

Launching & Signing In

To access all eVisit (Videoconference) features and have the best experience, use a Chrome browser*.

1. Sign in to OTNhub and access the Videoconference service.

- i. Open an Internet browser, go to otnhub.ca and click **Log In**.

An **OTNhub Sign In Selection** screen appears.

- ii. Based on your login credentials (ONE ID or OTN), click the appropriate **Sign In** button.


A **ONE ID** or an **OTN Sign In** page appears.

- iii. Type your user name and password and click the **Sign In** button.

The OTNhub home screen appears.

1. To access the service, click the Videoconference link in the bottom navigation bar.

The Calender and Events List appears.

Your profile link  in the top banner indicates your system status, which should be online .

When connecting, the system checks which browser* you are using and might issue a warning message.



Figure 1: OTNhub sign in screens and landing page

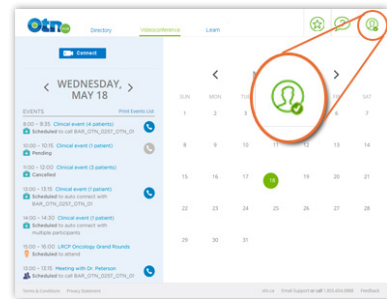


Figure 2: Profile link and system status in top banner



You are allowed a maximum of 10 login attempts within 15 minutes. More than this and your account becomes locked, after which you must contact OTN Technical Support (techsupport@otn.ca or 1-855-654-0888) to reactivate your account.

* As of March 19, 2020 Internet Explorer is not a supported browser for video visits because [Adobe will stop supporting Flash](#). (Internet Explorer uses Flash to display video.)

You need to use a supported browser to start and join your video visit. OTN recommends using the Chrome browser. If you don't have Chrome installed, download and install it: [Chrome download](#), [Download instructions](#), and [make Chrome your default browser](#).