

Video Visit Quick Reference for Mac

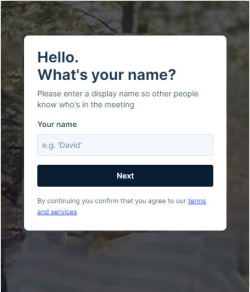
Joining a video visit as a patient or guest

You need a Mac (macOS 12+) computer with a camera, microphone, and speaker. You also need a current browser (Chrome 87+ or Safari 15.4+).

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

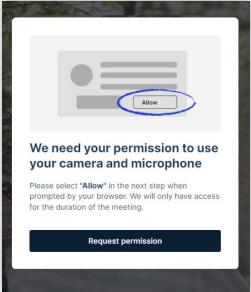
1

Enter your display name



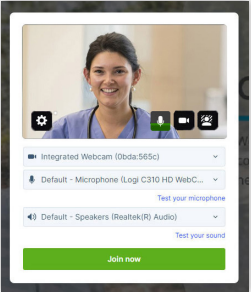
2

Allow permissions*



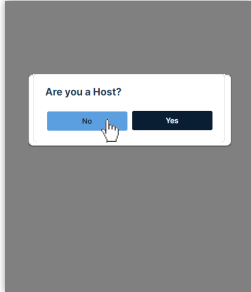
3

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



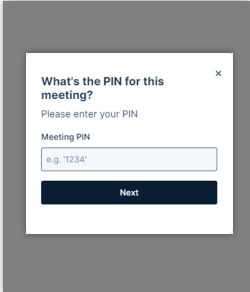
4

If asked, "Are you a host?" Select **No**



4

If a PIN is needed, enter **PIN** provided by organizer



* Permissions appear only for first time use or after you clear your browser cache.

Video layout & features

Participants panel

- View all participants

Side panel controls

- Show / hide participants panel
- Show / hide [chat panel](#)

In-call controls

- Mute / unmute your microphone
- Turn camera on / off
- [Share screen](#)
- Blur background
- Raise a hand (appears only when host has joined)
- Expand shared content to larger size (appears only when screen sharing is in use)

Self view


- Hide / show self view
- Mute / unmute yourself
- View connection quality stats

Settings & user menu

- [Access settings](#)
- Download log file

Leave

- Disconnect from the call

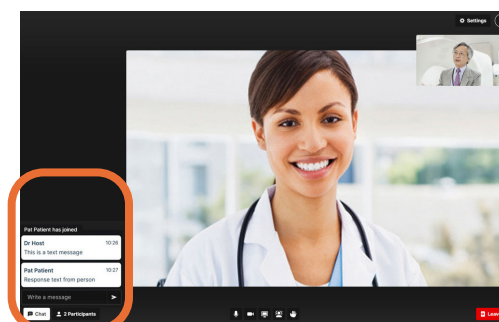


Chat messaging panel

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

Messages in a chat:

- Are visible to everyone in the video call.
- Are available only while the video call in process. Chats are not logged or archived.
- Can include links that let 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.



Video screen with chat panel

Participants see only those messages that were sent after they joined the video call.

When a new message is received, a red circle appears showing the number of unread messages.

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

Settings

You can access more settings by using the **Settings** link in the top-right of the video window.

After the Settings panel has opened:

- To apply new settings, click **Save changes**.
- To cancel or hide the panel without changing anything, click **Cancel changes** or click anywhere outside the panel.

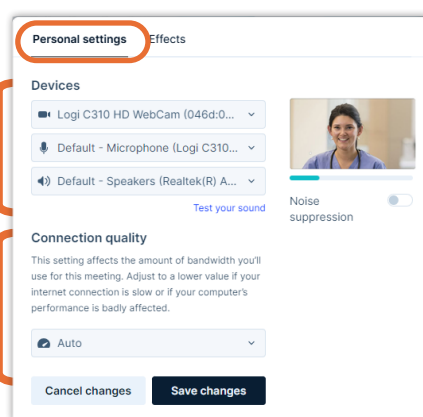
Personal settings

Devices

- Shows the currently selected devices.
- **Test your sound** lets you check that the selected speakers are working properly.

Connection quality

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



Self view

- Lets you check that your image is centered and well lit.
- The green bar shows your microphone usage. It moves when your microphone detects sound.

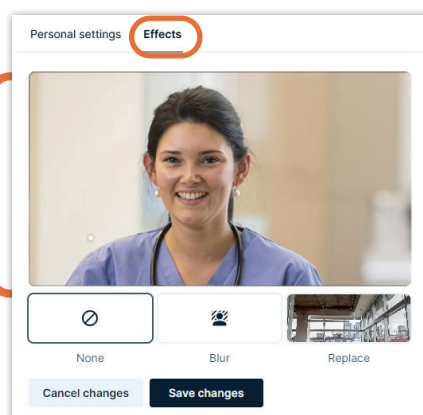
Noise suppression

- Turned off by default.
- Turn on to reduce the volume of non-speech background noise in the audio you are sending to the videoconference.

Effects

Self view

- Lets you check how the background effect will look.
- You can also check that your image is centered and well lit.



Effects

None

- The default background effect.
- The background appears as it is without any effect applied.

Blur*

- Blurs the background which can reduce distractions in your video broadcast.

Replace*

- Change your background to the image shown in the panel.

* Note: Blur and Replace background effects use a lot of processing power which could negatively affect your video quality.

Share screen (to share files or show images)



To share images or files while in a video visit, use the 'share screen' feature.

For example, if you are in a clinical video visit and the doctor needs a better view of something, you can share a photo of it while in the video visit.



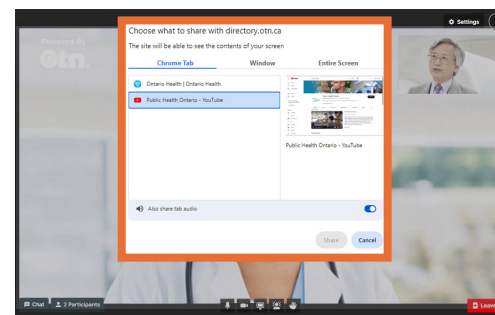
For the best performance, use a Chrome browser.
Firefox does not support sound when sharing content.

Sharing using Chrome

1. Open the browser tab, screen, image, or PDF file you want to share. For the best viewing, maximize the window size.
2. Return to the video window and click  (Share Screen).
3. Select a sharing option: Browser tab, Window, or Entire Screen.
4. If you need to **share sound** (e.g., a YouTube video), use the *"Tab"* or *"Entire screen"* option. (Sharing a *"Window"* does not include sound.) Ensure that the *"Also share audio"* option is selected (at the bottom-left of the Share pop-up)
5. Select the desired item that you want to share.
6. To stop sharing, click  (Stop Sharing) in the video control bar (or [awspeix.otnvideo.ca is sharing a window.](#) [Stop sharing](#) [Hide](#)).






Share screen button



Chrome browser
share screen selection

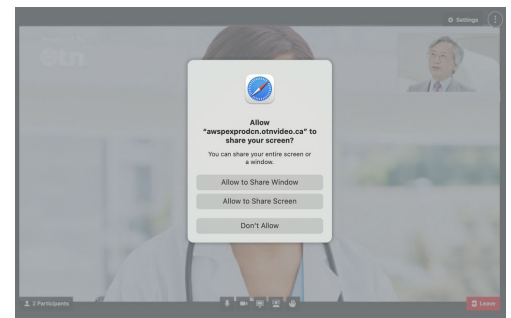
Sharing using Safari 17+

Note: Some earlier versions of Safari do not support screen sharing. If you receive a warning message or cannot share a file, you might need to allow screen sharing. For instructions, see [Setting a Mac to Allow Screen Sharing](#).

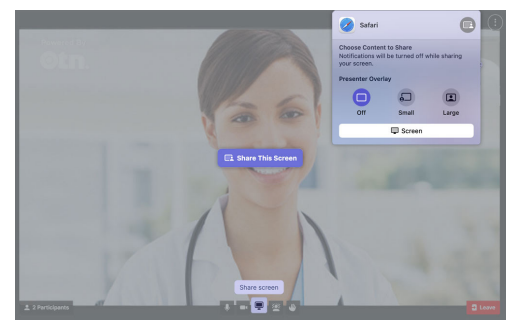
1. Open the browser tab, screen, image, or PDF file you want to share. For the best viewing, maximize the window size.
2. Return to the video window and click  (Share Screen).
3. If this is the first time sharing content, an **"Allow sharing"** pop-up appears. Select the "Share Window" or "Share Screen" option.
4. Select the content to share.
5. Select a **Presenter Overlay** option - small, large, or off.
6. To start sharing, click the  button.
7. To close the sharing pop-up, click anywhere outside the pop-up.
8. To stop sharing, click  (Stop Sharing) in the video control bar.



Share screen button



Allow sharing



Select presenter overlay size and start sharing

Resolving Issues

Some issues on a Mac might be due to your browser's settings.

Camera and Microphone

If Safari is set as your default browser and you use it to join video visits, you need to ensure that Safari is set to allow the video visit app to use your camera and microphone.

For instructions, see [Checking Camera and Microphone Settings in Safari](#).