

MAP/TELEMENTAL HEALTH SERVICE FACT SHEET

Zoom for Healthcare



If the Zoom App won't open or start:

1. Double Tap the 'home' button
2. When app screen opens, swipe up to close the application
3. Restart the application by tapping the Zoom Icon:



Mobile Access Program (MAP)

iPad Troubleshooting



If your iPad is broken or not connecting to the Verizon LTE Network (or Wi-Fi), you can either work directly with Apple or Verizon.

AppleCare

- Visit any Apple store
- Call AppleCare: 800-692-7753
- Use AppleCare website:
support.apple.com/ipad/repair/service

Verizon Support

- Call Verizon 800.922.0204
 - Choose "Option 4"
- Use Verizon website:
verizonwireless.com/support/apple
- If your device needs to be replaced, Verizon will need to get approval from CCSI during your support call

Account Information



Documents Needed for Support

Apple Store

- Your "AppleCare Proof of Coverage"
- Your Verizon "Proof of Purchase" receipt

Verizon

- Your 10-digit phone number on your Verizon "Proof of Purchase" receipt

Zoom

- Your Username is your email address
- If you forgot your password use the "Forgot Password" link on the login screen

If you lost your iPad:

- Contact Dr. Kamin
 - dkamin@nyscit.org
 - 585-613-7648
- Include your name, agency, phone, and email address