

Video Visits

A quick guide to your eVisit appointment

Video visits are just like regular appointments; the only difference is that you can see and speak to your health care provider without having to leave home or work!

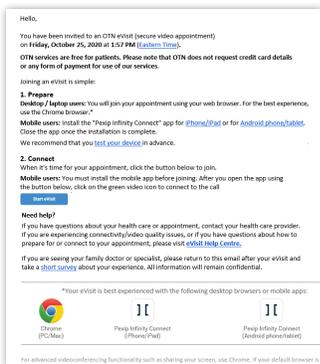
To begin, all you need is an **internet connection**, an **email account**, and a **personal computer** (with webcam, speaker, and microphone) or a **tablet/smart-phone**.

There are three simple steps to prepare for your first video visit.

- 1 Receive your **email invitation**.
- 2 **Review** system requirements.
- 3 **Join** your eVisit.

Before your video visit

1 Open your email invitation



Your email invitation contains:

- The date and time for your eVisit.
- For mobile device users, a link to download/install the app.
- A unique, customized link to join your eVisit.
- A link to test your Internet connection and video image.
- A link to access help information.

2 Review the system requirements and if using a mobile device, install the app

	Desktop Computer		Mobile Devices	
	PC	Mac	Android	iOS
Operating Systems	Windows 10 +	OS X 10.11 +	version 7 +	version 10 +
Browsers	<ul style="list-style-type: none"> • Google Chrome 72 + • Mozilla Firefox 60 + ESR • Microsoft Edge 79 + 	<ul style="list-style-type: none"> • Google Chrome 72 + • Mozilla Firefox 60 + ESR • Apple Safari 11.1 + 	n/a	n/a
Apps	n/a	n/a	Pexip Infinity Connect	Pexip Infinity Connect

Android and iOS

During the install, in the **Welcome** screen, you are asked to enter a **Name**. Enter the name you want displayed to other participants. This name will be used in future video visits.

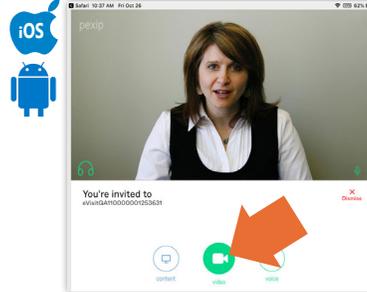
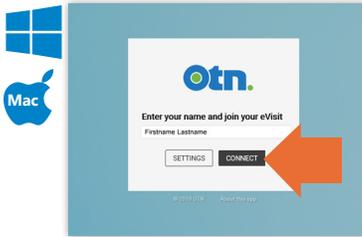
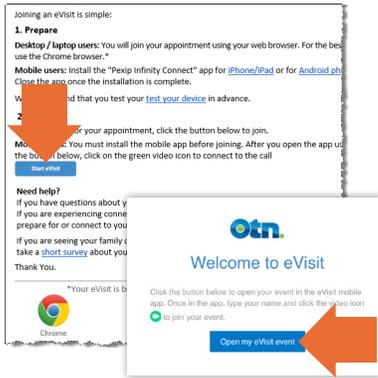
After installing the Pexip app, return to your email invitation.

You are now ready to join your eVisit. You do not need to open the app – simply return to your email invitation and click on the link that will connect you to your event.

3 Join your video visit

Note: When using a mobile device, ensure your device's battery is fully charged and turn OFF battery saver (or low power) mode.

1. On the date of your eVisit, open your invitation email and at the scheduled time click/tap **Start eVisit**.
2. If a Welcome screen appears, click/tap **Open my eVisit event**.
3. Click/tap **Connect/Join**.
If you were given a PIN, enter it in the PIN dialog box.
4. When connected, a video panel appears.
If you are the first person to join, you will see a "Waiting for the host..." screen.



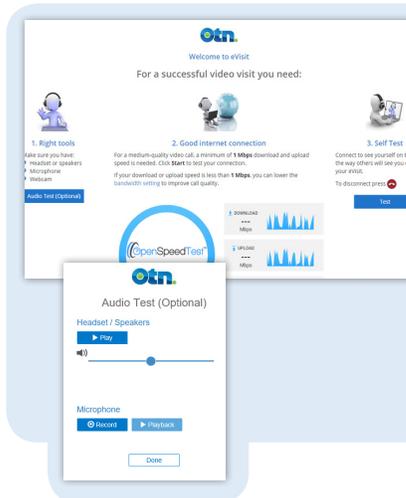
Need Help?

Contact OTN Technical Support: **1-855-654-0888**.

Testing your internet connection

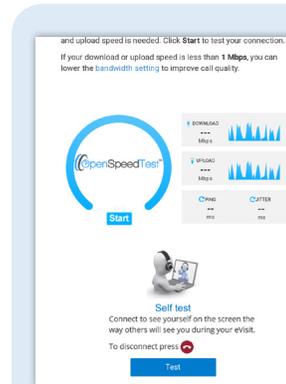
Your email invitation contains a link that enables you to test your internet connection. For a medium-quality call, a minimum of 1 Mbps upload and 1 Mbps download is needed.

Personal Computer or Laptop



- Test your computer's speakers and microphone (optional).
- Test the quality of your Internet connection.
- Test your video image (self test).

Tablet or Smart phone



- Test the quality of your Internet connection.
- Test your video image (self test).

Your privacy is important...

Personal health information is any information that can identify you and link you to the health care services you receive. Ontario Health (OTN) knows the importance of keeping this information confidential. We recommend you use a **personal** email address. For more information, please visit www.ontariohealth.ca.