

A quick guide to your telemedicine appointment

Telemedicine is just like a regular appointment; 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.

(The next time you have an eVisit, you don't have to install - just join.)

- 1 Receive your **email invitation**.
- 2 **Install** the app/plugin.
- 3 **Join** your eVisit videoconference.

Before your eVisit

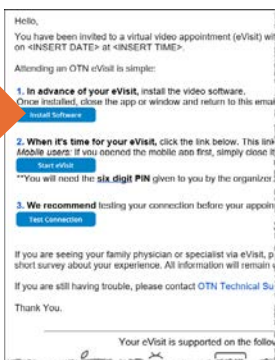
1 Open your email invitation



Your email invitation contains:

- The date and time for your eVisit.
- A link to download and install the app/plugin.
- 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 Install the app/plugin



Click/tap **Install Software**, follow the on-screen prompts, and accept the Vidyo license.

- **PC and Mac** users download and accept the browser plugin from a Vidyo Download window. (Click [here](#) for detailed instructions.)
- **iOS** users download and install the Vidyo app from the App Store. (Tap [here](#) for detailed instructions.)
- **Android** users download and install the Vidyo app from the Google Play store. (Tap [here](#) for detailed instructions.)

After the install finishes, return to your email invitation. You are now ready to join your eVisit. iOS and Android users, 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.

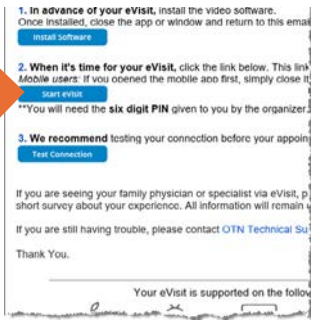


Review the system requirements. For full details see...

- [Windows PC](#) (e.g., use Internet Explorer 11+)
- [Android](#) (e.g., use version 2+)
- [Mac](#) (e.g., use Safari 9+)
- [iOS](#) (e.g., use iPad, iPhone 7+)



3 Join your eVisit videoconference



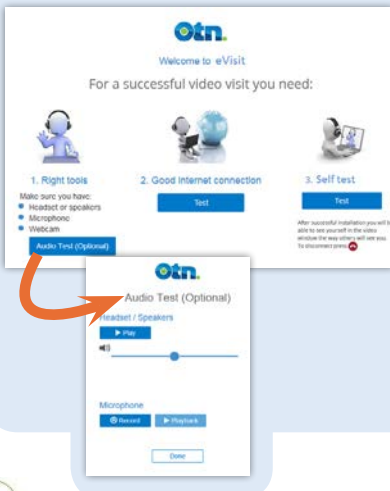
1. On the date of your eVisit, open your invitation email and at the scheduled time click/tap **Start eVisit**.
2. Type your name in the Name field and click/tap **Join**. If you were given a PIN, enter it in the PIN dialog box.
3. When connected, a video window appears. If you are the first person to join, you will see only yourself in the video window.



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

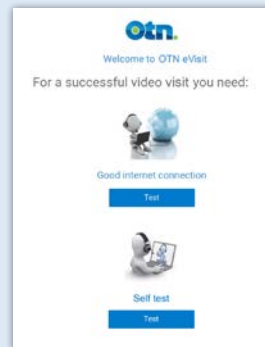
Testing your device & its connection

Personal Computer



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

Tablet or Smartphone



- 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 healthcare services you receive. The Ontario Telemedicine Network (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.

