

How to Schedule and Join a Video Visit

This document outlines the options for joining and scheduling using a personal computer, smart phone, or tablet and connecting with the assistance of a delegate.

Contents

Connect with Your Patients using a Personal Computer

Schedule a Videoconference Appointment	2
Joining a Videoconference	2

Connect with Your Patients using a Smart Phone or Tablet


Scheduling a Videoconference Appointment	3
Joining a Videoconference – Option 1– Smart Phone or Tablet.....	3
Joining a Videoconference – Option 2 – Tablet Only.....	3

Connect with Your Patients using a Smart Phone or Tablet with Help from an Administrative Support Person (Delegate)


Option 1 – Clinician Joins using “Event Link” Provided by Delegate	4
Delegate Schedules a Videoconference Appointment using OTNhub	4
Clinician Joins the Videoconference Appointment using a Smart Phone or Tablet	4
Option 2 – Clinician Joins using the “Guest Email” Invitation	5
Delegate Schedules a Videoconference Appointment using OTNhub	5
Clinician Joins the Videoconference Appointment using a Smart Phone or Tablet	5

Connect with Your Patients using a Personal Computer

Schedule a Videoconference Appointment

1. Log in at otnhub.ca, go the **Videoconference** tab, and schedule an appointment using the **Connect to > Guest Via OTNinvite** feature.
2. Add the patient name or initials, email, and create a Host PIN. Click the **Schedule** button  and set a date and time. Confirm that the appointment details are accurate.

Joining a Videoconference


1. On the day of the appointment, log in at otnhub.ca, go the **Videoconference** tab and locate the appointment in the Events List.
2. To start the videoconference, click the **Call** button .

Connect with Your Patients using a Smart Phone or Tablet

Scheduling a Videoconference Appointment

You **cannot schedule** a videoconference appointment using a smart phone.

You can schedule a videoconference appointment with a tablet or iPad, but there will be warning messages and less than ideal screen layouts.

1. Log in at otnhub.ca, go the **Videoconference** tab, and schedule an appointment using the **Connect to > Guest Via OTNinvite** feature.
2. Add the patient name or initials, email, and create a Host PIN. Tap the **Schedule** button  and set a date and time. Confirm that the appointment details are accurate.


When the appointment is scheduled, the Event Details includes a “Host URL” (the event link needed to join) and the “Host PIN”.

3. Copy/paste the Host URL and Host PIN from the Event Details into an email for yourself or into your calendar.

Joining a Videoconference – Option 1– Smart Phone or Tablet


You **can join** a videoconference using either a smart phone or a tablet.

Everyone involved in the videoconference must have the **Pexip Infinity Connect** app installed on their smart phone or tablet. ([iOS app](#); [Android app](#))

1. Open the email (or calendar entry) containing the Host URL and Host PIN and tap the **Host URL** (event link).
2. Tap the **Open my eVisit event** button in the Welcome screen and allow access to your camera and microphone.
3. Enter your name in the “*You’re invited to*” screen and then tap the **Video**  option.
4. Enter the Host PIN.

Joining a Videoconference – Option 2 – Tablet Only

Everyone involved in the videoconference must have the **Pexip Infinity Connect** app installed on their smart phone or tablet. ([iOS app](#); [Android app](#))


1. Open a browser, log in at otnhub.ca, go the **Videoconference** tab, and locate the event.
2. In the Event Details, tap the **Host URL**.
3. Enter your name in the “*You’re invited to*” screen and then tap the **Video**  option.
4. Enter the Host PIN.

Connect with Your Patients using a Smart Phone or Tablet with Help from an Administrative Support Person (Delegate)

Option 1 – Clinician Joins using “Event Link” Provided by Delegate


The clinician is the “delegator” and will be the “host” for the videoconference. The clinician’s administrative support person is a “delegate”.

Delegate Schedules a Videoconference Appointment using OTNhub

1. Delegate logs in at otnhub.ca using a personal computer, goes to the **Videoconference** tab, and schedules an appointment using the **Connect to > Guest Via OTNinvite** feature.
2. Add the patient name or initials, email, and create a Host PIN. Click the **Schedule** button  and set a date and time. Confirm that the appointment details are accurate. When the appointment is scheduled, the Event Details will include a “Host URL” (the link needed to join) and a “Host PIN”.
3. Delegate copy/pastes the Host URL and Host PIN from the Event Details into an email and sends it to their delegator or enters the information into their delegator’s calendar.

Clinician Joins the Videoconference Appointment using a Smart Phone or Tablet

Everyone involved in the videoconference must have the **Pexip Infinity Connect** app installed on their smart phone or tablet. ([iOS app](#); [Android app](#))


1. Open the email (or calendar entry) containing the Host URL and Host PIN and tap the **Host URL** (event link).
2. Tap the **Open my eVisit event** button in the Welcome screen and allow access to your camera and microphone.
3. Enter your name in the “*You’re invited to*” screen and then tap the **Video**  option.
4. Enter the Host PIN.

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Option 2 – Clinician Joins using the “Guest Email” Invitation

The clinician is the “delegator” and will be the “host” for the videoconference. The clinician’s administrative support is a “delegate”.



Delegate Schedules a Videoconference Appointment using OTNhub

1. Delegate logs in at otnhub.ca using a personal computer, goes to the **Videoconference** tab, and schedules an appointment using the **Connect to > Guest Via OTNinvite** feature.
2. Add the delegator’s name and email as a guest. Add the patient name or initials, email, and create a Host PIN. Click the **Schedule** button  and set a date and time. Confirm that the appointment details are accurate.

When the appointment is scheduled, the **Event Details** will include a “Host URL” (the link needed to join) and a “Host PIN”.
3. Delegate sends an email to the delegator with the **Host PIN** from the Event Details or enters the information into their delegator’s calendar.

Clinician Joins the Videoconference Appointment using a Smart Phone or Tablet

Everyone involved in the videoconference must have the **Pexip Infinity Connect** app installed on their smart phone or tablet. ([iOS app](#); [Android app](#))

1. Open the guest email and tap the **Start eVisit** button.
2. Have on hand the **Host PIN** given to you by your delegate.
3. Tap the  button in the Welcome screen and allow access to your camera and microphone.
4. Enter your name in the “*You’re invited to*” screen and then tap the **Video**  option.
5. Enter the **Host PIN**.