

Quick Reference Guide

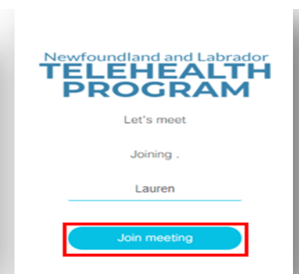
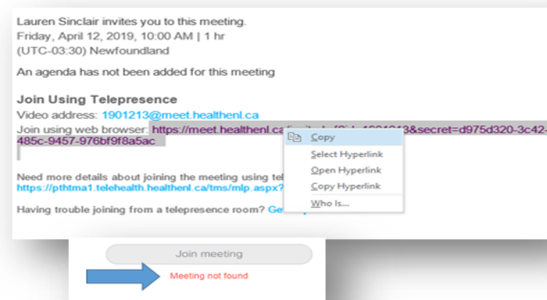
Joining Your Call

Before Your Telehealth Call

- Test your device before your appointment by clicking [here](#) or by going to www.nlchi.nl.ca and clicking eHealth Systems - Telehealth - Home Based Telehealth.
- Ensure you have a supported browser installed. Supported browsers/devices include: Microsoft Edge, Firefox, Google, Chrome, Safari for Mac, Apple iPad, Apple iPhone, Android tablet or smart phone. **Note: Internet Explorer is not a supported browser.**
- Ensure your device is video capable.

How to Join the Call

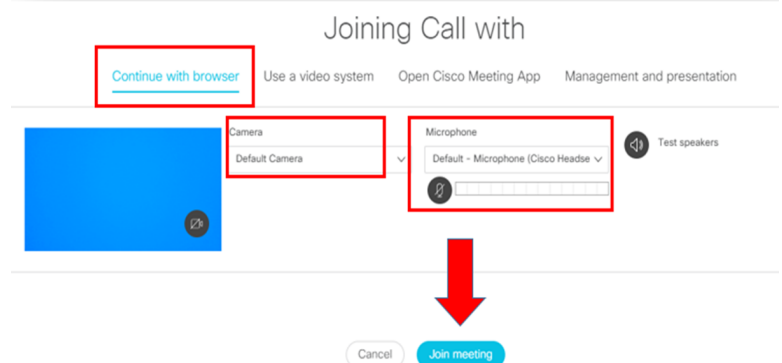
- You will receive a meeting invitation with a website link directly to the email you provided to your Health Care Provider.
- **Copy and paste the website link into one of the supported browsers or connect from a supported device.**
- Type in your name.
- Click 'Join meeting.' If it is not time for the meeting you will see 'Meeting not found.' You are able to join the call up to 5 minutes prior to the time of the scheduled meeting/appointment.



Audio/Video Options

To select or change audio/video options

- Select video options from the 'camera' drop down menu.
- Select audio options from the 'microphone' drop down menu.
- If using a headset, choose the speaker and microphone for that headset.
- Click 'Join Meeting.'



To avoid audio disturbance and feedback

If you are using a headset, mute your computer audio to avoid audio disturbance and feedback:

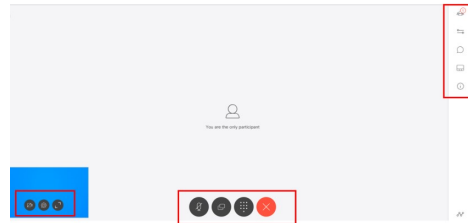
- On lower right corner of computer screen, click the 'audio' icon.
- In pop-up window, click the 'microphone' icon.



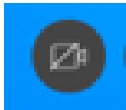
Note: Changing audio/visual settings during a call can create audio feedback/visual disturbance. If you encounter disturbance, please leave and rejoin the call.

Menu Options/Icons

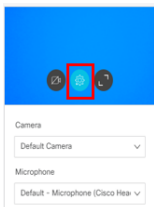
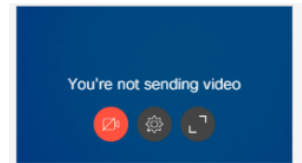
Several menu options appear during a call. These icons may become hidden during the call; click in the call window to have icons reappear. Scroll mouse over each icon to view menu option name. Below is a list that explains the function of each menu icons.



Below you will find a guide as to the function of each menu icon.



Video - enables/disables your video capability. If your video capability is on, click this button to disable your video (button will turn red). Click this icon again to resume video.



Media Settings - allows you to adjust video/audio settings during the call. Note that changing these settings during the call may cause visual/audio disturbance. If you encounter disturbance, please leave and rejoin the call.



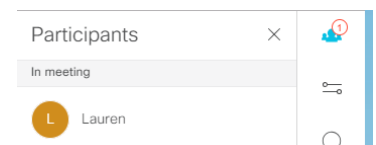
Microphone - will mute/unmute your audio. Please note that although other participants cannot hear you while you are muted, they may still be able to see you.



Leave Meeting - allows you to leave the call.



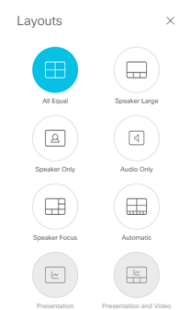
Participant - will allow you to see the participants who are on the call. The number in the circle will identify how many participants are on the call.



Chat - will allow you to chat with other participants during the call. There will be a **red** dot on the 'Chat' icon if you have a message waiting.



Layouts - will provide you with various options for your call window layout. Click on the desired layout for the call.



How to Leave the Call

- Click the 'Leave Meeting' icon.

Note: Leaving the meeting does not end the call. The call will end once all participants have left.

