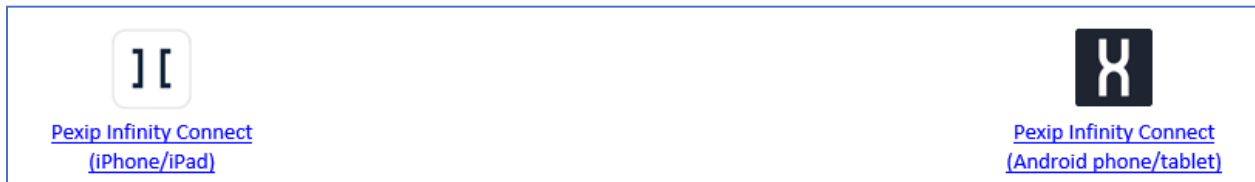


## Patient OTN Instruction/Setup Guide

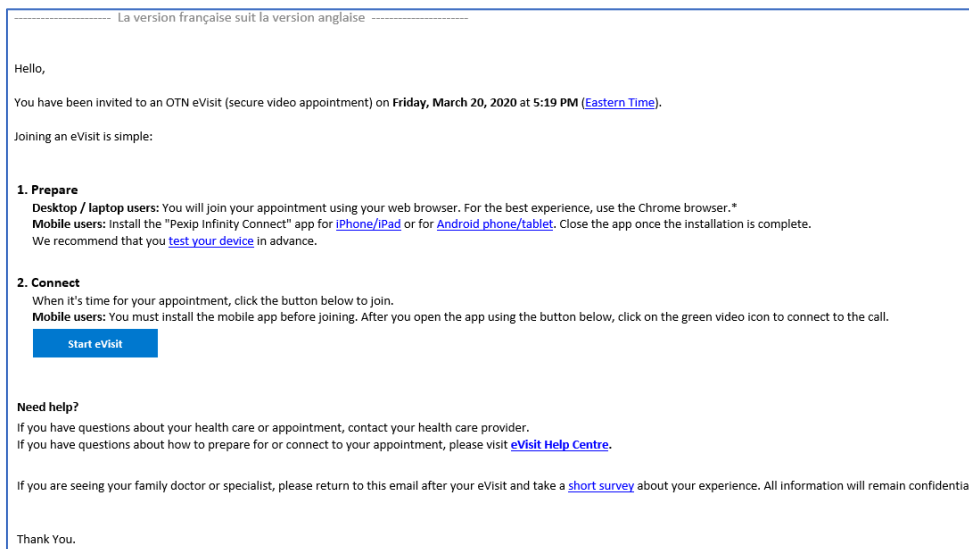
Dear Patient,

Your visit with the physician will be a virtual video call, similar to Skype, and will be through the OHIP Ministry approved Ontario Telemedicine Network (“OTN”) platform. As you have provided your email to us, you will receive an email below no later than 5 minutes before your appointment with the physician. We ask that if you are using a Smartphone (Android/iPhone) or tablet (Android/Apple products) that you go to the App store and download the appropriate app to your device.



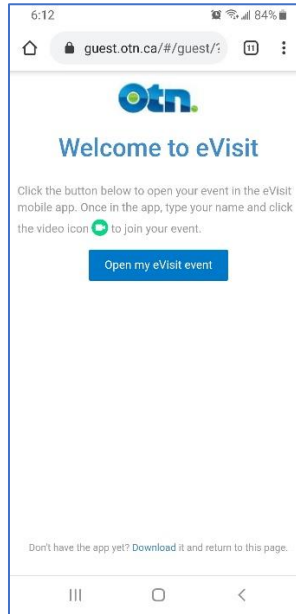
If you are using a laptop (ex. Windows 7/10, MacBook) or a desktop computer, please ensure that you have proper audio and visual equipment such as a build-in/USB webcam and microphone.

The email you will receive will look like this below. It will be from OTN No Reply (check your spam/clutter folders), 1 minute before your scheduled appointment please ensure that you have downloaded the app (if using a smartphone/tablet) or in front of your laptop/desktop and have all of the appropriate apps and devices connected. Click the Start eVisit link which will activate the virtual call.

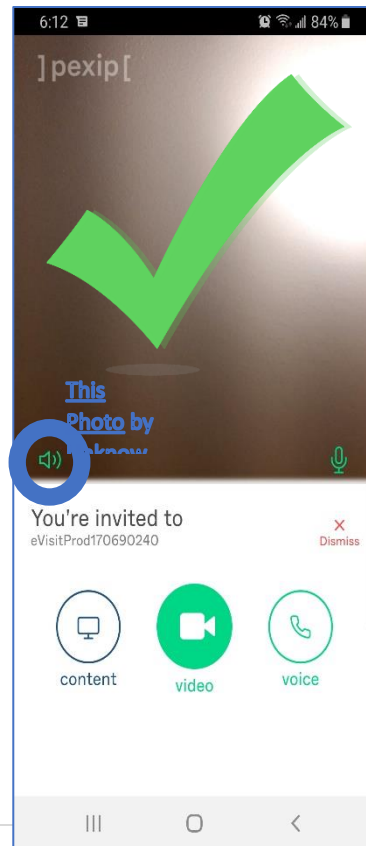
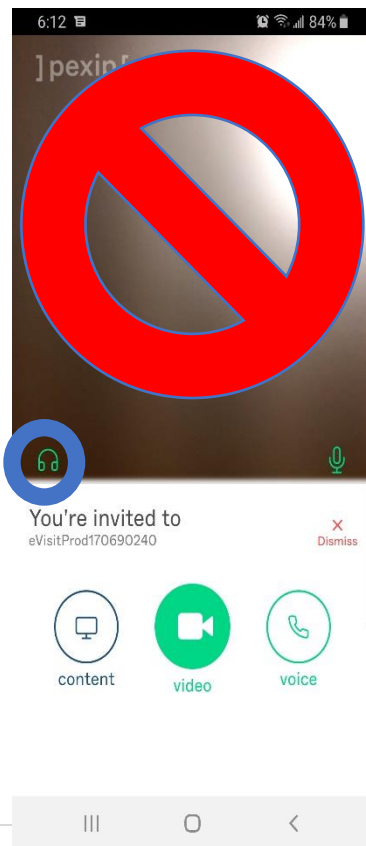


**Quick Steps for Smartphones/Tablets only.**

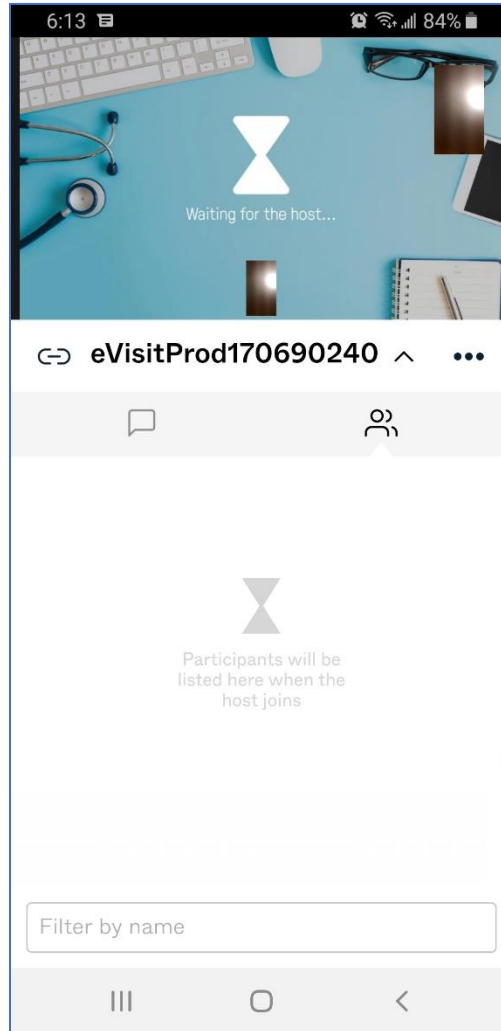
- 1) Click the Start eVisit blue button in the email invite you received
- 2) The OTN Welcome to eVisit screen will open, click Open my eVisit event blue button



- 3) You will now be on the pexip app, before selecting the Green video button, ensure that your smartphone/tablet is set to speaker by click the little green icon to the bottom left of the screen, then click the green video button.

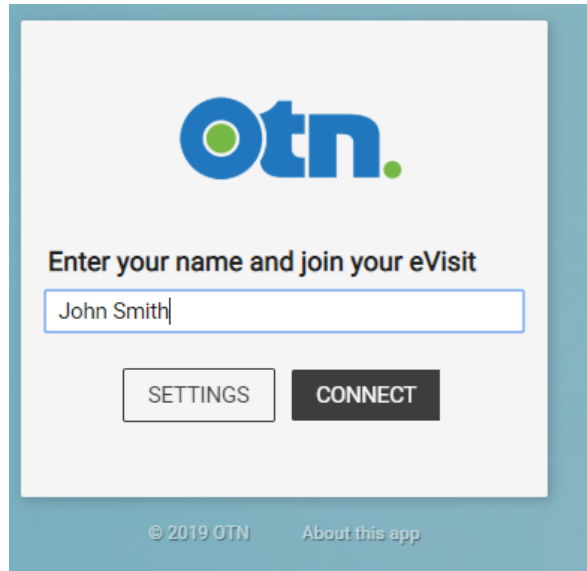


- 4) You will be taken to the virtual video page and please wait for the physician.

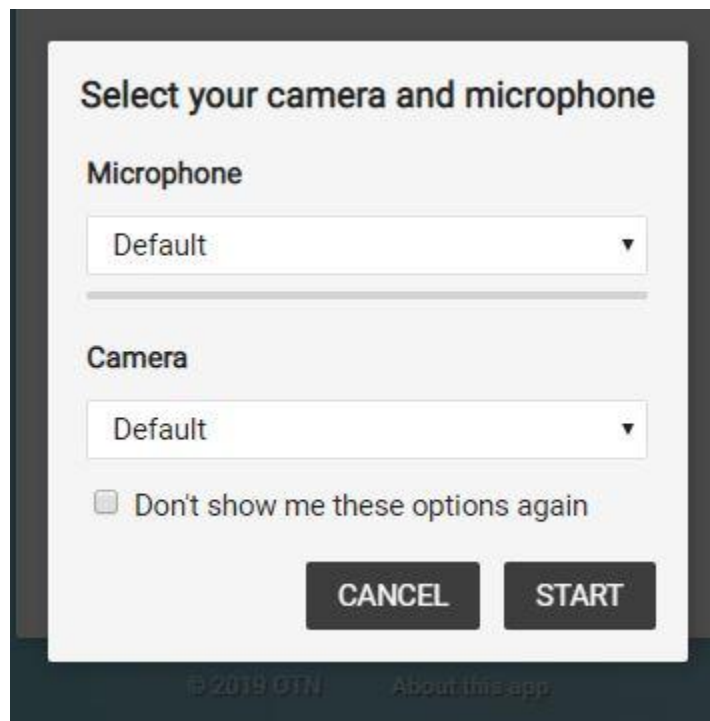


**Quick setups for using a laptop/desktop:**

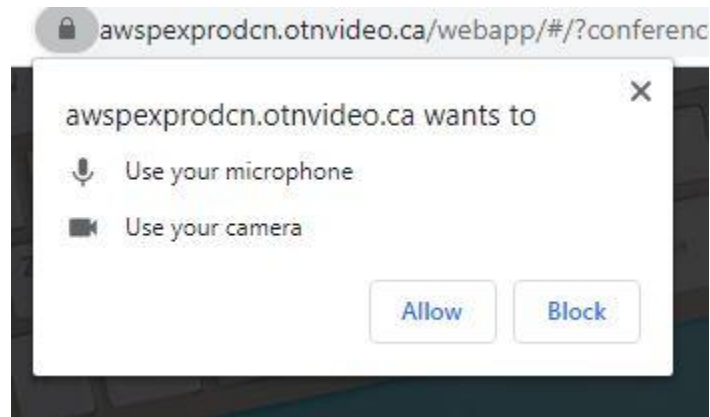
- 1) Click the Start eVisit blue button in the email invite you received, recommend that Google Chrome be used as a web browser
- 2) Your web browser will open and you will need to enter your name, click connect



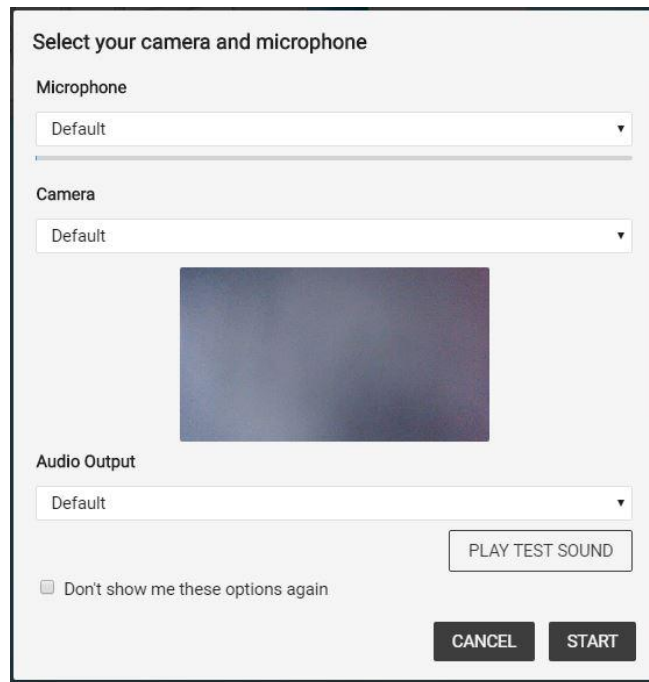
3) You will be asked to verify your Microphone and Camera on the computer



4) If you get this Google Chrome alert, click allow



5) You can test your microphone and camera settings, and click play a sound to ensure that your speakers, camera, and microphone are working, then click Start



6) Please wait for the physician to connect