

Video Visit Quick Reference

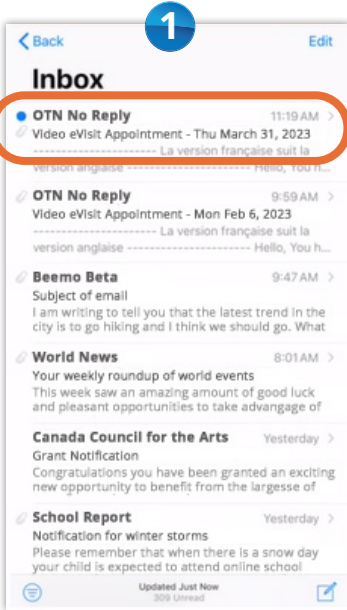
Joining a video visit using an iPhone or iPad Device as a patient or guest

You need an iPhone or iPad with [iOS 15.2+](#) and Safari 15.4+.

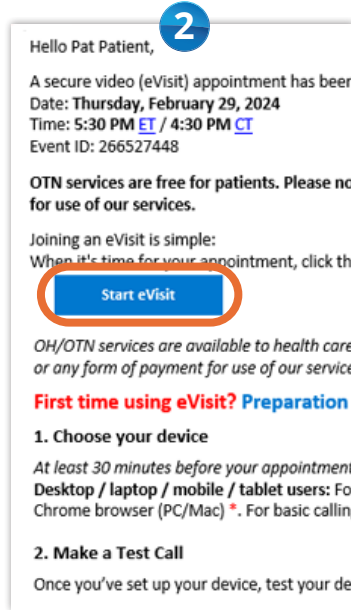
Before you start, turn OFF [low power mode](#) and ensure the battery is fully charged.

To join the video visit, first open your appointment email and tap [Start eVisit](#).

A few panels appear where you can provide a display name and check your equipment.



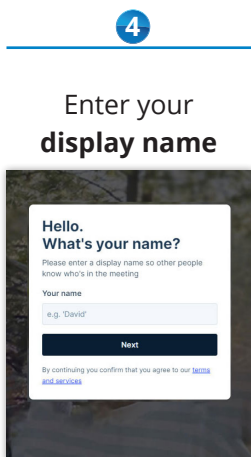
Locate and open your **email invite**.
Subject = Video eVisit Appointment



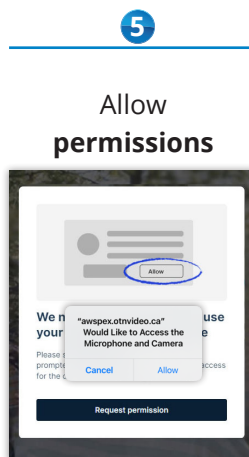
Open your email invite and
tap the **Start eVisit** link.



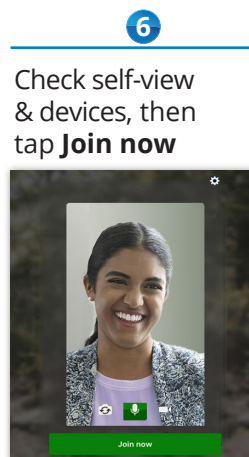
Tap **Next**.



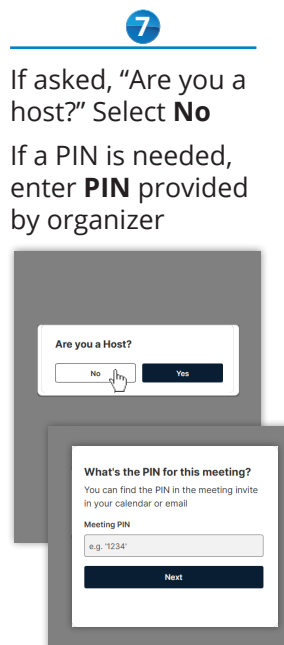
Enter your
display name



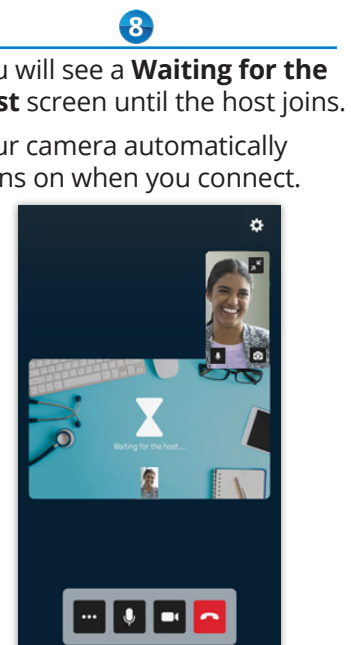
Allow
permissions



Check self-view
& devices, then
tap **Join now**



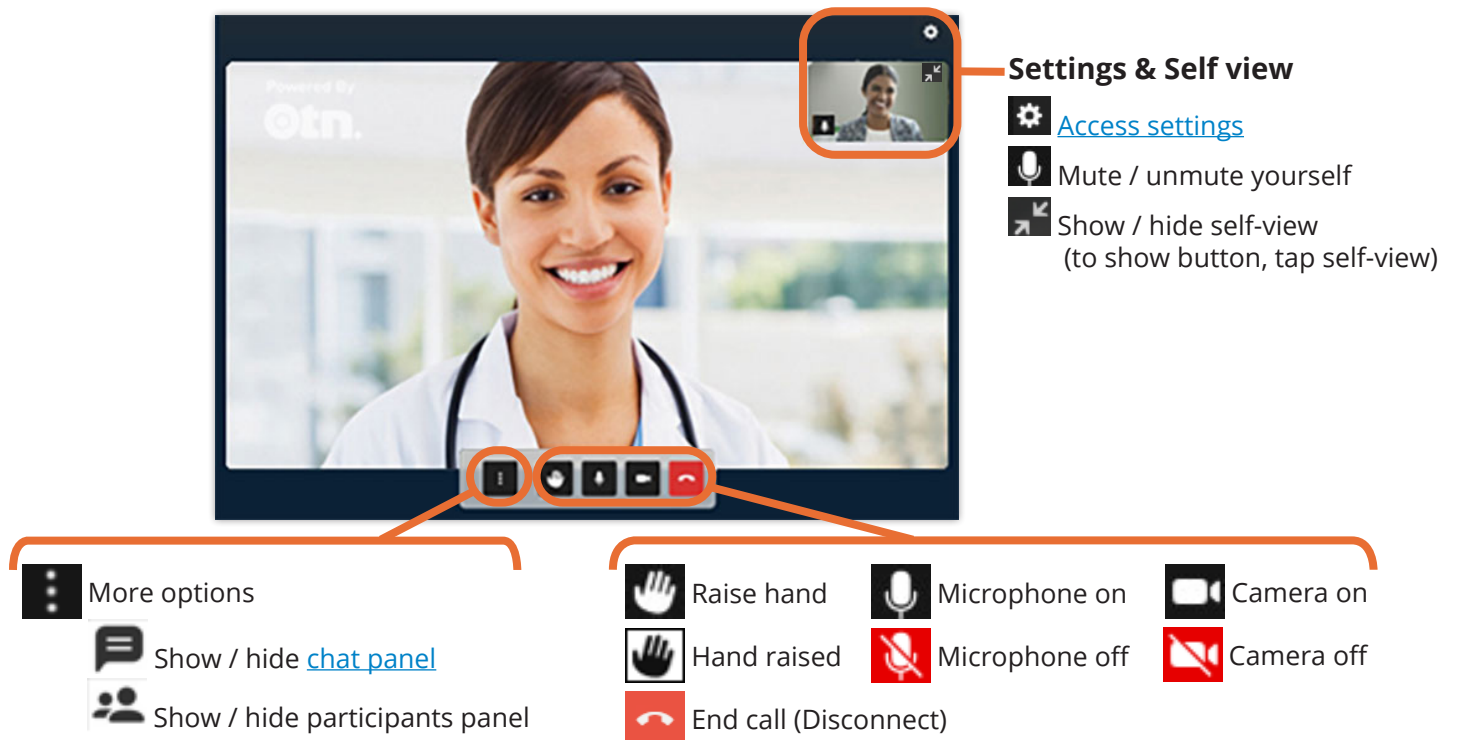
If asked, "Are you a
host?" Select **No**
If a PIN is needed,
enter **PIN** provided
by organizer



You will see a **Waiting for the
host** screen until the host joins.
Your camera automatically
turns on when you connect.

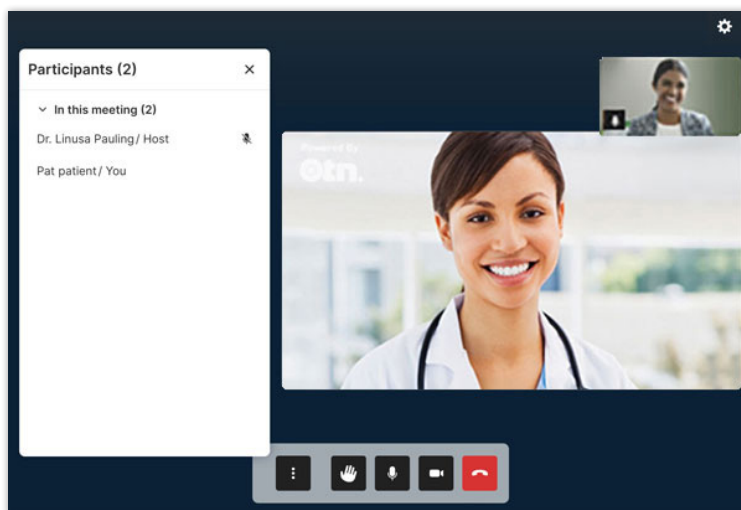
Video layout & features

While in a video visit, tap the screen to view a control bar.
For the best view, use your device in a horizontal position.



Participants Panel

After the host joins a videoconference, the Participants Panel lists everyone who is in the video visit.
To show the Participants Panel, tap click in the tool bar and select **Participants**.



Note: Screen sharing and sharing content is not available on mobile devices.

Chat Messaging Panel

While in a video visit, you can send text messages to the group chat.

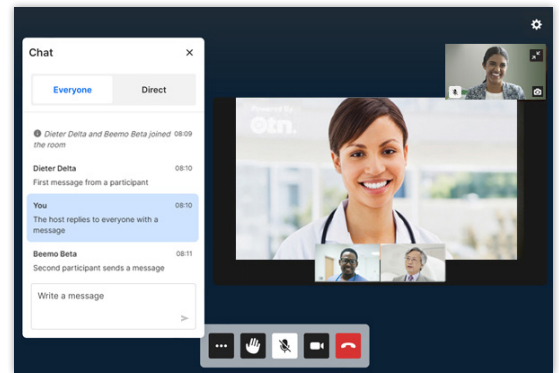
Messages in a chat:

- Are available only while the video call is in process. Chats are not logged or archived.
- Can include links that you share published images, videos, files, or websites.
- Cannot be deleted or edited after being sent.

Participants see only those messages that were sent after they joined the video call. When a new message is received, a red circle appears .

The chat panel also shows when a participant joins or leaves the video visit.

To show or hide the Chat Panel, tap click  in the tool bar and select **Chat**.



Settings

You can access more settings by using the  link in the top-right of the video window. After the Settings panel has opened, to cancel or hide the panel without changing anything, click anywhere outside the panel.

Video and Sound

- Shows the currently selected devices and lets you change devices for speaker, microphone, and camera.
- The green bar under the self-view shows your microphone usage. It moves when your microphone detects sound.
- **Test your sound** lets you check that the selected speakers are working properly.
- **Noise suppression:** Turned off by default. Turn on to reduce the volume of non-speech background noise in the audio you are sending to the videoconference.

Quality

- Controls the amount of bandwidth you will use for the call.
- If you are on a cellular or slow Wi-Fi connection, or have low-quality video, you can change this to a lower setting.

Additional settings

- Browser close confirmation.
- Show authenticated participants.
- Camera off when joining
- Mute microphone when joining

Media statistics

- Displays diagnostic information about your call, such as the codec being used, incoming and outgoing audio and video bit rates, and how many data packets have been lost and received.

Languages

- Lets you select the language used within the app.

Accessibility

- Always display call controls. By default, call controls disappear after a few seconds of inactivity, to avoid clutter on the screen. When this option is enabled, call controls remain on the screen at all times.
- Disable app shortcuts.

Download log

- Downloads a file that contains information about the last call.

About

- Shows the version of the app currently in use.

Send feedback

- Open a new browser tab at a web site where you can provide feedback.