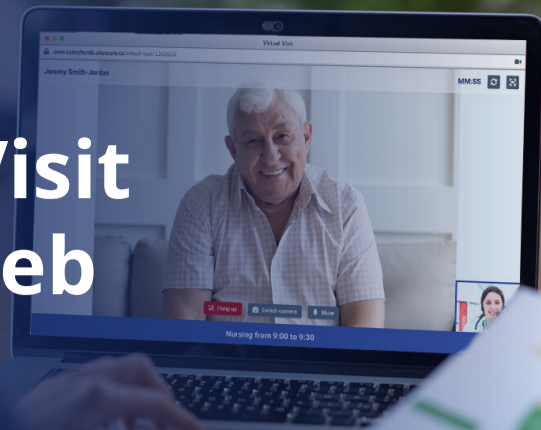


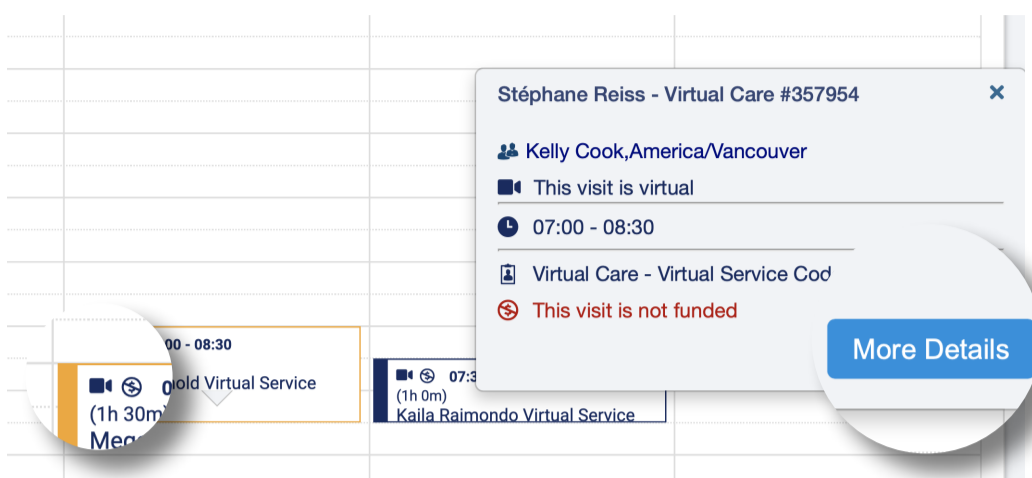
# Conducting a Virtual Visit with a Client on the Web



# 1

## Identifying A Virtual Visit

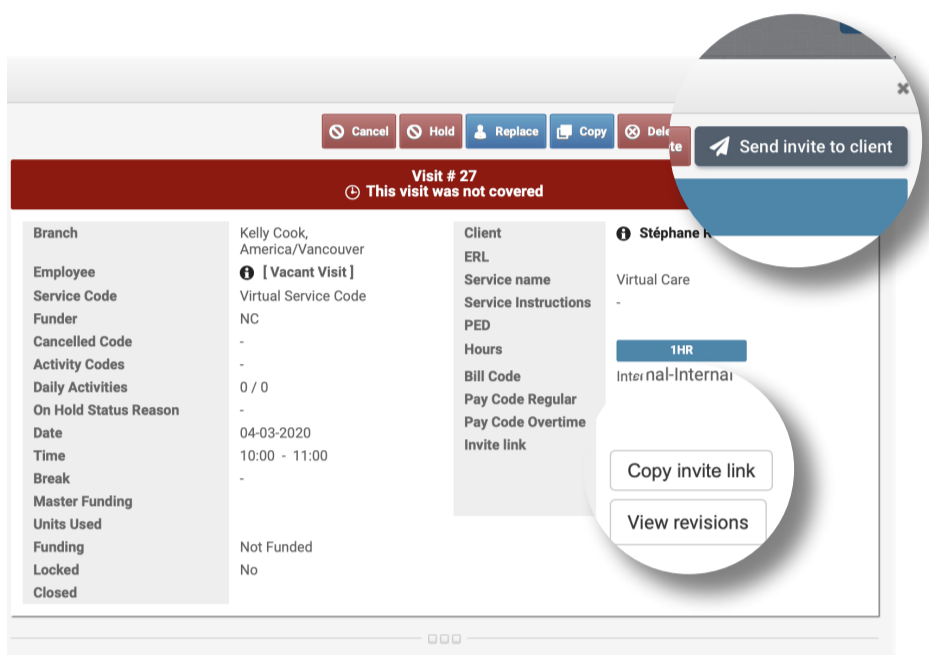
In the web app, virtual visits will have the icon in the client and employee schedules.



# 2

## Sending the Invite to the Client

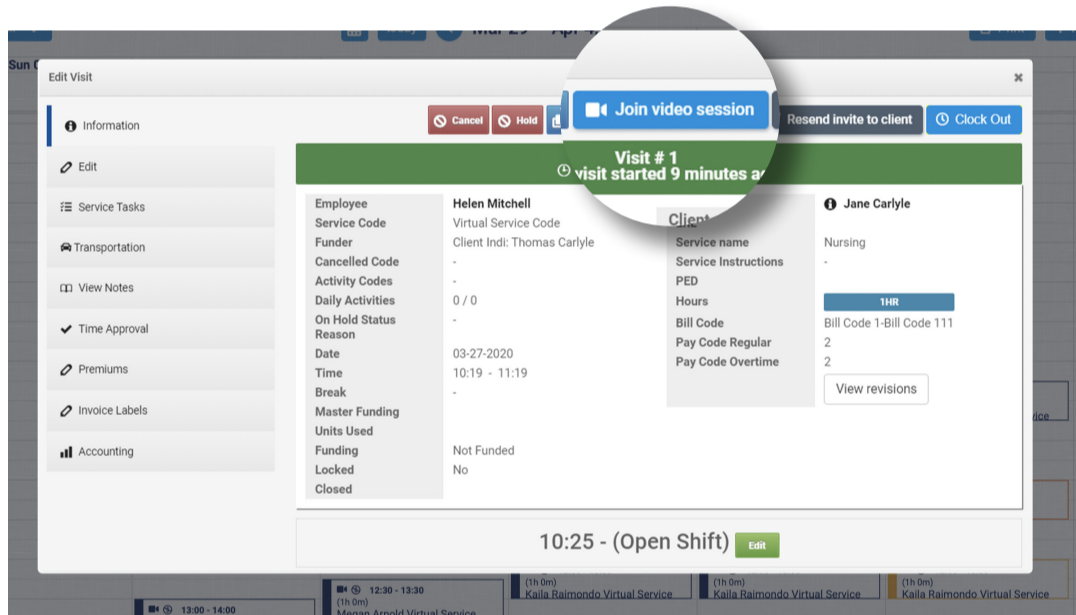
Click **More Details** and **Send invite to client**. This will send an email to the client's email address (as entered in the Demographics tab on the client profile) with a link to join the video call.



Alternatively, you can select **Copy invite link** to copy the link and send it directly to the client. When the client clicks on the link, they will be able to join the video call.

# 3

## Joining the Video Session with the Client

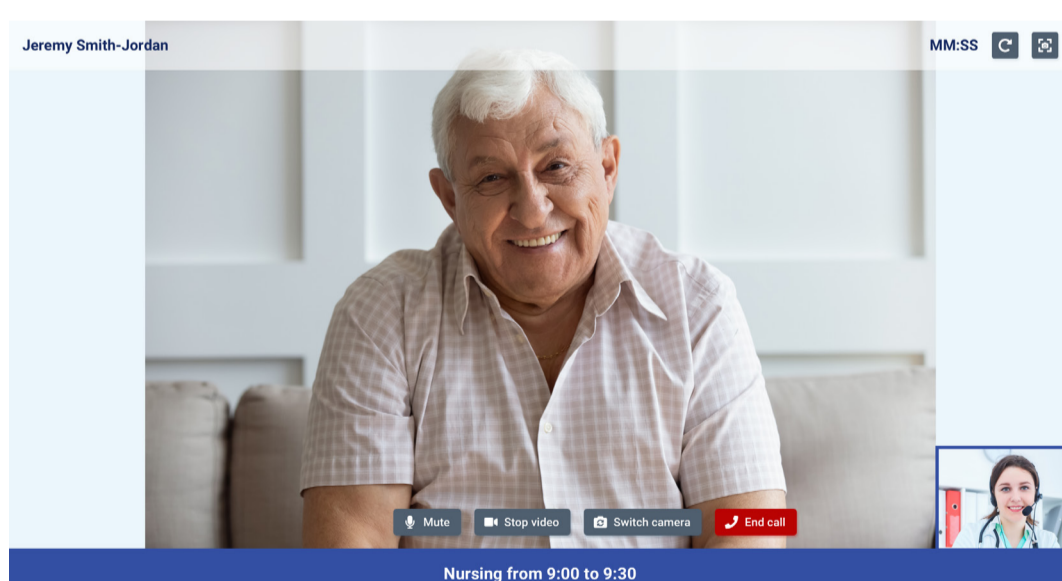


After clicking **Join video session**, the dialogue box for the video call will open as a browser window. Make sure to enable your microphone and camera when prompted by your browser.

# 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.

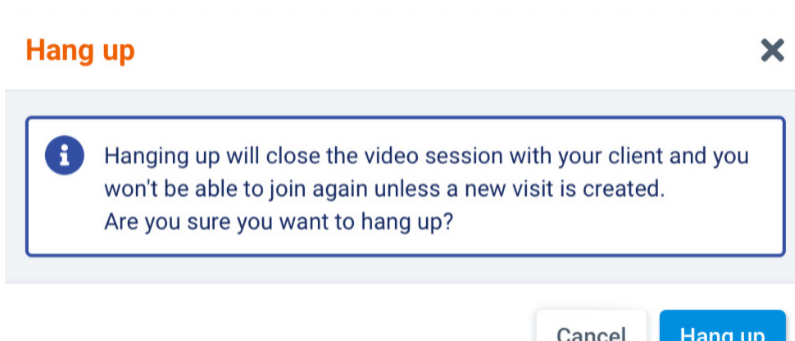


- Hang up and end the call.
- Switch the direction of the camera.
- Press to mute your microphone.
- Press to disable your camera.

# 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 warning:



Once you hang up, your session with the client is over. You can now close the page.

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