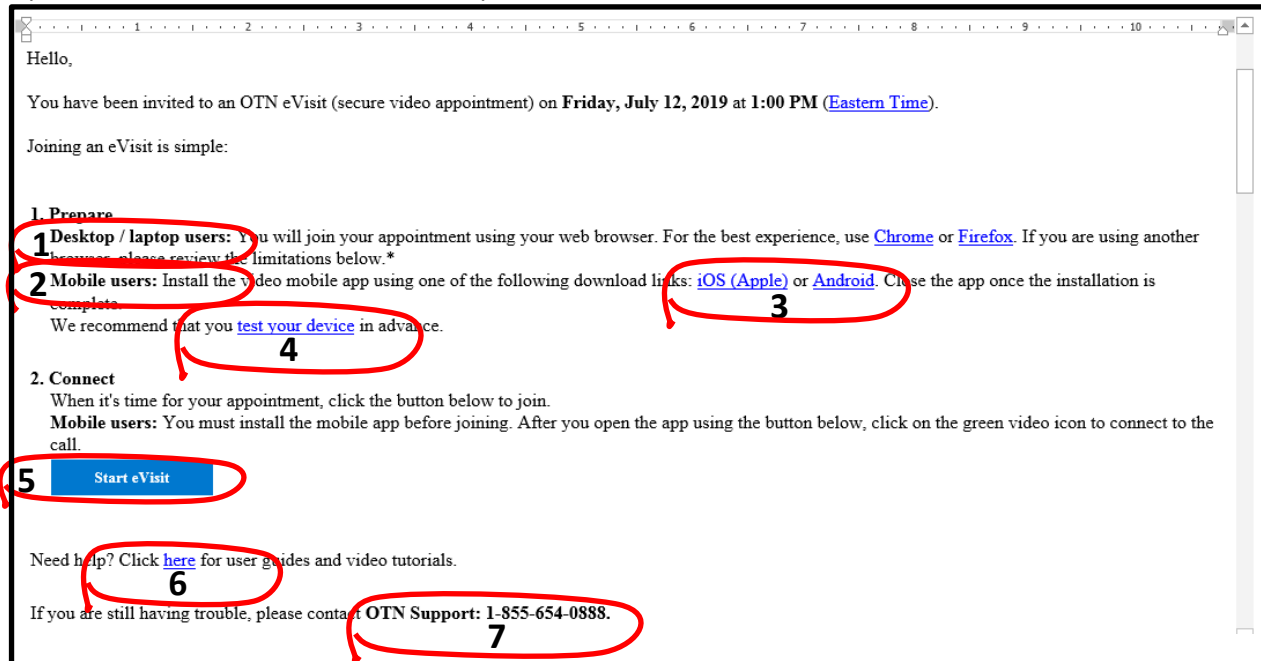


Patient Guide to Joining an eVisit: The eVisit Email

When your eVisit is booked, you will receive an email from “OTN No Reply”. Please keep this email as it includes important information and the link to connect to your eVisit. If you don't receive an email within a week before your appointment, please call your healthcare provider's office.

A sample email is included below with an explanation:



- #1 If you plan to use a desktop or laptop, your eVisit will be done through an existing internet browser – no need to download anything.
- #2 If you plan to use a smartphone or tablet, you will need to download an app for your visit. The links to the Apple App Store and Google Play are included in the email (see #3)
- #4 Before the day of your eVisit, please test the device you will be using for your eVisit with the link in the email. If any part of the test is not successful, please contact your health care provider's office to schedule your appointment in person.
- #5 On the day of your eVisit, click this button in the email, 5 minutes before the scheduled time, to join the eVisit with your provider. If using a laptop or desktop, it will open an internet browser and if using a smartphone or tablet, it will open the app you downloaded. When your provider joins the call, it will connect you in a secure videoconference.
- #6 This includes additional links to help if you have any troubles.
- #7 For technical support, please call OTN Support at 1-855-654-0888