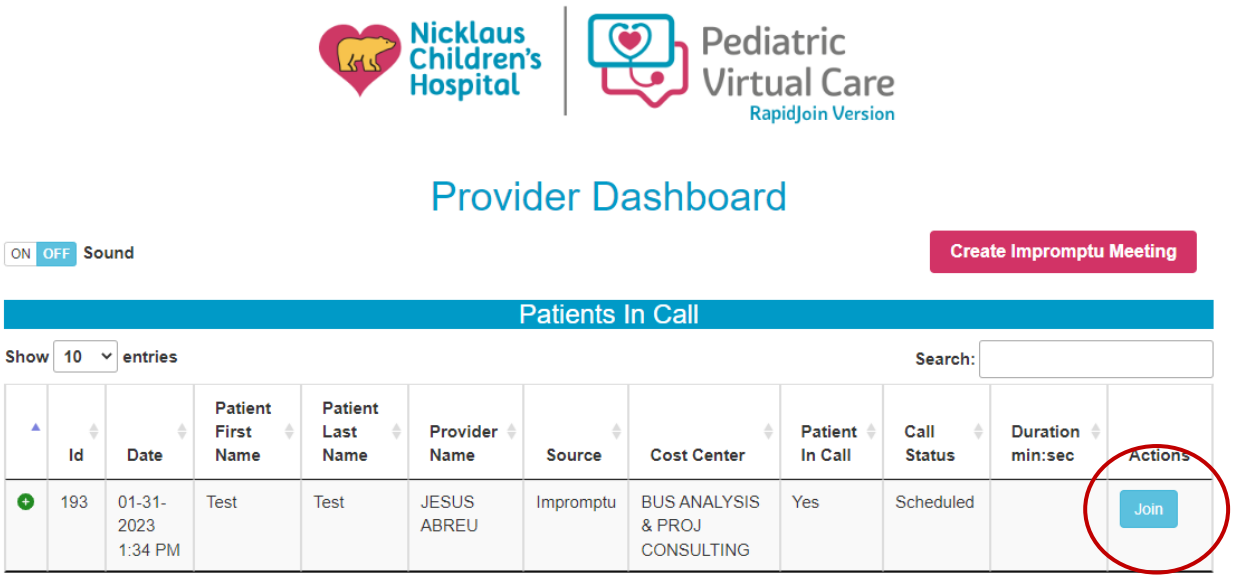
Instructions to invite an interpreter to a telehealth call that has been arranged through Nicklaus Children's Hospital Pediatric Virtual Care RapidJoin platform.

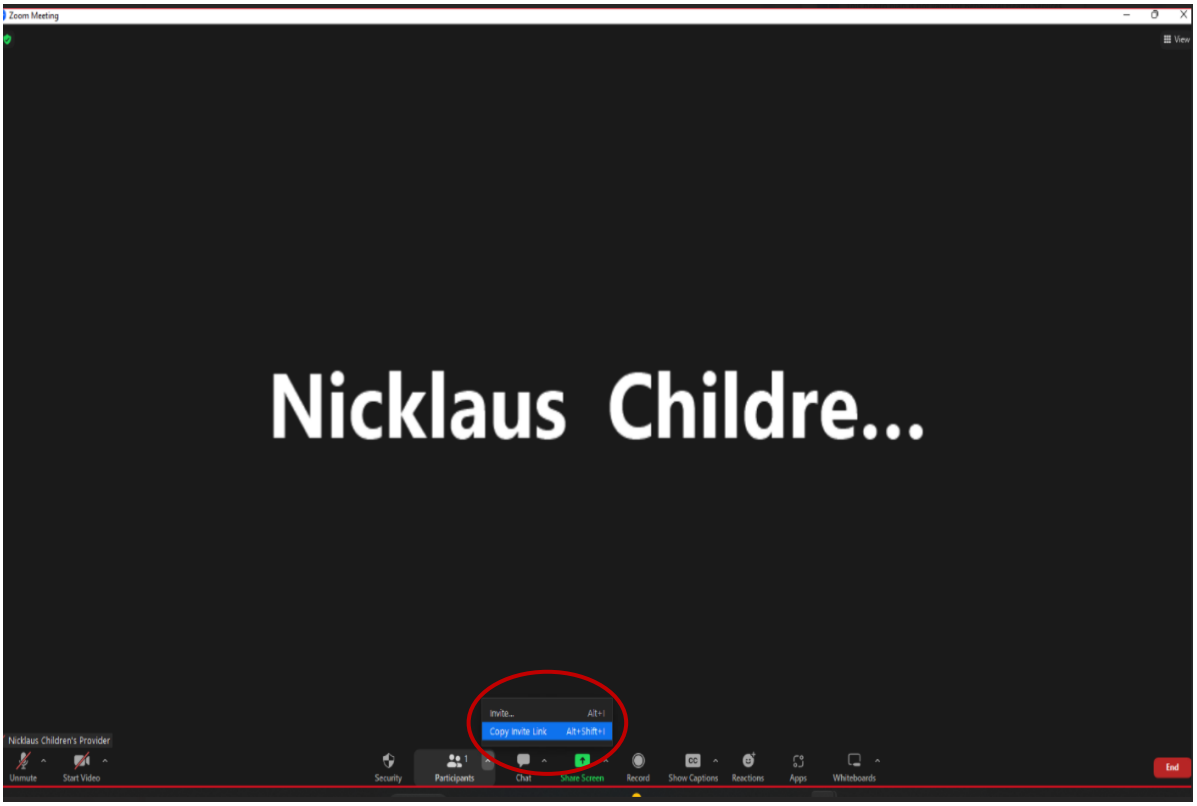
1. **Join the telehealth meeting** via the provider dashboard, by clicking on "Join" icon**.**



2. **Copy meeting link:** Click on "Copy Meeting Link" to copy the telehealth meeting invitation link from the "Start Meeting" window (figure 2.1) **OR** copy the invite link from inside the zoom meeting window (figure 2.2).

<u>Figure 2.1- Copying link from the "Start Meeting" window</u>

Figure 2.2 – Copying link from inside the Zoom meeting



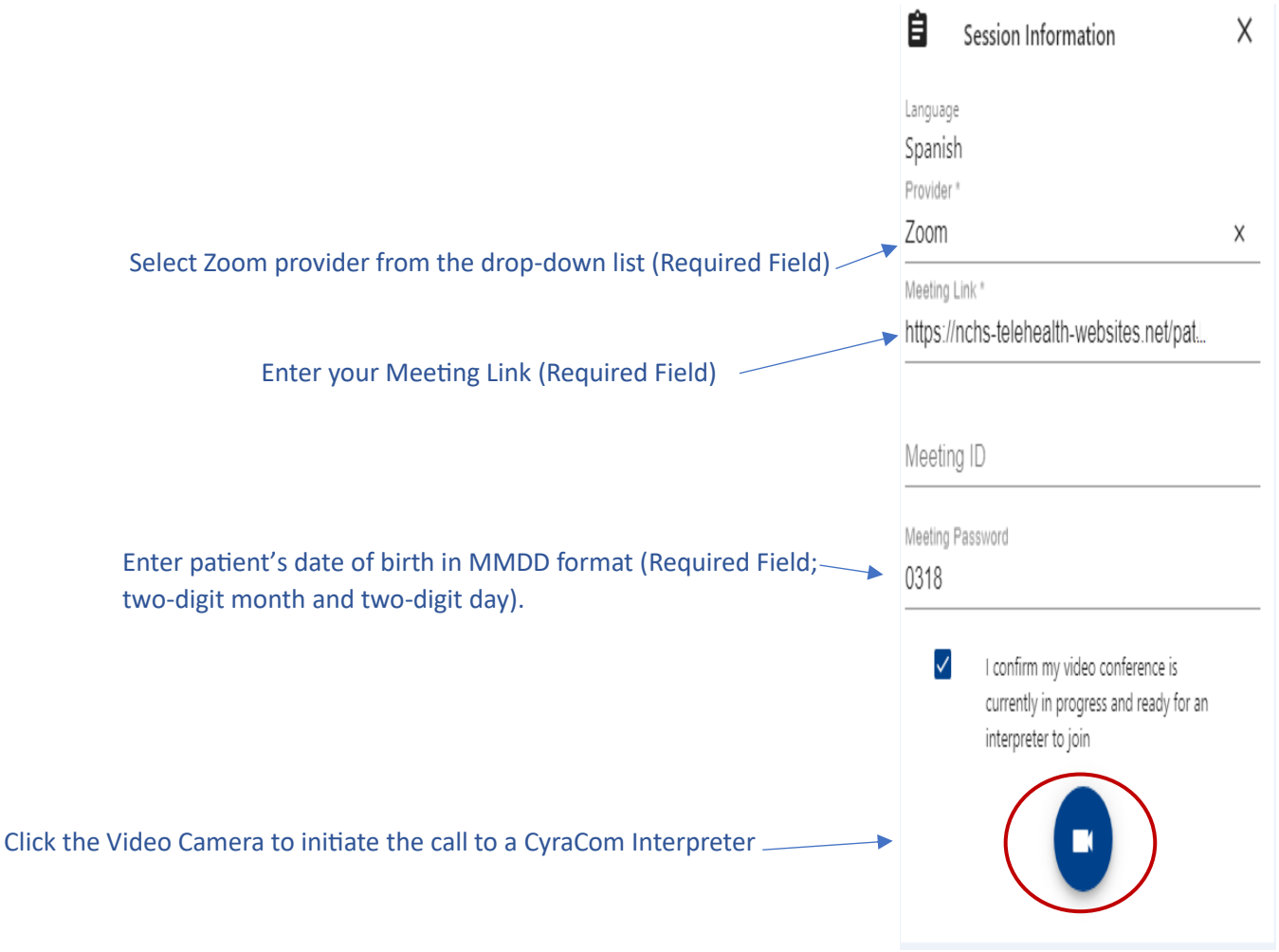
3. Navigate to CyraCom Connect portal (**connect.cyracom.com**) and login.

    - Use the credentials provided to you.

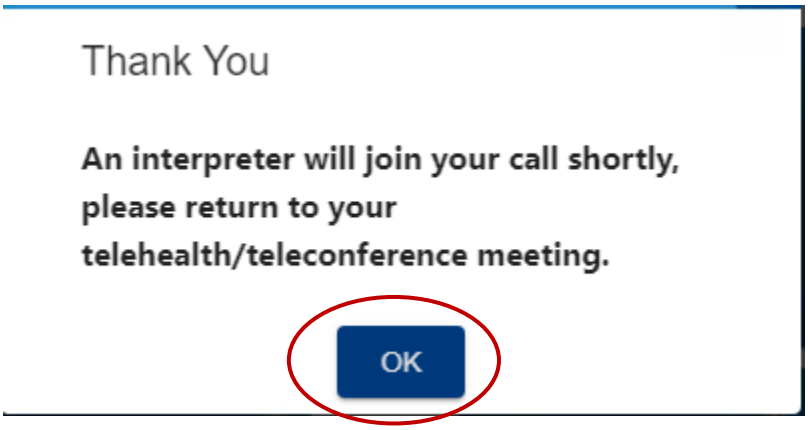
4. **Select your language** and click on the video camera icon.

5. On the session information form in CyraCom Connect:

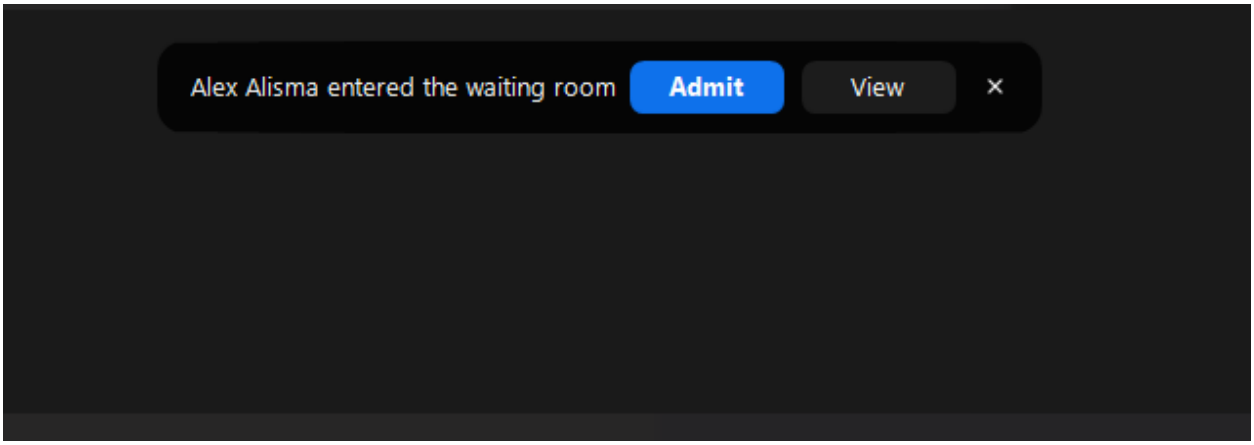
- **Select** Provider from the drop–down list – **Zoom.**
- **Paste** meeting link you copied in Step 2.
- **Enter** patient's date of birth in MMDD format (two-digit month and two-digit day) as the meeting password.
- **Click the checkbox to** confirm your video conference is in progress. When all the information has been entered, the video camera icon will turn blue. **Click the video camera icon** to connect to a Cyracom Interpreter.



7. Click "OK" on the confirmation "Thank You" pop-up, **return to your pediatric virtual care meeting,** and wait for the interpreter to join your meeting.



8. Click on Admit for interpreter to join telehealth session.



9. When the telehealth session is complete, **end the call.**