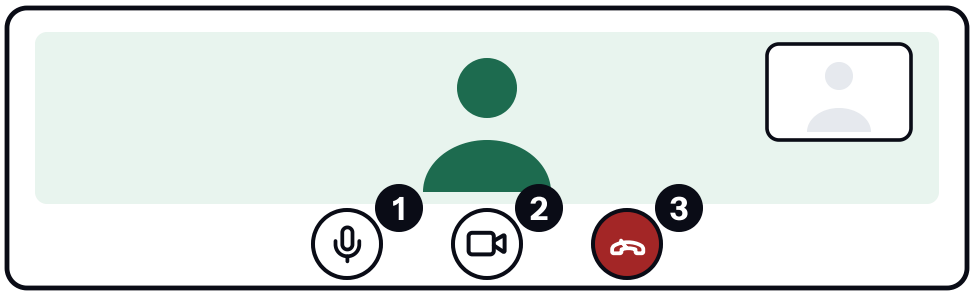
COMPUTER CENTER ONLINE · FREE GUIDE · LEVEL 2

Video Calls and Telehealth

How to get ready, which buttons to use, and how to protect your privacy.



1 Microphone 2 Camera 3 Leave the call

Before the call

Charge your device or plug it in. Open the link a few minutes early to test your camera and microphone. Close other programs so the call runs smoothly.

The buttons you need

The camera button turns your video on or off. The microphone button mutes and unmutes you. The red Leave button ends the call. If people cannot hear you, check that your microphone is not muted.

Choose a private spot

Pick a place where nobody can overhear you, such as a room with a door. If you cannot find one, headphones help, and so does turning your screen away from other people. How private a visit is depends partly on where you sit.

Check what shows

Look at what the camera shows behind you, and move papers or anything personal that you do not want others to see.

Ask your provider

Ask how the visit will work, which app they use, and what to do if the connection drops. You can also ask whether the app follows HIPAA privacy rules.

Your connection

A Wi-Fi network you trust works best. If a library or community space is your only choice, ask whether there is a private room. If the picture freezes, turn your camera off or move closer to the router.

After the call

Close the call window, and on a shared device, sign out of the app.

Sources: HHS telehealth.hhs.gov and HHS Office for Civil Rights telehealth privacy tips. Last checked November 2026. Is something unclear or out of date? Use the contact form on our website and choose Guide feedback.
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