

Staying Safe: Meeting Online at CODA



Thank you for scheduling with us! At CODA we use the WebEx system and we encourage you to download the free app. With WebEx, you can attend your appointments on your phone, mobile device, or computer and this guide will show you how.

If you have questions about your session or getting set up, please call your location's support staff listed here.

Getting started:

CODA will email you about your appointment. If you need to give us a new email address to use, please call your location's support staff.

Please dial into your medical appointment 15 minutes prior to the call start time.

Location	Phone Number
Clackamas	503-654-7444
Gresham	503-760-1003
Hillsboro	503-624-8304
Portland	503-239-8400
Seaside	971-320-3130
Tigard	503-648-0753

How to join an audio session:

Using your phone for an audio (voices only) session without the WebEx app:

1. Dial 1 (415) 655-0001
2. Enter your 9-digit meeting number/access code provided to you in your appointment email. This number will be different each appointment so be sure to check that you are using today's meeting number.
3. If you get disconnected, repeat these steps.

Using your personal computer for an audio (voices only) session without WebEx app:

1. Open the appointment email, you received from CODA and click on the "Join Meeting" button.
2. You will be asked to enter your name and the email address the invite was sent to.
3. Click "Join Meeting"
4. If you do not have a microphone on your personal computer or you are dropped from the call, please call your location's support staff at one of the numbers above.

Using your cell phone or personal computer for an audio call (voices only) with the WebEx app:

1. Open the WebEx app, click "Join Meeting."
2. Enter the 9-digit Meeting Number provided in your appointment email
3. You will be asked to enter your name and the email address we used to contact you.
4. Click "Start Meeting" or "Join Meeting".
5. You will automatically be muted when entering the room, click on the microphone button to unmute yourself.

Video Visit Instructions

Getting started:

Before your video visit, make sure the following steps are taken.

1. CODA will email you about your appointment. If you need to give us a new email address to use, please call your location's support staff at one of the numbers listed above.
2. You will need the WebEx app if you are participating in a video session (seeing and hearing each other). To download it follow the instructions below:

Android users: Search Google Play search for "Cisco WebEx Meetings" and download the app.

iPhone users: Search App Store for "Cisco WebEx Meetings" and download the app.

3. Make sure you are in a well-lit room and that your camera is working properly.
4. Enter into your appointment 15 minutes prior to the session start time.

How to join a video session:

Using your personal computer to join a video session:

1. Open the appointment email, click on the "Join Meeting" button.
2. You will be asked to type in your name and the email address we used to contact you.
3. Click on "Join Meeting."
4. If you do not have a microphone available on your personal computer or you are dropped from the call, please follow the telephone instructions above.

Using your cell phone to join a video session with the WebEx App:

1. Open the app. Click on "Join Meeting."
2. Enter the 9-digit Meeting Number/access code from your appointment email.
3. You will be asked to type in your name and the email address we used to contact you.
4. Click "Start Meeting" or "Join Meeting."
5. You will automatically be muted when entering the meeting. Click on the microphone button so people can hear you.
6. The app will ask you to allow camera access. Click the video button so the camera comes on.

Troubleshooting: If no one else is joining the call or if you get disconnected, please reach out to the site support staff at one of the numbers listed above. If you get a message in WebEx saying the session has already ended, type in the Meeting Number again, then call site support if the problem persists.