

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 <u>https://apps.apple.com/ca/app/sk-virtual-visit/id1622225300</u>
- 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.

1025 0 0 15 i 4 • 8 11 % a t 8% at
Email address
Password O
Remember me
Forgot Password?
Help
Log in
Sign Up
Have A Meeting Invite? Join Meeting New

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

<	Saskatchewan 💋
	Email and Name
Emai	
First	Name
Last 1	lame
	I have read and agree to the <u>Terms</u> and <u>Privacy</u> <u>Policy</u>
	I have read and agree to the Consent Form
	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'**.

Please clic account:	k here to verify your email or enter the following code when prompted after logging into your
	360456
Thanks for)	oining SK Viitual Visit.
If you have a virtualvisit@	my questions or suggestions for how we can improve our service, please don't hesitate to contact us a jeheathsask.co.



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



Pre-C Informa starting	onsultation ation needed before a consultation	0%
Birthda	y and Gender	>
Phone N	Number	>
Address		>
Health Card Number		>
Camera	and Microphone Permission	is 💙
Please c	all 911 if this is an emer	gency.
We are N chest pa or other see a do	IOT an emergency service in, shortness of breath, a intractable pain, close th ctor in person.	e. If you have bdominal pain is app now and

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.

Join Virtual Health Meeting	
https://virtualvisit.saskatchewan.ca/meetingid=87498735767	
Meeting ID: 87498735767	
Passcode: B4DMBT	

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.

"Your Name"	
Dependents	
Manage Dependents	>
Contact Information	
Name	>
Email Address	>
Address	>
Phone Number	>
Health Information	
Health Card	>
Birthday and Gender	>
Preferred Pharmacy	>
Clinic Invites	
Enter Clinic Invite Code	>
Security	
Password	>
Two-Factor Authentication	>
Permissions and Notifications	0
Permission Settings	>

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'.

	skaterievval	
	Add Member	
	(+)	
	Change Profile Picture	
First Name		
Health Card		
Birthday		
Gender	. <u> </u>	
Male	Female	Non-Binary
Address 8533 brave st		
Apt/Suite/Etc.		
City Regina		
Province Saskatchewan	Postal Code S5R 223	
	ave 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