1. **What if the provider cannot hear me?**

Touch or scroll anywhere on the screen. At the bottom left you will see a microphone (first icon on the left). It will say Mute under the icon. Click the microphone. When you are muted it will be red with a line going through it. When you are not muted it will be white.

2. **What if a provider cannot see me?**

Touch or scroll anywhere on the screen. At the bottom left you will see a camera icon (second icon on the left). It will say Stop Video under the icon. Click on the camera icon. When not sharing video to icon will be red with a line going through it. When sharing video the icon will be white.

3. **I need to change my name displayed, how do I do it?**

Touch or scroll anywhere on the screen. Click the icon with Participants icon at the bottom of your screen. Click on your name. Two options will come up, Mute Audio or Rename. Select rename to change the name others in the zoom session will see.

4. **How can I let my provider know that I cannot hear/see them during the visit?**

You can send them a message using the chat function. Touch or scroll anywhere on the screen. Click on the Chat icon at the bottom of your screen. You will be navigated to a screen where you can type your message.

5. **Zoom does not have permission to access my microphone/camera (on iPhone/iPad)**

Open Settings > Privacy > Camera → look for Zoom and select ON  
Open Settings > Privacy > Microphone → look for Zoom and select ON

6. **Zoom does not have permission to access my microphone/camera (on Android)**

Open Settings > Privacy > Permission manager > Camera → look for Zoom and select ALLOW  
Open Settings > Privacy > Permission manager > Microphone → look for Zoom and select ALLOW