

Instructions for setting up virtual appointments through OTN

Receive Your Email Invitation

You will receive an email invitation from "OTN No Reply" (email address is do-not-reply-otninvite@otn.ca)

It will look like this:

Hello,

You have been invited to an OTN eVisit (secure video appointment) on **Thursday, April 2, 2020 at 2:30 PM** ([Eastern Time](#)).

Joining an eVisit is simple:

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 "Pexip Infinity Connect" app for [iPhone/iPad](#) or for [Android phone/tablet](#). 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.

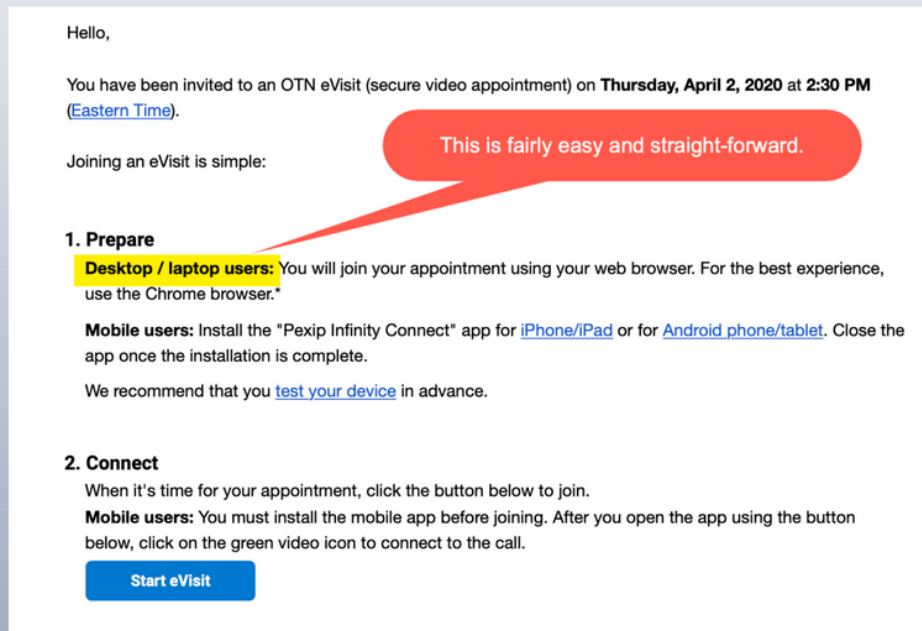
Mobile users: You must install the mobile app before joining. After you open the app using the button below, click on the green video icon to connect to the call.

[Start eVisit](#)

Computer and Laptop Users

If you are going to use a computer or a laptop for your video visit, that is fairly easy and straight forward.

You do not have to download any special Apps. You can simply use your internet browser for your video visit.



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Note: A red callout bubble points to the 'Desktop / laptop users' section with the text: 'This is fairly easy and straight-forward.'

When the time comes to start your video visit, simply open the original invitation email and click the blue button that says "Start eVisit".

Smartphone and Tablet Users

If you are going to use a smartphone (i.e. iPhone or other cellular phone) or a tablet (i.e. iPad or other android tablet), you need to download a special App for your video visit.

Hello,

You have been invited to an OTN eVisit (secure video appointment) on **Thursday, April 2, 2020 at 2:30 PM (Eastern Time)**.

Joining an eVisit is simple:

This is more complex. Patient must download a special App, and the App is not intuitive.

1. Prepare

Desktop / laptop users: You can join your appointment using your web browser. For the best experience, use the Chrome browser.

Mobile users: Install the "Pexip Infinity Connect" app for [iPhone/iPad](#) or for [Android phone/tablet](#). 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 using the button below, click on the green video icon to connect to the call.

[Start eVisit](#)

Click the link in the email to download the App.

(DO THIS BEFORE YOUR VISIT)

Hello,

You have been invited to an OTN eVisit
([Eastern Time](#)).

Joining an eVisit is simple:

Click to download App

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Desktop / laptop users: You will join your appointment using your web browser. For the best experience, use the Chrome browser.*

Mobile users: Install the "Pexip Infinity Connect" app for [iPhone/iPad](#) **OR** [Android phone/tablet](#). Close the app once the installation is complete.

We recommend that you [test your device](#) in advance.

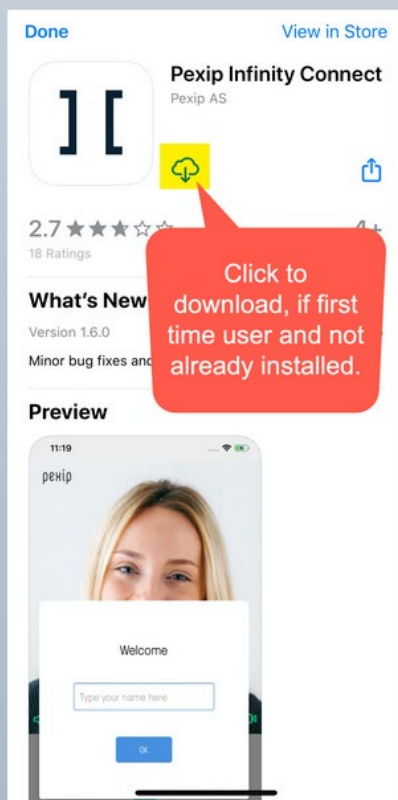
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Start eVisit

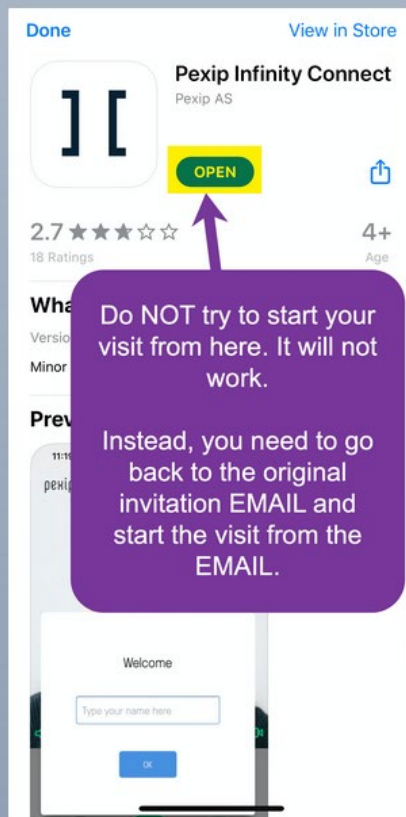
The App Store will open on your phone and you can download the app from there.



The app will download, but do NOT open it from there when it is done.

To open your video visit, you need to click START from the original EMAIL invitation.

to open your video visit, you need to click START from the original EMAIL invitation.



Starting the Visit

You need to back to the original invitation EMAIL.

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We recommend that you [test your device](#).

Click here to start the video visit.

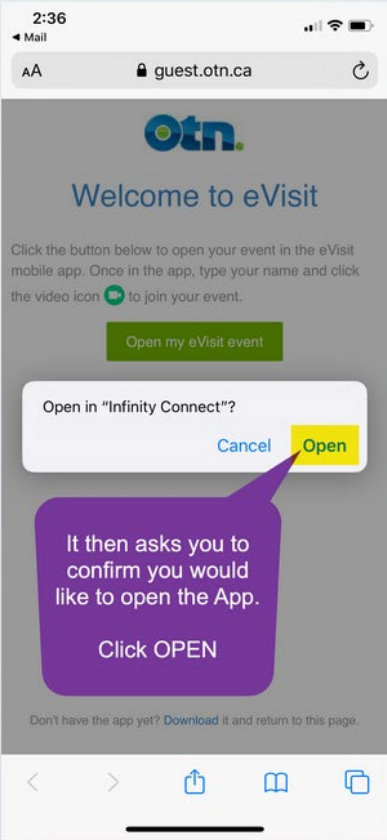
2. Connect

When it's time for your appointment, click the button below to join.

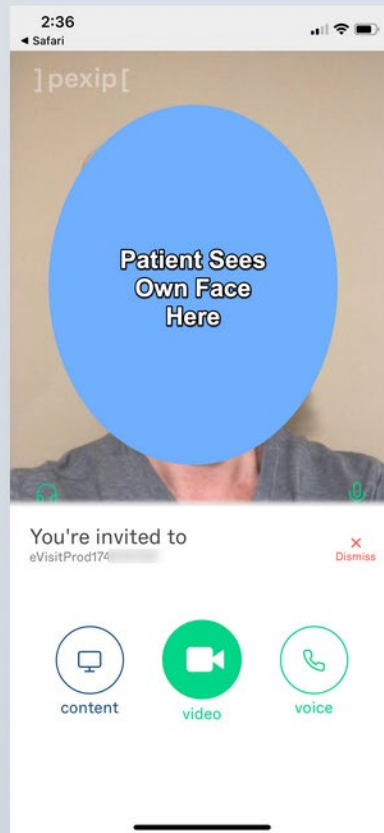
Mobile users: You must install the mobile app before joining. After you open the app using the button below, click on the green video icon to connect to the call.

Start eVisit

You will then be asked to confirm you want to OPEN, as shown here:

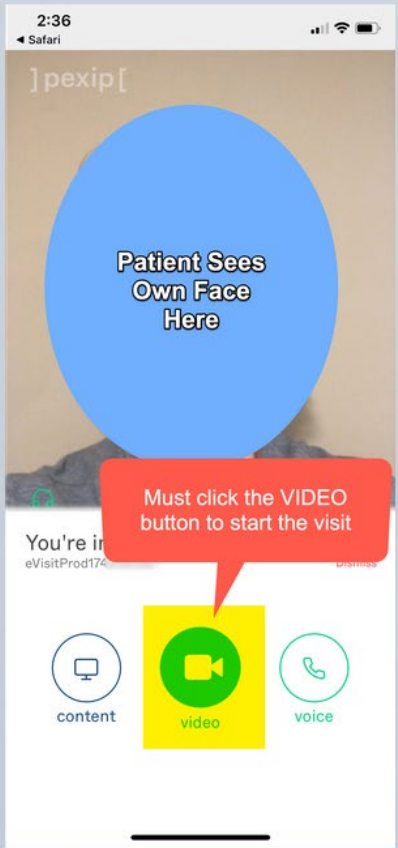


The App then opens and the patient sees own face on video screen.



The problem here is that the patient may think she/he is ready for the visit here, waiting for the doctor.

BUT THIS IS NOT THE CASE. FURTHER STEPS ARE REQUIRED TO JOIN THE VISIT.



Patient Sees
Own Face
Here

Must click the VIDEO
button to start the visit

You're in
eVisitProd174



content



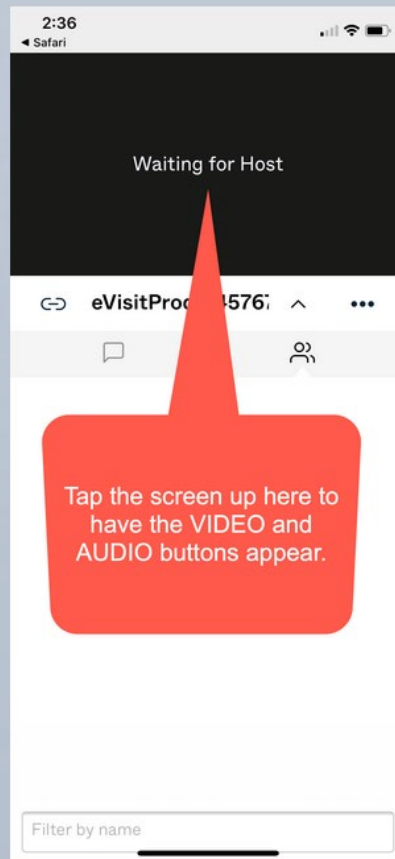
video



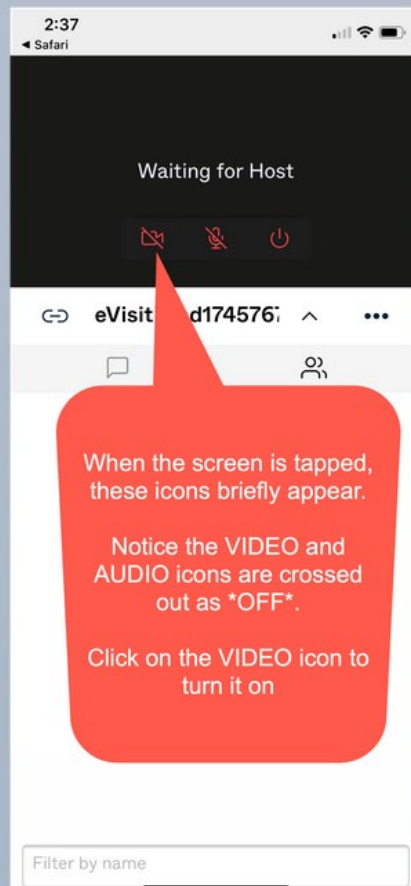
voice

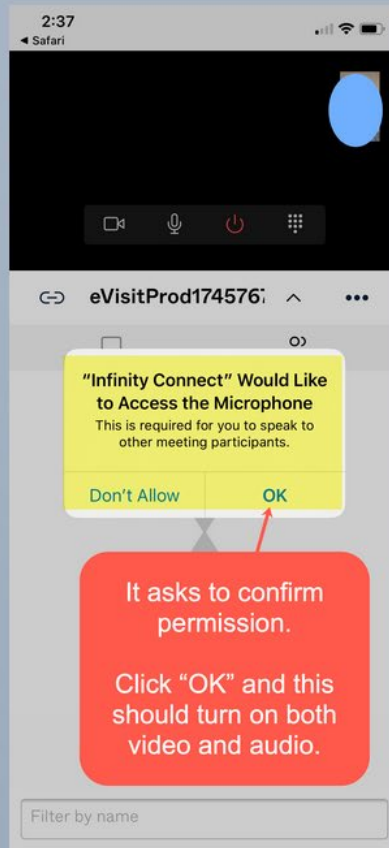
The screen then appears as below.

If the video and audio icons are not visible, the patient needs to tap the screen to make them appear.

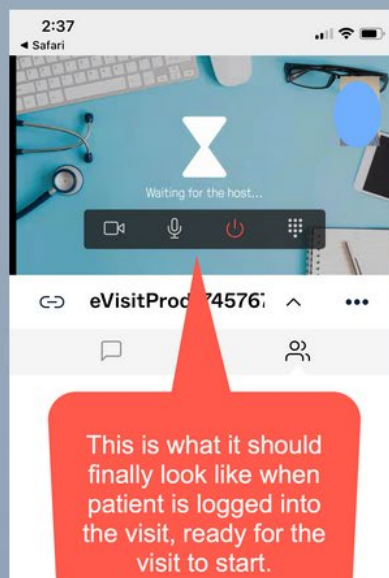


When the video icons are visible, need to click on the VIDEO icon.





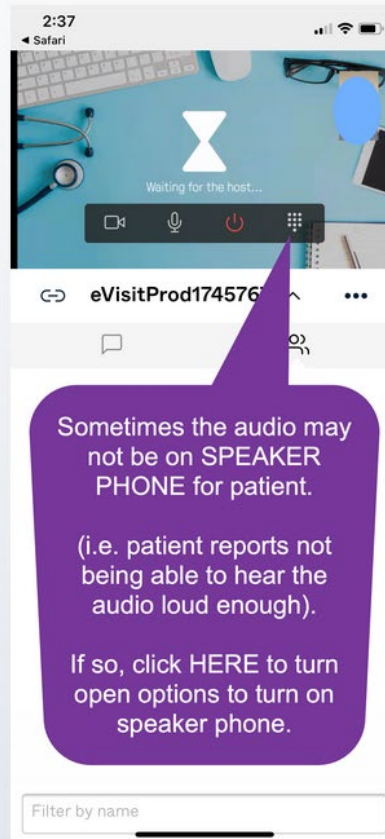
Then finally, the patient is ready for the visit, "waiting for host" doctor to join:

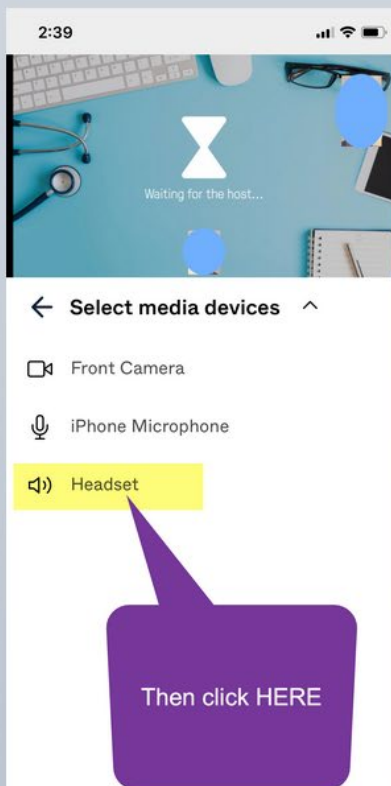
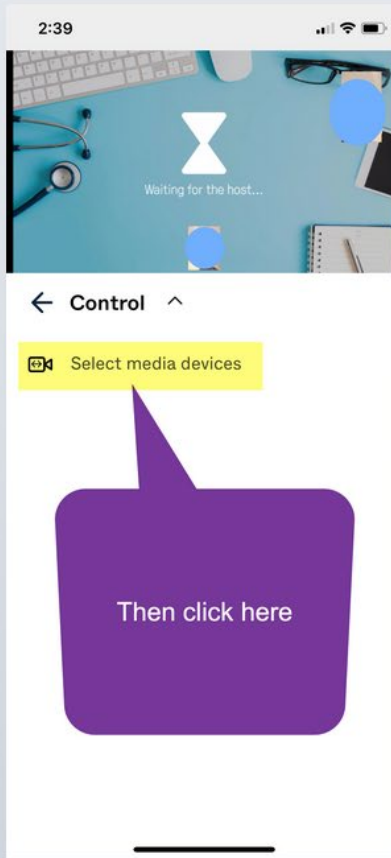


Turning on Speakerphone

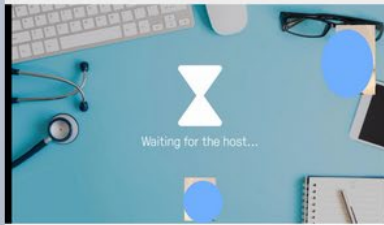
Sometimes the audio on the patient's phone does not automatically turn on the speakerphone.

So, need to do a few more clicks to turn it on, as shown below:





2:40



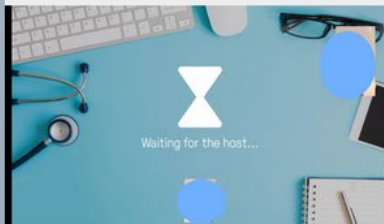
← Select audio output ^

• Headset

Speaker

Then choose "Speaker"
as the audio output

2:40



← Select media devices ^

☐ Front Camera

🎤 iPhone Microphone

🔊 Speaker

So it should finally
appear like this