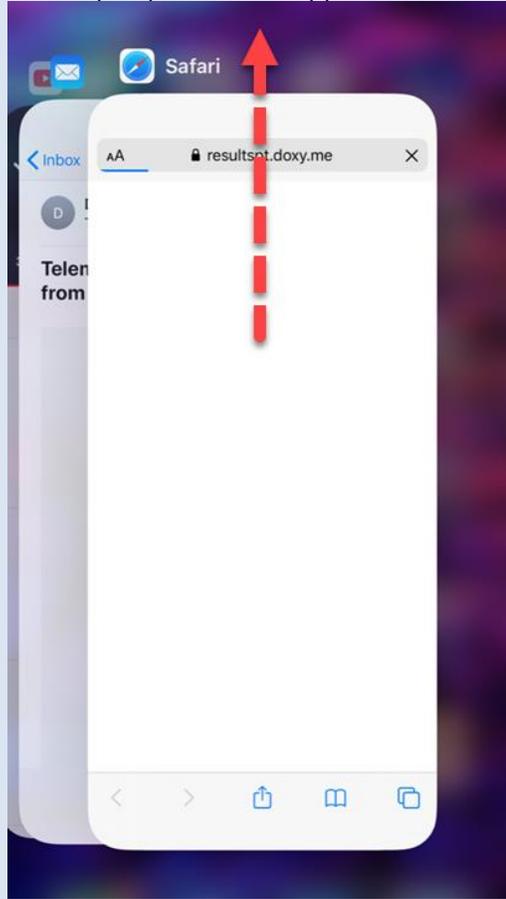


Tap the **Settings** icon on your Android.  
Scroll down and tap on **Apps**.



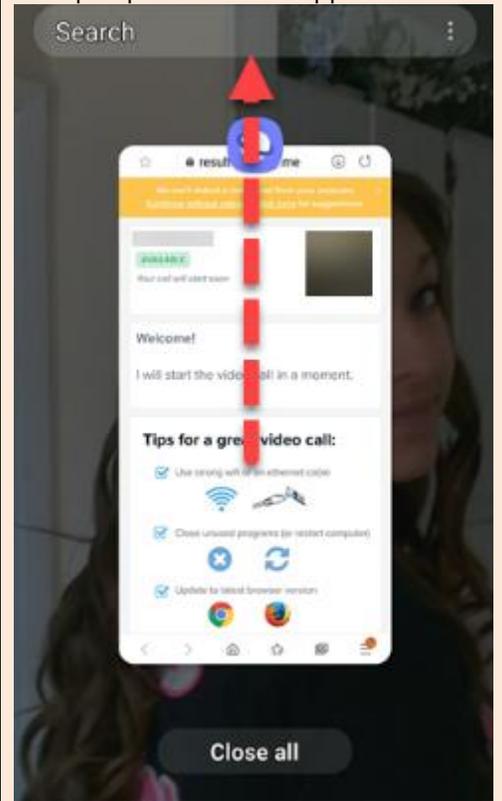
	<p>Scroll down to the <b>Camera</b> and <b>Microphone</b> Settings.</p> 	<p>Find the <b>Camera</b> and <b>Microphone</b> Settings.</p> 
	<p>Tap each one and then check <b>Allow</b>.</p> 	<p>Tap on each one and then tap <b>Allow</b>.</p> 
	<p>Tap <b>Request Desktop Website</b>. Make sure this option is toggled <b>OFF</b>.</p> 	<p>N/A</p>

Swipe up (iPhone X and newer) or double tap the Home Button (iPhone 8 and older) to see tiles of all your open apps.  
Swipe up the **Safari** app to close it.



Go back to your email. Open the link to join the teleconference and follow the original steps. You should be prompted to all the use of your phone's camera and microphone.

Tap the icon to see tiles of all your open apps.  
Swipe up the **Chrome** app to close it.



Go back to your email. Open the link to join the teleconference and follow the original steps. You should be prompted to all the use of your phone's camera and microphone.