Accessing Videoconference Settings

Sign in at **otnhub.ca** , click the **Profile** link in the top right banner and select **Service Settings** in the panel.

A Videoconference Settings screen appears with the following sections.

- Videoconference Event Details (report defaults)
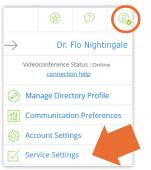- OTNinvite Administrative Contact Information
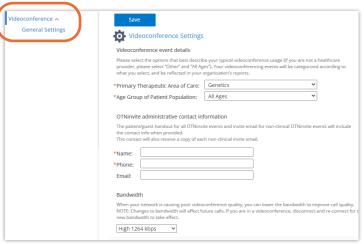- Bandwidth

Figure 1: User panel menu

Figure 2: Videoconference options

For further assistance and technical support, contact Ontario Health (OTN) Technical Support

Phone: 1-855-654-0888 **Email:** techsupport@otn.ca

Updating Videoconference Report Defaults

For clinical eVisits, the **Videoconference event details** provide information about your planned usage of the service.

The information is important for reporting purposes, both for Ontario Health (OTN) and the Ontario Ministry of Health.

Note: The video settings can also be updated by your OTNhub Primary Contact(s) for Service (PCS). To find the name of your organization's PCS, see Identifying Your Organization's PCS 🔗.

1. Access the OTNhub Videoconference settings.

2. To identify the primary event type you will participate in, click the **Primary Therapeutic Area of Care** drop-down arrow and select the appropriate entry from the list.

3. To identify the primary age group you will cater to, click the **Age Group of Patient Population** drop-down arrow and select the appropriate entry from the list.

4. If you change your mind, you can cancel at any time.

   To cancel any edits you have made in the settings, simply go to any other page in OTNhub and the changes will not be saved.

5. To submit the new settings, click the **Save** button.

   If all is okay, the **Settings** screen reloads, and a success message appears.

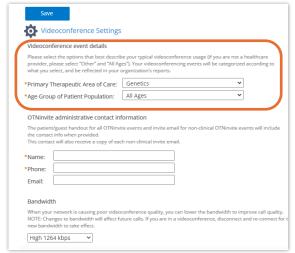   If there is an error, an error message appears. Correct the error and try again.

Figure 3: Videoconferencing event options

Updating OTNinvite Administrative Contact Information

When a video event includes a guest or patient who joins the video via an OTNinvite (guest link), the administrative contact information can be shared through a patient/guest PDF handout.

This information is helpful for guests or patients if they have questions about the video event.

The Admin Contact can include a name, phone, and email for the team or department within an organization that scheduled the event.

Note: The OTNinvite administrative contact information can be updated by anyone who has permission to schedule eVisit events for you.

For **clinical appointments**:

- The administrative contact is included in the email invitation only if the patient has provided consent to PHI in emails.
- Only the invitee receives an email. Neither the sender nor the admin contact receive a copy or a confirmation email.
- You can find contact information in the Event Details or Patient Handout.

For **non-clinical events**, the administrative contact information is the only contact information that appears in the OTNinvite email invitation.

- **If you have identified an Administrative Contact, they are cc'd on all invitations.**
- **If the Administrative Contact changes per event, remember to change the contact information identified here.**

Figure 4: OTNinvite administrative contact settings

When provided, the Admin Contact information appears in the following places:

	Clinical Events	Learning & Meeting Events
Email Invitation	if patient consent provided	✔
Patient Handout	✔	✔

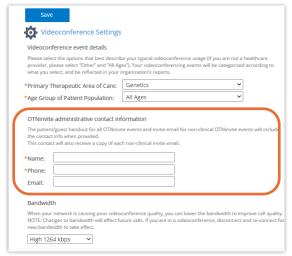1. Access the OTNhub Videoconference settings.

2. Type the information in the appropriate fields (**Name**, **Phone**, and **Email**).

3. If you change your mind, you can cancel at any time.

   To cancel any edits you have made in the settings, simply go to any other page in OTNhub and the changes will not be saved.

4. To submit the new settings, click the **Save** button.

   If all is okay, the **Settings** screen reloads, and a success message appears.

   If there is an error, an error message appears. Correct the error and try again.

Setting a Maximum Bandwidth

⚠️ **Setting a maximum bandwidth is supported only by Chrome, Firefox, Safari, or Edge and affects future calls.**

Bandwidth is a measure of the quality and strength of your internet connection, which can affect the videoconference's video transmission. For example, without enough bandwidth, the video might break up or appear choppy.

When your network is causing poor videoconference quality, you can lower the bandwidth. This can improve call quality *for future calls*.

1. Access the OTNhub Videoconference settings.

2. To lower the maximum bandwidth used by OTNhub Videoconference for future calls, click the **Bandwidth** field drop-down arrow and select a value less than your current bandwidth and then click [Save].

3. If successful, the Settings screen reloads and a success message appears.

   • The next time you participate in a videoconference, the new settings will take effect.

   • To apply the changes to your current call, disconnect and then reconnect.

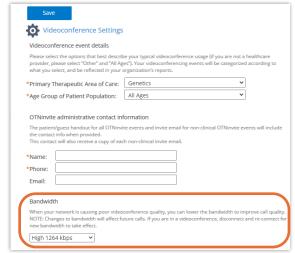   If there is a problem, an error message appears, and the bandwidth is not changed.

Figure 5: Bandwidth settings