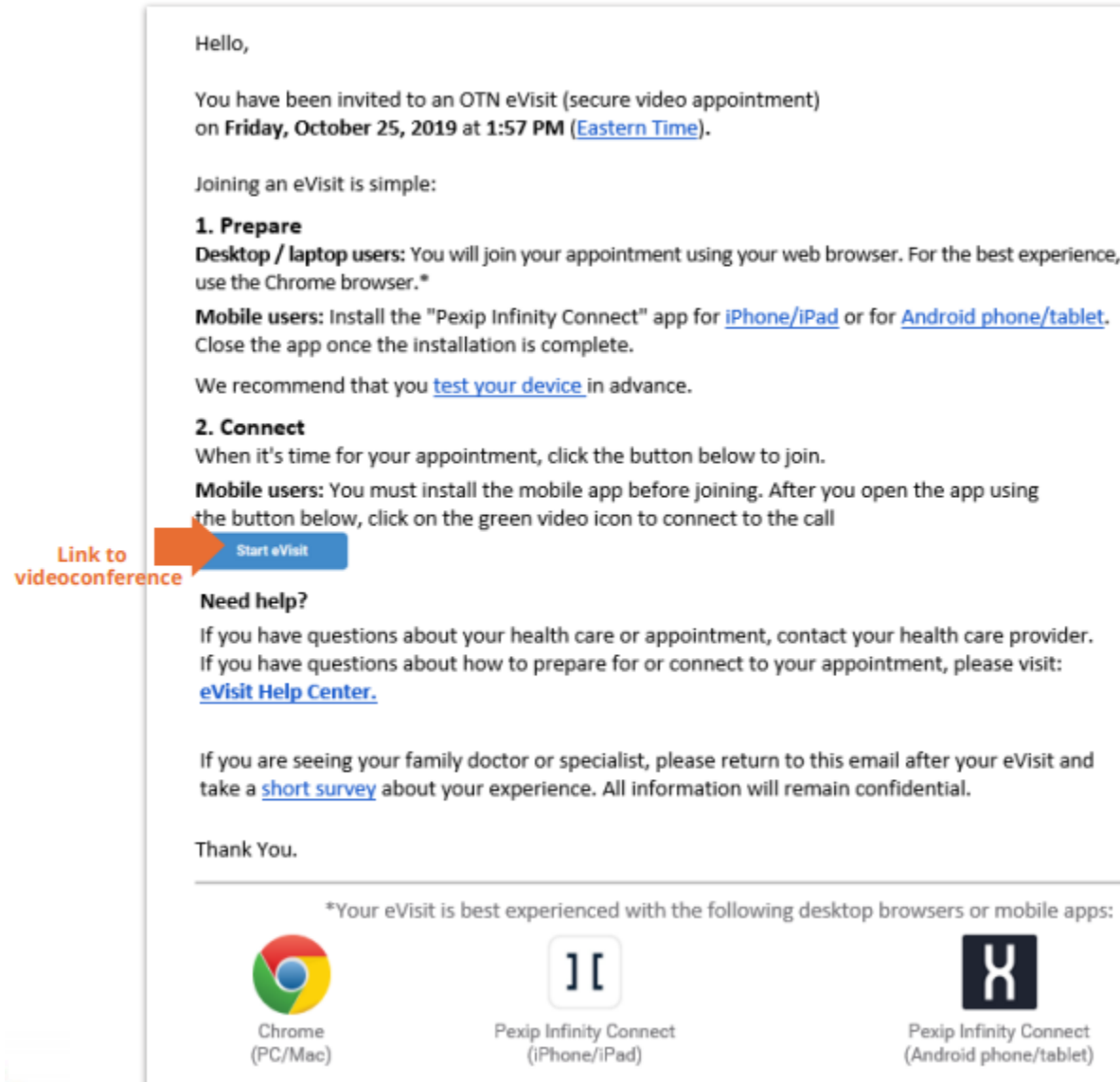


OTN GuestLink Information for Clients/Patients

Your CAMH appointment will take place over videoconferencing via the **Ontario Telemedicine Network (OTN)**. You should receive an email that looks like this:

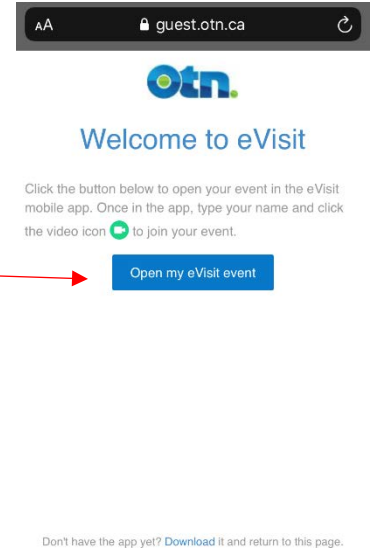


If you are joining from a **laptop** or **desktop** computer, ensure you have a camera, microphone/headset and speaker:

1. Open your email invitation
2. Click "Start eVisit" using Chrome or Firefox internet browser
3. Enter your name and click **connect**
4. Click Start [enter the PIN given to you by the organizer, *if applicable*]
5. You should be connected to the call. If you are the first to join, a "waiting for the host" screen will appear

If you are joining from a **smartphone** or **tablet**:

1. Make sure you have installed the Pexip Infinity Connect app [visit [OTN's website](#) for more information on downloading: <https://otn.ca/video-visit-help/Content/Home.htm>]
2. Allow access to camera, microphone and calendar (appointment will not connect unless you allow access to all pop-ups)
3. Open the email invitation on your mobile device or tablet
4. Tap "Start eVisit", then "Open my eVisit event"
5. Enter your name and tap the **camera icon** [enter the PIN given to you by the organizer, *if applicable*]
6. You should be connected to the call. If you are the first to join, a "waiting for the host" screen will appear
7. Ensure your audio output is set to speaker (default is headset) by tapping the green headset image, or selecting speaker in settings



What to do if you can't connect:

For trouble connecting to your videoconference appointment, you may call OTN troubleshooting: 1-855-654-0888

Or, visit [OTN's support page](#) for more information on connecting your call, quick references and more:
<https://support.otn.ca/en/connect-help>.