

Setting Your eVisit (Videoconference) Options

Accessing Videoconference Settings

1. Sign in at otnhub.ca, click the **User Panel** link in the top right banner.
A **User/Self-Service** panel appears.
2. Click the **Services** link in the panel.
The Services screen appears.
3. To view the eVisit (Videoconference) options, locate the row titled **Videoconference** and click its associated **Settings** icon.

The options appear underneath the Videoconference row (Figure 3), which includes the following sections

- [Updating Videoconference Event Details](#)
- [Updating OTNinvite Administrative Contact Information](#)
- [Setting a Maximum Bandwidth](#)

4. To hide the options, click the **Settings** icon.

Videoconference Settings

Videoconference event details

Please select the options that best describe your typical videoconference usage (if you are not a healthcare provider, please select "Other" and "All Ages"). Your videoconferencing events will be categorized according to what you select, and be reflected in your organization's reports.

*Primary Therapeutic Area of Care:

*Age Group of Patient Population:

OTNinvite administrative contact information

The patient/guest handout for all OTNinvite events and invite email for non-clinical OTNinvite events will include the contact info when provided.
This contact will also receive a copy of each non-clinical invite email.

*Name:

*Phone:

Email:

Bandwidth

When your network is causing poor videoconference quality, you can lower the bandwidth to improve call quality.
NOTE: Changes to bandwidth will affect future calls. If you are in a videoconference, disconnect and re-connect for the new bandwidth to take effect.

Figure 3: Videoconference options

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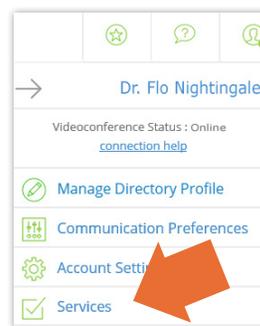


Figure 1: User panel menu

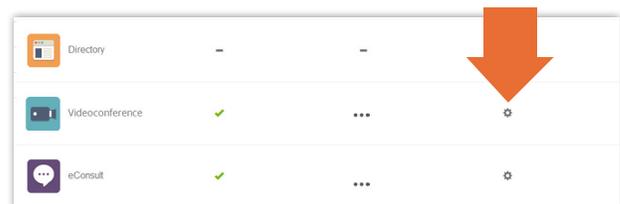


Figure 2: Videoconference settings icon

For further assistance and technical support, contact **OTN Technical Support**

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

Updating Videoconference Event Details

These settings provide information about your planned usage of the service.

The information is important for reporting purposes, both for OTN and the Ontario Ministry of Health and Long Term Care.

1. 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.
2. 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.
3. To save the settings, click the **Submit** 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.
4. If you change your mind and do not want to update the information, click the **Cancel** button.

Videoconference Settings

Videoconference event details

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*Primary Therapeutic Area of Care:

*Age Group of Patient Population:

OTNinuite administrative contact information

The patient/guest handout for all OTNinuite events and invite email for non-clinical OTNinuite events will include the contact info when provided.
This contact will also receive a copy of each non-clinical invite email.

*Name:

*Phone:

Email:

Bandwidth

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Figure 4: Videoconferencing event options

Updating OTNinvite Administrative Contact Information

Note: This section appears only if you are registered for the OTNinvite feature.

The administrative contact information identifies who videoconference participants should contact if they have questions about the event.

This information can contain your name, email address and phone number or the name, email and phone of the designated delegate who manages your videoconferencing schedule.

It is the only **contact information** that appears in email invitations for **non-clinical** events*.

For all non-clinical events:

- **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.**

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

	Clinical Events	Learning & Meeting Events
Email Invitation*	X	✓
Patient Handout	✓	✓

1. Type the information in the appropriate fields (**Name**, **Phone**, and **Email**).
2. To save the settings, click the **Submit** 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.
3. If you change your mind and do not want to update the information, click the **Cancel** button.

* For *clinical* invitations, only the invitee receives an email. Neither the sender nor the admin contact receive a copy/confirmation email. For clinical invitations, you can find all the information you need in the Event Details or Patient Handout.

Figure 5: OTNinvite administrative contact settings

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.

To improve the perceived quality of your videoconference, you can lower the maximum bandwidth used by the videoconference.

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 [Submit](#).

OTNhub changes its maximum bandwidth usage to match your selected level 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.

Videoconference Settings

Videoconference event details

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*Phone:

Email:

Bandwidth

When your network is causing poor videoconference quality, you can lower the bandwidth to improve call quality.
NOTE: Changes to bandwidth will affect future calls. If you are in a videoconference, disconnect and re-connect for the new bandwidth to take effect.

[Submit](#) [Cancel](#)

Figure 6: OTNininvite bandwidth settings