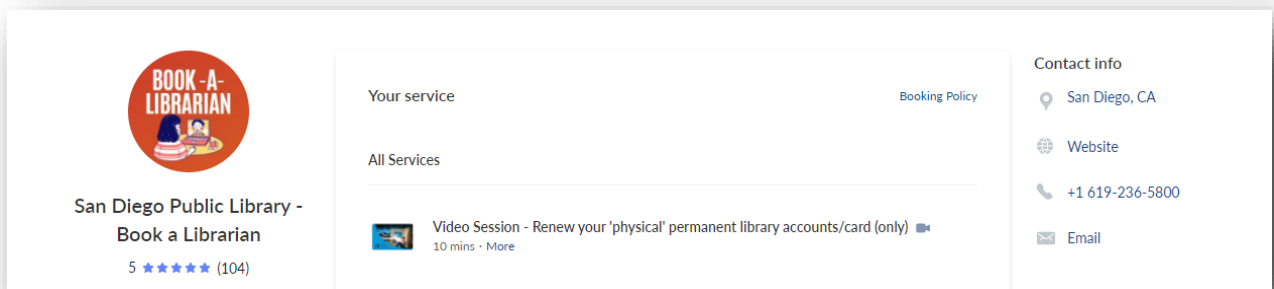


Book-A-Librarian video conferencing | Steps for the end-user on how to access the video appointment using a mobile device.



- Booking scheduling page - Setmore - [link](#)



- Booking appointment link will come from:
 - *San Diego Public Library - Book a Librarian* [<no-reply@setmore.com>](mailto:no-reply@setmore.com)
- Patrons have the option to use a mobile device to log in for their BAL appointment.

If you (the patron) decide to use the video conferencing over a [mobile device](#), you will be required to first **download the app (Teleport.Video) associated with Setmore. See steps below.*

PLEASE NOTE:

- **App does not allow typed chatting feature.**
- **Speaker, Microphone and Camera must be working on patrons mobile device.**

STEPS to download and login using *Teleport.Video*

1. DOWNLOAD THE APP - **TELEPORT.VIDEO**

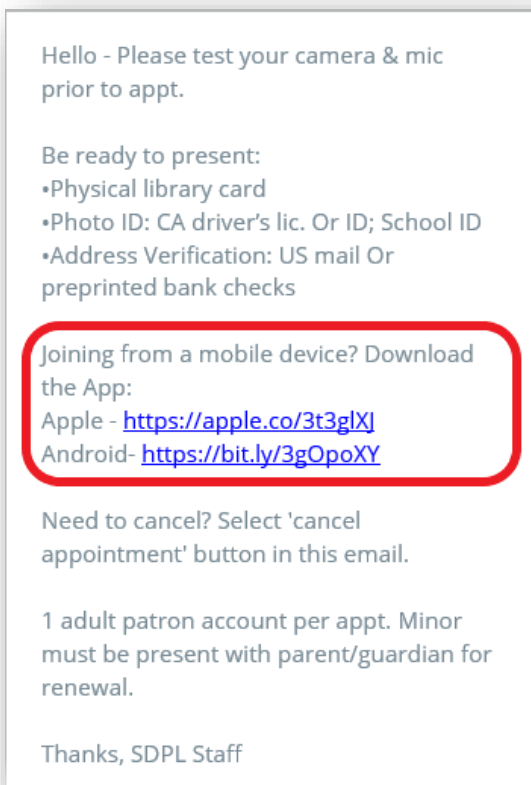
Please refer to the original email confirmation you received, to access app links.

If you do decide to join from a mobile device, you will need to download the app:

Joining from a mobile device? Download the App:

Apple - <https://apple.co/3t3glXj>

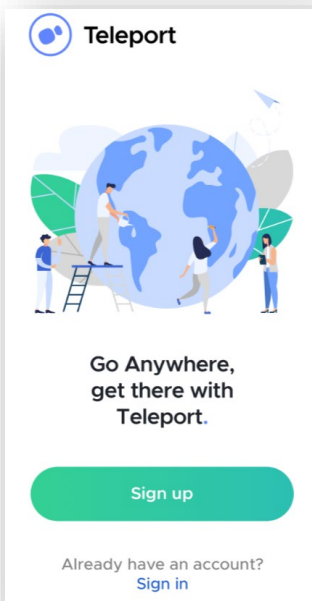
Android- <https://bit.ly/3gOpoXY>



2. DO NOT OPEN THE APP

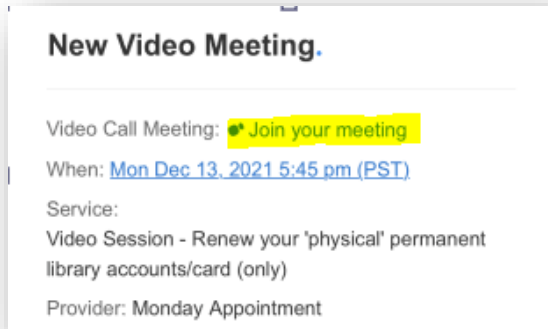
Once you download the app, **Avoid** opening the app itself, or you will be prompted to sign up or sign in, which is not necessary.

NOTE: If you end up signing in without clicking the 'Join your meeting' link from the original email, you will join a separate virtual room without a library staff person to assist you.

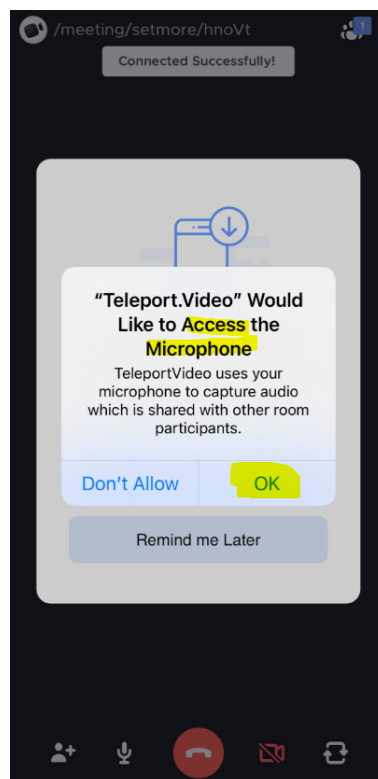
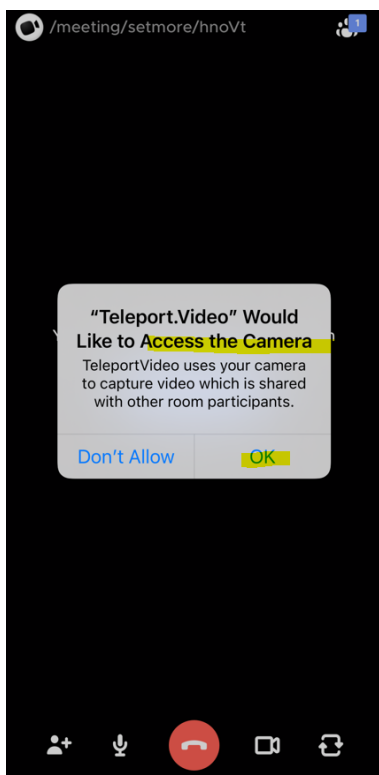


3. HOW TO JOIN VIDEO CONFERENCE

- Go back to the original confirmation email to find the link to '**Join Your Meeting**'.



- By clicking this link, it will automatically open the Teleport app for you to join the meeting without signing in or signing up.
- A pop-up may appear asking you to allow the app to access your CAMERA and MICROPHONE. Select OK, as you will need both for this renewal session. *(Again, the chat feature may not be available to use on this mobile app).*



4. VIDEO FEATURES

- Your library service will take place in this room.
- Ensure that the Microphone and Camera are both on. Tap on the 'Flip' camera icon and ensure it is facing you for library staff to verify identify.



We hope you enjoy your library virtual session!



Updated 12-9-21