Athena Appointment Guide

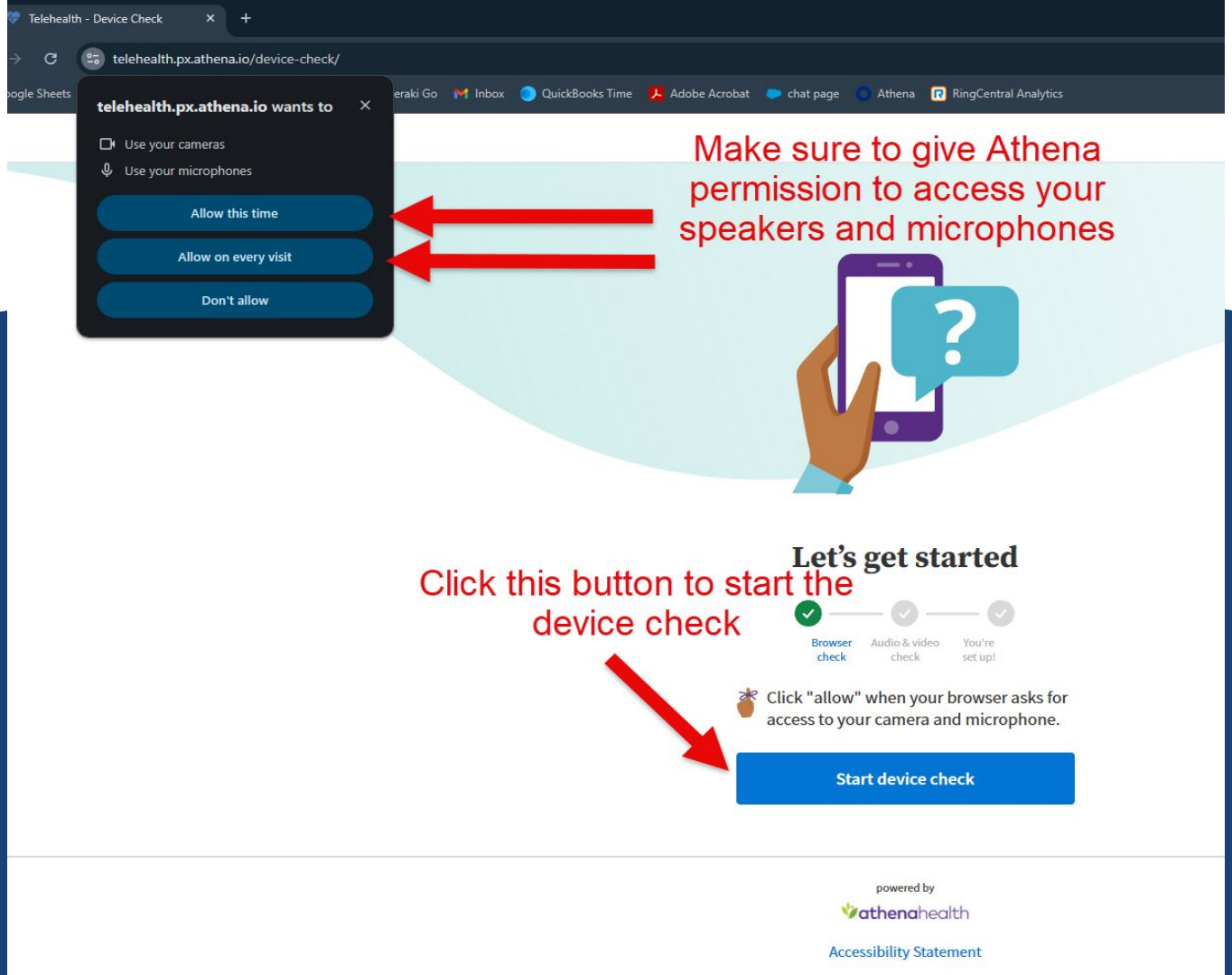
The following slides will go over common troubleshooting steps to help you complete your visit with ease!

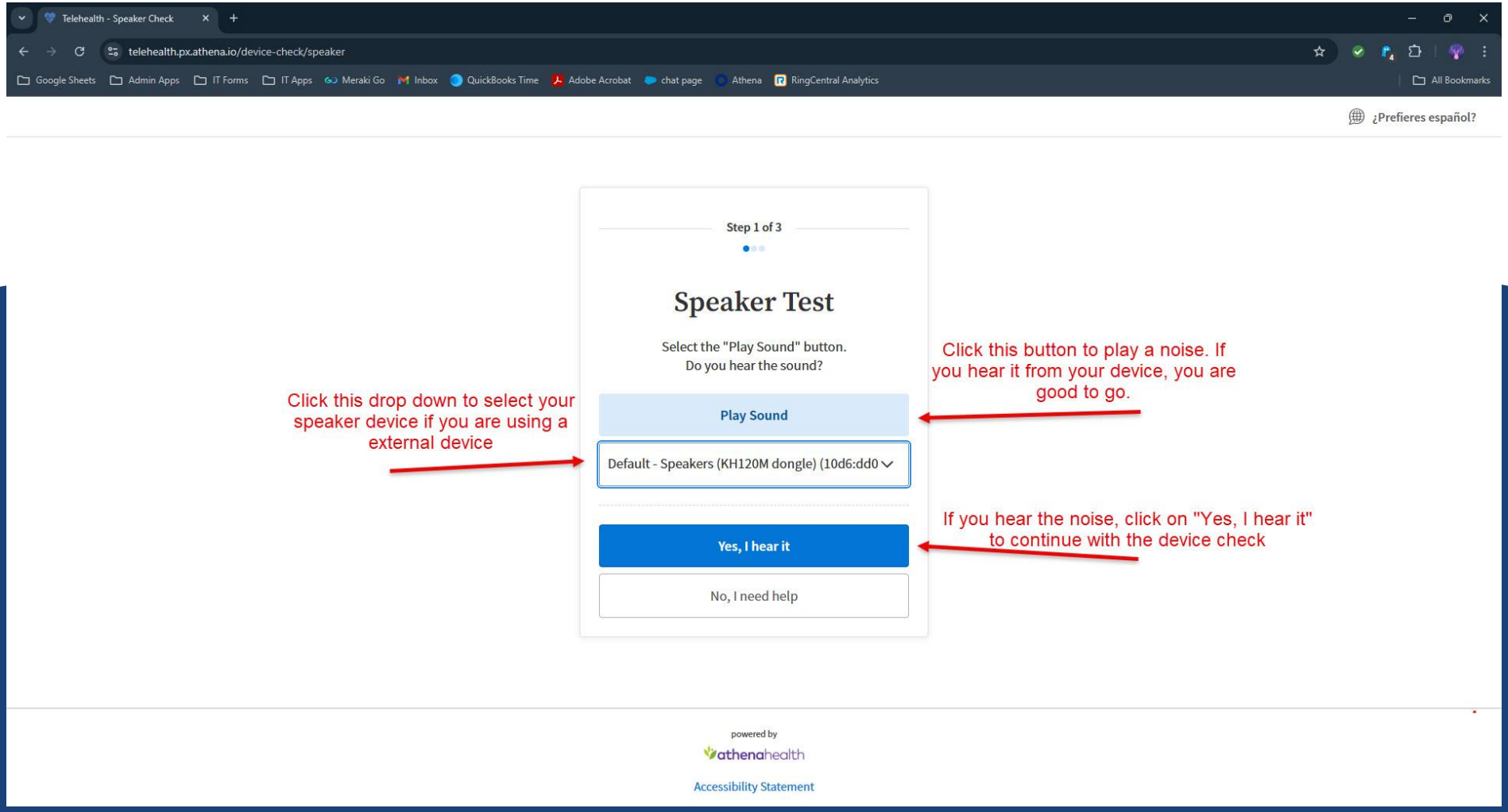
Mile High Psychiatry Wants To Help You!

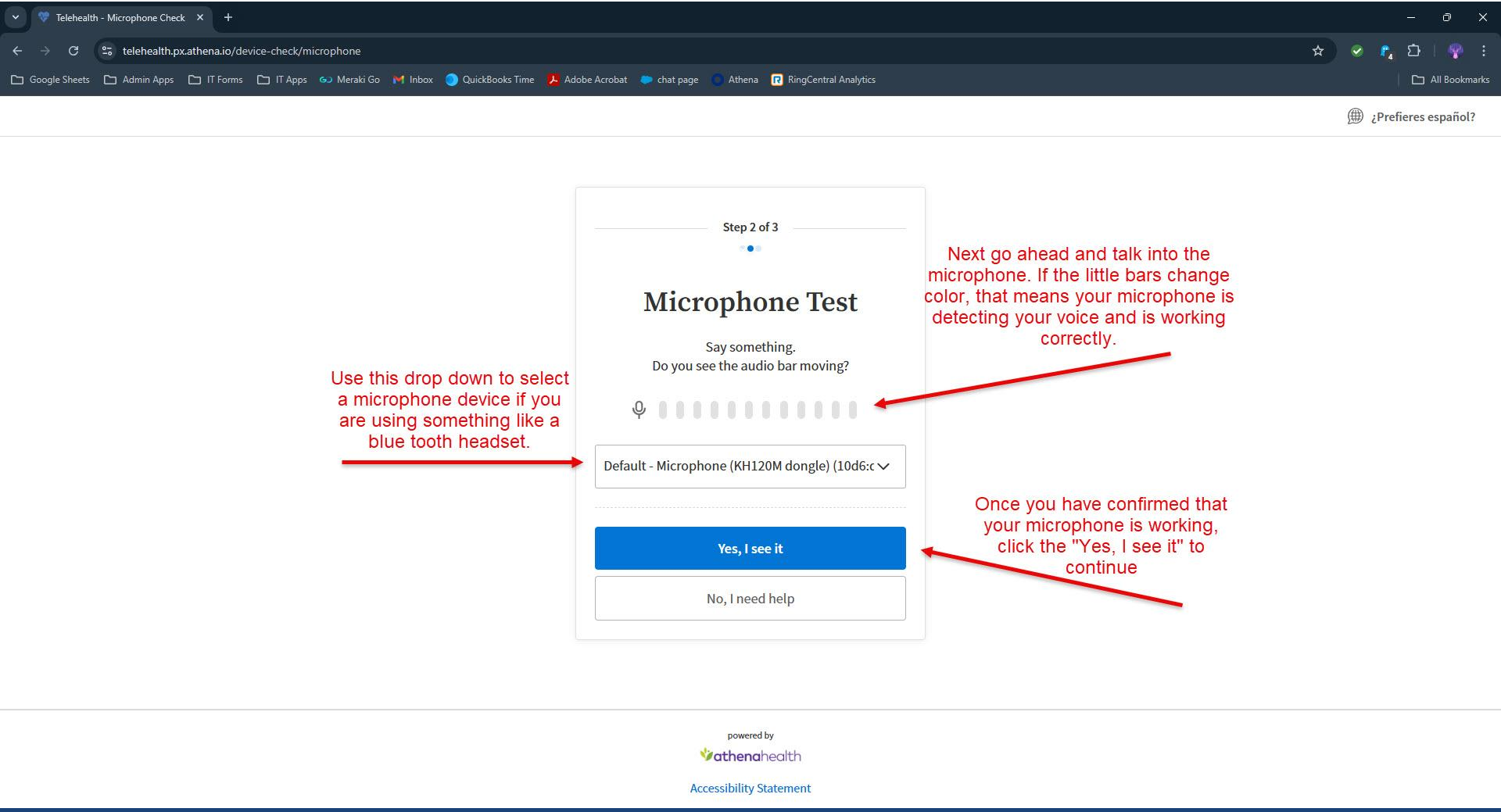
Hello! We here at Mile High Psychiatry want to ensure that our patients have the easiest access to their providers during their appointments. We know that sometimes technology can be confusing and difficult to operate. That is why we have created this guide to help complete the visit without interruption.

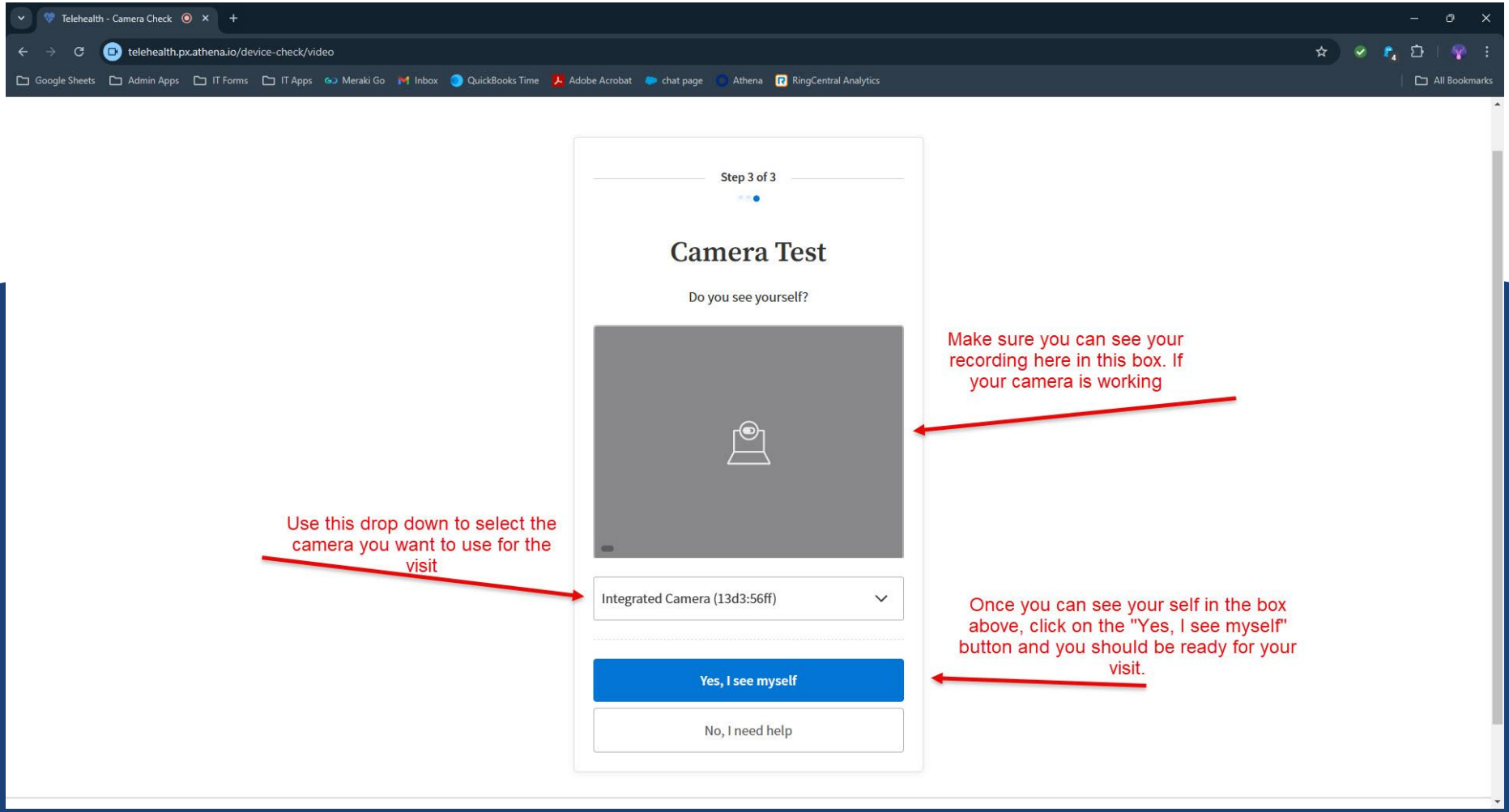
Check your device!

Use the Athena Device checker, this will make sure your device is working, has the correct permissions for your microphone and video. Here is the link (https://telehealth.px.athena.io/device-check/) Use the next few slides as a how to for this useful link.


Telehealth - Device Check
telehealth.px.athena.io/device-check/
Inbox
QuickBooks Time
Adobe Acrobat
chat page
Athena
RingCentral Analytics
telehealth.px.athena.io wants to
Use your cameras
Use your microphones
Allow this time
Allow on every visit
Don't allow
Make sure to give Athena permission to access your speakers and microphones
Click this button to start the device check
Let's get started
Browser check
Audio & video check
You're set up!
Click "allow" when your browser asks for access to your camera and microphone.
Start device check
powered by
athenahealth
Accessibility Statement


Telehealth - Speaker Check
telehealth.px.athena.io/device-check/speaker
Google Sheets
Admin Apps
IT Forms
IT Apps
Meraki Go
Inbox
QuickBooks Time
Adobe Acrobat
chat page
Athena
RingCentral Analytics
All Bookmarks
¿Prefieres español?
Step 1 of 3
Speaker Test
Select the "Play Sound" button.
Do you hear the sound?
Play Sound
Default - Speakers (KH120M dongle) (10d6:dd0
Yes, I hear it
No, I need help
Click this drop down to select your speaker device if you are using a external device
Click this button to play a noise. If you hear it from your device, you are good to go.
If you hear the noise, click on "Yes, I hear it" to continue with the device check
powered by
athenahealth
Accessibility Statement


Telehealth - Microphone Check
telehealth.px.athena.io/device-check/microphone
Google Sheets
Admin Apps
IT Forms
IT Apps
Meraki Go
Inbox
QuickBooks Time
Adobe Acrobat
chat page
Athena
RingCentral Analytics
All Bookmarks
¿Prefieres español?
Step 2 of 3
Microphone Test
Say something.
Do you see the audio bar moving?
Default - Microphone (KH120M dongle) (10d6:c
Yes, I see it
No, I need help
Use this drop down to select a microphone device if you are using something like a blue tooth headset.
Next go ahead and talk into the microphone. If the little bars change color, that means your microphone is detecting your voice and is working correctly.
Once you have confirmed that your microphone is working, click the "Yes, I see it" to continue
powered by
athenahealth
Accessibility Statement


Telehealth - Camera Check
telehealth.px.athena.io/device-check/video
Google Sheets
Admin Apps
IT Forms
IT Apps
Meraki Go
Inbox
QuickBooks Time
Adobe Acrobat
chat page
Athena
RingCentral Analytics
All Bookmarks
Step 3 of 3
Camera Test
Do you see yourself?
Integrated Camera (13d3:56ff)
Yes, I see myself
No, I need help
Make sure you can see your recording here in this box. If your camera is working
Use this drop down to select the camera you want to use for the visit
Once you can see your self in the box above, click on the "Yes, I see myself" button and you should be ready for your visit.

Desktop view using Google Chrome

The following slides will go over how to connect to your appointment using the Chrome browser on Windows Computers

telehealth.px.athena.io/join/[redacted]

eraki Go | Inbox | QuickBooks Time | Adobe Acrobat | chat page | Athena | RingCentral Analytics

telehealth.px.athena.io

Connection is secure

Camera

Microphone

Reset permissions

Cookies and site data

Site settings

About this page
Learn about its source and topic

Make sure you allow permissions for your Camera and Microphone

Get ready for your visit with

MICHAEL CHISM, PMHNP
on
Wednesday at 10:00 pm

Enter your name for the visit here

What is your full name? *

- Type your name -

Select yes I am a patient

Are you the patient?

Yes, I am the patient

Click this box to agree to the terms of service (You have to agree to continue)

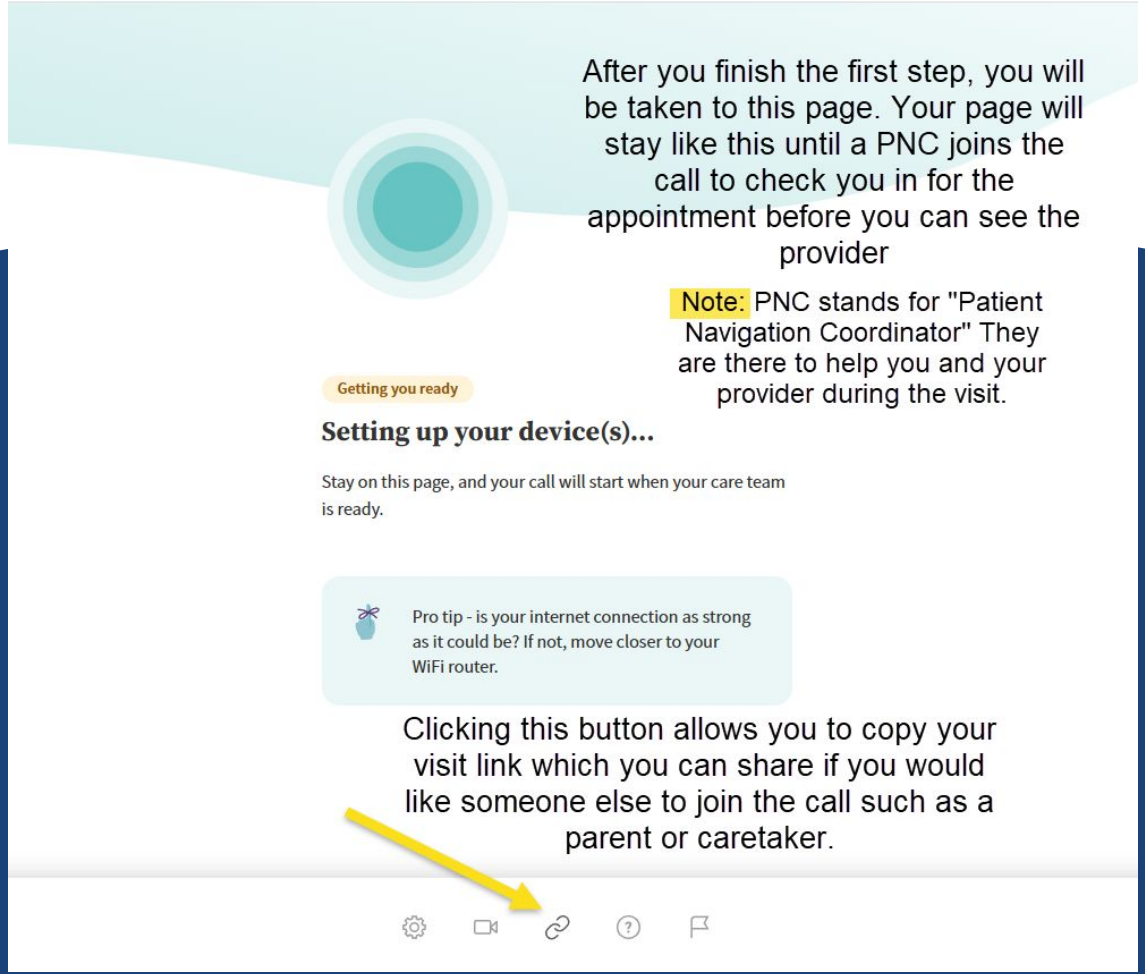
By joining the telehealth encounter, I agree to the athenaTelehealth Terms of Use and Informed Patient Consent

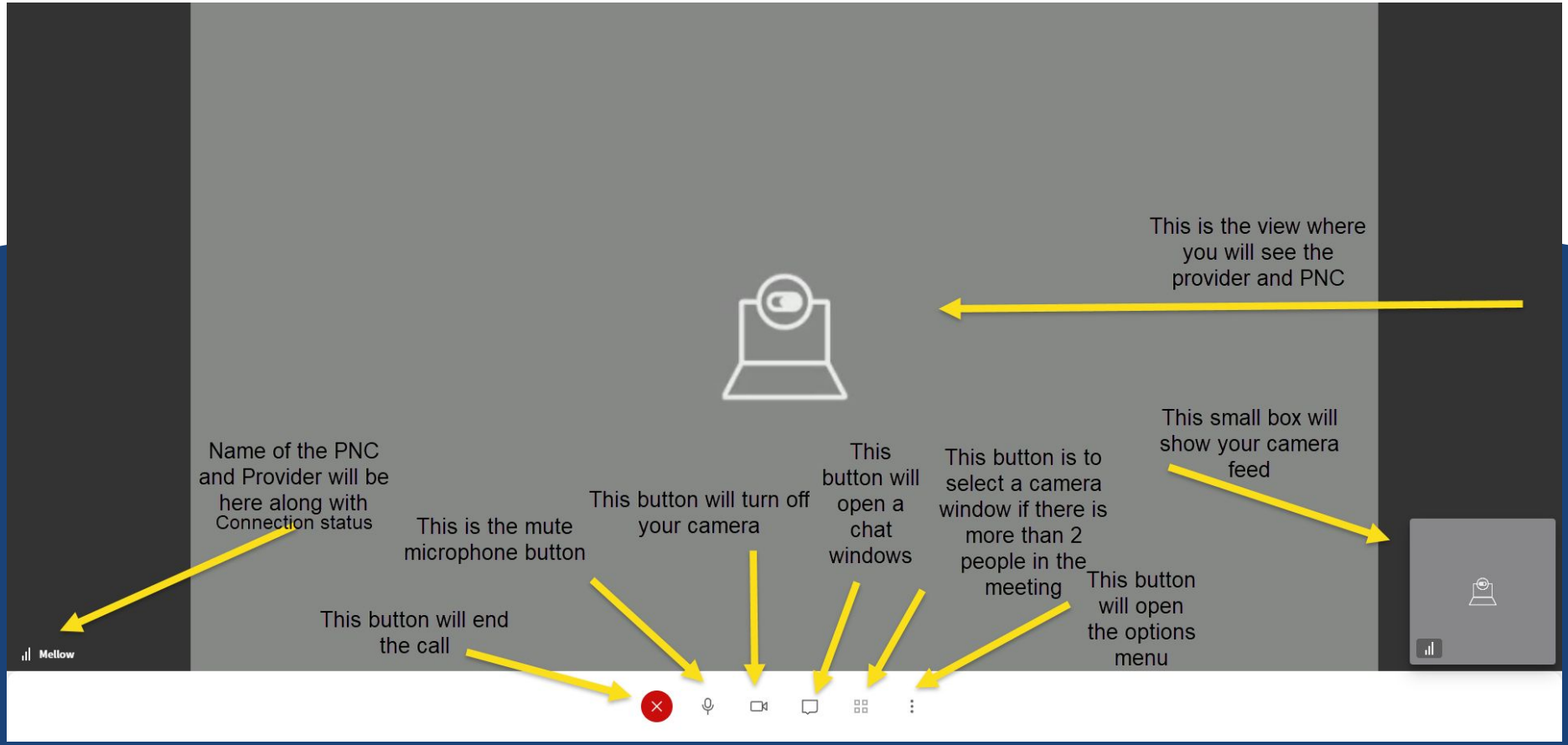
Click **Allow** when your browser asks for access to your camera and microphone.

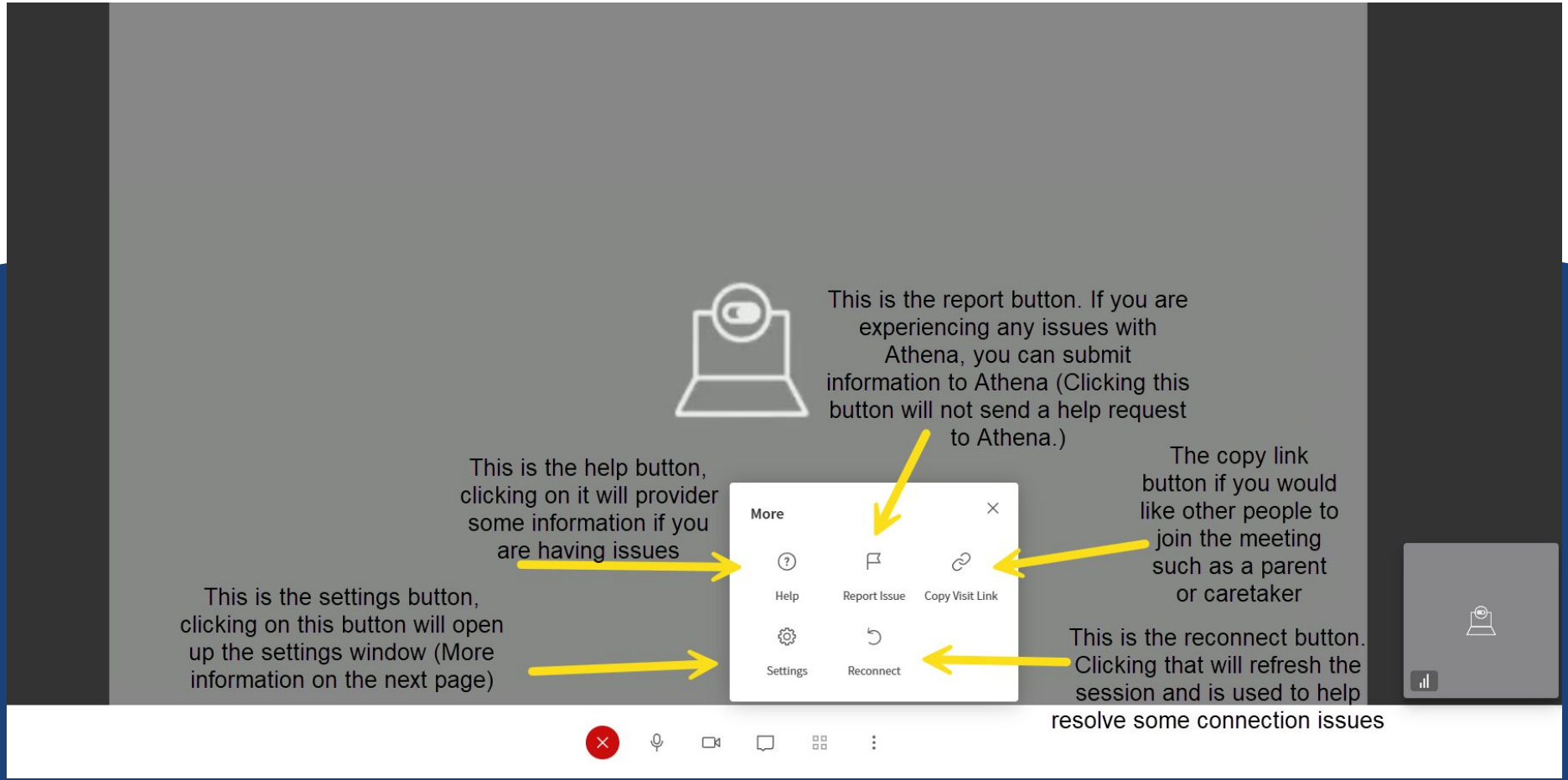
Reminder for microphone and camera access

Next

Click next once you have completed all the steps

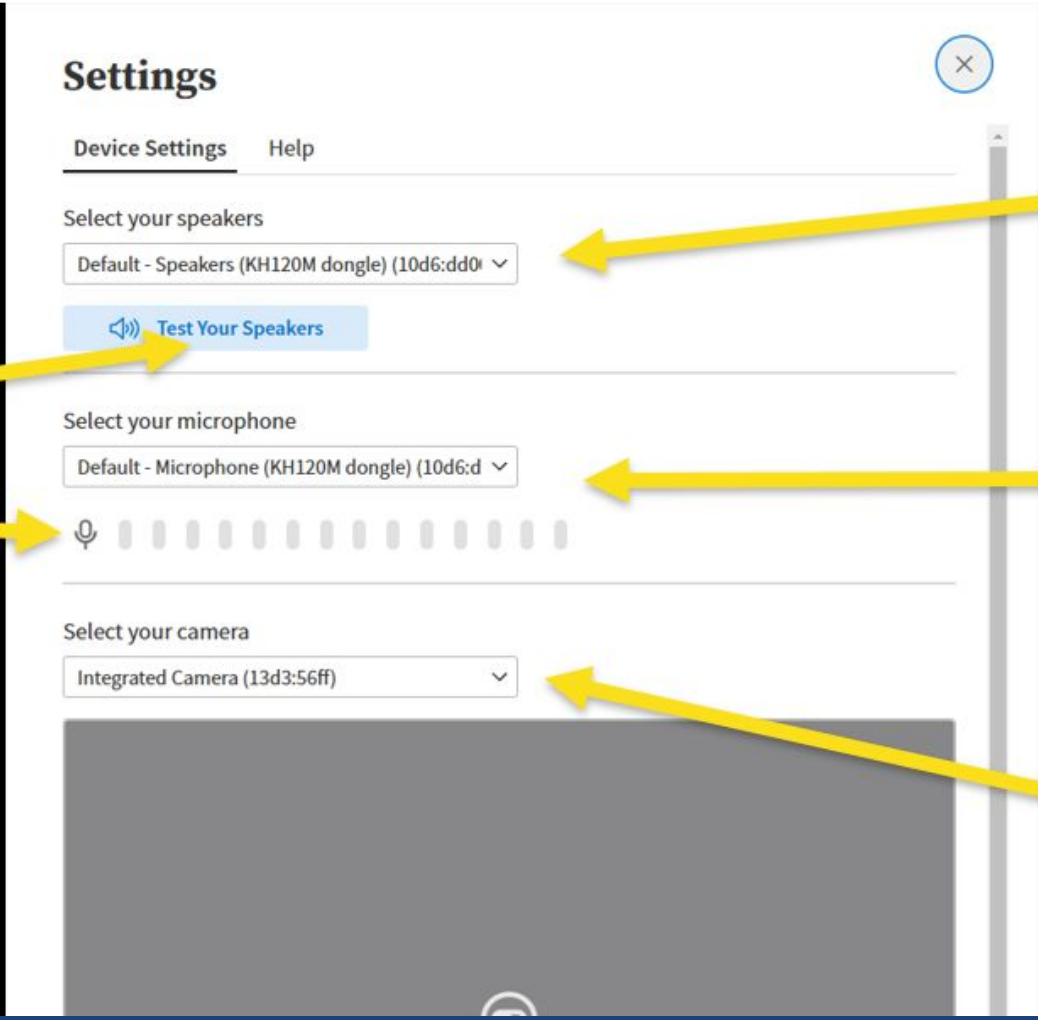

After you finish the first step, you will be taken to this page. Your page will stay like this until a PNC joins the call to check you in for the appointment before you can see the provider
Note: PNC stands for "Patient Navigation Coordinator" They are there to help you and your provider during the visit.
Getting you ready
Setting up your device(s)...
Stay on this page, and your call will start when your care team is ready.
Pro tip - is your internet connection as strong as it could be? If not, move closer to your WiFi router.
Clicking this button allows you to copy your visit link which you can share if you would like someone else to join the call such as a parent or caretaker.


This is the view where you will see the provider and PNC
Name of the PNC and Provider will be here along with Connection status
This is the mute microphone button
This button will turn off your camera
This button will open a chat windows
This button is to select a camera window if there is more than 2 people in the meeting
This small box will show your camera feed
This button will end the call
This button will open the options menu
Mellow


This is the report button. If you are experiencing any issues with Athena, you can submit information to Athena (Clicking this button will not send a help request to Athena.)
This is the help button, clicking on it will provider some information if you are having issues
The copy link button if you would like other people to join the meeting such as a parent or caretaker
This is the settings button, clicking on this button will open up the settings window (More information on the next page)
This is the reconnect button. Clicking that will refresh the session and is used to help resolve some connection issues
More
Help
Report Issue
Copy Visit Link
Settings
Reconnect

This button allows you to check your speakers. If you click this button and hear music, it is working

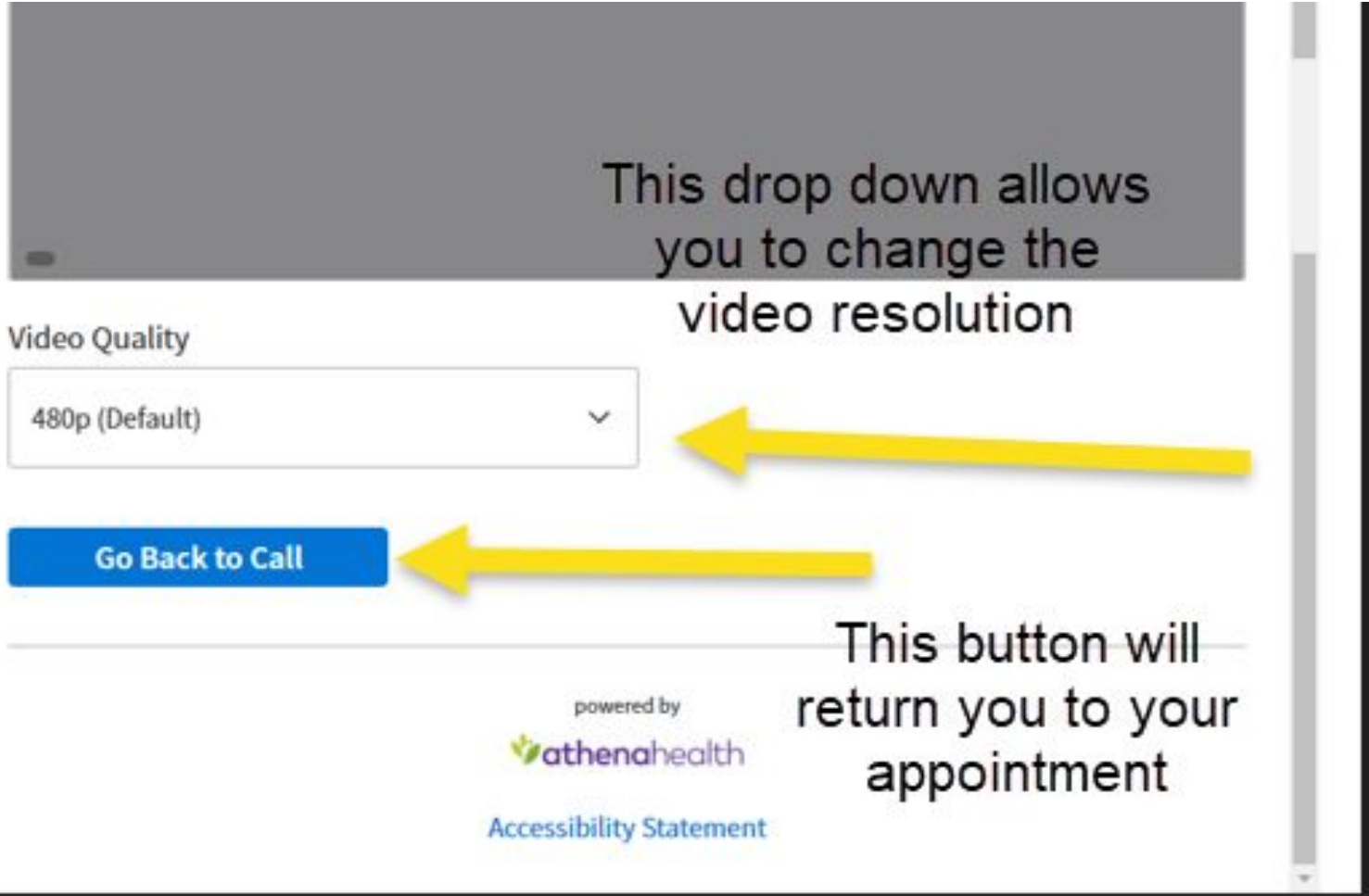
This button allows you to test your microphone. If you see the bars change color as you speak into the microphone, it means it is working.



This drop down allows you to select your speaker device

This drop down allows you to select your microphone device

This drop down allows you to select your camera device

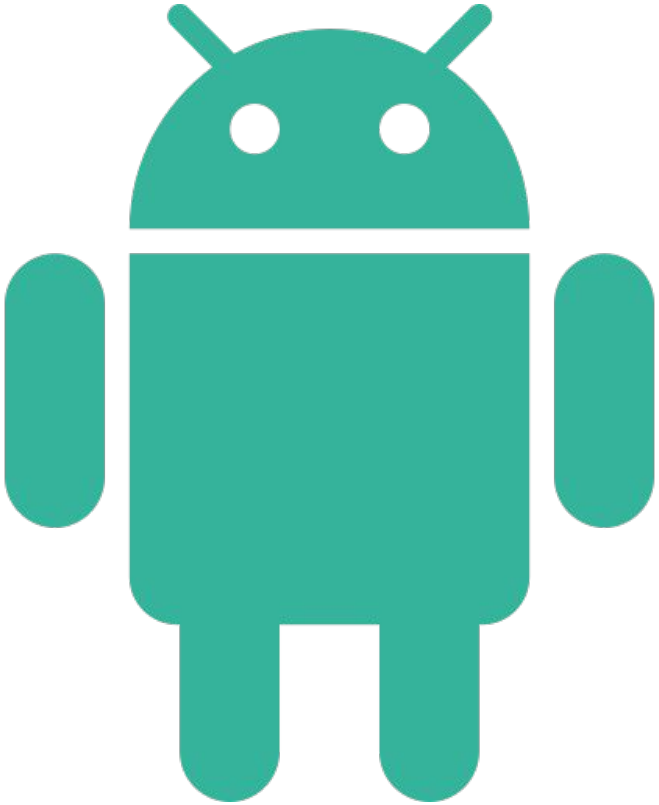

This drop down allows you to change the video resolution
Video Quality
480p (Default)
Go Back to Call
This button will return you to your appointment
powered by
athenahealth
Accessibility Statement

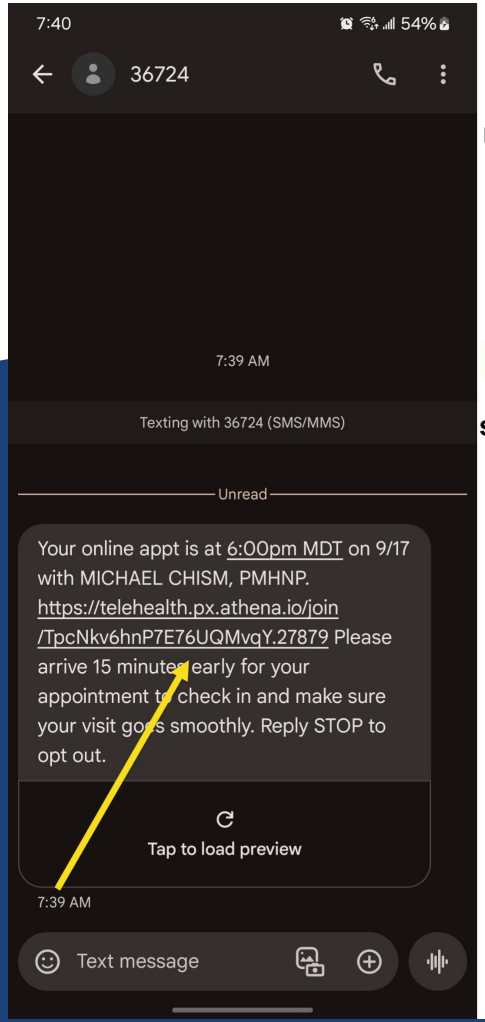
Device Troubleshooting

The following slides will go over how to set up your appointment for the 2 different operating systems and some common troubleshooting steps. The 2 main operating systems we see patients use are iOS and Android phones.

Android Troubleshooting

The following slides will go over how to troubleshoot common issues on your Android device.

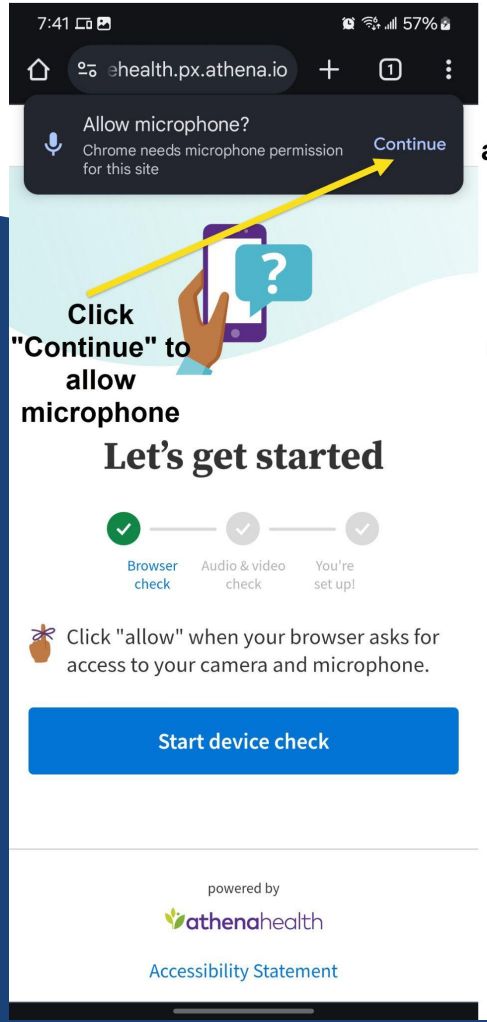




Before your appointment, you should receive a text message with the time and date of the appointment. Attached to the text message will be a link to the appointment. To start the appointment, click on the link and it will open a new tab in your browser.

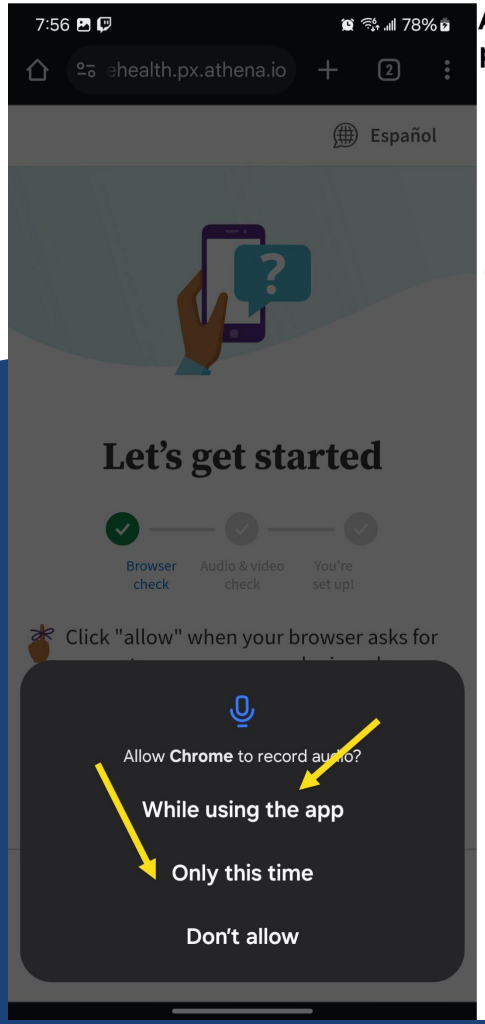
*NOTE 1: When using a Android device to connect to the appointment, make sure to use Google Chrome to connect to the appointment.

*NOTE 2: Texting the same number multiple times in a row will cause the mobile carrier to treat the message as junk and not deliver it. If you do not receive the text message with the link, we can send it to you through different means such as email or from a different phone number.



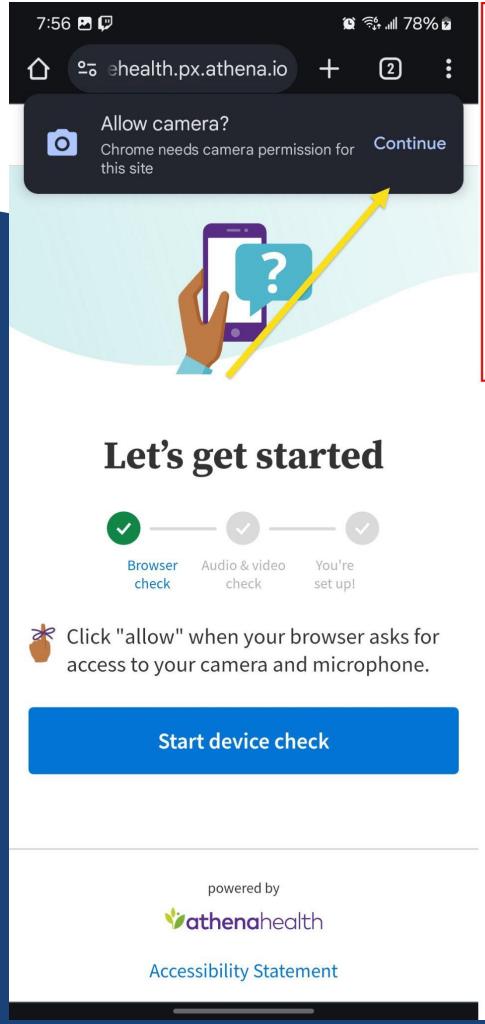
Make sure to click "Continue" to allow microphone access. If the pop-up does not appear, you will have to go into the settings to allow it.

*Note: Allowing the microphone from the app settings will be on page "_"



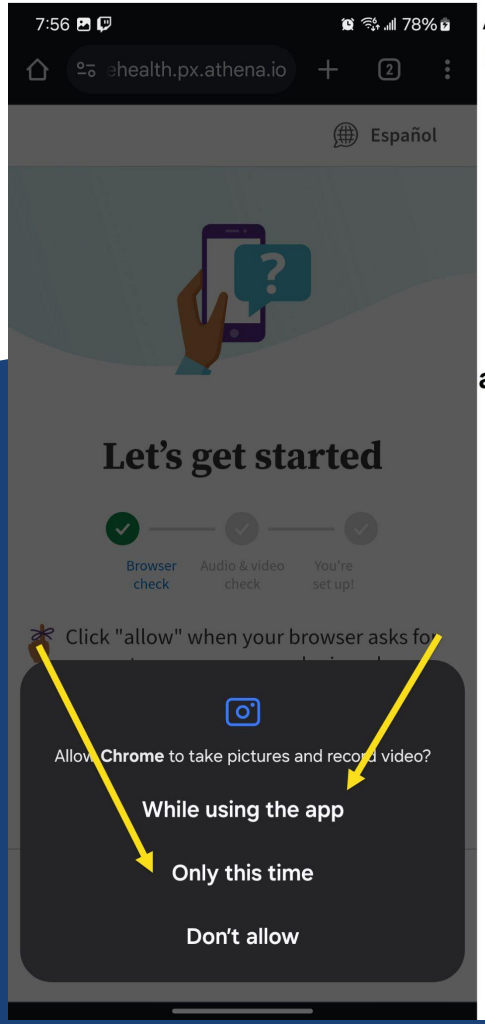
After clicking continue, a pop-up will appear. Click on either "While using the app" or "Only this time" to allow microphone access

*Note: If you click on "Only this time" you will have to go through this process everytime you access a visit. If you click on "While using this app" it will always have access to your microphone.



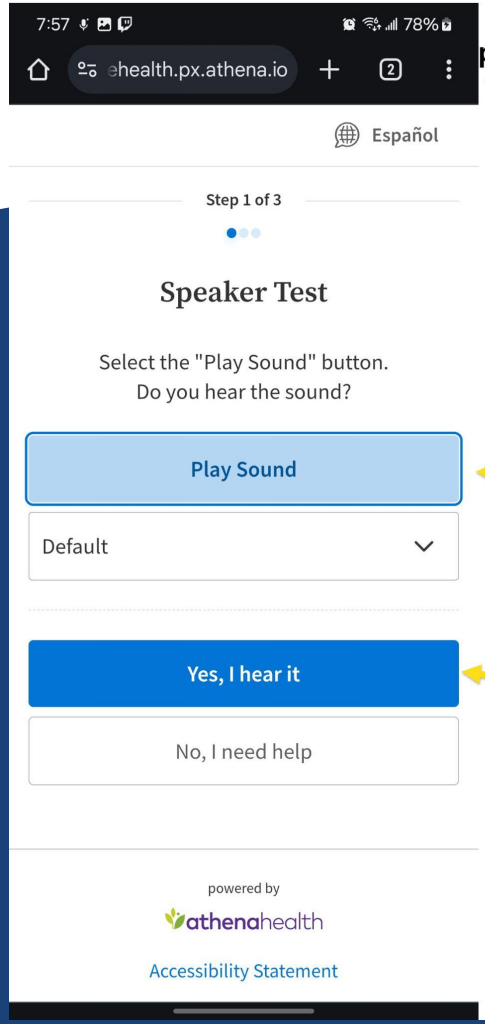
Make sure to click "Continue" to allow camera access. If the pop-up does not appear, you will have to go to your phone settings to allow it.

Note: The phone settings page will be on page 27

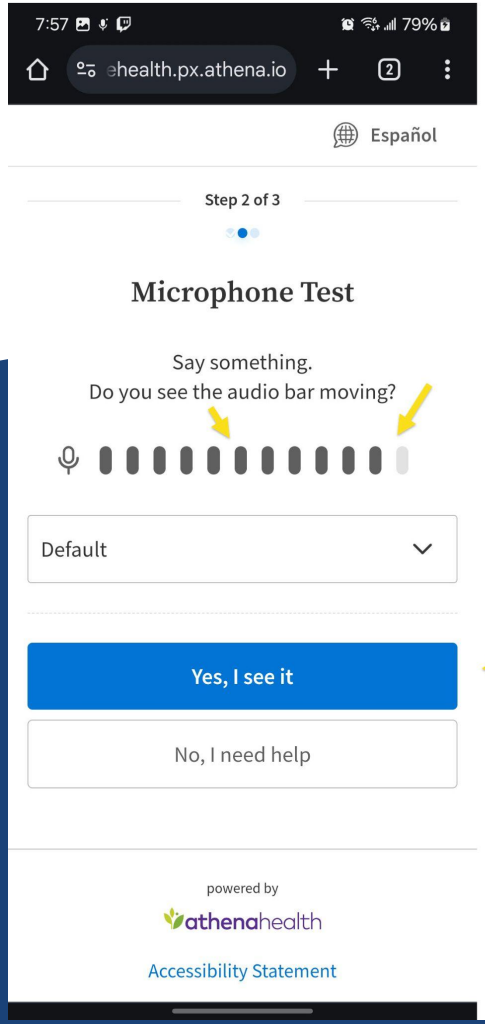


After clicking continue, a pop-up will appear. Click on either "While using the app" or "Only this time" to allow camera access

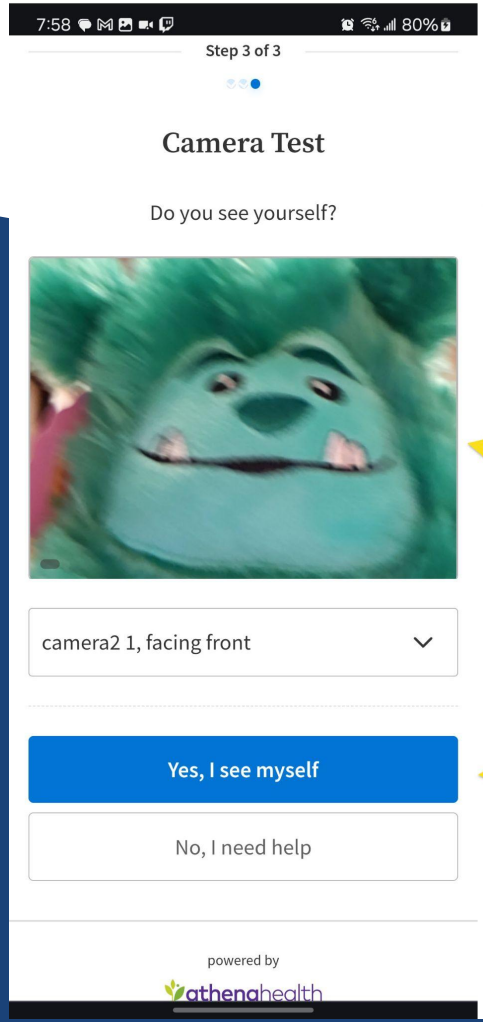
*Note: If you click on "Only this time" you will have to go through this process everytime you access a visit. If you click on "While using this app" it will always have access to your camera.



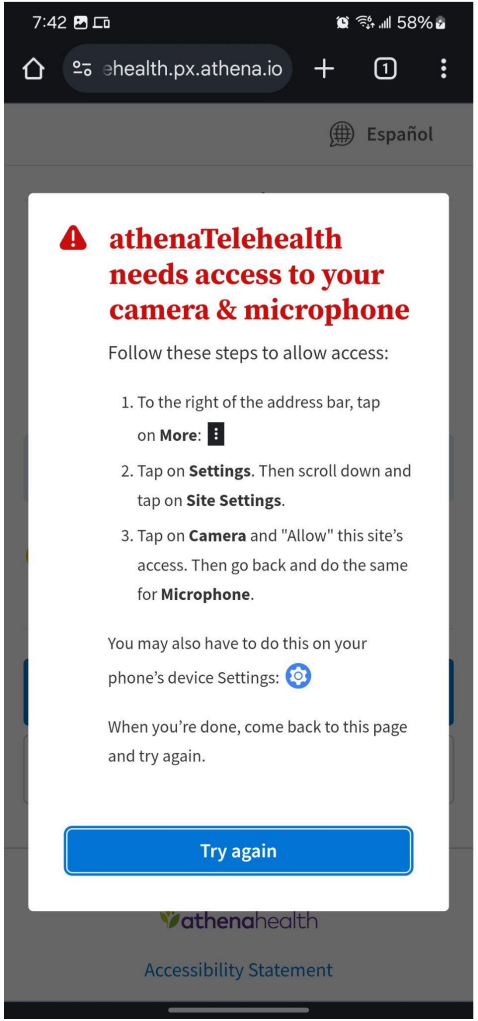
Once you have granted permissons, you will be asked to test the speaker. Press the "Play Sound" button and if you hear a sound that means your device is configured properly for your speakers. Next click on the "Yes, I hear it" button to proceed to the next step.



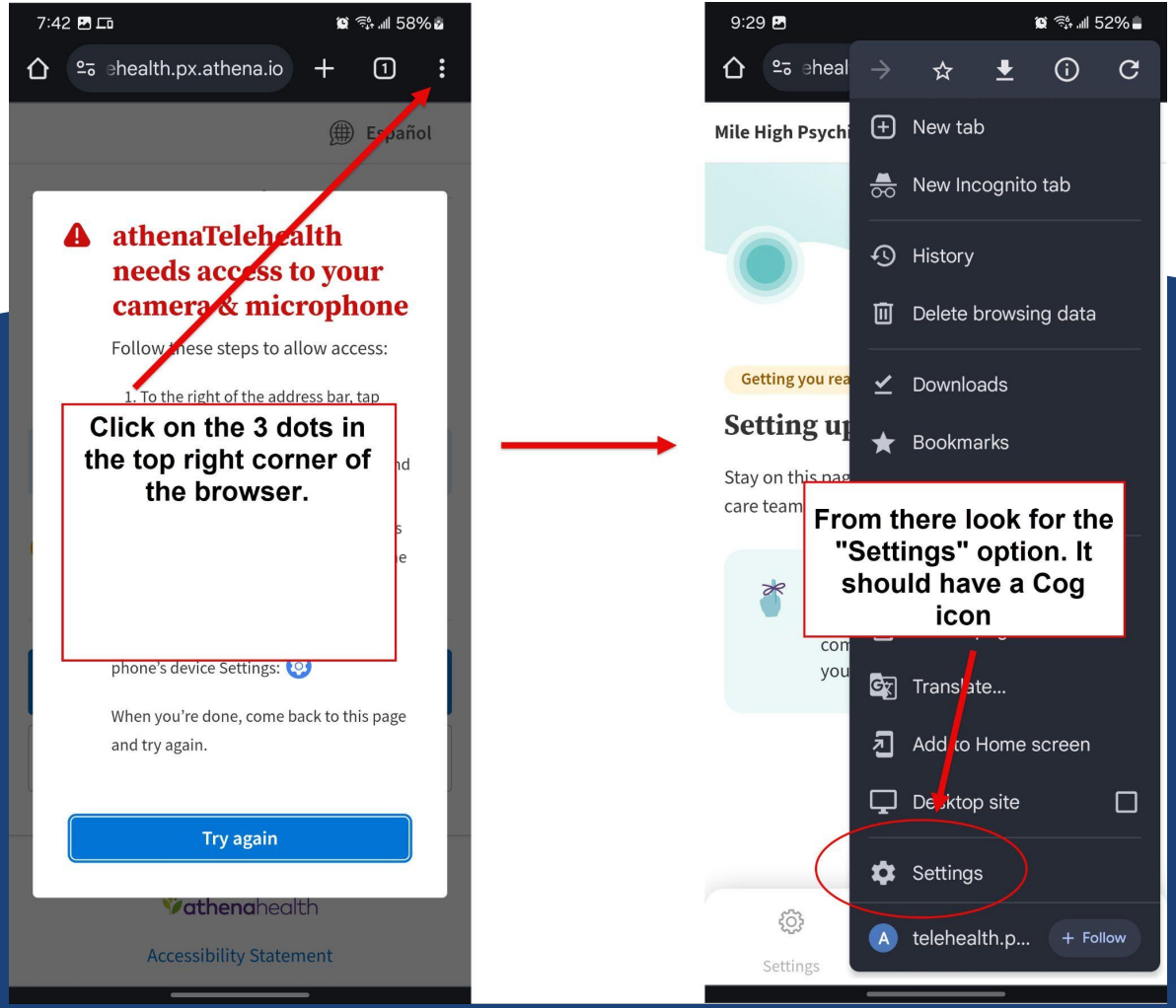
Next step is to test the microphone. If you talk into the mic and see the little bars change color from light grey to dark grey while you speak that means your microphone is configured properly. Next click on the "Yes, I see it" button to proceed to the next step.

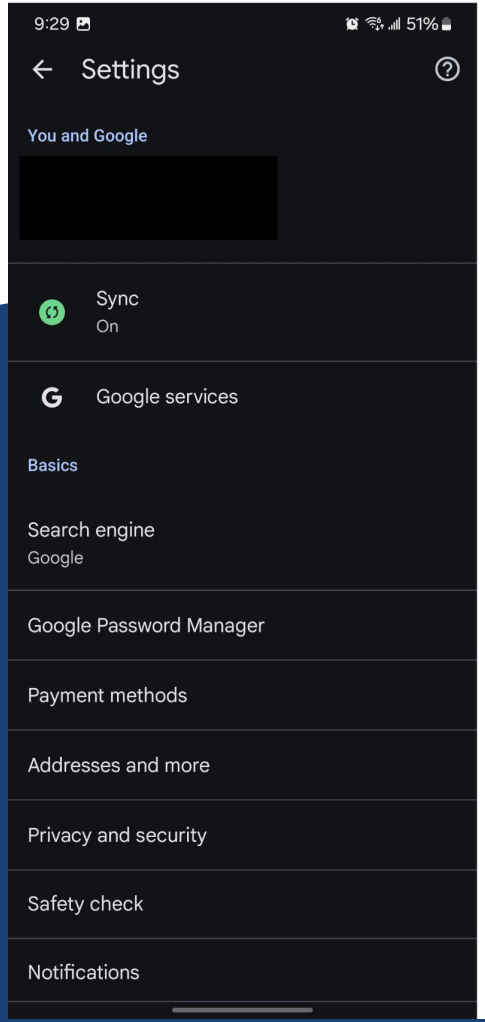


The last step is to check your camera. The app should open up the camera automatically. Once you see yourself in the camera view, click on the "Yes, I see myself" to continue.

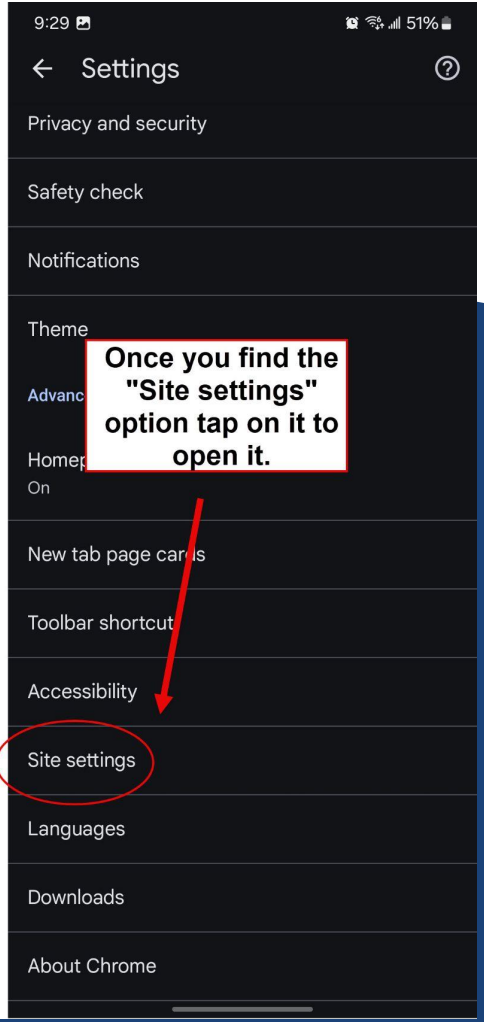


***Note: You might get this notification if you have not configured your settings correctly for the app. The following slides will go over how to rectify this issue**

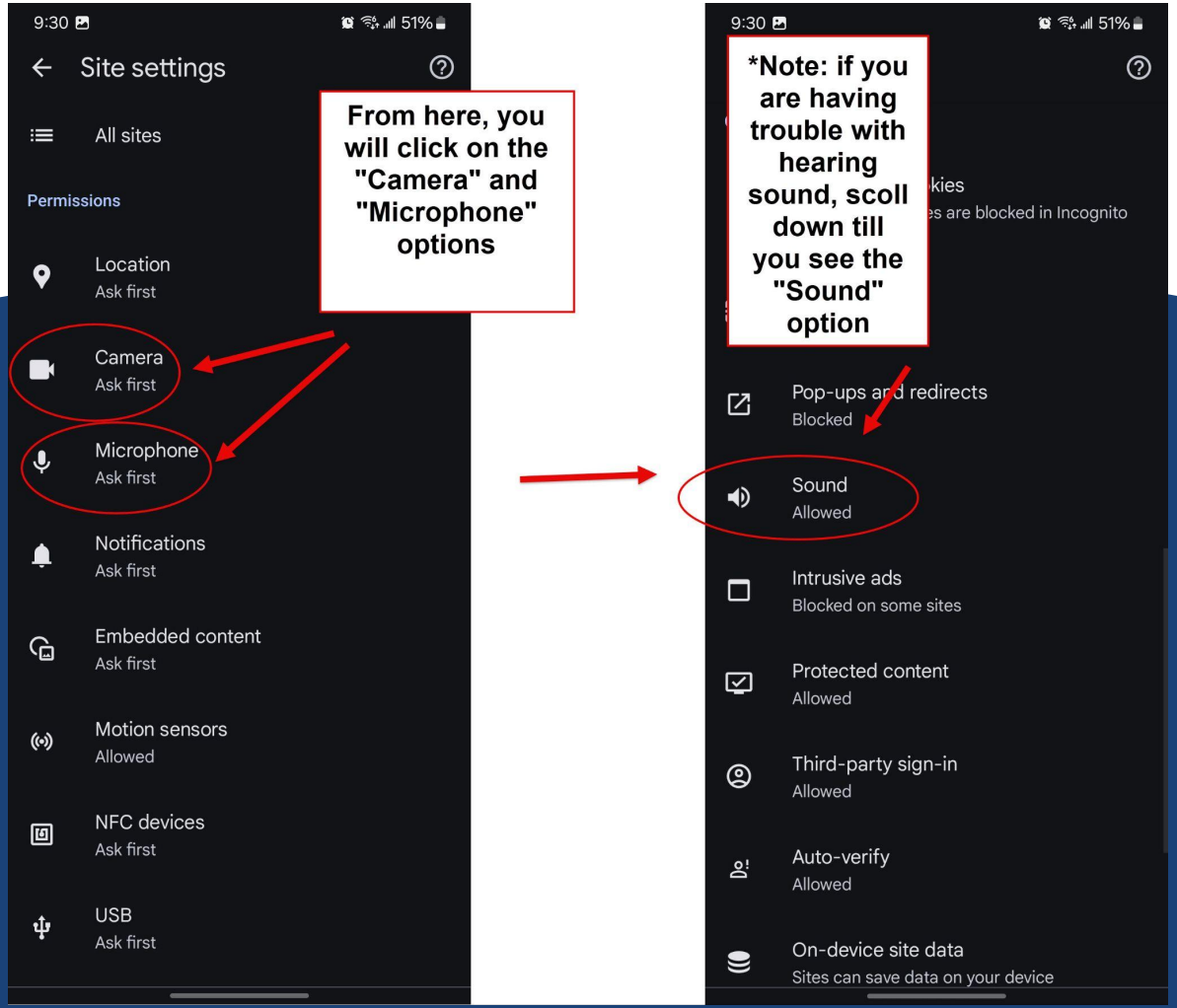

7:42
58%
ehealth.px.athena.io
Español
athenaTelehealth needs access to your camera & microphone
Follow these steps to allow access:
1. To the right of the address bar, tap
Click on the 3 dots in the top right corner of the browser.
phone's device Settings:
When you're done, come back to this page and try again.
Try again
athenahealth
Accessibility Statement
9:29
52%
New tab
New Incognito tab
History
Delete browsing data
Downloads
Bookmarks
From there look for the "Settings" option. It should have a Cog icon
Translate...
Add to Home screen
Desktop site
Settings
telehealth.p...
+ Follow
Settings

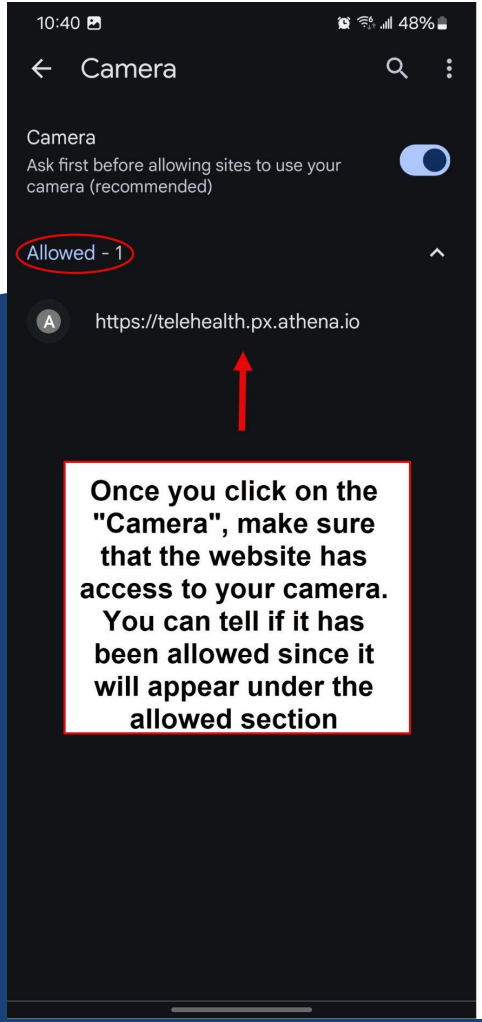


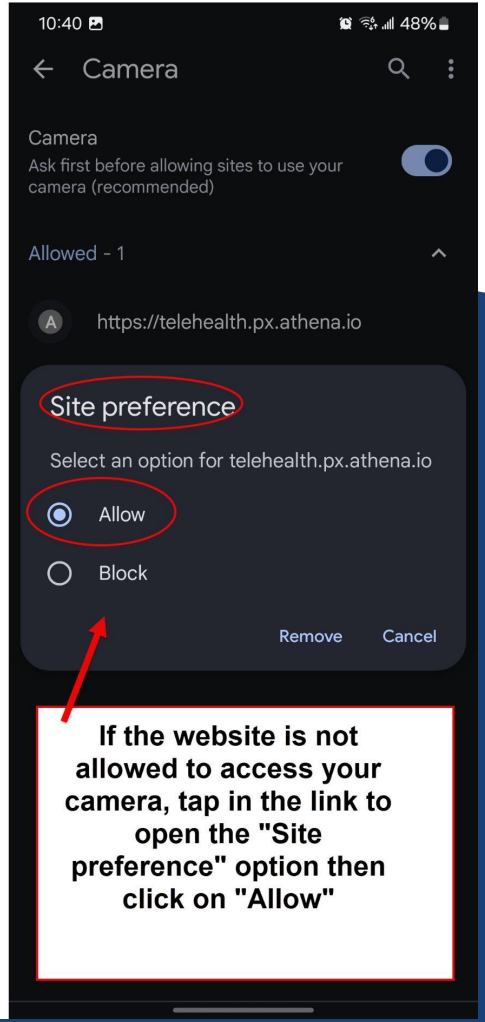
After clicking on "Settings" you will be taken to this screen. Scroll down till you find "Site Settings"

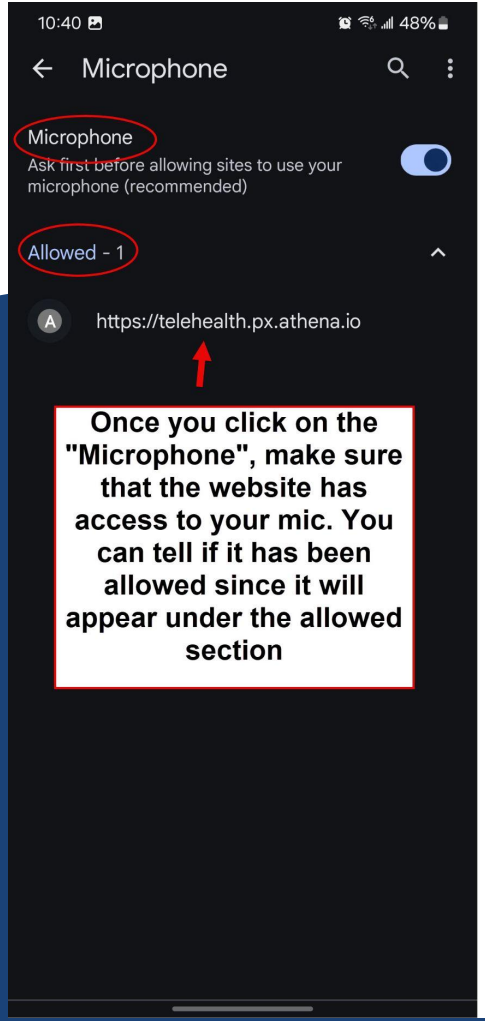


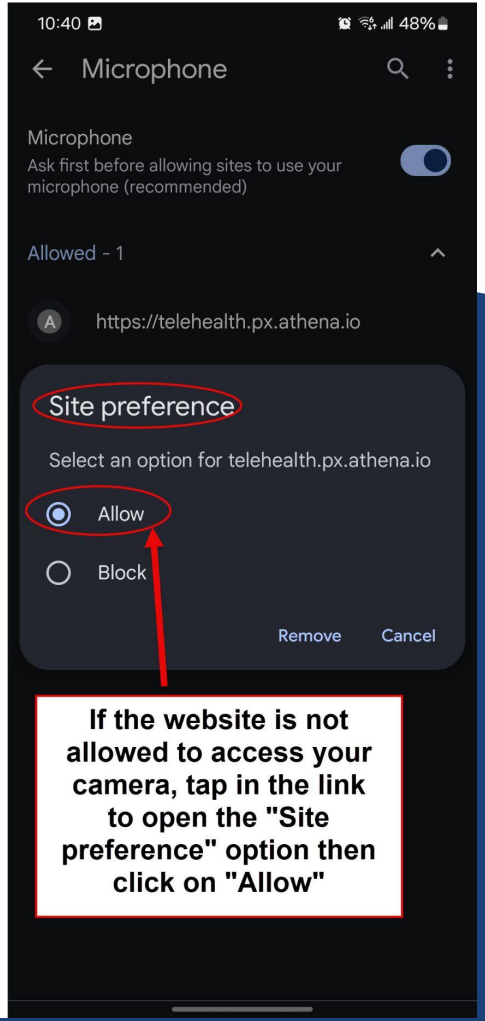
Once you find the "Site settings" option tap on it to open it.

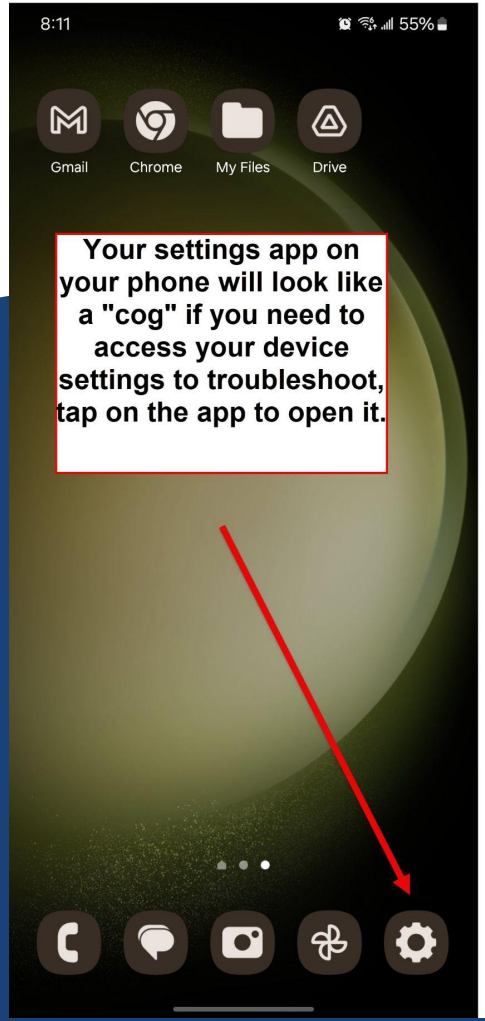

9:30
51%
Site settings
All sites
Permissions
Location
Ask first
Camera
Ask first
Microphone
Ask first
Notifications
Ask first
Embedded content
Ask first
Motion sensors
Allowed
NFC devices
Ask first
USB
Ask first
From here, you will click on the "Camera" and "Microphone" options
*Note: if you are having trouble with hearing sound, scoll down till you see the "Sound" option
Pop-ups and redirects
Blocked
Sound
Allowed
Intrusive ads
Blocked on some sites
Protected content
Allowed
Third-party sign-in
Allowed
Auto-verify
Allowed
On-device site data
Sites can save data on your device


10:40
48%
Camera
Camera
Ask first before allowing sites to use your camera (recommended)
Allowed - 1
A
https://telehealth.px.athena.io
Once you click on the "Camera", make sure that the website has access to your camera. You can tell if it has been allowed since it will appear under the allowed section


10:40
48%
Camera
Camera
Ask first before allowing sites to use your camera (recommended)
Allowed - 1
A
https://telehealth.px.athena.io
Site preference
Select an option for telehealth.px.athena.io
Allow
Block
Remove
Cancel
If the website is not allowed to access your camera, tap in the link to open the "Site preference" option then click on "Allow"

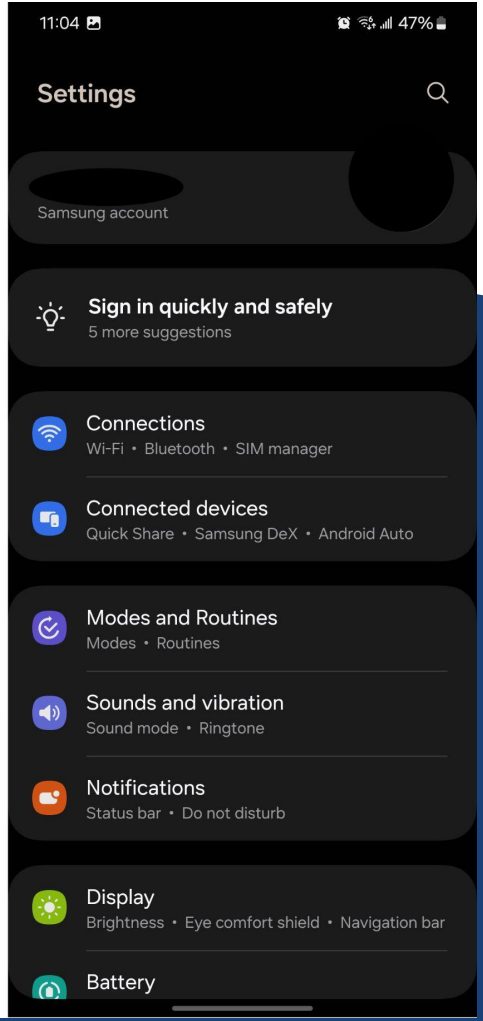

10:40
48%
Microphone
Microphone
Ask first before allowing sites to use your microphone (recommended)
Allowed - 1
https://telehealth.px.athena.io
Once you click on the "Microphone", make sure that the website has access to your mic. You can tell if it has been allowed since it will appear under the allowed section

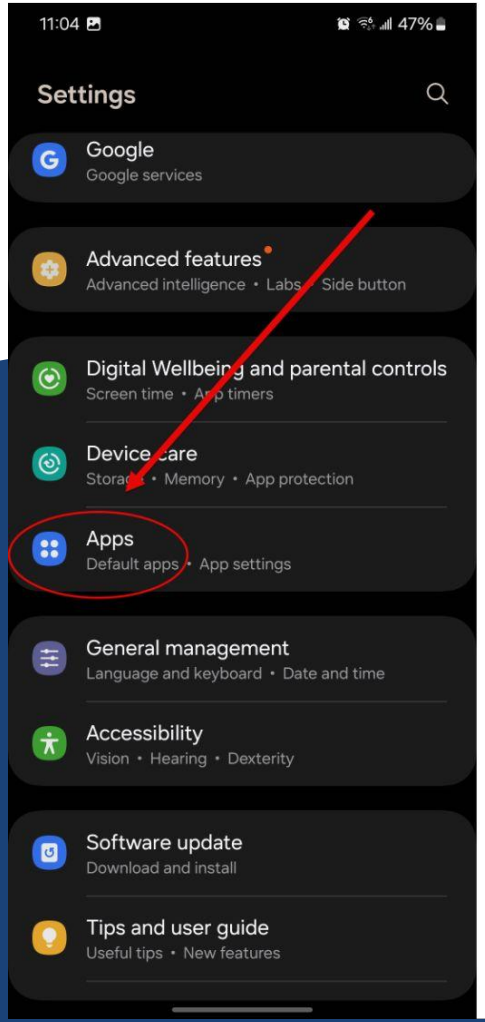

10:40
48%
Microphone
Microphone
Ask first before allowing sites to use your microphone (recommended)
Allowed - 1
https://telehealth.px.athena.io
Site preference
Select an option for telehealth.px.athena.io
Allow
Block
Remove
Cancel
If the website is not allowed to access your camera, tap in the link to open the "Site preference" option then click on "Allow"



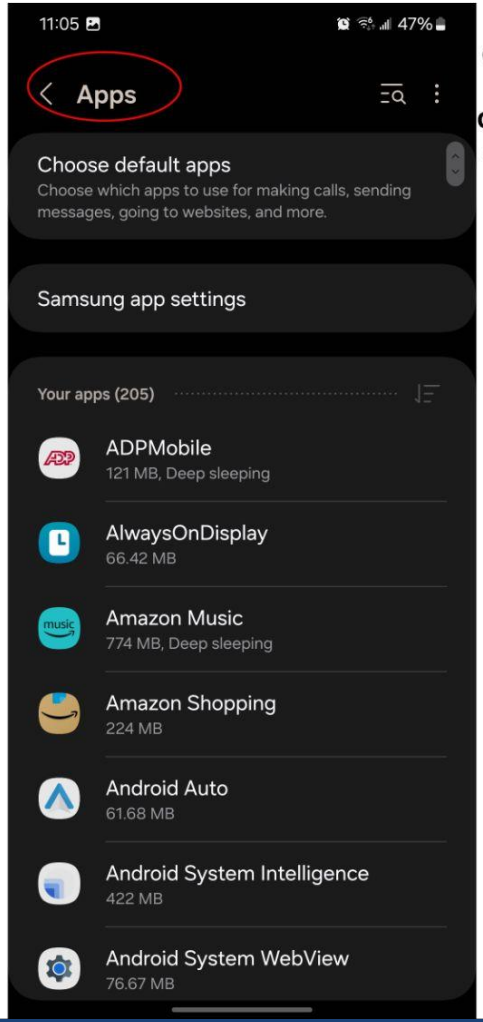
Once you access your settings menu it should look something like this

*Note: This tutorial is using a Samsung Device. Your settings menu might look a bit different but should be relatively the same.

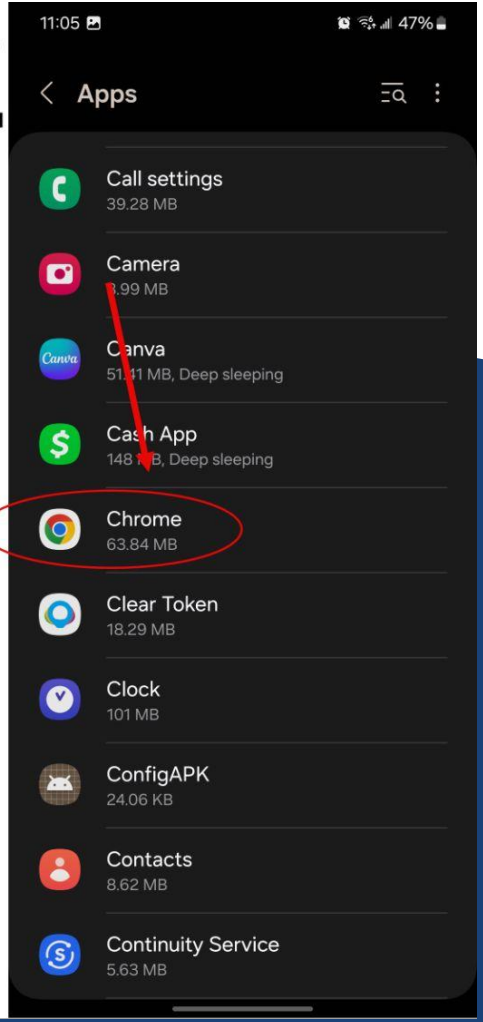


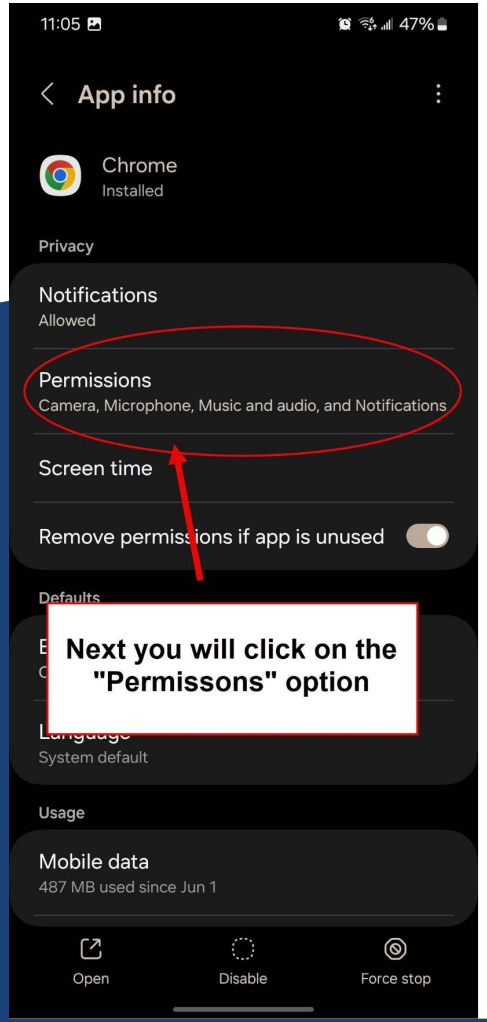


Scroll down a bit in your settings app until you find "Apps" and then tap on it.



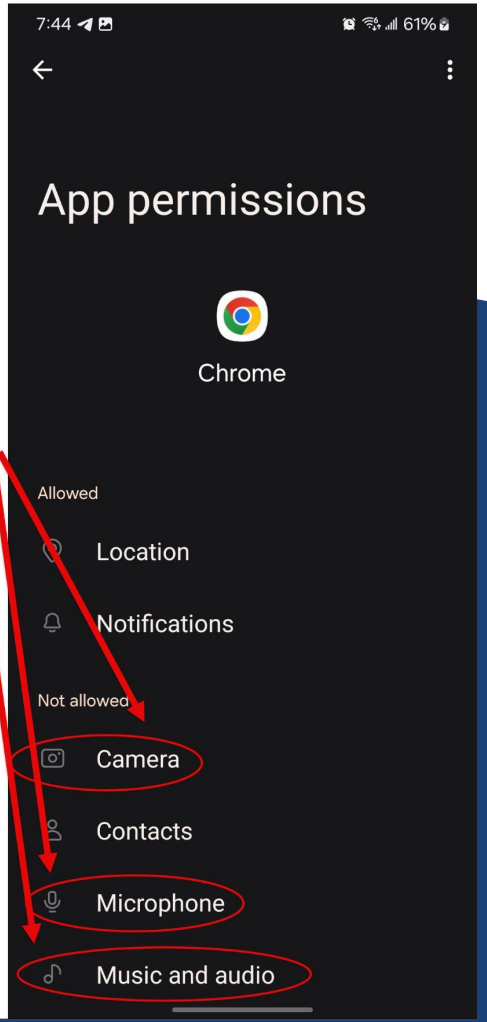
Once you tap on the "Apps" Option scoll down until you see "Chrome: and then tab on it.

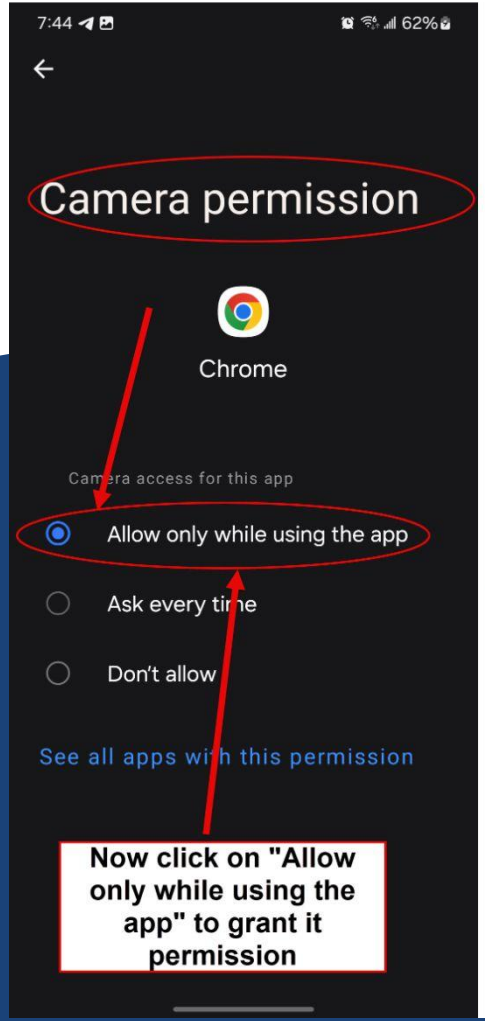


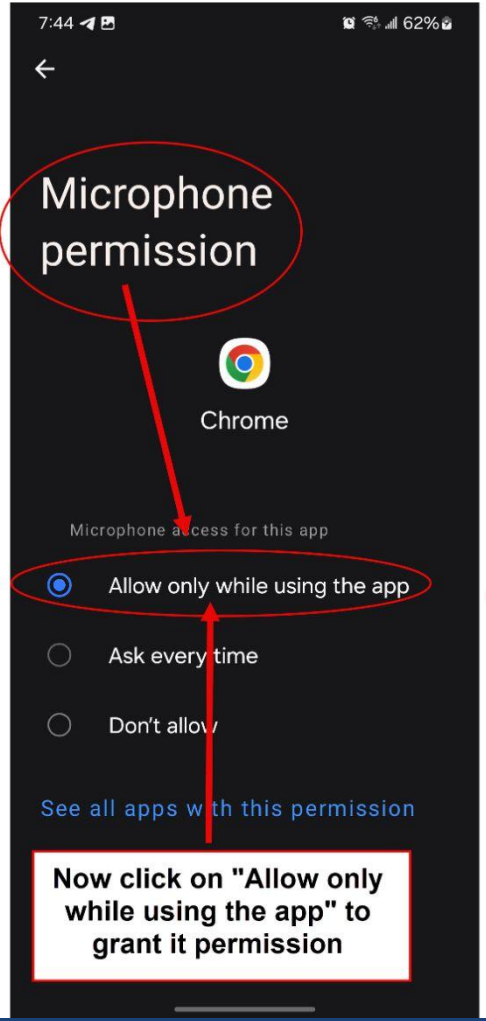


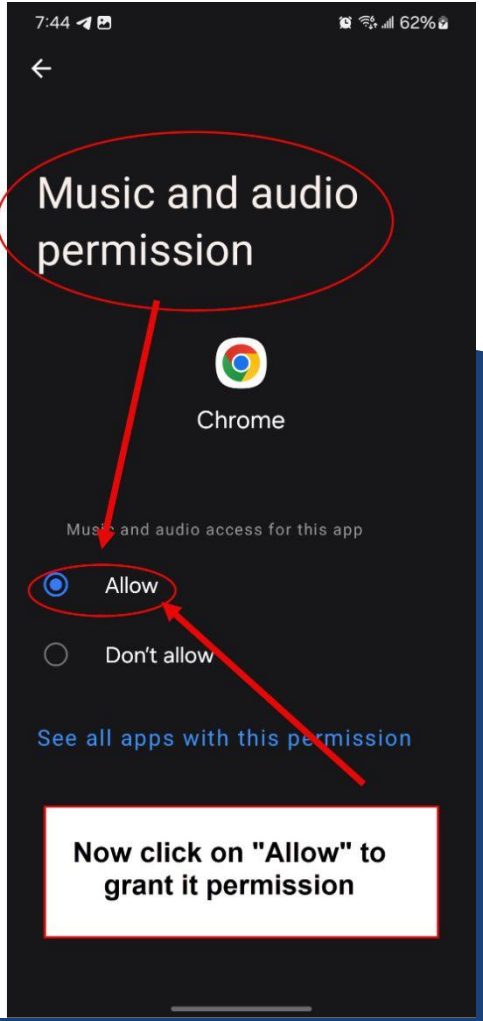
Next you will click on the "Permissons" option

Next, tab on the "Camera", "Microphone", and "Music and audio" options



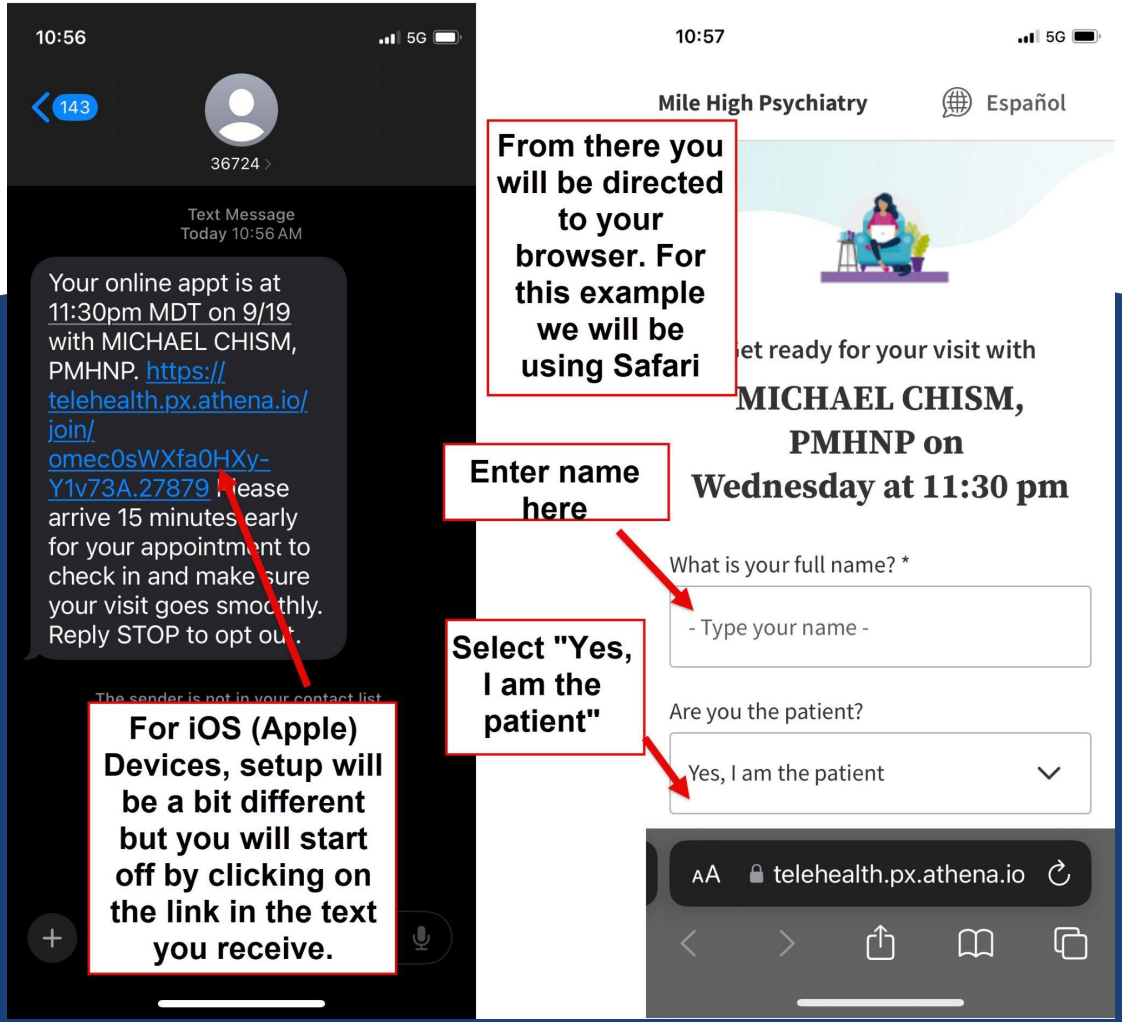

7:44
62%
Camera permission
Chrome
Camera access for this app
Allow only while using the app
Ask every time
Don't allow
See all apps with this permission
Now click on "Allow only while using the app" to grant it permission

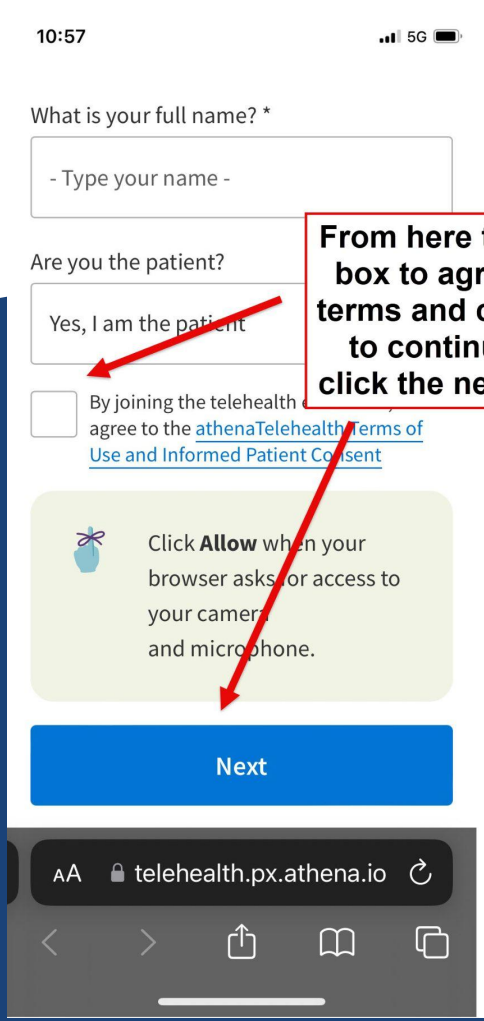

7:44
62%
Microphone permission
Chrome
Microphone access for this app
Allow only while using the app
Ask every time
See all apps with this permission
Now click on "Allow only while using the app" to grant it permission

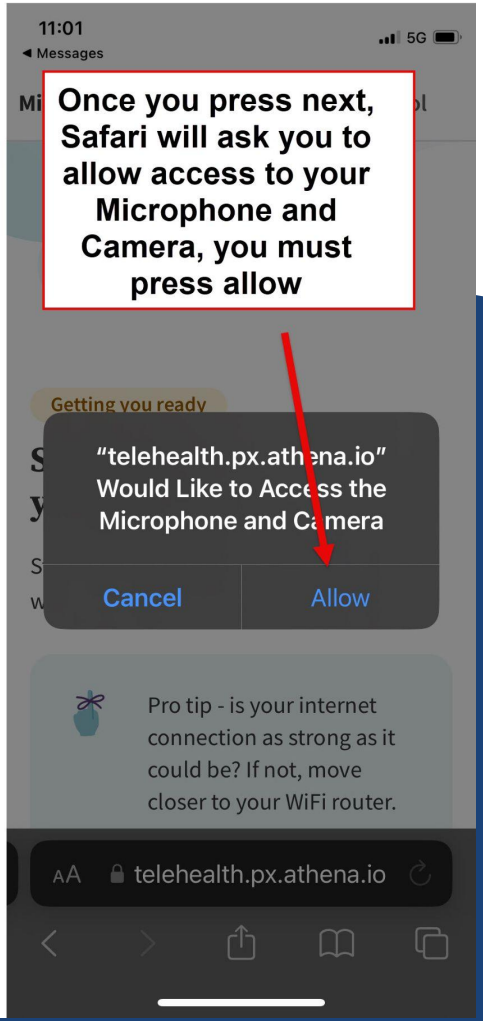

7:44
62%
Music and audio permission
Chrome
Allow
Don't allow
See all apps with this permission
Now click on "Allow" to grant it permission

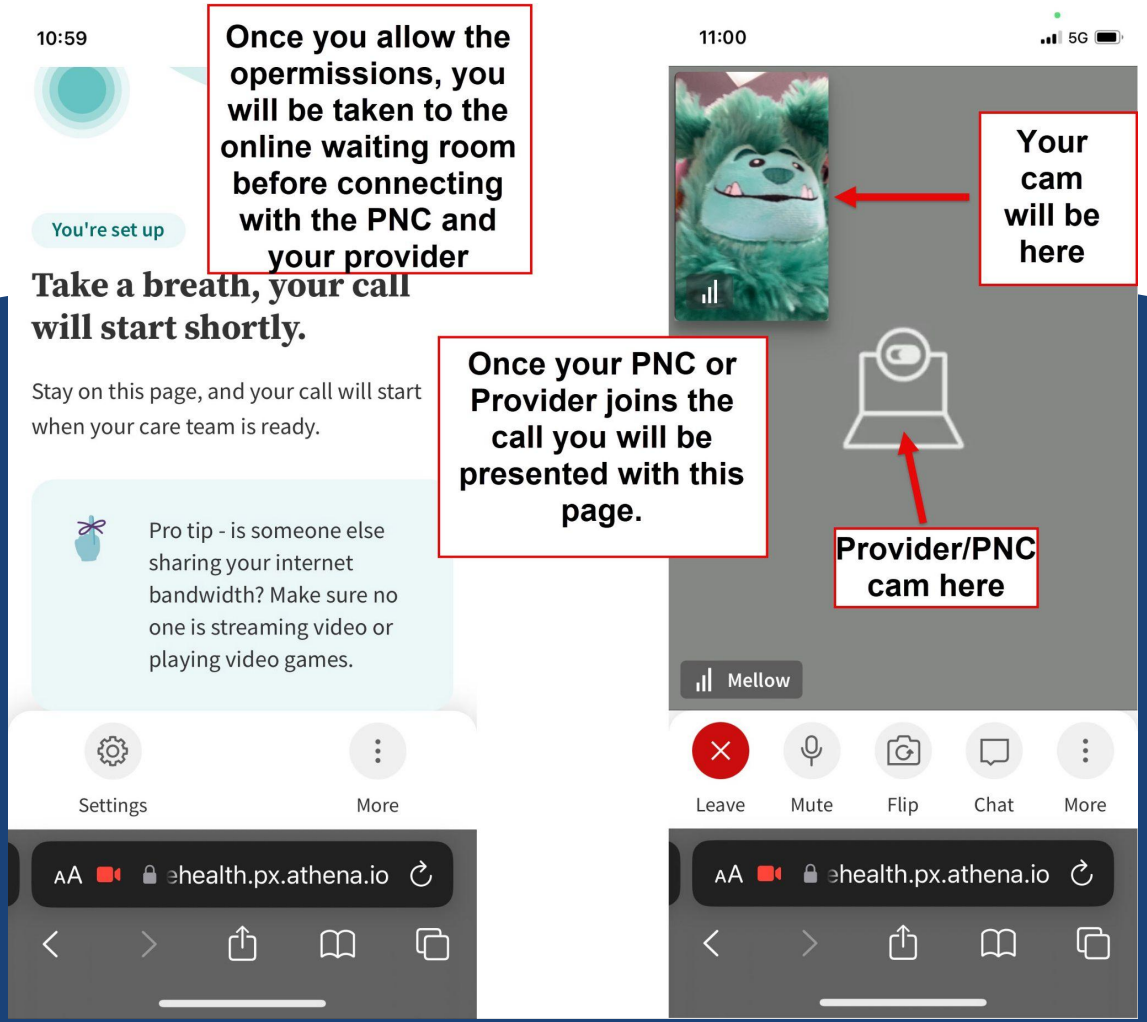
Troubleshooting Guide for Safari iOS (Apple iPhone)

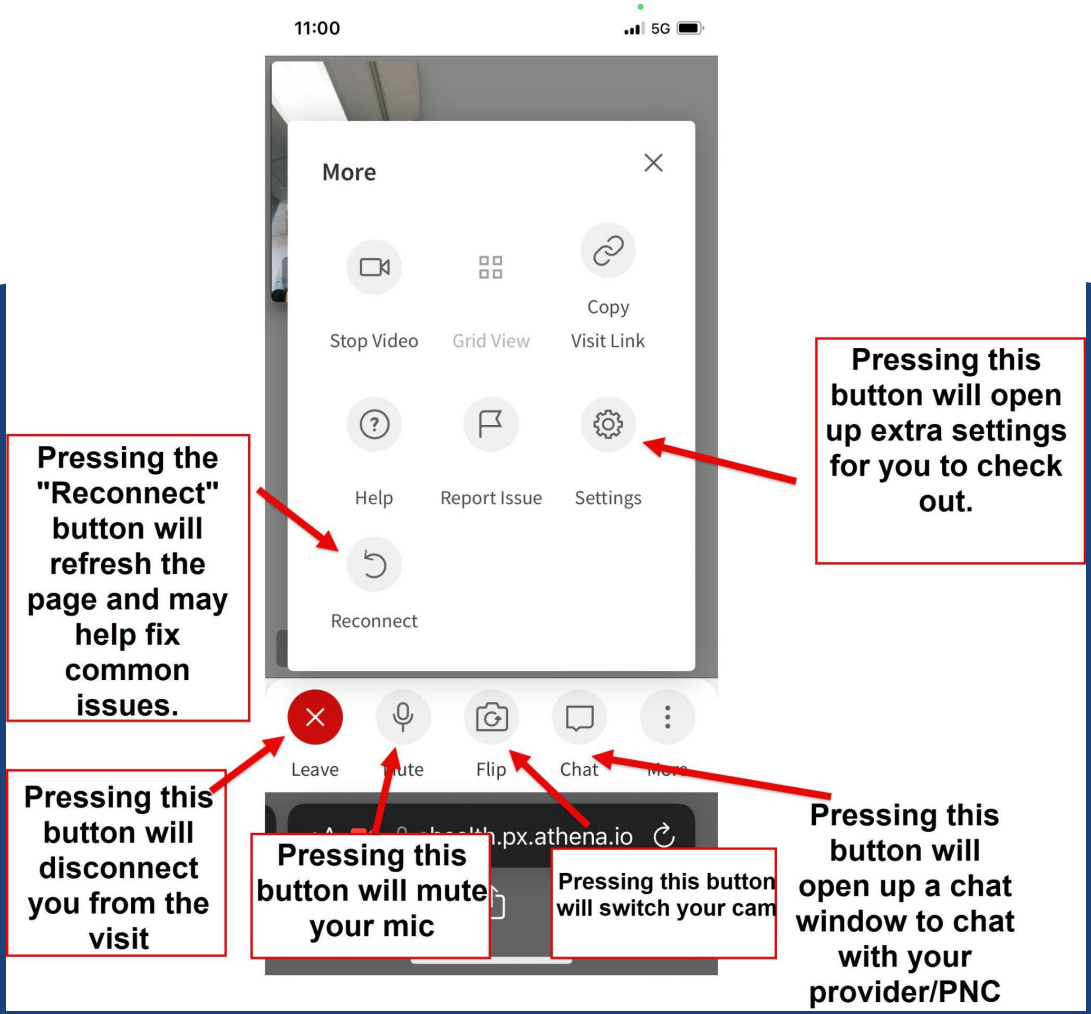
The following slides will go over how to troubleshoot common issues on your iOS device while using the Safari browser.


10:56
5G
143
36724
Text Message
Today 10:56 AM
Your online appt is at 11:30pm MDT on 9/19 with MICHAEL CHISM, PMHNP. https://telehealth.px.athena.io/join/omec0sWXfa0HXy-Y1v73A.27879 Please arrive 15 minutes early for your appointment to check in and make sure your visit goes smoothly. Reply STOP to opt out.
The sender is not in your contact list.
For iOS (Apple) Devices, setup will be a bit different but you will start off by clicking on the link in the text you receive.
10:57
5G
Mile High Psychiatry
Español
From there you will be directed to your browser. For this example we will be using Safari
et ready for your visit with
MICHAEL CHISM, PMHNP on Wednesday at 11:30 pm
Enter name here
What is your full name? *
- Type your name -
Select "Yes, I am the patient"
Are you the patient?
Yes, I am the patient
AA
telehealth.px.athena.io

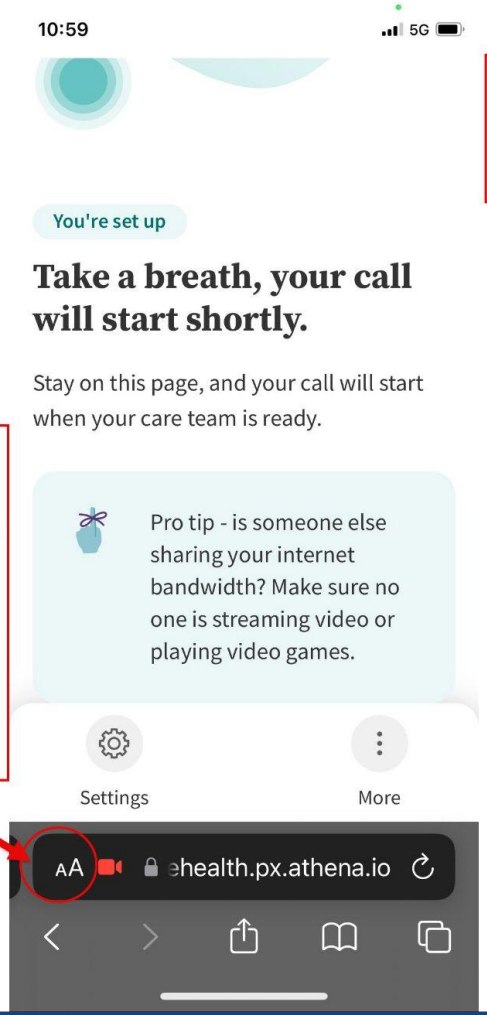

10:57
5G
What is your full name? *
- Type your name -
Are you the patient?
Yes, I am the patient
From here tap on the box to agree to the terms and conditions to continue, then click the next button.
By joining the telehealth
agree to the athenaTelehealth Terms of Use and Informed Patient Consent
Click Allow when your browser asks for access to your camera and microphone.
Next
AA
telehealth.px.athena.io


11:01
Messages
5G
Once you press next, Safari will ask you to allow access to your Microphone and Camera, you must press allow
Getting you ready
"telehealth.px.athena.io" Would Like to Access the Microphone and Camera
Cancel
Allow
Pro tip - is your internet connection as strong as it could be? If not, move closer to your WiFi router.
AA
telehealth.px.athena.io

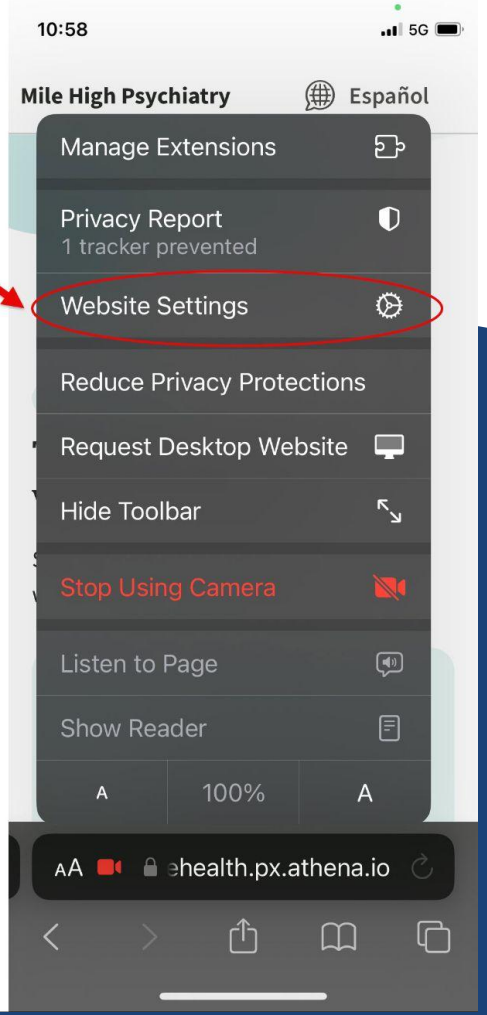

10:59
Once you allow the opermissions, you will be taken to the online waiting room before connecting with the PNC and your provider
You're set up
Take a breath, your call will start shortly.
Stay on this page, and your call will start when your care team is ready.
Pro tip - is someone else sharing your internet bandwidth? Make sure no one is streaming video or playing video games.
Settings
More
AA
ehealth.px.athena.io
11:00
5G
Your cam will be here
Once your PNC or Provider joins the call you will be presented with this page.
Provider/PNC cam here
Mellow
Leave
Mute
Flip
Chat
More
AA
ehealth.px.athena.io


11:00
5G
More
Stop Video
Grid View
Copy Visit Link
Help
Report Issue
Settings
Reconnect
Leave
Flip
Chat
Pressing the "Reconnect" button will refresh the page and may help fix common issues.
Pressing this button will open up extra settings for you to check out.
Pressing this button will disconnect you from the visit
Pressing this button will mute your mic
Pressing this button will switch your cam
Pressing this button will open up a chat window to chat with your provider/PNC

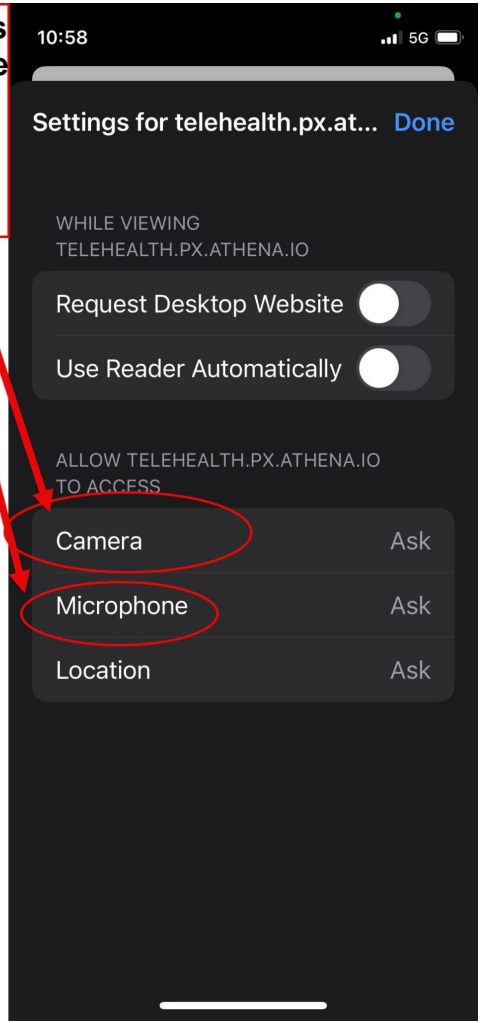
If you arre having issues using the defualt setup process here is one work around that could heklp you out. Tap on the "aA" icon on the bottom left of the url bar.



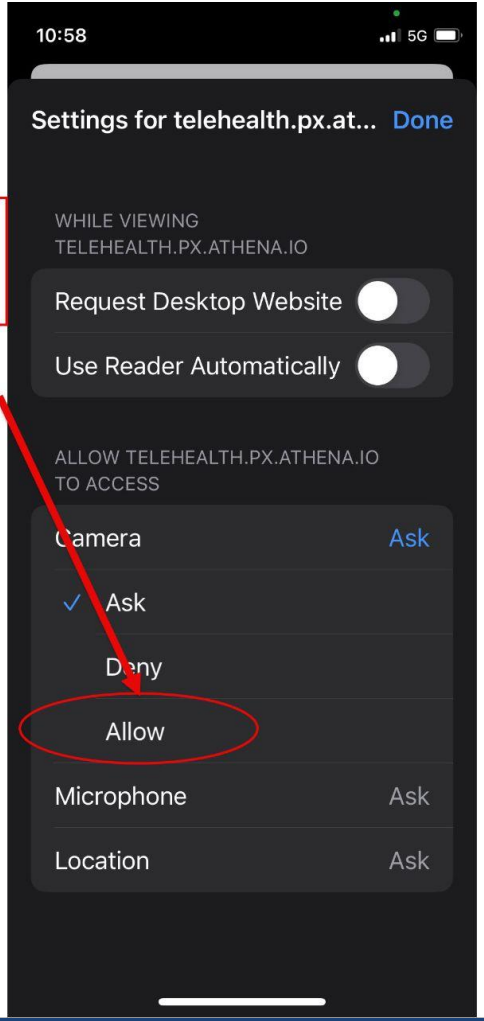
Tap on the "Website Settings" Option



Once you see this page, You will see the options for "Camera" and Microphone"

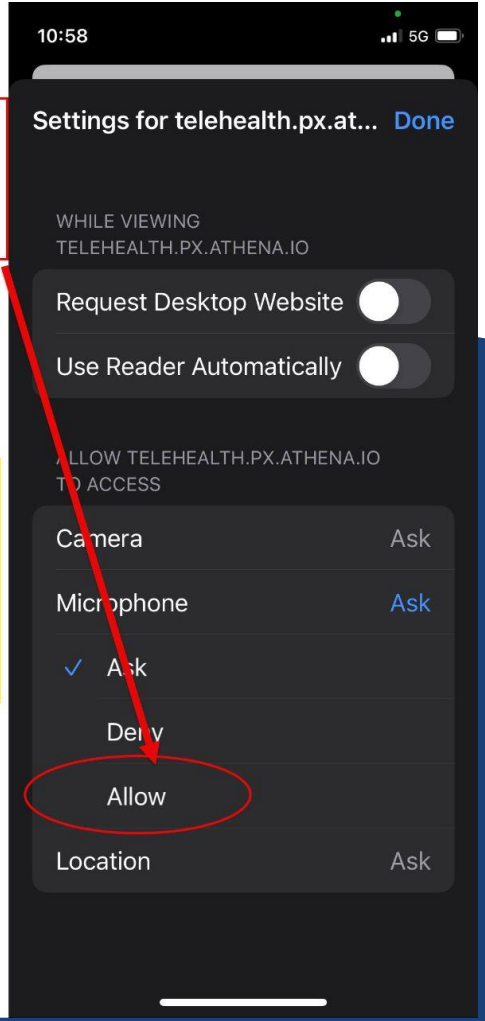


Tap on the "Camera" option and select "Allow"



Tap on the "Micropphone" option and select "Allow"

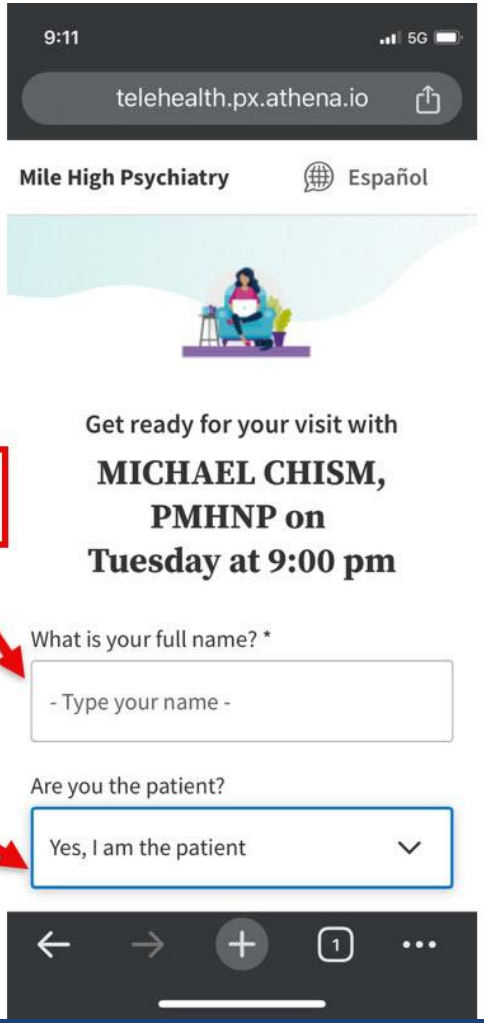
Once you do that you should be good to go!



Chrome on iOS (Apple iPhone)

The following slides will go over how to troubleshoot common issues on your iOS device while using the Chrome browser.

When accessing the appointment through Chrome on your iPhone, it will be the same steps as for Safari.

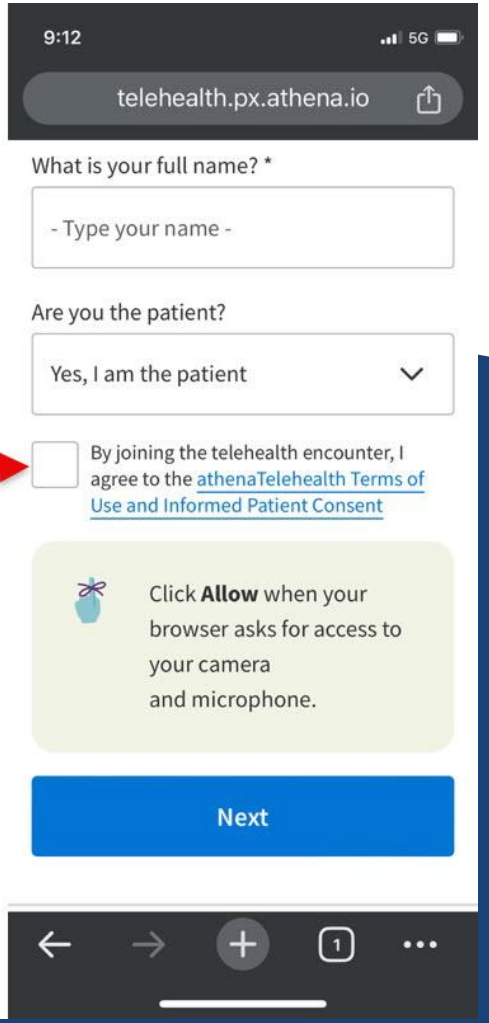


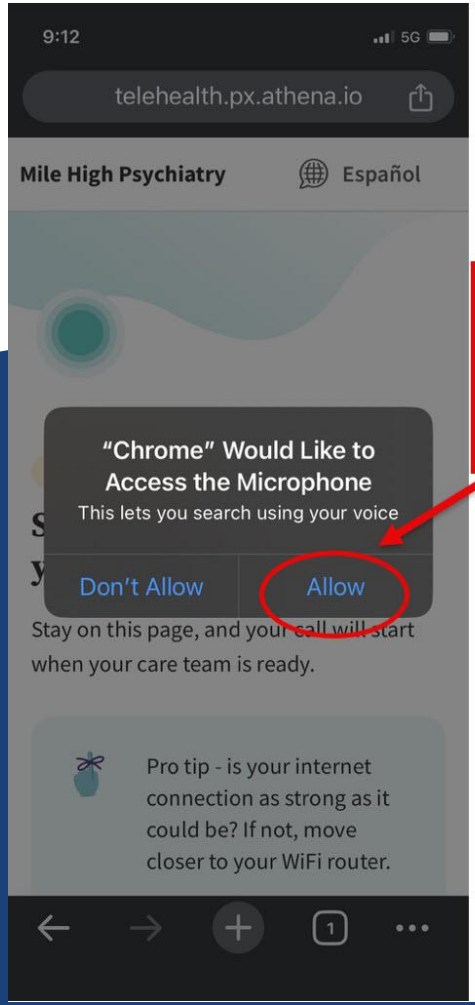
Enter the name of the Patient here

Select "Yes, I am the patient"

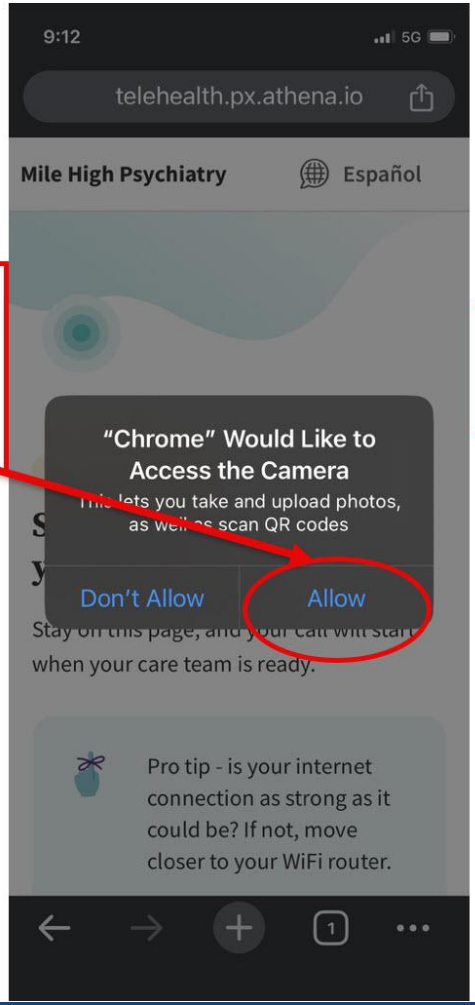
After scrolling down the page a bit, you will have to click the check box to continue

Once you agree to the terms and conditions, click next

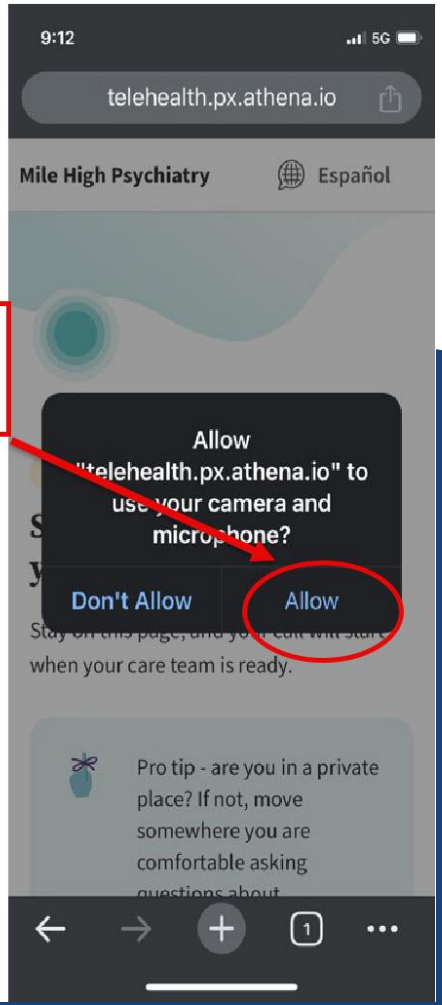




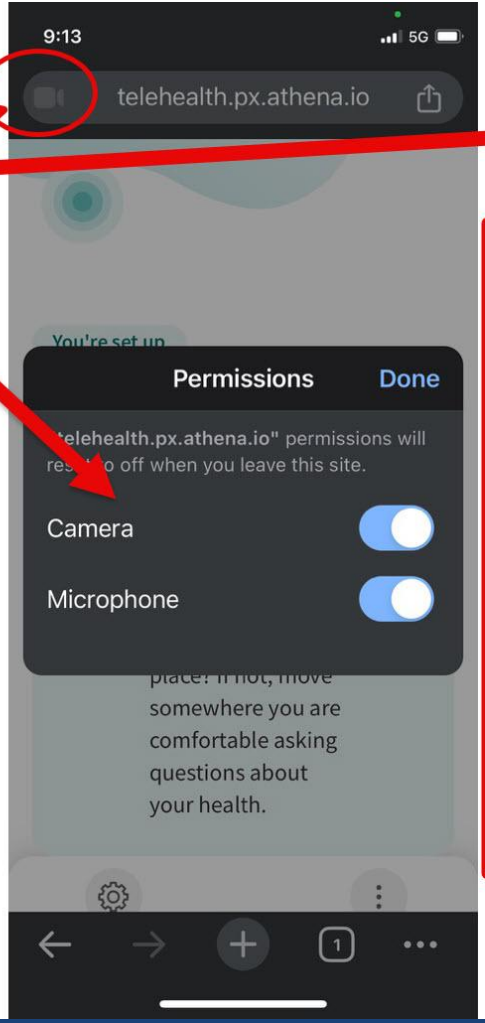
After clicking next, you will see these prompt appear. You will have to allow all of them to be able to continue with the visit.



You will also have to click on allow when you receive this prompt

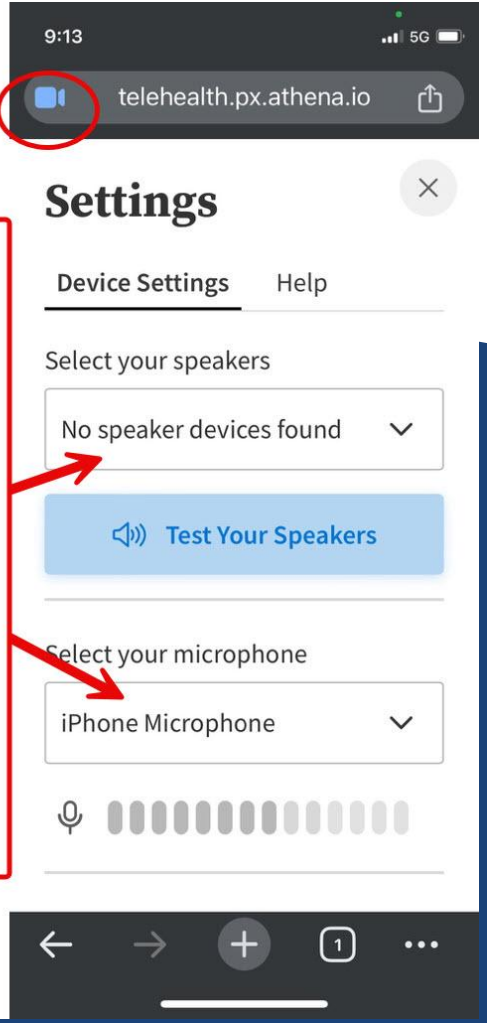


You can also check your website permissions by clicking on the camera icon

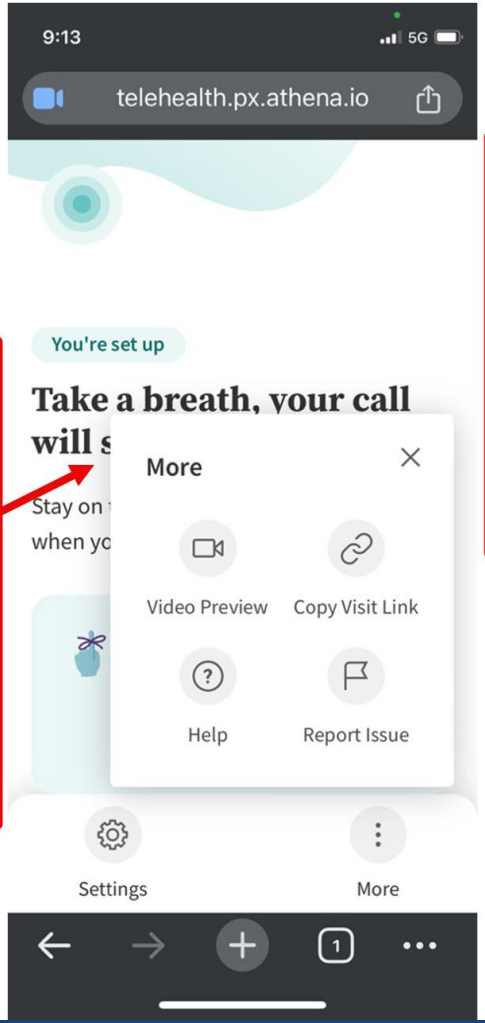


On this page you can test your speakers, camera, and microphone.

Note: if you see "No speaker device found" click on the Test button, if you hear sound you should still be good to go.

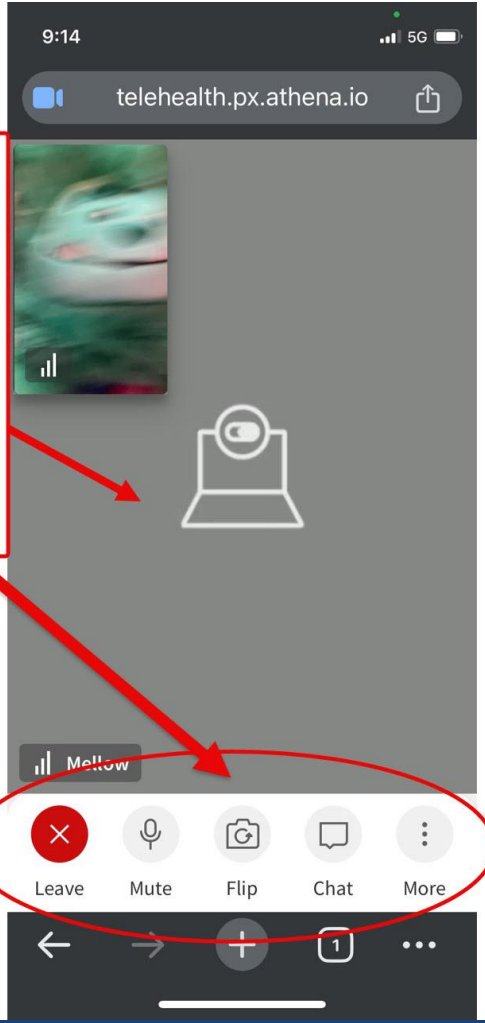


Once you have properly set up your device, you will be brought into the waiting room. you will also have the option to access the settings and the more option where you can access additional settings.

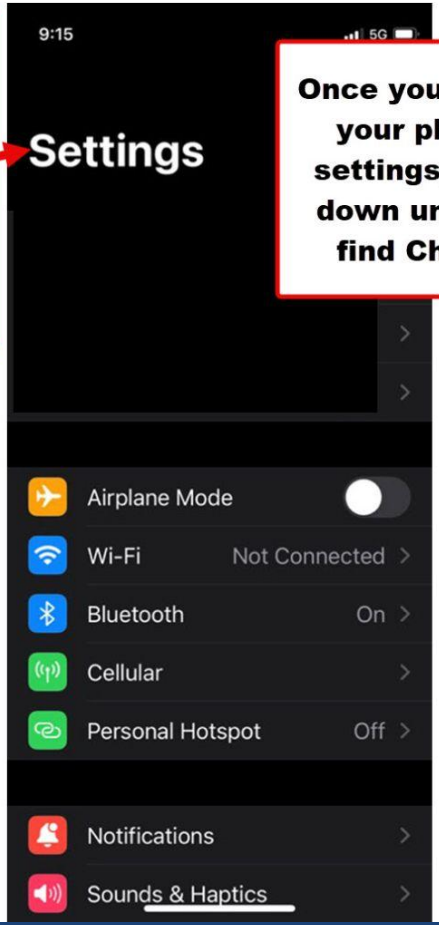


After your PNC or Provider join the appointment, you will be brought to this page. This is where the appointment will take place.

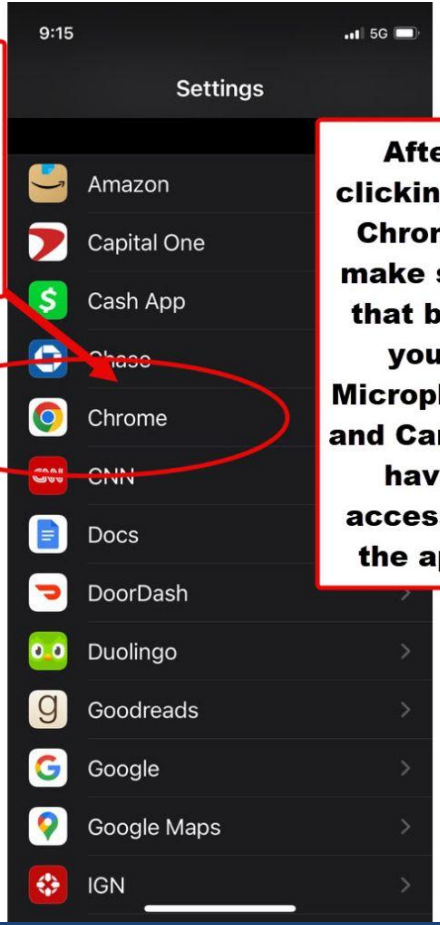
Below you will have some other options.



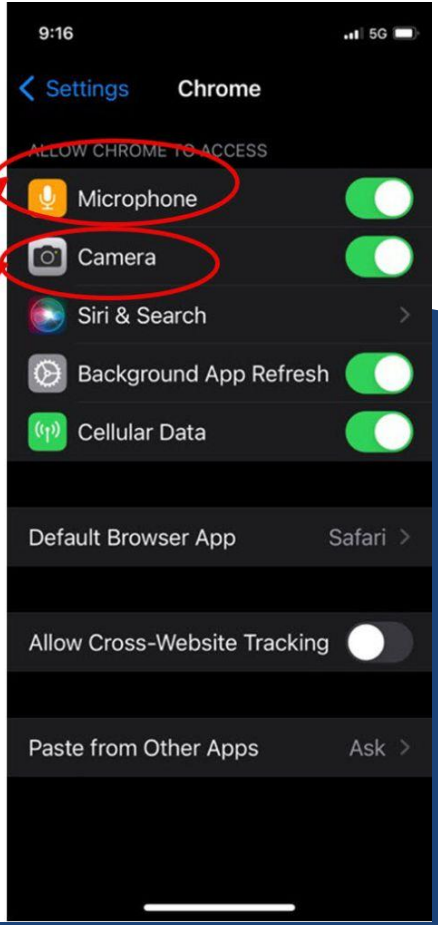
If you are still have issues with your device, go to your phones settings.



Once you access your phones settings, scroll down until you find Chrome



After clicking on Chrome, make sure that both your Microphone and Camera have access to the app.



Thank you for choosing Mile High Psychiatry!

We hope that the information provided in this document was able to be of assistance! If you continue to have any more issues, please reach out to our office at (720) 507-4779 or email us at it@milehighpsychiatry.com