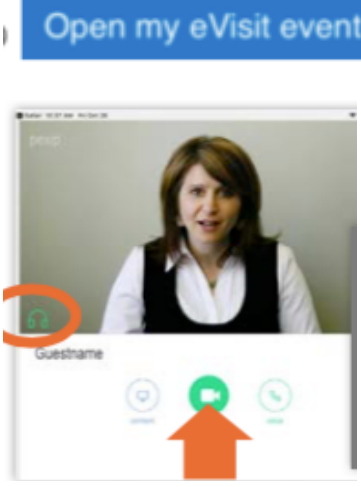


Troubleshooting Tips – Setting Up iPad and OTN

Task	How To	Helpful Links
Turn on iPad	• Make sure the iPad is charged • Press and hold the top button until the Apple logo appears	https://support.apple.com/en-ca/guide/ipad/ipad995bb83d/ipados
Sign into the iPad	• Create a passcode (6 digits) • Click “Don’t Transfer Apps and Data” (as we have nothing to transfer at this time)	
Create an Apple ID	• Tap “Forgot password or don’t have an Apple ID” • Follow the prompts to create an Apple ID ○ Name, Birth date ○ Email address ○ Credit card (This is in case you needed to purchase an App, all the apps we need are free) ○ Create a password ○ Verify the password • Go to Settings (Grey cogwheel icon) ○ Tap sign in at the top of the screen ○ Click “Don’t have an Apple ID” ○ Create Apple ID and follow prompts	https://support.apple.com/en-ca/guide/ipad/ipad995bbafe/ipados https://www.imore.com/how-create-new-apple-id-your-iphone-or-ipad https://support.apple.com/en-ca/HT204316  iPad Settings Icon
Download Apps  App Store Icon	• Once your Apple ID is set up we need to download two Apps: 1. Google Chrome 2. Pexip Infinity App (Need this for OTN to work on iPad) • To download Apps: ○ Go to App Store (Blue A Icon) ○ Tap “search” on bottom right corner (magnifying glass) ○ Search for “Google Chrome” and tap “GET” & cloud icon ○ Search for Pexip Infinity Connect and tap “GET” & cloud download icon • OTN Invites also have a direct connection to download the Pexip App (shown in next table)	https://support.apple.com/en-ca/HT204266  Google Chrome  Pexip Infinity Connect  “GET” icon  Cloud Download icon

Troubleshooting Tips – Setting Up iPad and OTN

Task	How To	Helpful Links/Hints
Receive OTN Invitation from the Provider	- Make sure to give the provider an email that your registered staff have access to - Open Google Chrome (and go to your email service provider to login i.e. outlook.com, yahoo, Hotmail, Gmail, etc.) - Login to the email account and find the OTN invite - Once you have the Pexip App installed you will be able to click “Start eVisit”	- The provider that has the OTN account needs to send the invitation. - Call the provider in order to share your email to direct the invite to, as well as determining what date and time the eVisit should be scheduled for. <i>See Next Page for Image of Example OTN Invite Email</i>
Download the Pexip App from your OTN Invite	- In the emailed invitation tap “iPhone/iPad” under mobile users - Tap “OPEN” in App Store – Download the App from the App store - Follow the on-screen prompts to allow access to Calendar, Camera, and Microphone and input your Name. - You can then close the Pexip app.	Note : You need to tap “GET” and then tap the cloud icon (circled in red below) for it to download to the device 
Joining the eVisit Videoconference	- Once the Pexip App is installed you will be able to click “Start E-Visit” - A “Welcome to eVisit” screen appears - Tap “Open my eVisit Event” - Pexip screen will open (click “Allow” for microphone and camera) in order for the provider to see and hear you and the resident. - Type your name into the Name field - Tap the green “Video” icon option	Open my eVisit event 

Troubleshooting Tips – Setting Up iPad and OTN

To End the Video Conference	• Tap anywhere on the video to see the control bar • Tap the “End Call” red power button icon to end the call, then click disconnect.	 
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Sample OTN Invite E-Mail

Hello,

You have been invited to an OTN eVisit (secure video appointment) with Kayla Brooks on **Friday, August 14, 2020** at **1:07 PM** ([Eastern Time](#)).
OTN services are free for patients. Please note that OTN does not request credit card details or any form of payment for use of our services.

Joining an eVisit is simple:

1. Prepare

Desktop / laptop users: You will join your appointment using your web browser. For the best experience, use the Chrome browser.*

Mobile users: Install the "Pexip Infinity Connect" app for [iPhone/iPad](#) or for [Android phone/tablet](#). Close the app once the installation is complete.

We recommend that you [test your device](#) in advance.

2. Connect

When it's time for your appointment, click the button below to join.

Mobile users: You must install the mobile app before joining. After you open the app using the button below, click on the green video icon to connect to the call.

[Start eVisit](#)