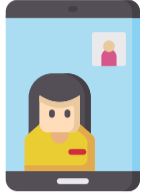




How to Join a Virtual Visit from Your Mobile Phone

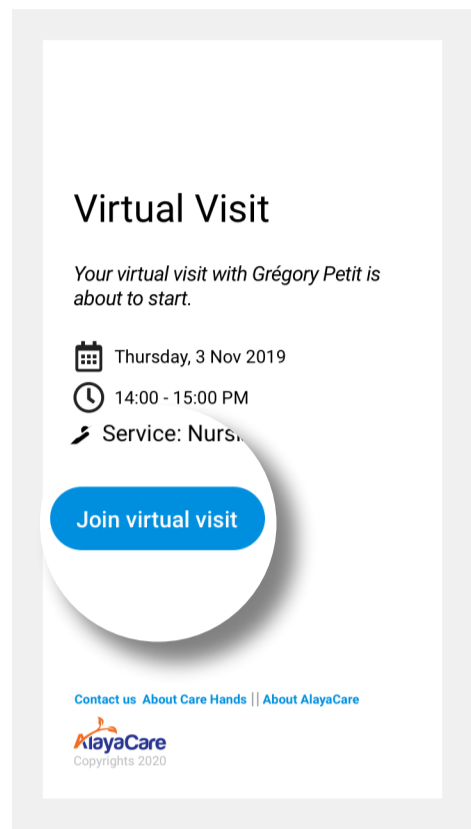


Joining A Virtual Visit

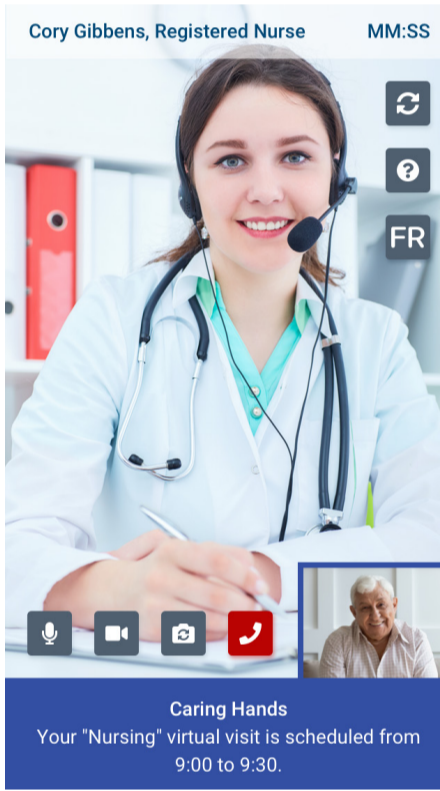
Before the scheduled start time of your visit, your caregiver will send you an email that contains information about the timing of your visit, the service you are receiving, and the name of your caregiver.

When it is time for your visit, click the **Join virtual visit** button in the email you received.

When you join the call, you may be prompted to enable your microphone and video. Depending on your device's settings, your microphone and camera may already be enabled.



During the Virtual Visit

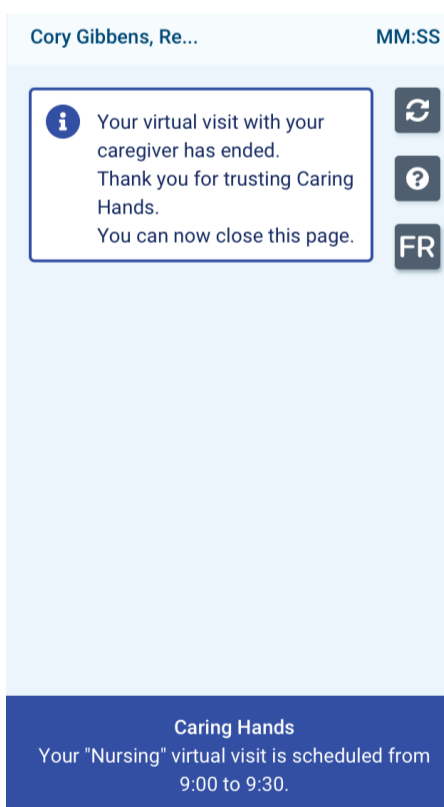


Once your caregiver has joined the call and enabled their microphone and camera, you will be able to see and hear them. Your image will appear in the bottom right corner.

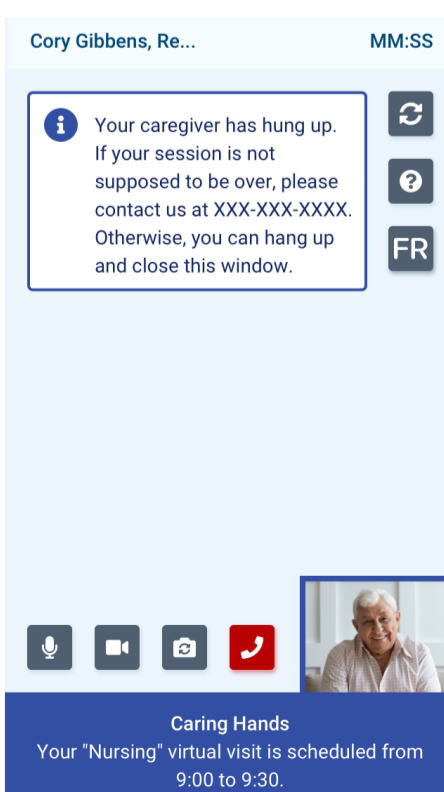
- Hang up and end the call.
- Switch the direction of the camera.
- Press to mute your microphone.
- Press to open the help guide.



Ending the Virtual Visit



When your visit is over, you or your caregiver can hang up to end the call. When you hang up, you will receive a message informing you that your virtual visit has ended.



If your caregiver hangs up, you will receive a message indicating that the caregiver has hung up.

If the visit is not supposed to be over, call the number provided in the message. Otherwise you can press the hang-up button and click to close out of the window.

If you require additional assistance, please connect with your care provider.