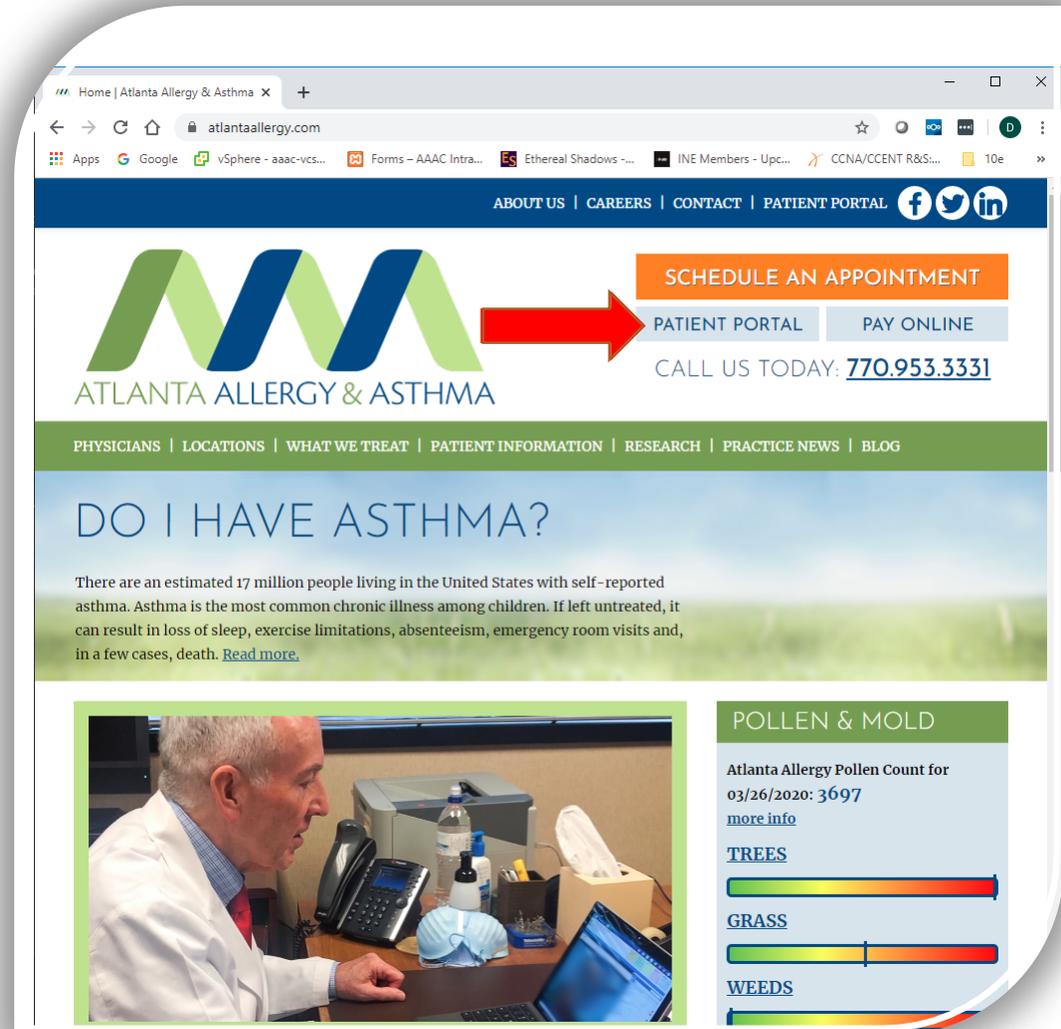


If you do not already have google chrome installed please [click here](#) and install it.



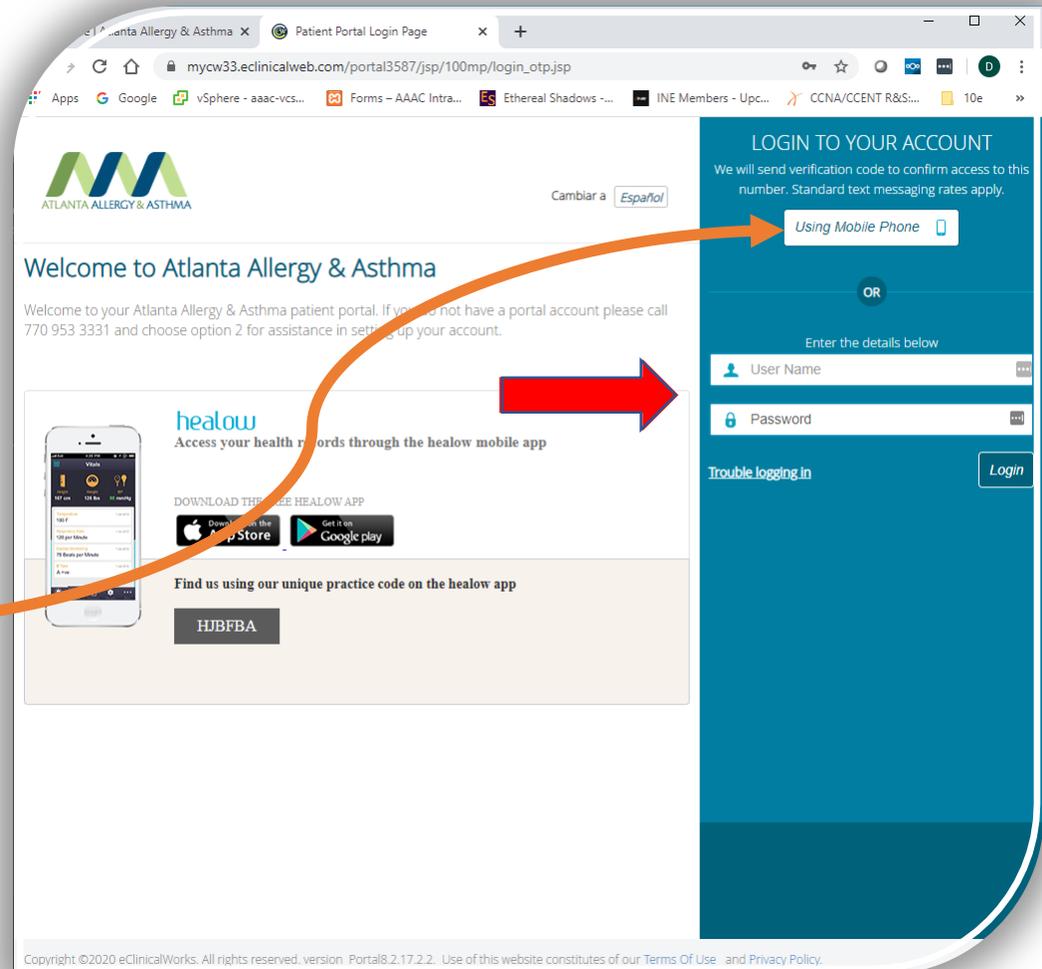
Once installed open Chrome

Then (in the chrome browser) go to the [Atlanta Allergy](#) website and click on the “[Patient Portal](#)” link on the top-right of the page.

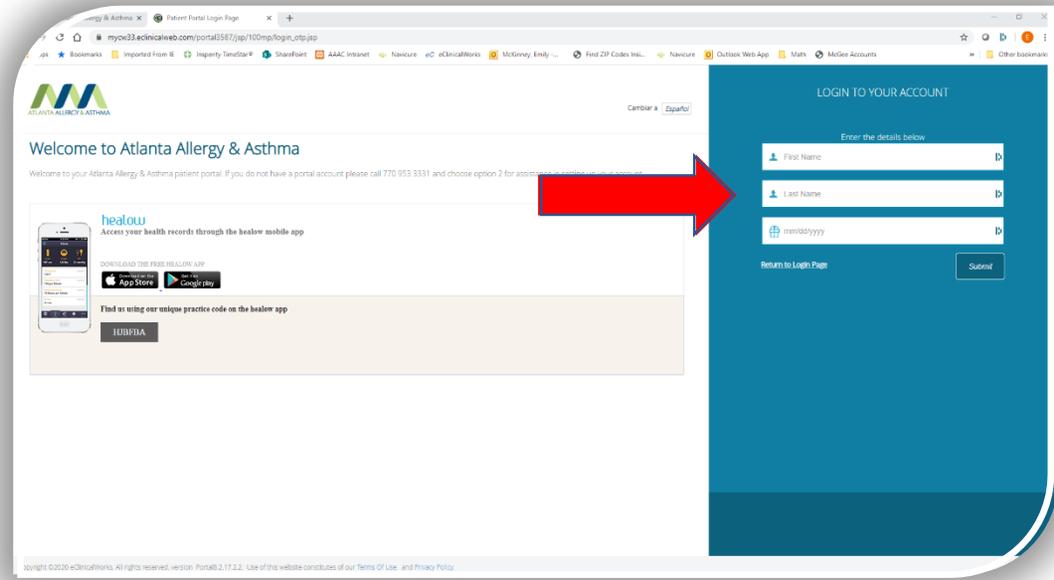


Enter your AAA Patient Portal Username and Password and click 'Login'

If you do not have this information, click on 'Using Mobile Phone.'

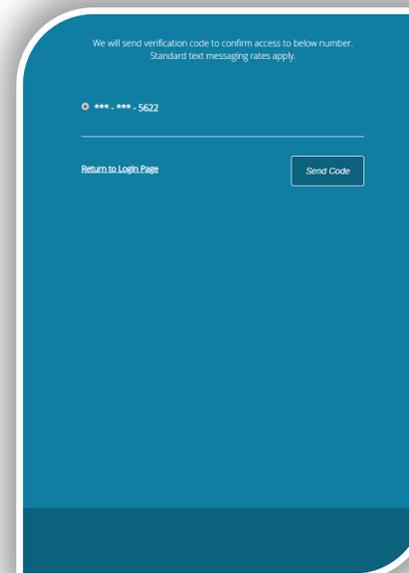


Enter your First Name, Last Name and DOB then click 'Submit'

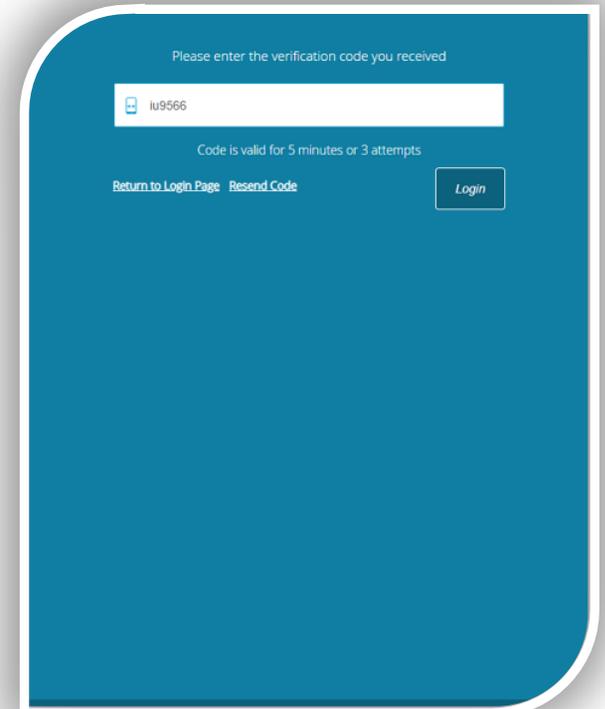
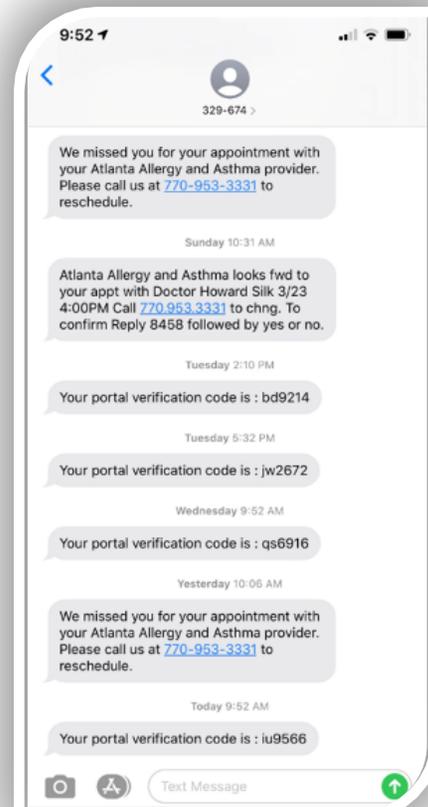


When prompted select the phone (if we have multiple) that you wish to receive a text code to and click 'Send Code'

When you receive the code on your phone, enter the 6 character code and then click 'Login'. If necessary, you will be prompted to select security questions and reset your password.

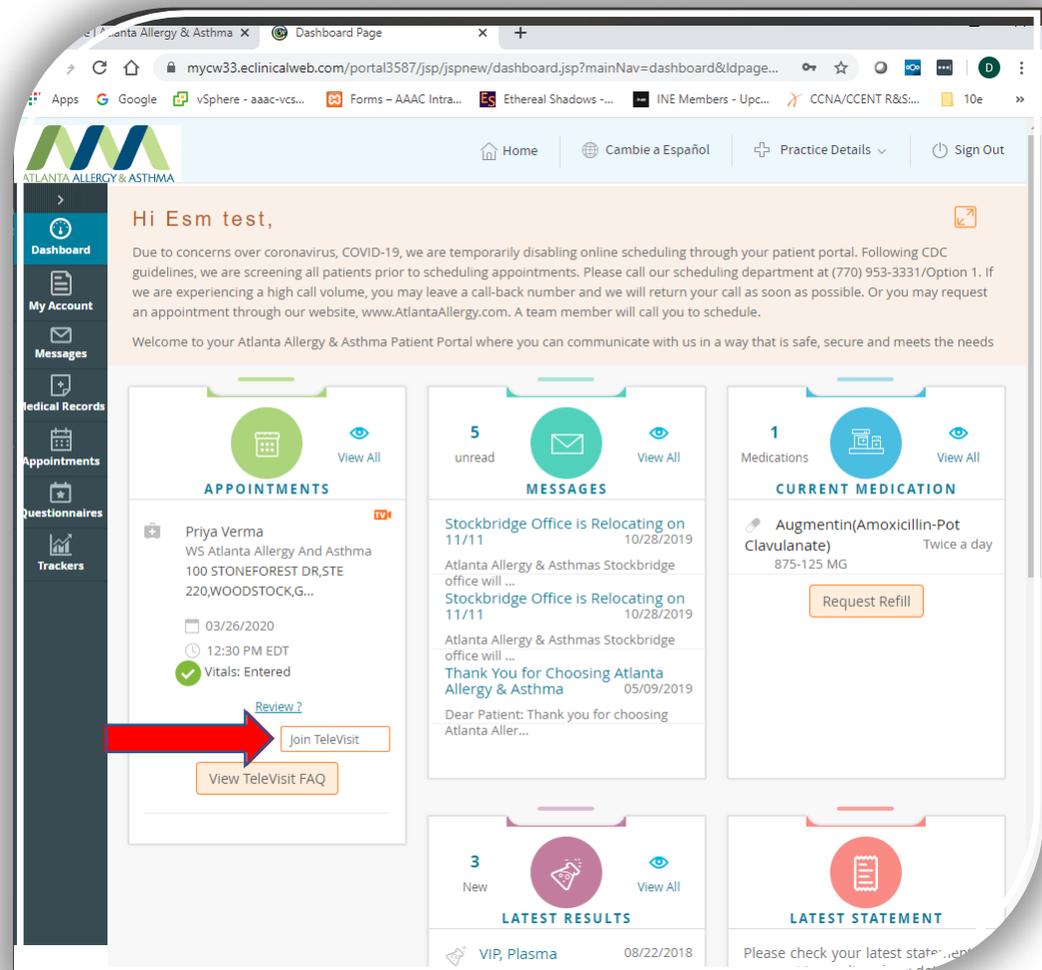


If you don't receive a code or your information doesn't match, call 770-953-3331, Option #1



Find your appointment listed under the “APPOINTMENTS” area and click on “join Televisit”

You may not start a visit more than **30 minutes** prior to your scheduled visit time.



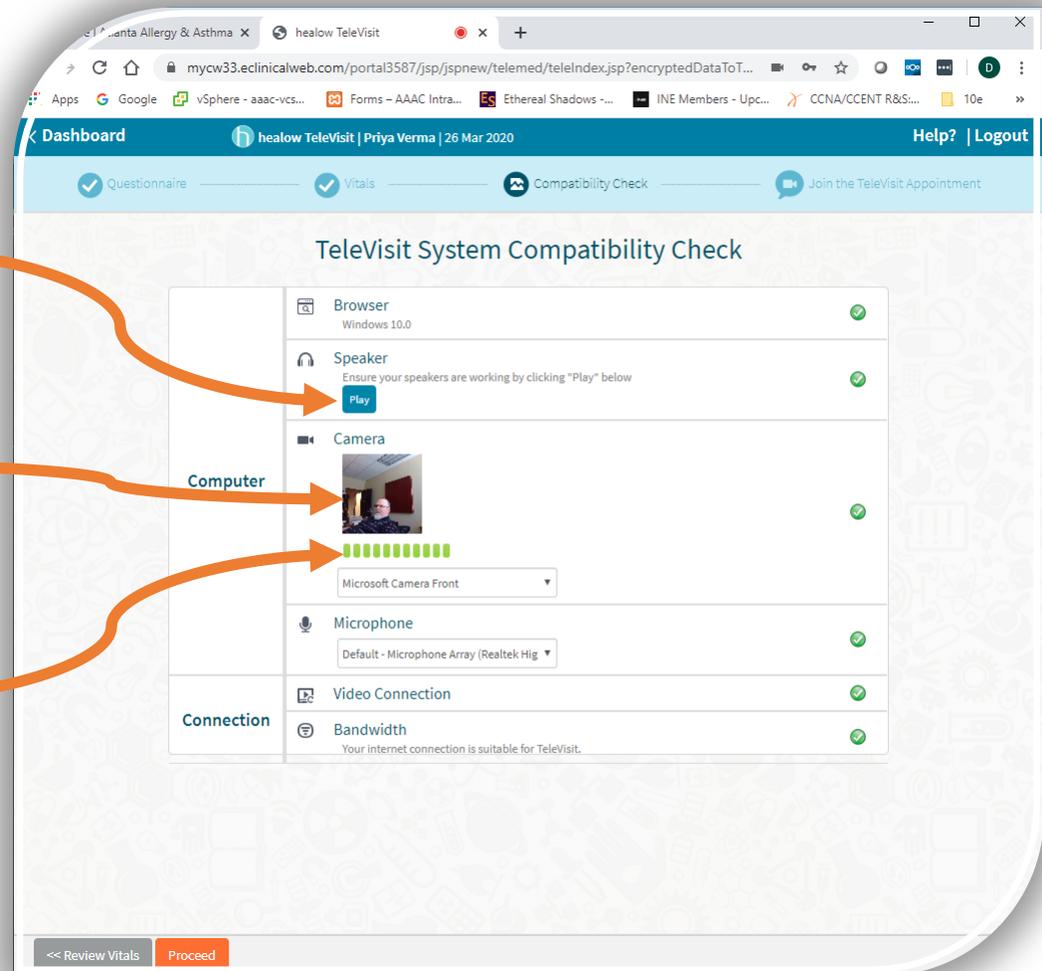
The TeleVisit Compatibility Check will check to verify that your browser, speakers, camera and microphone are set and compatible.

Press the “Play” button to verify you hear the chiming sound – if you do not, you may need to adjust your volume or troubleshoot why your speakers are not working.

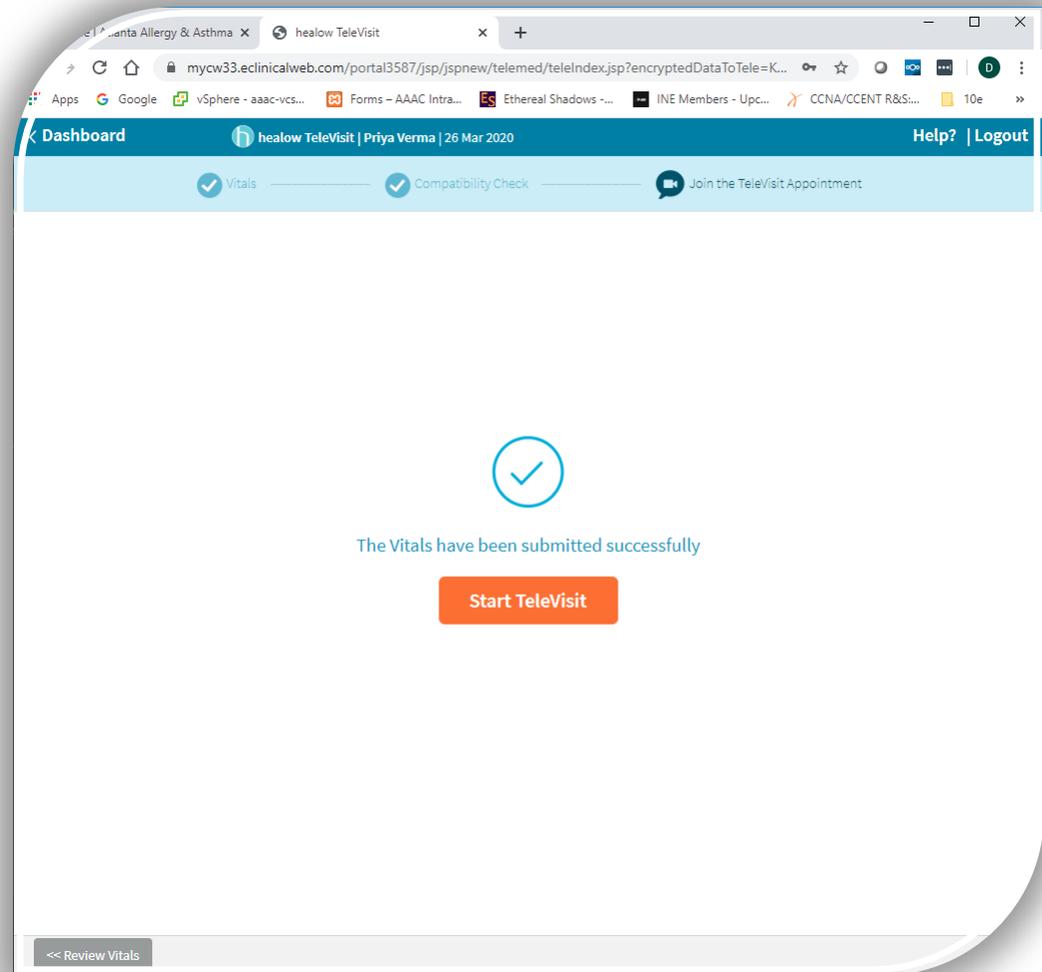
You should see an image in the camera area – verify the image is from the camera you plan to use, you may change camera via the drop-down just below the mic meter.

You can test that your mic is working by speaking aloud, you should see the green bars expand to the right with the volume of your voice – if you do not, make sure the correct mic is selected in the drop down. If none of the mics listed work you will need to troubleshoot in your operating system.

If the Bandwidth check at the bottom does not have a green checkmark verify that you have a strong WiFi signal (if using WiFi). If your signal IS strong, or you are using a wired connection then you need to make sure no one else on your network is using too much of your internet bandwidth.



You are now ready to click on the “Start TeleVisit” button.



This is the screen you will see, and you will hear an occasional chime until the provider joins the visit.

