SK Virtual Visit
Patient Training

Mobile Application, iOS & Android
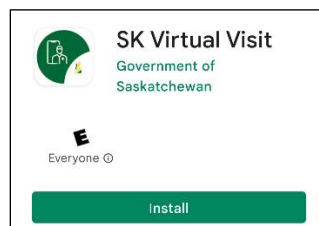
DEVICE REQUIREMENTS

Before beginning, please ensure you have the following:

- **A Smart Phone or Tablet**.
  - Android Mobile devices can include Samsung Galaxy, Google Pixel, Sony or Huawei phones and tablets. If you do not see the application in the store, your device may not be supported.
  - iOS mobile devices can include an iPhone or iPad. If you do not see the application in the store, your device may not be supported.

- A **video camera** – for a mobile device, the camera must be a part of the device; most smartphones and tablets do not support cameras that are not inside the device.
- An audio **microphone** so that you can be heard and a **speaker** so that you can hear. A headset connected to your device wirelessly or wired will also work.
- **Stable Internet connection**

CREATING AN ACCOUNT

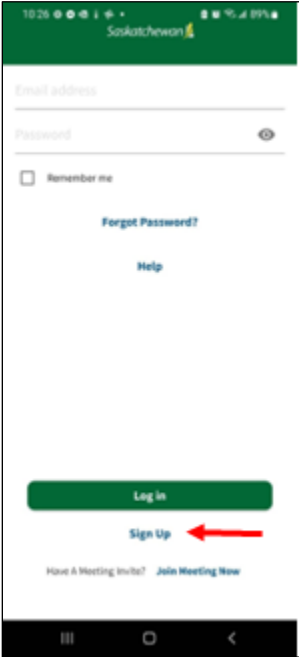You can download the App from the App Store

- iOS for Apple   https://apps.apple.com/ca/app/sk-virtual-visit/id1622225300
- Android https://play.google.com/store/apps/details?id=ca.sk.gov.skvirtualvisit

If you have an existing SK Virtual Visit account, please log in.

First-Time User 'Sign-Up'

Step 1: After downloading the app to your mobile device, click **'Sign-up'** on the login screen.
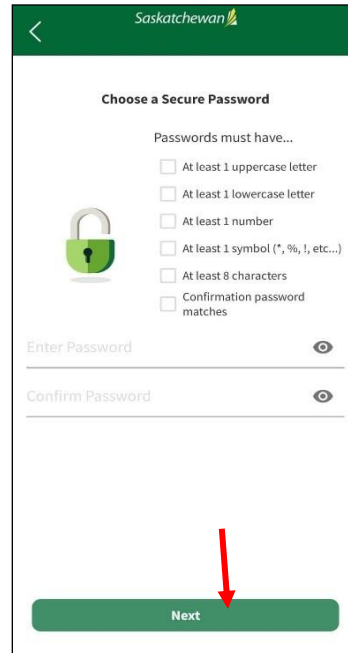

Step 2: Fill out the fields, read and agree to the *Terms, Privacy Policy and Consent Form*, then click **'Next'**.
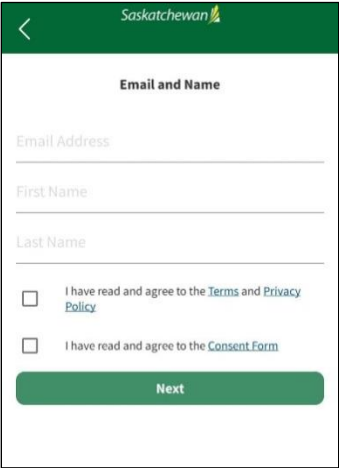
Step 3: Create a password with:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 symbol
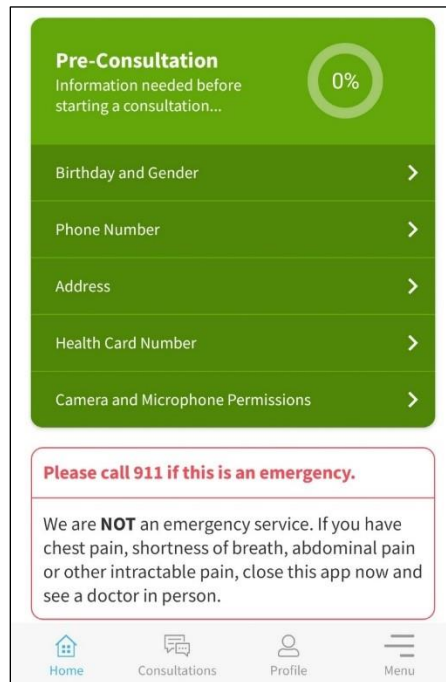- Minimum of 8 characters...then click **'Next'**.

Step 4: Check your email, open the Confirmation Code email that has been sent to you, and click on **'here'**. Once your confirmation code is entered, click **'Next'**.

If you can't find the email, click **'Resend Confirmation Code'. Be sure to check your Junk or Spam folder, as well.

Step 5: Complete your **'Pre-Consultation Checklist'**.

You are now part of your Healthcare Provider's virtual clinic.

HOW TO JOIN AN APPOINTMENT

You'll receive an invitation in the form of an email with a quick link that you can click on to take you directly into a video chat with them.

Step 1: Click the link in the email sent to you – you will automatically be redirected to a page titled **'Join a Meeting'.**

Step 2: Add the meeting ID and passcode if they aren't already entered into the appropriate fields.

Step 3: Enter your name to identify yourself.

Step 4: Click to enable your microphone and camera – if you wish to remember your preferences for future meetings, click the checkbox.

Step 5: Click **'Join'** when you are ready to begin. You will be prompted to wait until the host to let you into the meeting.

NOTE: If you are needing assistance, click on **'Help'** and a new page will open to our **'Getting Started'** page, where you can find answers to questions relating to Quick Meeting Support, or you can access our online support team.

CONSULTATIONS TAB

On your mobile device, you can click on **'Consultations'** to see the following:
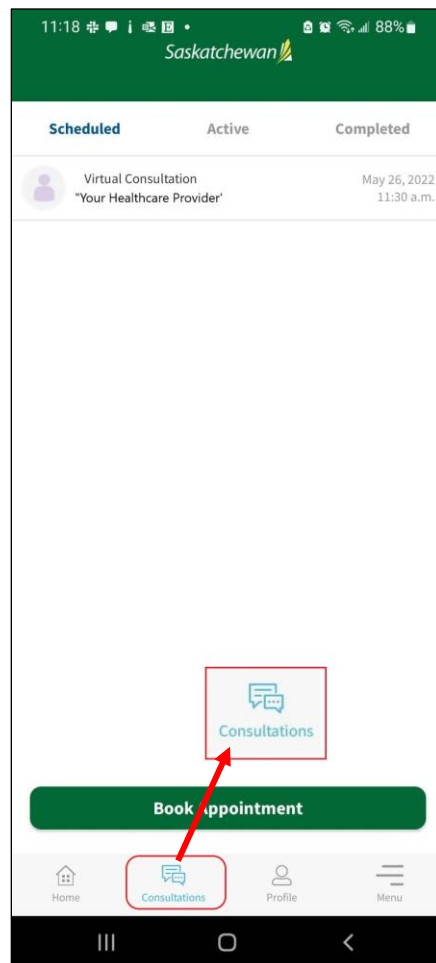
- **Scheduled:** Future consultations that are scheduled for you and your dependents.
- **Active:** Consultations that are, either, in progress or not yet completed.
- **Completed:** Previous consultations that are concluded for you and your dependents.

ACCOUNT – PROFILE TAB

A. How to Update Personal Account Information, Change Email or Change Password

Step 1: On your Mobile Device, select **'Profile'** from the bottom navigation bar, which is located on the 'Home' screen.
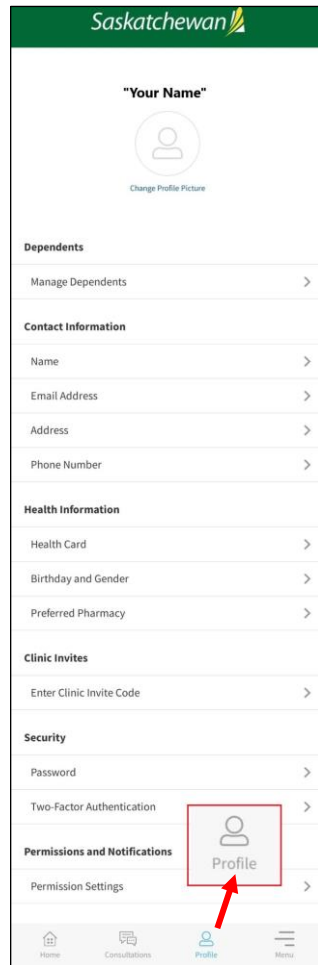
Step 2: Enter or change your personal information. Note: if any information is changed here, the **'Save Changes'** button will not enable until all information is entered into the screen.

Step 3: Select **'Done/Save Changes'**.

NOTE: After changing your email or password, a confirmation email will be sent to you.

B. How to Add Dependents

NOTE: Dependants should be children between the ages of newborn to 18 years of age, or any adult that requires special care. In this area you can also add a dependant to your family account.
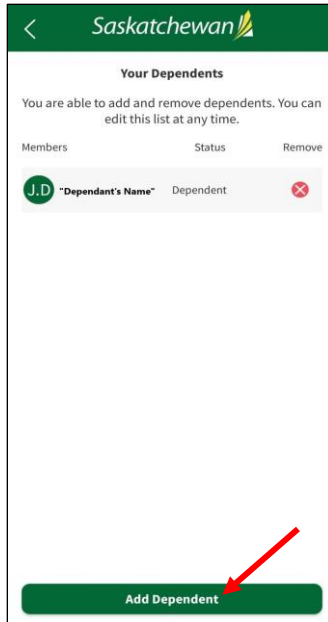
From the 'Profile' Tab

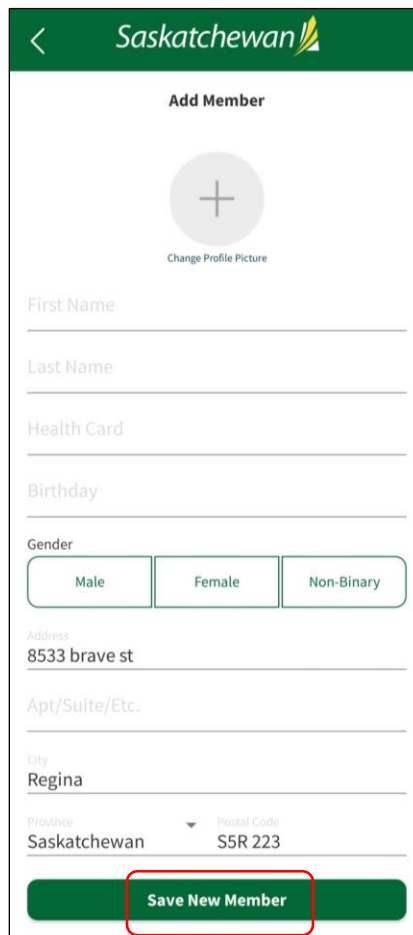**Step 1:** On your mobile device go to the **Home screen.**
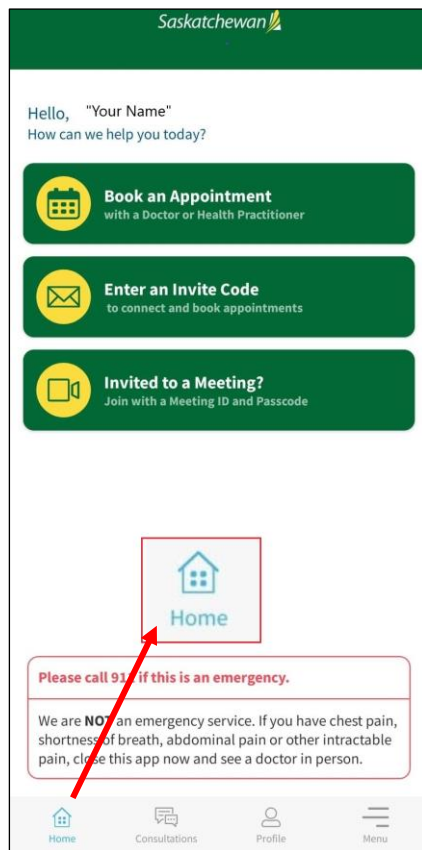
Step 2: Select the **'Profile'** tab along the bottom of the screen.

Step 3: Select **'Add Dependent'** located at the bottom of the screen.

Step 4: Add your dependent's information and select **'Save New Member'.**

C. Pre-Call Test

A test of your camera (video) and audio (microphone) connectivity and quality. The test takes approximately 30 seconds and will time out automatically, unless you stop the test by clicking **'Stop Test'.**

HOW TO CANCEL AN APPOINTMENT

If you need to cancel your appointment please call the clinic directly. Do not try to cancel through the application.

Allan Blair Cancer Centre – 306-766-2133

Saskatoon Cancer Centre – 306-655-2662