

## 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.

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## Connect with Your Patients using a Personal Computer

### Schedule a Videoconference Appointment

1. Log in at [otnhub.ca](http://otnhub.ca), go the **Videoconference** tab, and schedule an appointment using the **Connect to** feature (Click the “Connect to” button at the top of the Events List and then click the “Create a new event” link.)
2. Select the **Event Type** (clinical, learning, or meeting), click in the **Participating Systems** field, and select a system type of **Guest via email (OTNinvite)**.
3. Add the patient’s name or initials and email and click **Add**.
4. 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](http://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](http://otnhub.ca), go the **Videoconference** tab, and schedule an appointment using the **Connect to** feature. (Click the “Connect to” button at the top of the Events List and then click the “Create a new event” link.)
2. Select the **Event Type** (clinical, learning, or meeting), click in the **Participating Systems** field, and select a system type of **Guest via email (OTNinvite)**.
3. Add the patient’s name or initials and email and click **Add**.
4. 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 includes a “Host Link” (the event link needed to join) and the “Host PIN”.

5. Copy/paste the Host Link 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 Link and Host PIN and tap the **Host 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](http://otnhub.ca), go the **Videoconference** tab, and locate the event.
2. In the Event Details, tap the **Host Link**.
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 is a “delegate” (*i.e.*, they are scheduling the delegator’s system).

#### Delegate Schedules a Videoconference Appointment using OTNhub

As a delegate (*i.e.*, when scheduling for another system), follow these steps.



1. Log in at [otnhub.ca](http://otnhub.ca) using a personal computer, go to the **Videoconference** tab, and schedule an appointment using the **Connect to** feature.  
(Click the “Connect to” button at the top of the Events List and then click the “Create a new event” link.)
2. Select the **Event Type** (clinical, learning, or meeting), click in the **Participating Systems** field, and select a system type of **Guest via email (OTNinvite)**.
3. Add the patient’s name or initials and email and click .
4. Add the delegator’s system.
5. Create a **Host PIN**. Click the  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 Link” (the link needed to join) and a “Host PIN”.

6. Delegate copy/pastes the Host Link 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 Link and Host PIN and tap the **Host Link** (event link).
2. Tap the  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” (*i.e.*, they are scheduling the delegator’s system).

### Delegate Schedules a Videoconference Appointment using OTNhub

As a delegate (*i.e.*, when scheduling for another system), follow these steps.


1. Log in at [otnhub.ca](https://otnhub.ca) using a personal computer, go to the **Videoconference** tab, and schedule an appointment using the **Connect to** feature and the *Participant System* type of **Guest via email (OTNinvite)**.
2. Add the delegator’s name and email as a guest.
3. Add the patient’s name or initials and email and click **Add**.
4. Create a Host PIN.
5. 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 Link” (the link needed to join) and a “Host PIN”.

6. 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 **Open my eVisit event** 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**.