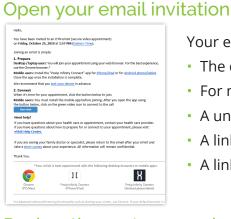## A quick guide to your eVisit appointment

eVisits aare 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	• Google Chrome 61 + • Mozilla Firefox 60 + ESR • Microsoft Edge 41 + • Internet Explorer 11+ (requires Flash Player 11+ and ActiveX)	• 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. 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**.

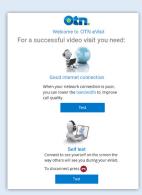## Testing your device & its connection

Personal Computer or Laptop

- 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. 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.