pMD® Patient Support FAQ

How do I download pMD?

1. Receive a text message from your provider or their office to download pMD.
2. Click on the link to get to the App Store (iPhone) or Google Play Store (Android).
3. Look for the pMD icon and download the pMD app. You'll need iOS 11.2 or above for iPhone and Android OS 6 or above.
4. Downloaded? Great! Now open up the app and enter your cell phone number.
5. You'll then receive another text message with a verification code and link.
6. Tap on the verification link, enable your biometric login (or set a password), and VOILA, you're now logged into pMD!

If you're on a tablet, follow steps 1-4 above, ensuring that you type in your cell phone number when you open the pMD application. The verification code will be sent to your phone as a text message. Type the verification code from the text message into the pMD application on your tablet, then enable biometric login or set a password and you'll be all set!

I'm logged in. Now what?

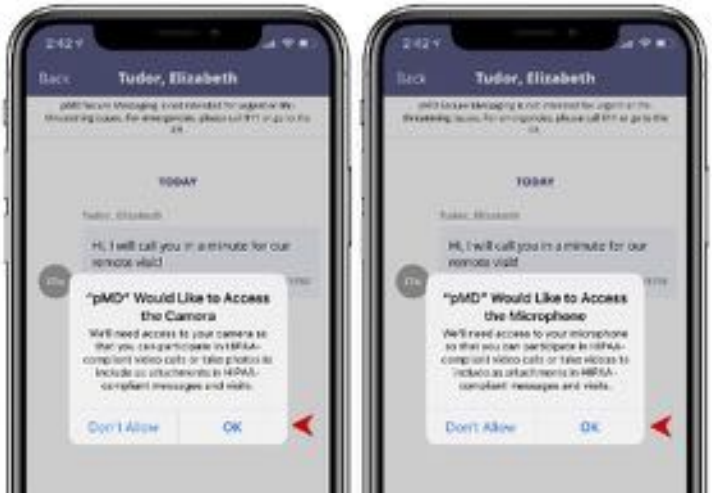
Congrats! The provider's officee has been alerted that you've successfully registered for pMD. There's nothing else you need to do! Your provider will use pMD to initiate a chat, video call, or voice call.

Questions before or after your virtual appointment? Reach out to your practice directly via pMD chat or call their office.

If you have a medical emergency or need urgent care, please call 911.

Where do I update video and audio settings?

When you receive the first video call from your provider, you will get two alerts that say *"pMD Would Like to Access the Camera" and "pMD Would Like to Access the Microphone"*. Click on OK for both of these prompts to enable audio and video so that you may complete your virtual visit.



You can update these settings after initial login in your phone's settings. On iPhone: Settings > scroll down to find pMD > enable Microphone and Camera; on Android: Settings > Apps & Notifications > select pMD > App Permissions > enable Camera and Microphone.

If your camera and/or microphone settings are disabled, you will not be able to communicate with your provider via video or voice call.

If you answer a pMD video call while your phone or tablet is locked, tap on the "video" button after answering to enable video.

I missed a call from my doctor's office but my phone didn't ring. What do I do?

It sounds like you might have pMD notifications disabled. To receive calls, you will need to turn on your notifications by following the steps below:

iPhone:

1. Go to your phone's Settings.
2. Scroll down and select pMD in your applications list.
3. Tap on "Notifications" for the pMD app.
4. Make sure "Allow Notifications" is toggled to the right and is green.

Android:

1. Go to your phone's Settings.
2. Select "Apps & Notifications."
3. Select pMD in your applications list.
4. Tap on "Notifications" and ensure "Show Notifications" is toggled to the on position.

Is pMD available on my computer?

pMD is an app that works with your iPhone or Android device. If you have an iPad or an Android tablet, that works too!

I've forgotten my password. How do I reset it?

1. Click on "Forgot Password" from the pMD app login screen.
2. Enter your cell phone number to receive a password reset link by SMS text.
3. When you receive the text message, click on the link provided.

4. You will be taken to a page to reset your password. REMEMBER, your password must have at least 10 characters and contain 3 of the 4 following categories: Uppercase letter, Lowercase letter, Number, or Symbol.

5. Once your reset is successful, go back to the pMD app to enter your new password.
6. That's it! You should now be able to log into pMD.