

You must follow the steps carefully to ensure a successful appointment with your provider.

Requirements

1. Testing connectivity (below) with a computer or tablet with a webcam or a cell phone, with headphones (preferable for privacy)
2. Strong and reliable internet connection.
3. A quiet and private location - like your home or office.

Testing Connectivity

You **MUST** test your connection as soon as possible prior to your appointment to ensure you can connect to see your provider. Please carefully follow the steps below:

1. Using the device and location you plan to use on the day of your appointment, copy and paste the link below into one of the supported browsers.

<https://join.rhce.amedd.army.mil>

Meeting ID: 441009999

No Passcode

- ** Use Google Chrome or Firefox internet browser on a Windows PC or Android device.
- ** Use Google Chrome, Safari or Opera on an Apple device.
- **Please be aware: Internet Explorer or Edge will not work

2. Enter your name and click “Join Meeting”
 - a. If the page does not load, please skip to step 6.
3. As the page load, allow any permissions (webcam, microphone) that it may ask for.
 - a. You *may* have the choices to “Continue with Browser”, “Use a video system” or “Open Cisco Meeting App”. Select “Continue with Browser”.
 - b. If “Continue with Browser” is not an option or you otherwise can not proceed, please try again using a different internet browser. Contact the Virtual Health Care Coordinators (+49 (0) 6371-9464-4600) if you can not move forward or have questions.
4. Test your webcam, microphone, and speakers on the test screen.
 - a. You may need to select the camera and microphone from the dropdown menus
5. Click “Join Meeting” to enter into the test room. You should hear & see a video.
6. If you are unable to connect, please call the Virtual Health Care Coordinators (+49 (0)6371-9464-4600) for assistance.
7. Failure to test connectivity 3 days prior to your appointment may result in a cancelled appointment.

If you have any questions regarding these instructions, please contact us at DSN 314-590-4600, Commercial +49 (0)6371-9464-4600, or email:

usarmy.landstuhl.medcom-rhc-e.mbx.lrmc-telehealth-appointments@mail.mil

If you require assistance, contact the Virtual Health Service Coordinators at DSN 314-590-4600, Commercial: +49 (0)6371-9464-4600. If assistance is not available, contact the Video Network Center at DSN 314-590-7778 or Commercial +49 (0)6371-9464-7778, Monday - Friday 7:30 a.m. to 4 p.m. CEST for assistance on the day of your visit.