

How to Video Call Patients/Families through Apple FaceTime

- 1) Create a new, generic e-mail address (or use your existing e-mail address of choice).
 - Inform patients that you are not actively checking this e-mail account (or in the e-mail account's auto-reply, consider writing, 'This e-mail address is not being regularly checked.'
- 2) Go to the iPhone Settings and click on the top-most section ('Apple ID, iCloud, iTunes & App Store').
- 3) Click on 'Name, Phone Numbers, Email'
- 4) Click on 'Edit' and then click on 'Add Email or Phone Number' (if your preferred e-mail is already displayed, go to Step 7 below).
- 5) Enter the e-mail address that you had just created
- 6) A verification code will be sent to the e-mail address. Check your e-mail and enter this code into your phone. The new e-mail address now displays in the list.
- 7) Go to the iPhone Settings and in the Face Time section's Caller ID section, click on the newly created e-mail address.
- 8) On the iPhone's main screen, open the existing FaceTime app, and click '+' on the top right.
- 9) Type in the number that you would like to call. Click on the Video icon.
 - When you place the outgoing call, your e-mail address will display

Please email [Sunit Jariwala](mailto:Sunit.Jariwala) with questions.