

A quick guide to your eVisit appointment

eVisits 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!

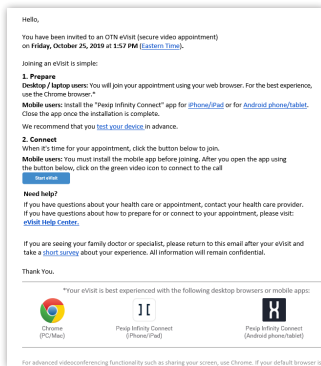
To begin, all you need is an **Internet connection**, an **email account**, and a **personal computer** (with webcam, speaker, and microphone) or a **tablet/smart-phone**.

There are three simple steps to prepare for your first eVisit.

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

Before your eVisit

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 7 +	OS X 10.11 +	version 7 +	version 10 +
Browsers	<ul style="list-style-type: none"> • Google Chrome 61 + • Mozilla Firefox 60 + ESR • Microsoft Edge 41 + • Internet Explorer 11+ (requires Flash Player 11+ and ActiveX) 	<ul style="list-style-type: none"> • Google Chrome 61 + • 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: 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 eVisit videoconference

1. Prepare
Desktop / laptop users: You will join your appointment using your web browser. For the best experience, use the Chrome browser.
Mobile users: Install the "Otwip Infinity Connect" app for [iPhone/iPad](#) or for [Android](#) phones. Close the app once the installation is complete. We recommend that you [test your device](#) in advance.

2. Connect
 When it's time for your appointment, click the button below to join.
Mobile users: You must install the mobile app before joining. After you open the app use the button below, click on the green video icon to connect to the call.

Need help?
 If you have questions about your appointment, click the button below to go to the [eVisit Help Center](#).
 If you are seeing your family doctor, take a [short survey](#) about your experience.

Thank You.
 **Your eVisit is best viewed on a mobile device.

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. Type your name in the Name field and 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 device & its connection

Personal Computer or Laptop



1. Right tools
 Make sure you have:
 • Headset or speakers
 • Microphone
 • Webcam

2. Good internet connection
 When your network connection is poor, you can lower the bandwidth to improve call quality.

3. Self test

Audio Test (Optional)
 Headset / Speakers
 Microphone

- 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



Good internet connection
 When your network connection is poor, you can lower the bandwidth to improve call quality.

Self test
 Connect to see yourself on the screen the way others will see you during your eVisit. To disconnect press [X].

- 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. OTN knows the importance of keeping this information confidential. We recommend you use a **personal** email address. For more information, please visit www.otn.ca.

