

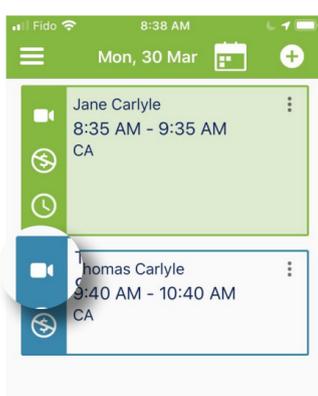
Conducting a Virtual Visit with a Client on Mobile



1

Identifying A Virtual Visit

When you log into the mobile app, any virtual visits you have planned will have the icon in your schedule.

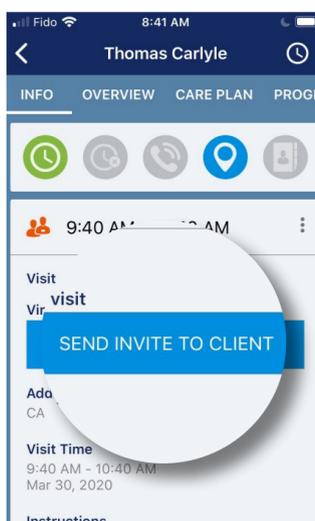


2

Sending the Invite to the Client

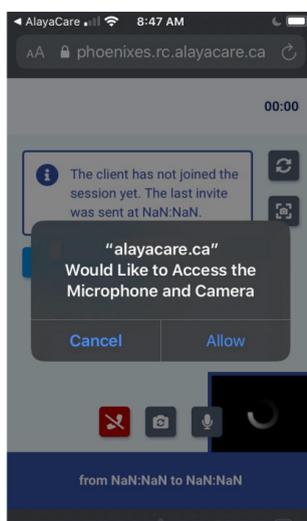
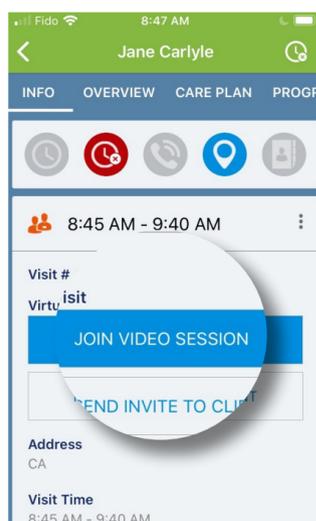
After opening a virtual visit from your schedule, you will see a button to **Send invite** to client. Click this button to send an email to the client's email address with a link to join the video call.

Note: You can send the invite to the client either before or after clicking in to the visit. However, you must clock into the visit before you can join the video session.



3

Joining the Video Session with the Client

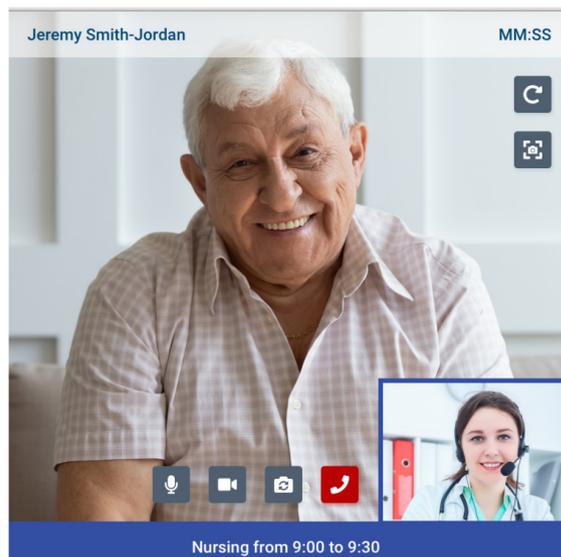


Once you have sent the link to the client and clocked into the visit, tap **Join video session**.

After clicking **Join video session**, the dialogue box for the video call will open as another window. Make sure to tap **Allow** to enable your microphone and camera when prompted.

4

During the Virtual Visit



Once the client joins the call and enables their camera and microphone, you should be able to see and hear them.

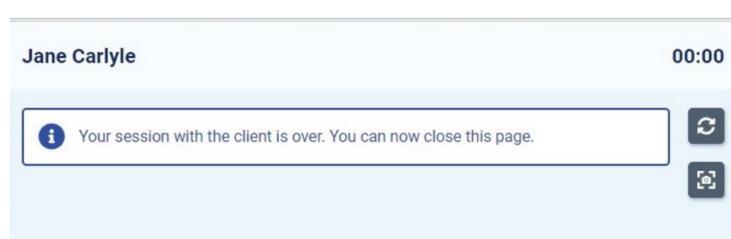
You will be able to see how you appear to the client in the bottom right corner of the screen. You can proceed to document the visit as usual in the app.

- Hang up and end the call.
- Switch the direction of the camera.
- Press to mute your microphone.
- Press to disable your camera.

5

Ending the Virtual Visit

Once you have finished your visit, you can click the button to hang up and then clock out of the visit. You will receive the following message:



Once you hang up, your session with the client is over. Note: you will still need to clock out after ending the video session.

To learn more about virtual visits, go to <https://alayacare.zendesk.com/>