



HOME INSTRUCTIONS

1. Wait for the day of your appointment, you'll receive an email a couple of hours before that looks like this...

▶ OTN No Reply

Video eVisit Invitation - Event ID 166119214

The email will have an appointment date/time and some instructions.

OTN No Reply <do-not-reply-otninvite@otn.ca>
to *

Mar
16
Mon

Video eVisit Invitation - Event ID 16...

When Mon Mar 16, 2020 2:30pm - 2:32pm (EDT)
Where <https://api2.otn.ca/events/guest/redirect/169281750>
Who do-not-reply-otninvite@otn.ca*

[Add to calendar >](#)

----- La version française suit la version anglaise -----

Hello,

You have been invited to an OTN eVisit (secure video appointment) on **Monday, March 16, 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](#)

Need help?

If you have questions about your health care or appointment, contact your health care provider.

If you have questions about how to prepare for or connect to your appointment, please visit [eVisit Help Centre](#).

If you are seeing your family doctor or specialist, please return to this email after your eVisit and take a [short survey](#) about your experience. All information will remain confidential.

Thank You.

*Your eVisit is best experienced with the following desktop browsers or mobile apps:



2. Before your appointment starts, set-up your call.

If you're on computer or laptop...

- Make sure your microphone, camera, and volume are all on.
- You're ready to start!

If on you're phone or tablet...

- Download the app in the email.
- Check that the camera, microphone, and volume are all on.
- You're ready to start!

3. At the appointment time, go back into the email and click start e-visit.

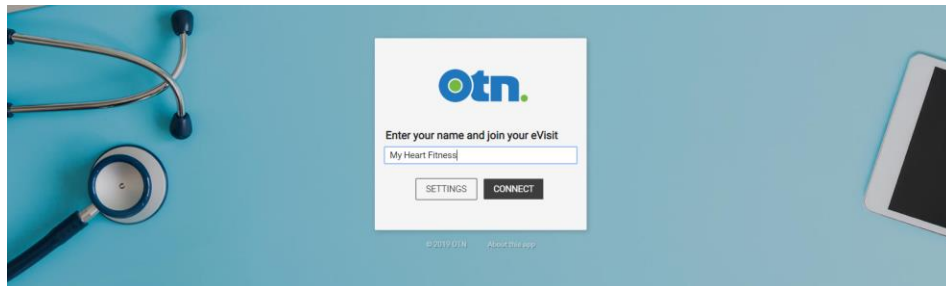
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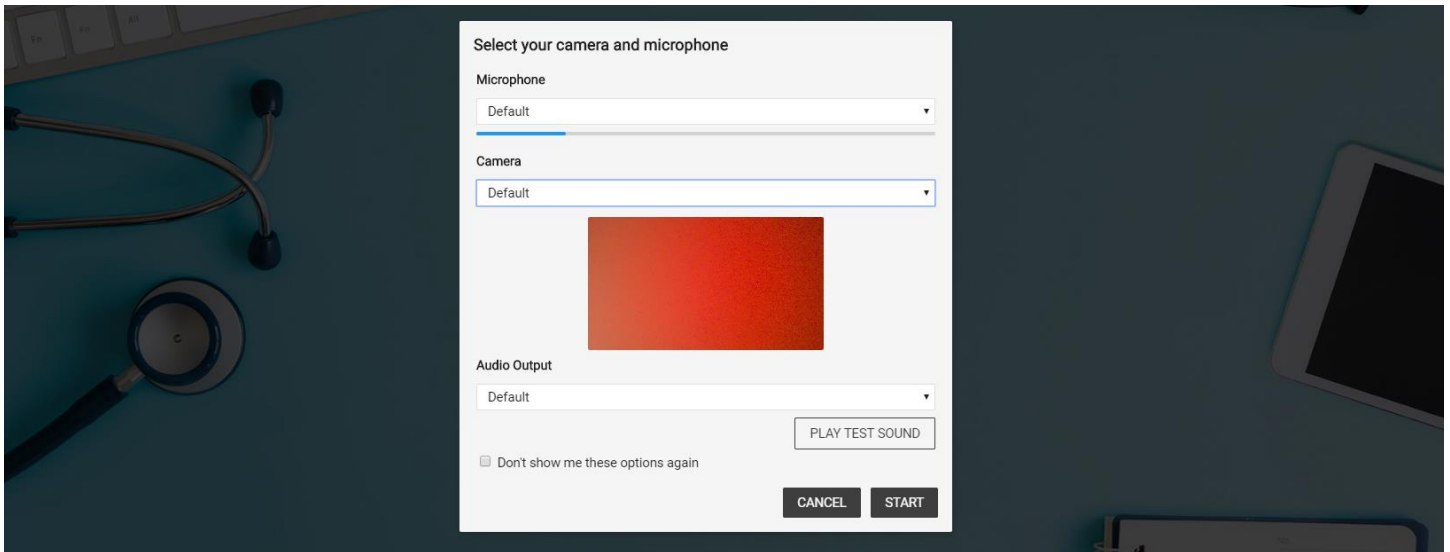
Mobile users: You must install the mobile app before joining. After you open the app using the button below, click on the green video icon to connect to the call.



4. Enter your name.

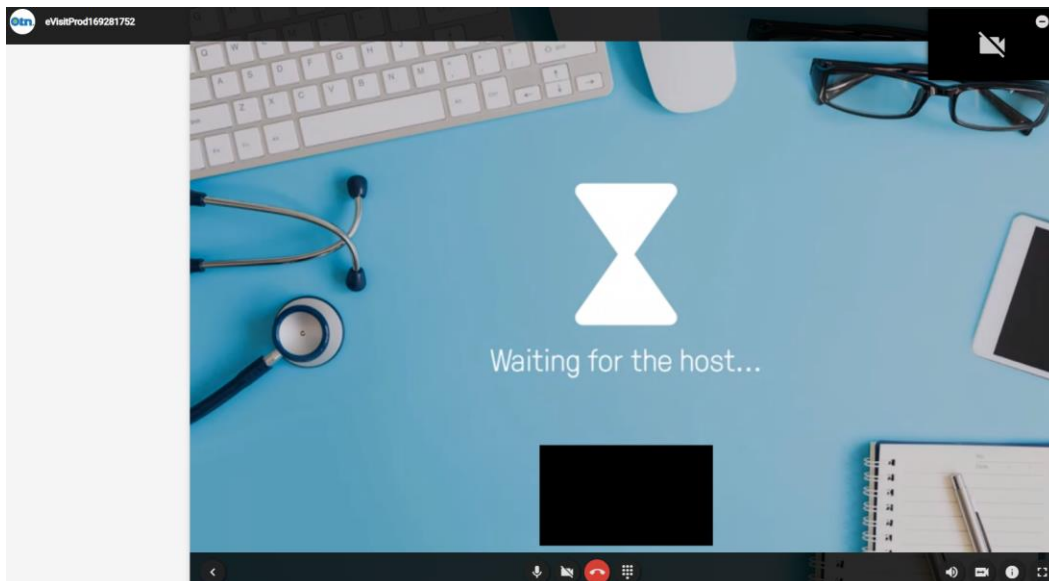


5. Make sure your camera and microphone are all working and play the test sound.



6. JOIN THE CALL!

7. Wait for someone from the My Heart Fitness team to join as the host.



*****IF YOU HAVE ANY PROBLEMS, JUST GIVE US A CALL*****