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

San Diego Public Library - Book a Librarian	Your service Booking Policy	Contact info San Diego, CA
	All Services	(i) Website
	Video Session - Renew your 'physical' permanent library accounts/card (only) and 10 mins · More	Section 41 ≤ 19 × 236 × 5800Email

- Booking appointment link will come from:
 - San Diego Public Library Book a Librarian <u><no-reply@setmore.com</u>>
- 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 <u>mobile device</u>, you will be required to first <u>download the app</u> (**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 <u>original email confirmation</u> 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 - <u>https://apple.co/3t3glXJ</u> Android- <u>https://bit.ly/3gOpoXY</u>

Hello - Please test your camera & mic prior to appt.

Be ready to present: •Physical library card •Photo ID: CA driver's lic. Or ID; School ID •Address Verification: US mail Or preprinted bank checks

Joining from a mobile device? Download the App: Apple - <u>https://apple.co/3t3glXJ</u> Android- <u>https://bit.ly/3gOpoXY</u>

Need to cancel? Select 'cancel appointment' button in this email.

1 adult patron account per appt. Minor must be present with parent/guardian for renewal.

Thanks, SDPL Staff



2. DO NOT OPEN THE APP

Once you download the app. **<u>Avoid</u>** 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 <u>original confirmation email</u> 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!



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