


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.

- Open an Internet browser, go to otnhub.ca.
An **OTNhub Log In Selection** screen appears.
- Based on your login credentials (ONE ID or OTN), click the appropriate **Log In** button.
A **ONE ID** or an **OTN Sign In** page appears.
- Type your user name and password and click the **Sign In** button. (You can show your password by clicking the eye icon  in the password field.)
The OTNhub home screen appears.

2. To access the service, click the Videoconference link in the top navigation bar.

The Calendar 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

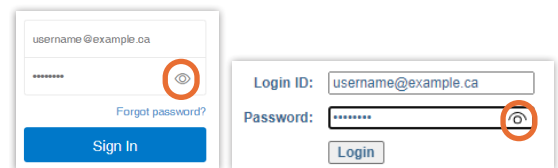


Figure 2: Show password feature

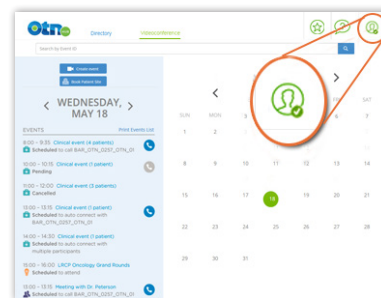


Figure 3: Profile link and system status in top banner



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.

* 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](#).