SK Virtual Visit

Patient User Guide

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DEVICE REQUIREMENTS

- A computer or laptop - internet browser requirements:
  - □ Windows 10 or higher with all updates installed
  - □ OS X Sierra or higher (v10.12+)
  - □ Chrome Browser with Version 56 or higher OR
  - □ Edge Browser with Version 79 or higher OR
  - □ Firefox Browser with Version 44 or higher OR
  - □ Safari Browser with Version 13 or higher

  NOTE: Internet Explorer is <u>not</u> supported

  OR

- A mobile device (Smart phone or tablet) – the SK Virtual Visit app should be available in your App Store:
  - □ Android Mobile devices can include Samsung Galaxy, Google Pixel, Sony or Huawei phones and tablets
  - □ Apple iOS mobile devices can include an iPhone or iPad

Either computer or mobile devices should have:

- ▪ A video camera
  - □ An internal camera installed within your device
  - □ An external camera that is connected to your device – wired or Bluetooth
- ▪ An audio microphone/speaker
  - □ Microphone (input) for speaking
  - □ Speaker (output) for listening
  - □ A headset connected to your device – wired or Bluetooth
- ▪ A stable internet connection

ACCESSING 'SK VIRTUAL VISIT'

On the WEB using a desktop or laptop computer, a tablet or mobile device:

Go to the web address: https://virtualvisit.saskatchewan.ca/

It is a good idea to bookmark the Login screen to your computer or desktop for easy access in the future.

See *Bookmark the Login Screen*

*** **Note** – the website works on the following web browsers:
- Chrome
- Firefox
- Microsoft Edge
- Safari
- **It WILL NOT work on Internet Explorer**

On the APP using a Mobile Device:

Go to either the Apple App Store or Google Play store, search for **SK Virtual Visit** and Download or Install:

- *Apple App Store* for Apple mobile cell phone and tablet products
- *Google Play Store* for Android mobile cell phone and tablet products

Apple App Store screenshot:

Google Play Store screenshot:
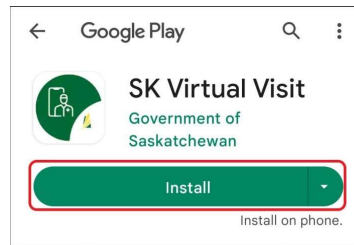
OR

Once downloaded, click '**Open**' from either the App Store or click the icon on your screen.

Apple App Store screenshot:

Google Play Store screenshot:

OR

Mobile Device icon:

VIRTUAL SESSIONS – 2 TYPES

There are **two methods** to have video sessions with your healthcare provider. **Your healthcare provider's clinic will decide** which method they will use to meet with you.

VIDEO 'MEETINGS'

- A 'SK Virtual Visit' account **IS NOT** required
- Patients are invited by email with a Meeting 'https://…' quick link, Meeting ID and Passcode
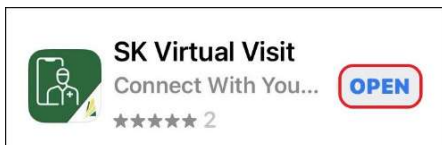- Each video meeting will have a new, unique meeting hyperlink, ID and Passcode
- Patients or their healthcare provider may invite other participants to attend
- Past meeting information is not stored for future reference

> *Refer to information below:*
> - *METHOD 1 – 'VIDEO MEETINGS'*
> - *TEST YOUR AUDIO & VIDEO*
> - *CANCEL YOUR APPOINTMENT*

'PATIENT CONSULTATIONS' with VIDEO

- A 'SK Virtual Visit' account **IS** required
- Patients must be invited and must join their healthcare provider's virtual clinic
- Scheduled appointments are accessed after logging into the patient's SK Virtual Visit, under the 'Consultations' tab
- Patients or their healthcare provider may invite other participants to attend
- Past consultation information is stored for future reference

> *Refer to information below:*
> - *METHOD 2 – 'PATIENT CONSULTATIONS'*
> - *CREATING AN ACCOUNT*
> - *LOG INTO YOUR SK VIRTUAL VISIT ACCOUNT*
> - *TEST YOUR AUDIO & VIDEO*
> - *'JOIN YOUR PATIENT CONSULTATION'*
> - *CANCEL YOUR APPOINTMENT*
> - *LOGOUT OF SK VIRTUAL VISIT*

METHOD 1 – 'VIDEO MEETINGS'

If your Healthcare Provider is seeing you with the '**Video Meeting'** method, (which could be an immediate appointment or a scheduled appointment), you will receive an email which includes:

- Appointment information - Title, Time, Date (with scheduled appointments only)
- Meeting quick link (https://...)
- Meeting ID
- Meeting Passcode

Note: Each appointment scheduled for you will have a new, unique meeting quick link, ID and Passcode. Once a video meeting is over, the old information will not work for future meetings.

Join Virtual Health Meeting

https://virtualvisit.saskatchewan.ca/app/j/70792963094?pwd=JMBG7J

Title: Follow-Up Appointment w Patient
Time: November 20th 2023, 10:00-10:10am CST (-06:00)
ID: 70792963094
Code: JMBG7J

JOIN YOUR 'VIDEO MEETINGS'
A. Steps to Join Using the Quick Link Within the Email

Step 1: Click the '**https://...'** quick link provided in the email sent to you.

If the quick link does not work, copy it, then paste it into the address bar of a new browser window:
- Copy it to your clipboard. Highlight the quick link info. Press Ctrl+C (Windows) or Command+C (Mac) **OR** right-click on your mouse and choose '**Copy**'.
- Open your web browser and paste the quick link info into the address bar. Click into the address bar, press Ctrl+V (Windows) or Command+V (Mac) **OR** right-click on your mouse and choose '**Paste**'.

Step 2: When using your mobile device, you may be prompted with this green screen. If so, choose…
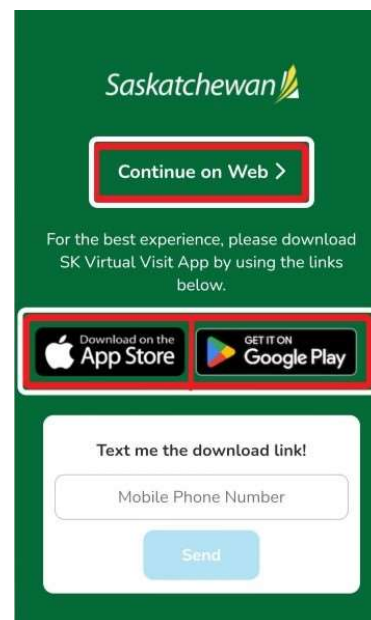
- **Continue on Web**

    OR, as an option,

- **Download the 'SK Virtual Visit' APP**

    Click on either the 'Apple App Store' or 'Android Google Play Store', search for **SK Virtual Visit** and Download/Install.

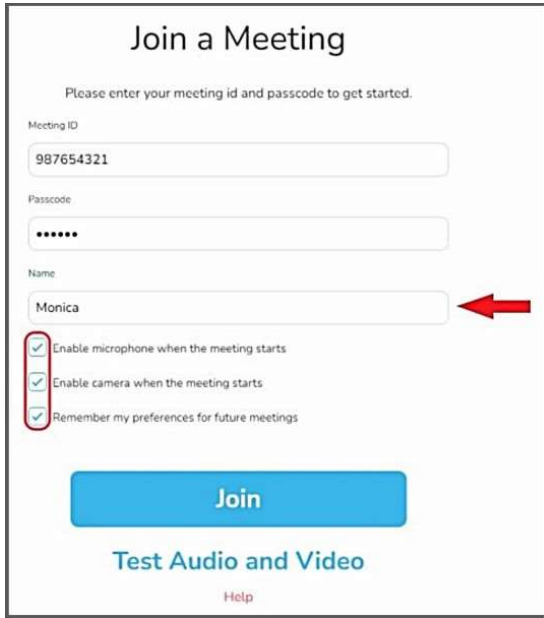   Once downloaded, open **SK Virtual Visit**.

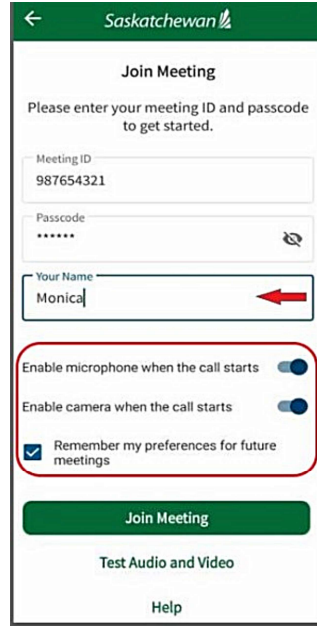**Note: You <u>do not</u> need to be logged into nor have a SK Virtual Visit account.**

Step 3 – You will be directed to the 'Join a Meeting' screen:
- The Meeting ID and Passcode will have automatically generated
- Add your name to identify yourself (**required**)
- Your microphone, camera and 'Remember my preferences for future meetings'. should have defaulted to 'Enabled'. If not, ensure they are turned ON.
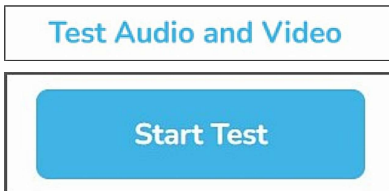
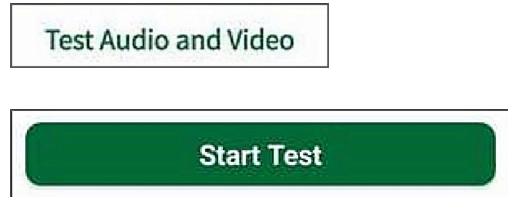**Web screenshot:**   **Mobile screenshot:**

Step 4: It is recommended that you test your audio and video equipment <u>before</u> joining the meeting.
- Click '**Test Audio and Video'**, then **'Start Test'**.

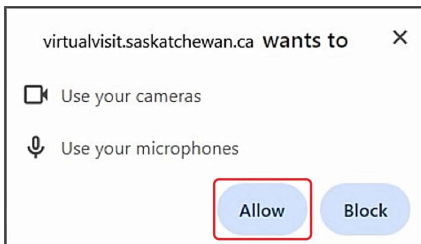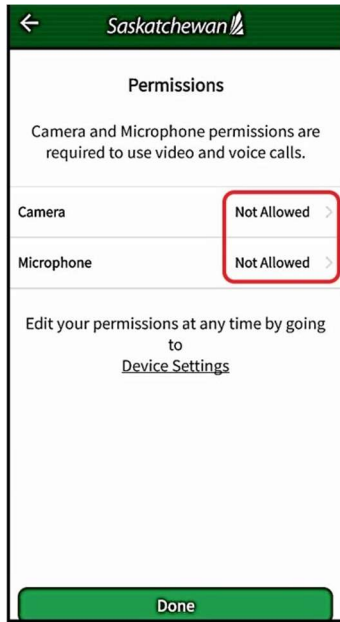**Web screenshot:**   **Mobile screenshot:**

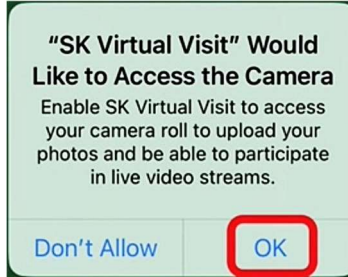- Whenever prompted always make sure your camera and microphone are '**Allowed/Enabled'**.
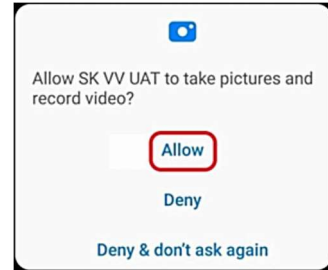
On the web:

On mobile: if the '**Permissions**' screen says '**Allowed**', continue with the test. If not, click '**Not Allowed**' for each. Click '**OK**' (Apple devices) or '**Allow**' (Android devices) for each.


Apple iOS:

Android Devices:

- Ensure your device is on a stable surface and speak, to ensure your camera and microphone are tested properly. The test takes approximately 30 seconds and will let you know the quality of your audio and video and if there are issues.

  If the Pre-Call test fails or the results are bad:
  - Make sure other applications on your device are not using your microphone/camera or close them.
  - Double-check your internet connection.
  - Make sure your microphone and camera are Enabled/Allowed under your 'Device Settings' for the 'SK Virtual Visit' APP.

- After a successful test, Go Back to the '**Join a Meeting**' screen.

Step 5: When ready, click **'Join/ Join Meeting'.**

Web screenshot:
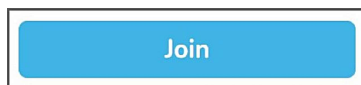
Mobile screenshot:

You will be prompted to wait until the host admits you into the meeting. Once admitted, you will be taken into the video meeting.

If declined, you will receive the following message.   If this is a mistake, contact the meeting host to have another invitation sent to you.

Admission Declined

The host has declined to allow you into this meeting.

If you drop from the meeting by mistake, you may re-enter it using the '*https://…*' quick link in your email, as long as the meeting is still active.

B. Steps to Join From the Login Screen

Step 1: On a mobile device, open your '**SK Virtual Visit**' app, OR

on the web, go to https://virtualvisit.saskatchewan.ca/

Step 2: Click the '**Join Meeting**' button which will take you to the '**Join a Meeting**' screen.

Mobile Device: **Laptop/Computer:**

Continue with '**Step 3'** above for the '**Join a Meeting'** screen.

C. Steps to Join After Logging Into Your Account

You may also access your meeting after logging into your 'SK Virtual Visit' account (if you have one).

Step 1: Log into your 'SK Virtual Visit' account by entering the email address and password you used to create your account.

Step 2: On the 'Home' screen, click '**Join Meeting / Invited to a Meeting?**'

Mobile Device on App:
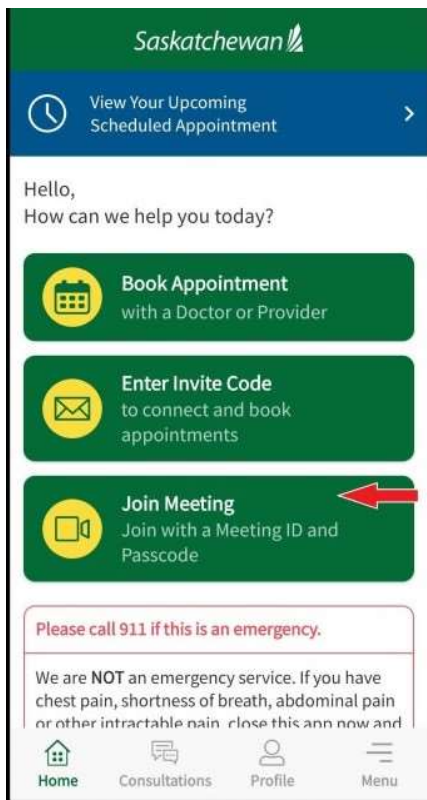
Laptop/Computer :

Continue with '**Step 3'** above for the **'Join a Meeting'** screen.

METHOD 2 – 'PATIENT CONSULTATIONS'

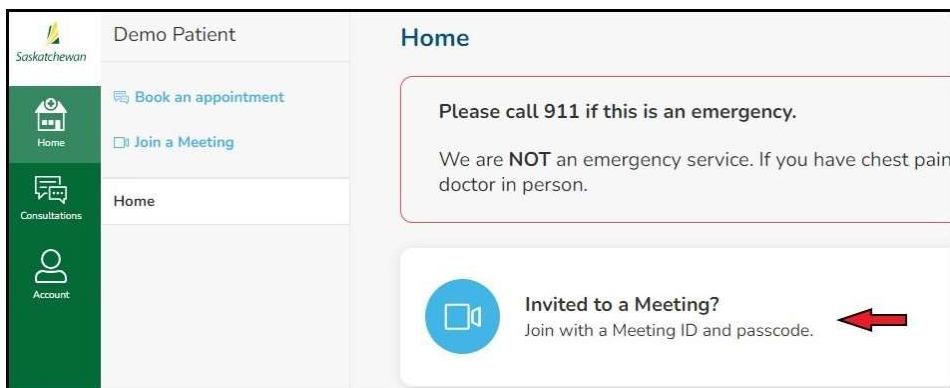If your Healthcare Provider is seeing you with the '**Patient Consultation'** method, you will be invited to join their virtual clinic and create a SK Virtual Visit account.

> *For more detailed information on creating an account, see '**Creating an Account**' below.*

First Step is to Join a Virtual Clinic You Have Been Invited To

You can be invited to a clinic by your Healthcare Provider in two ways:

- By Email from a Clinic
- With an Invite Code given to you from a Clinic (provided verbally, via SMS text or email)
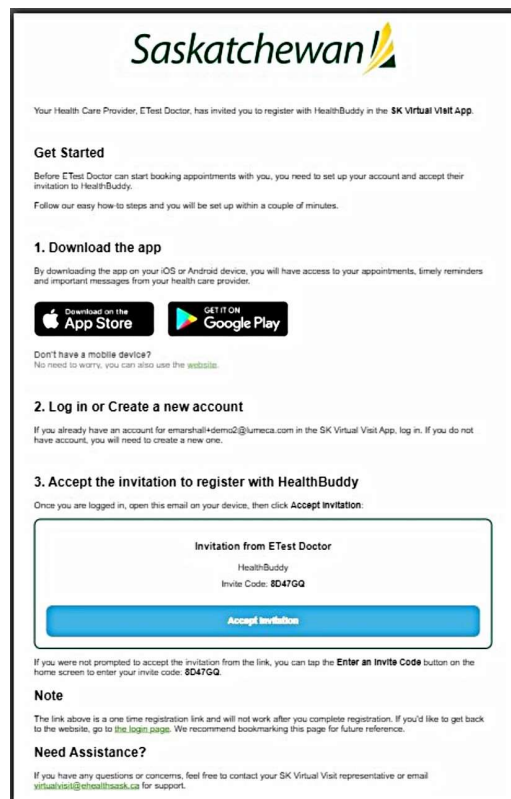
A. Join a Virtual Clinic Using the 'https://…' Quick Link Within the Email from a Clinic

Step 1: If you already have a '**SK Virtual Visit'** account, click the blue '**Accept Invitation**' button in the email, then log into your account – **under #3 in the email**.
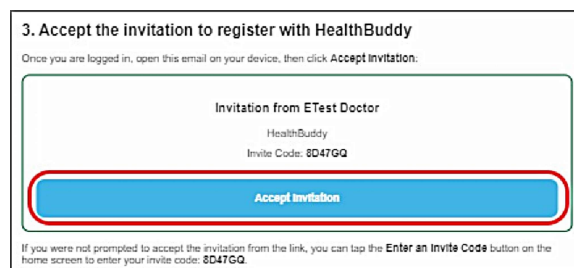
Step 2: If you do not have an account – **start at #1 in the email**:

Either,

- Download the '**SK Virtual Visit'** APP from your applicable App Store, by clicking your applicable App Store link in the email:
  - □ The '**App Store**' button (Apple mobile phones or tablets)
  - □ The '**Google Play**' button (android mobile phones or tablets)

OR

- The green '**website**' (laptops, computers or tablets), then click '**Continue to SK Virtual Visit on Web'.**
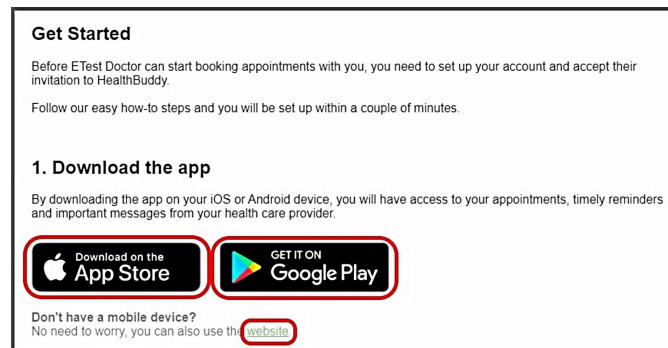
Step 3: Either,

- Open the '**SK Virtual Visit**' APP on your mobile device and click '**Sign Up**',

  OR

- On your laptop/computer, tablet or mobile device, navigate to the WEB Login screen https://virtualvisit.saskatchewan.ca/ and click '**Create Account'.**

Continue to create your account – *See instructions below under '**CREATING AN ACCOUNT**'*.

Step 4: Log into your account using the email and password you used to create your account.

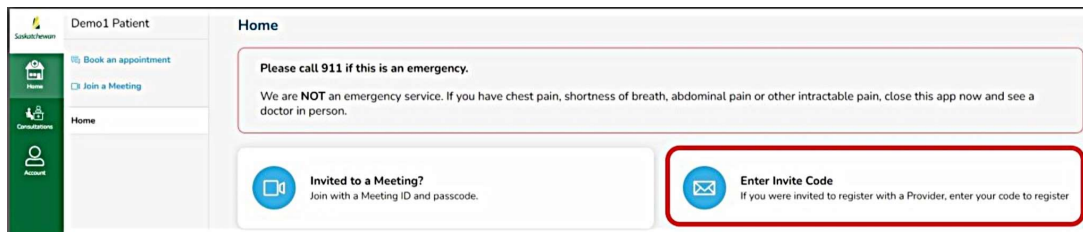**Step 5:** Select '**Accept Invitation'**.
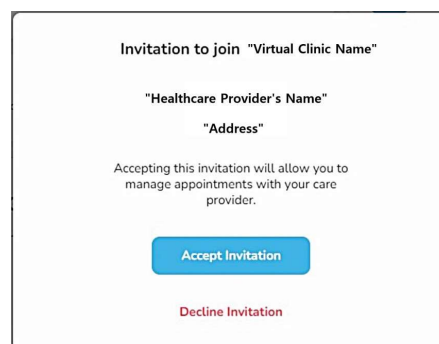
Note: If you are not prompted to accept the invitation after logging into your SK Virtual Visit account, you can tap the '**Enter Invite Code**' button on the Home screen and enter the 6-digit invite code provided in your invitation email.

Mobile Device:

Laptop/Computer:

Note: The link above is a one-time registration link and will not work after you complete registration.

The Login screen on WEB is at https://virtualvisit.saskatchewan.ca/. *We recommend bookmarking this page for future reference.*

Step 6: If not already done, complete the '**Pre-Consultation Checklist'** to 100%.

You are now joined to your healthcare provider's virtual clinic and may begin having virtual sessions with them.

B. Join a Virtual Clinic Using an Invite Code Provided to You by the Clinic
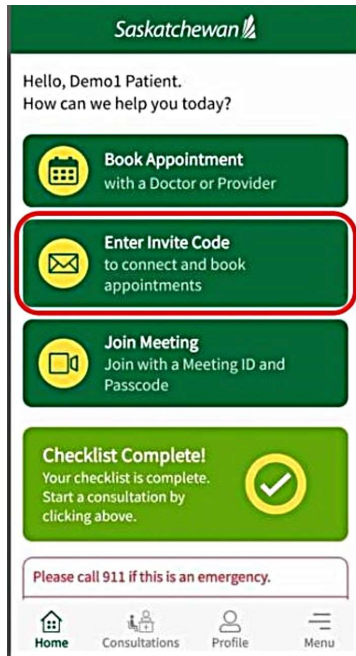
You will be able to join your healthcare provider's virtual clinic by entering a 6-digit '**Invite Code'**, which will be given to you by the clinic.

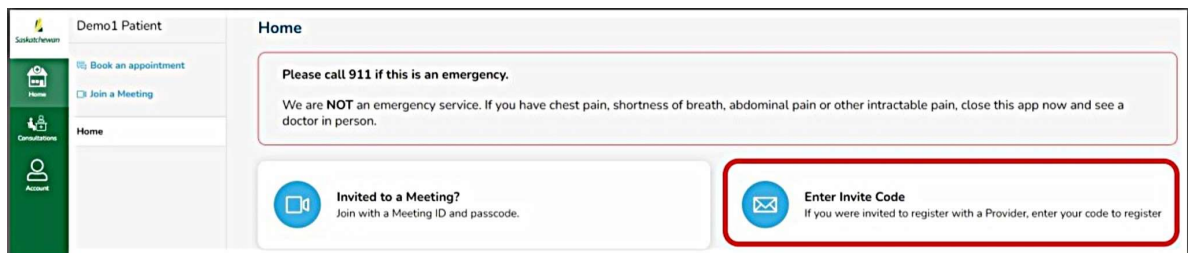**Step 1:** Create and Log into your SK Virtual Visit account –

See instructions below under '**CREATING AN ACCOUNT'**.

Step 2: Select **'Enter Invite Code'** from the Home Screen.
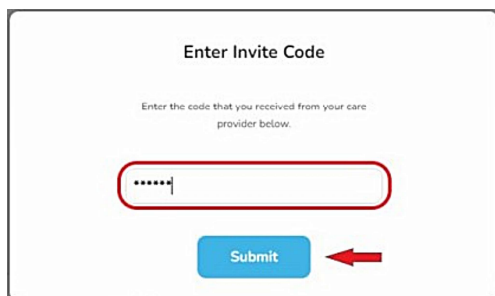
Mobile Device:

Laptop/Computer:

Step 3: Enter the code provided to you, then click **'Submit'**. After the code is validated, click **'Continue'**.

Step 4: If not already done, complete the 'Pre-Consultation Checklist' to 100%.

You are now joined to your healthcare provider's virtual clinic and may begin having virtual sessions with them.

CREATING AN ACCOUNT

A. First-Time User 'Sign-Up' on WEB Using a Desktop, Laptop, Tablet or Mobile Device

*See additional information above under the ''**ACCESSING SK VIRTUAL VISIT**'' section (page 4).*

Step 1: Navigate to the Login screen at https://virtualvisit.saskatchewan.ca/

It is a good idea to bookmark the Login screen to your computer or desktop for easy access in the future.

See *Bookmark the Login Screen*

Step 2: If you **have** an existing SK Virtual Visit account, Log in.

If you **do not have** an account, click '**Create Account**'.

Step 3: Choose account type '**Patient**'.

Step 4: Enter all requested Information – your first and last name, email address, birthday and gender.

Step 5: Create a secure password. As the password requirements are met, checkmarks will automatically appear for each item.

Step 6: Review the '**Terms of Use**', '**Privacy Policy**' and '**Consent Form**' and check the boxes confirming you have Read and Agree to them.

Step 7: When complete, click '**Continue**'.

The '**Email Verification**' screen will appear and you will be sent an email to the email address you entered on the previous screen.
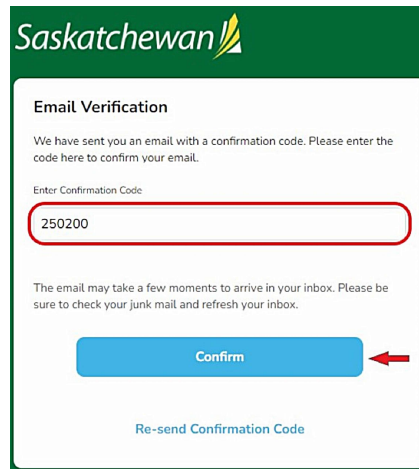
If the email is not found in your 'Inbox', check your 'Junk' or 'Spam' folders. If still not there, click 'Re-send Confirmation Code' on the 'Email Verification' screen and it should be resent.

Step 8: In the email, click the quick link, '**here**', which bypasses the '**Email Verification**' screen, **OR...**
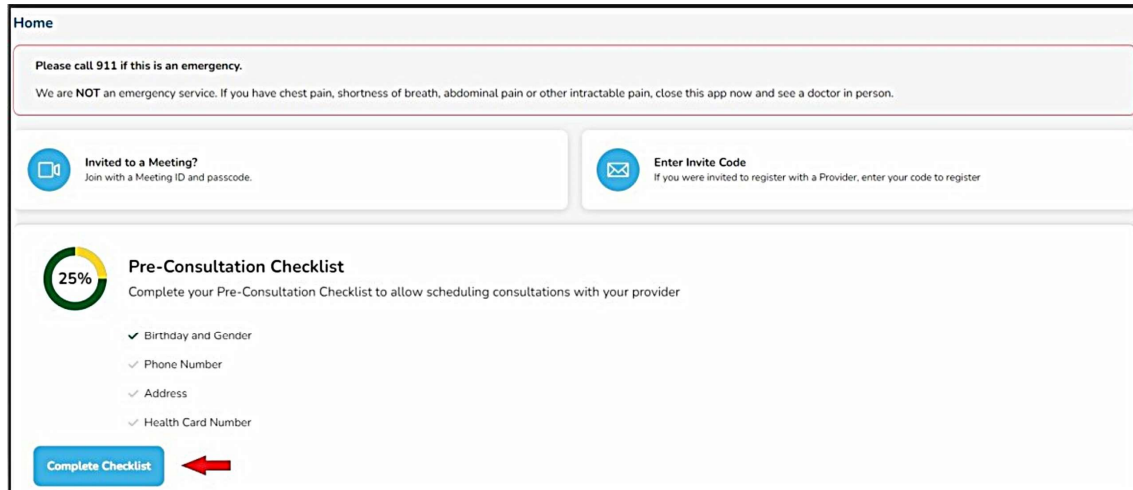
… manually enter the 6-digit code provided in the email onto the '**Email Verification**' screen, then click '**Confirm**'.

You will be taken directly into your new 'SK Virtual Visit' account.

Step 9: Click '**Complete Checklist**' to complete your account setup. Your birthday and gender populated from the information you entered when creating your account.

Enter a phone number, your address, and your health card number.

You are now part of your healthcare provider's virtual clinic. Call the clinic to book appointments or if you have any questions.

B. First-Time User 'Sign-Up' with the Mobile APP

Step 1: Download the '**SK Virtual Visit'** APP to your mobile device.

*See instructions above under the '**ACCESSING SK VIRTUAL VISIT**' section (page 4).*

Step 2: Initially, after downloading and first opening the APP, you will see this green screen.

Click the '**Log In or Sign Up**' button.
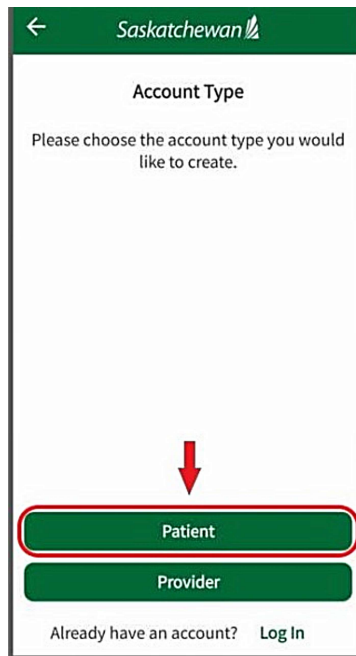
(*This screen will only appear the first time you use the APP. Afterwards you will be taken directly to the Login page after opening the APP*).

Step 3: On the Login screen, click '**Sign Up**'.
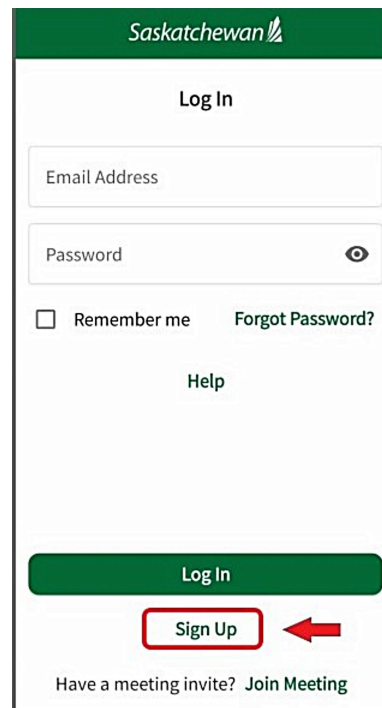
Step 4: Choose account type '**Patient**'.
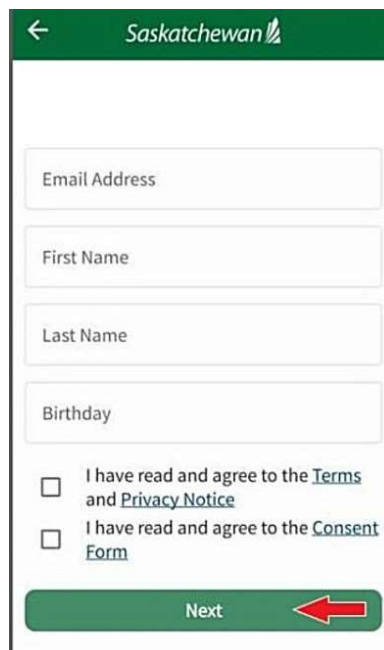
Step 5: Enter all requested Information – your email address, first and last name and birthday.

Step 6: Review the '**Terms of Use**', '**Privacy Policy**' and '**Consent Form**' and check the boxes confirming you have Read and Agree to them.

Step 7: When complete, click '**Next**'.

Note: email addresses cannot be shared between account holders,
as they are unique login identifiers.

Step 8: Create a secure password. As the password requirements are met, checkmarks will automatically appear for each item.

Step 9: When complete, click '**Next**'.

The '**Confirm your email**' screen will appear <u>and</u> you will be sent an email to the email address you entered on the previous screen.

If the email is not found in your 'Inbox', check your 'Junk' or 'Spam' folders. If still not there, click 'Resend Confirmation' on the 'Email Verification' screen and it should be resent.

Step 10: In the email, click the quick link, '**here**', which bypasses the '**Confirm your email**' screen, **OR…**

… manually enter the 6-digit code provided in the email onto the '**Confirm your email**' screen, then click '**Next**'.

You will be taken directly into your new '**SK Virtual Visit**' account.

Step 11: Complete the '**Pre-Consultation**' checklist to finish your account setup. Tap the arrows beside each item and enter your birthday, gender, phone number, address, your health card number and to set microphone and camera permissions.
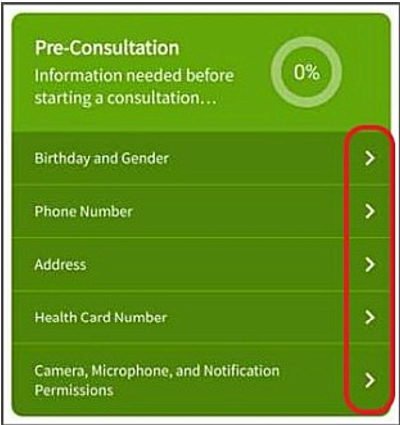
LOG INTO YOUR SK VIRTUAL VISIT ACCOUNT

On the 'SK Virtual Visit' APP using a Mobile Device:

Step 1: Click to open the '**SK Virtual Visit**' APP.

Step 2: Enter the email address and password you used to create your account, then click '**Log In**'.

On the WEB using a Desktop, Laptop, Tablet or Mobile Device:

Step 1: Go to the WEB Login screen, https://virtualvisit.saskatchewan.ca.

Step 2: Enter the email address and password you used to create your account, then click '**Login**'.

TEST YOUR AUDIO & VIDEO

It is important to test and make sure the audio and video are turned on and working properly on your device <u>before</u> your appointment time.

Each test takes approximately 30 seconds and checks,

- Connectivity to internet and servers
- Camera
- Microphone
- Internet Browser
- Bitrate Statistics - speed of data transfers (the higher the better)

Please ensure your device is properly connected to the internet before starting the test.

There are two areas within the platform where you can perform the test:

1. '**Pre-Call Test**' after logging into your SK Virtual Visit account

   Follow the steps starting on the next page

2. '**Test Audio & Video**' when joining a meeting you are invited to with a 'https://…' quick link (with or without being logged into a SK Virtual Visit account)

   *See instructions above in the '**VIDEO MEETINGS**' section - Step 5*

A. On the WEB When Logged into your SK Virtual Visit account

Step 1 - From the left navigation bar, select **'Account'**, then click **'Pre-Call Test'**.
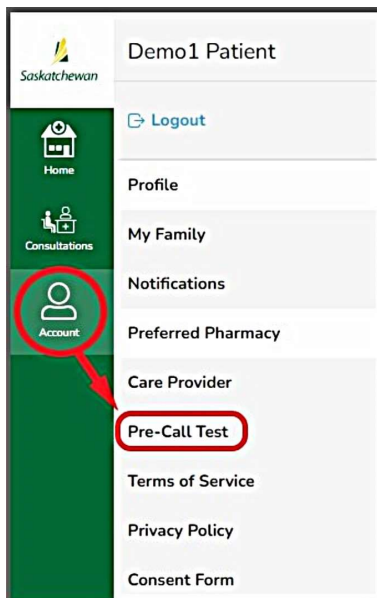
Step 2 - Review the screen, then click **'Start Test'**.

Ensure your device is on a stable surface and speak, so your camera and microphone are tested properly. Allow/enable your camera and microphone, if prompted.

The test will last for approximately 30 seconds, then will close automatically.
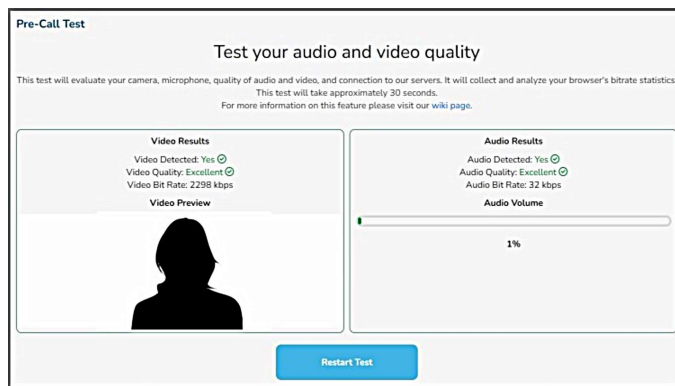
If the Pre-Call test results are good, you can proceed to join your virtual consultation or meeting.

If the Pre-Call test fails or the results are bad:
- Make sure other applications on your computer are closed
- Double-check your internet connection
- If possible, use an ethernet or wired connection instead of wireless
- Make sure your microphone and camera are plugged in and set as a system default.

B. On a Mobile Device When Logged into your SK Virtual Visit account

From the SK Virtual Visit 'Home' Screen:

Step 1: From the bottom navigation bar, select '**Menu**', then click '**Pre-Call Test**'.

Continue with **Step 2** above.
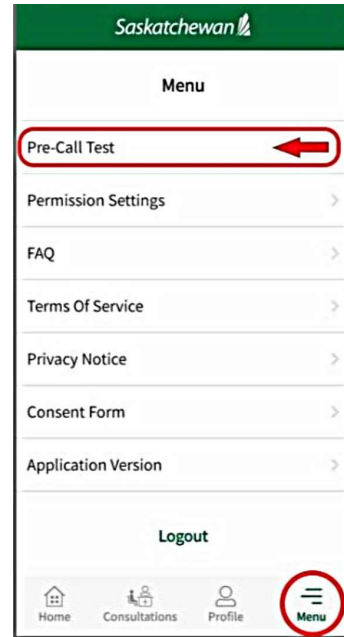
C. On a Mobile Device When NOT Logged into a SK Virtual Visit account

From the 'Join a Meeting' Screen When Joining a Meeting You Are Invited To:

> *Instructions on how to get to the 'Join a Meeting' screen are covered in the **'METHOD 1 – VIDEO MEETINGS'** section above.*

Step 1: Click **'Test Audio and Video'.**

Continue with **Step 2** above.

JOIN YOUR 'PATIENT CONSULTATION'

'**Consultations**' are patient appointments that are scheduled for you. They include a chat, video and sometimes a phone call (if trouble accessing the video). Your healthcare provider's clinic will decide if this is the method they will use to have virtual appointments with you.

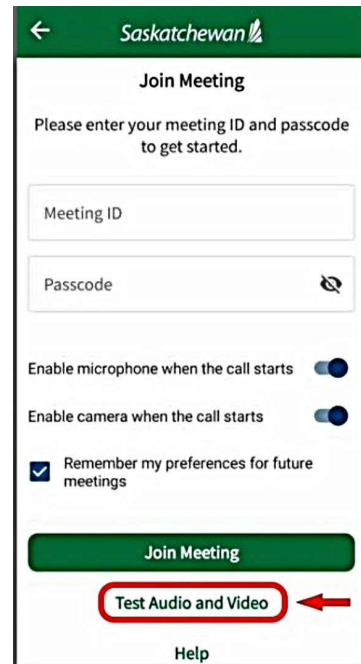To attend these virtual consultations, you will need to:

1. Be invited by the healthcare provider's clinic to join their virtual clinic
2. Create an account with SK Virtual Visit and accept the invitation
3. Be logged into your SK Virtual Visit account

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*See instructions above under '**CREATING AN ACCOUNT**' and '**LOG INTO YOUR SK VIRTUAL VISIT ACCOUNT**'.*

Once logged into your account, there are a few ways to find and join your scheduled consultations:

1. The **'Upcoming'** tab under **'Consultations'** (on mobile APP and WEB)

   There are 3 sections available:

   - **In Progress:** Consultations that are, either, in progress or not yet completed.
   - **Upcoming:** Future consultations that are scheduled for you.
   - **Completed:** Previous consultations that are concluded for you.

2. The Home Screen **'View Your Upcoming Scheduled Appointment'** tab (on mobile APP only)

A. JOIN YOUR SCHEDULED 'PATIENT CONSULTATION' FROM THE 'CONSULTATIONS' TAB

Step 1 – From the '**Home**' screen, select **'Consultations'.**
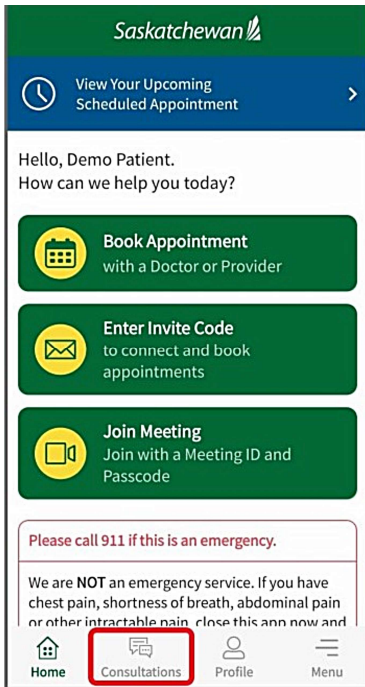
Mobile APP:	**WEB on Desktop, Laptop or Tablet:**
On the bottom navigation bar	On the left navigation bar
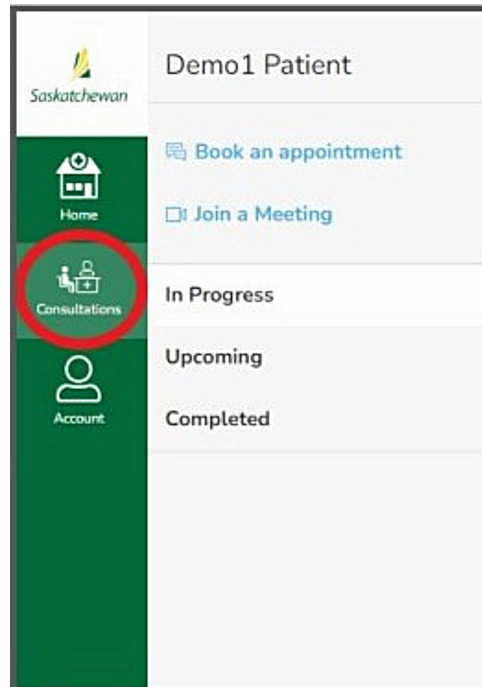
Step 2 - Click **'Upcoming',** then find and select the upcoming appointment.

Mobile APP:

On WEB using a Desktop, Laptop or Tablet:
On WEB, tap '**View Appointment**'.

Continue with **Step 3** below.

B. Home Screen 'View Your Upcoming Scheduled Appointment' button (on mobile APP only)

Step 1: Log into your **'SK Virtual Visit'** account

Step 2: Tap **'View Your Upcoming Scheduled Appointment'** from the top of the '**Home**' Screen. This message appears for appointments scheduled for 'today' only.
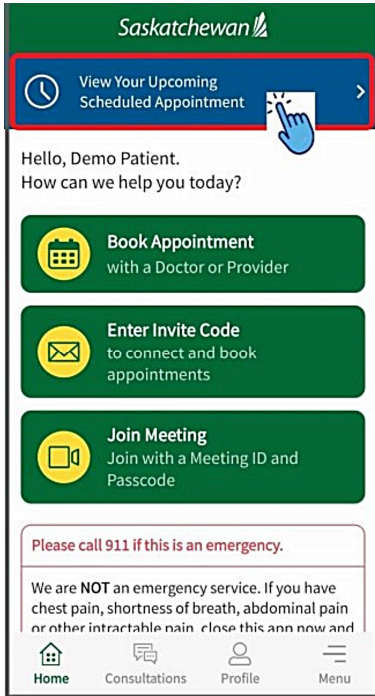
Step 3: Your scheduled appointment will appear.

Mobile APP: **WEB on Desktop, Laptop or Tablet:**
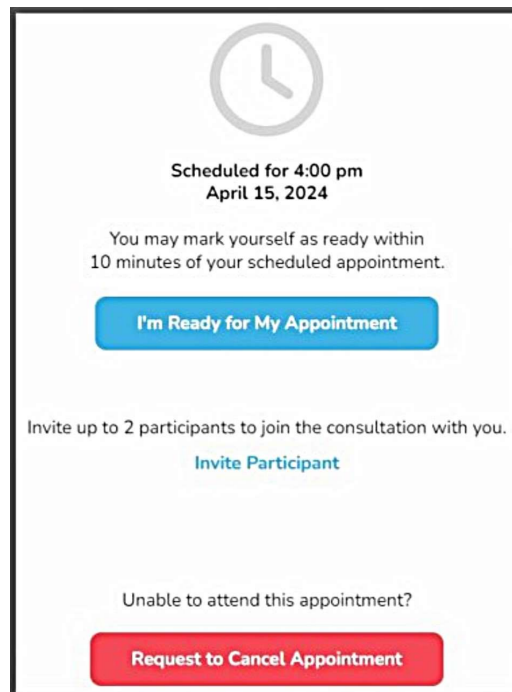
Step 4 - *Optional* - if you wish to invite a family member, caregiver or additional healthcare provider to your consultation, select **'Invite Participant'**, enter their email address and their relationship to you, then **'Send Invitation'**. You can invite up to 2 guests per consultation. Your invited guests must create a 'SK Virtual Visit' account and present a picture of themselves before they can be accepted into the consultation with you and your healthcare provider.

Mobile APP: **WEB on Desktop, Laptop or Tablet:**
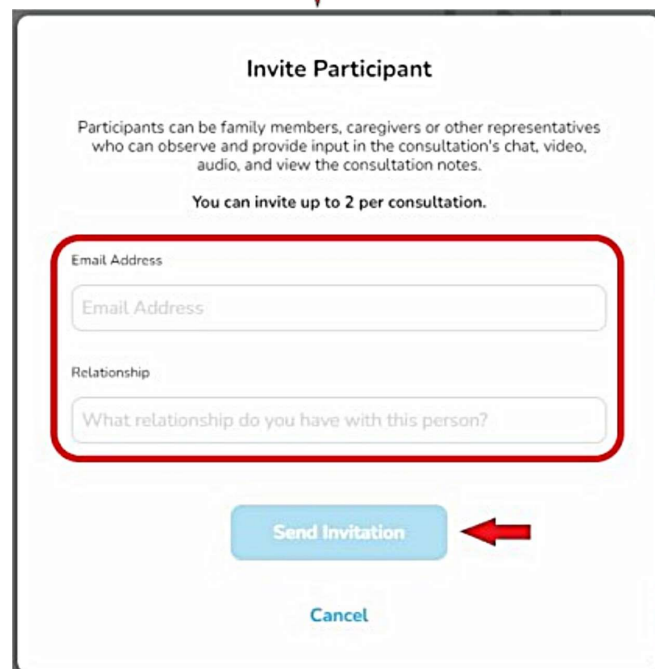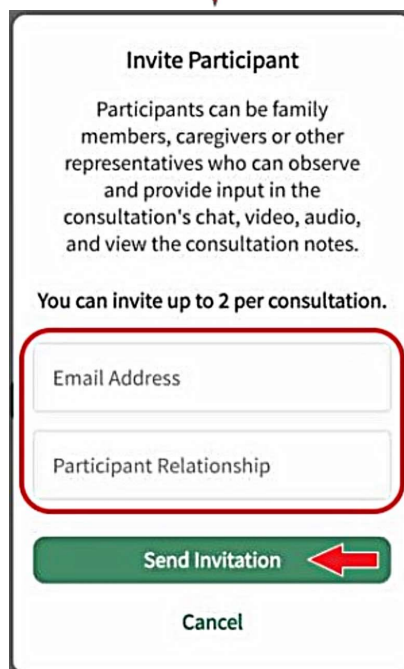
Step 5 - Select **'I'm Ready for My Appointment',** which highlights at approximately 10 minutes before your scheduled appointment time. Until that time it is greyed out and you are unable to enter your appointment.

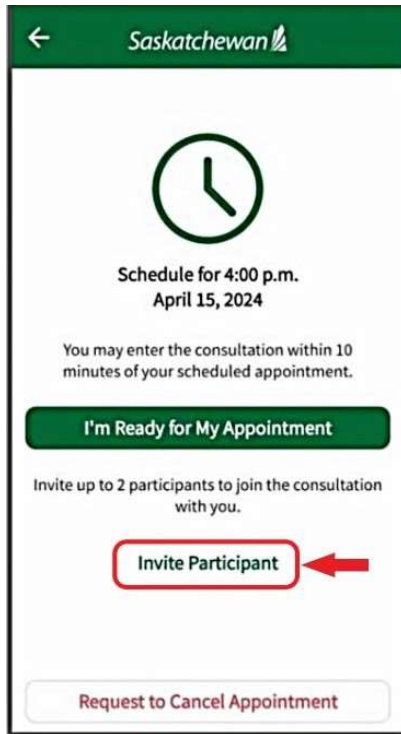**Mobile APP:**   **WEB on Desktop, Laptop or Tablet:**
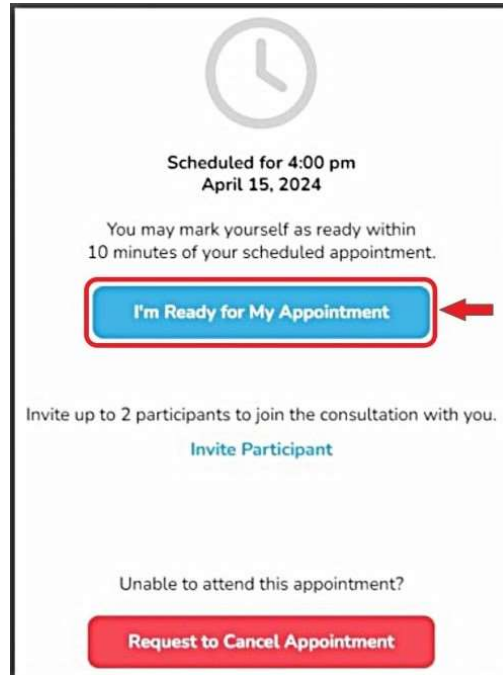
Step 6 - You will be taken into the consultation chat area where **you should remain ready and wait for your healthcare provider.** This is similar to your doctor's waiting room. The doctor will message in the chat once they enter the consultation. Respond to them with a chat message.

Mobile APP: **WEB on Desktop, Laptop or Tablet:**
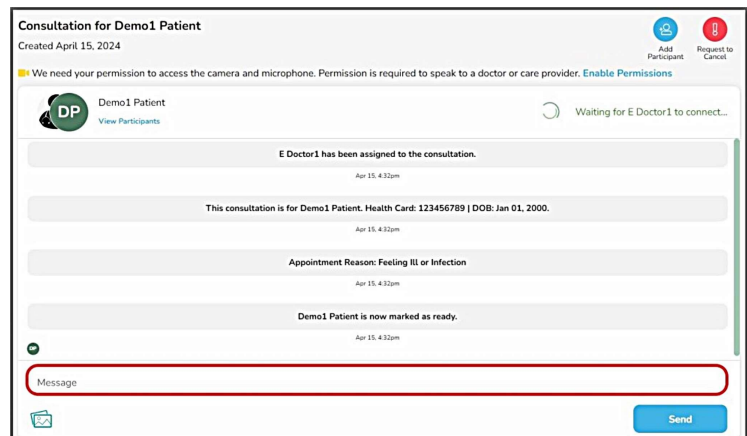
CANCEL AN APPOINTMENT

Note: It is important you know your clinic's 'cancellation policy' to prevent potential charges for late cancellations.

TO CANCEL 'VIDEO MEETINGS', YOU MUST -

- contact your healthcare provider's clinic directly

TO CANCEL 'PATIENT CONSULTATIONS', YOU MAY EITHER -

- contact your healthcare provider's clinic directly, **OR**
- log into your 'SK Virtual Visit' account and follow the steps below

If required, refer to instructions above under *'JOINING A SCHEDULE PATIENT CONSULTATION'.*

Step 1 - After logging into your SK Virtual Visit account, select **'Consultations'.**

Step 2 - Click **'Upcoming',** then find and select the applicable appointment.

Step 3 - Click '**Request to Cancel Appointment**'.
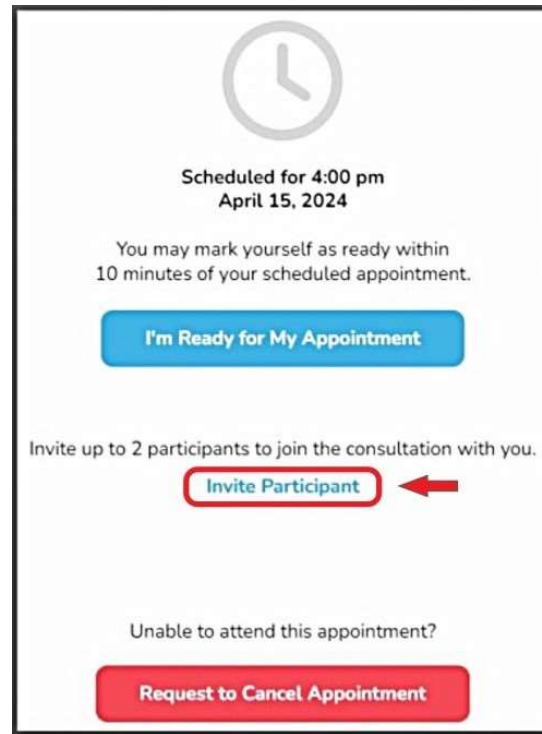
Mobile APP:

WEB on Desktop, Laptop or Tablet:
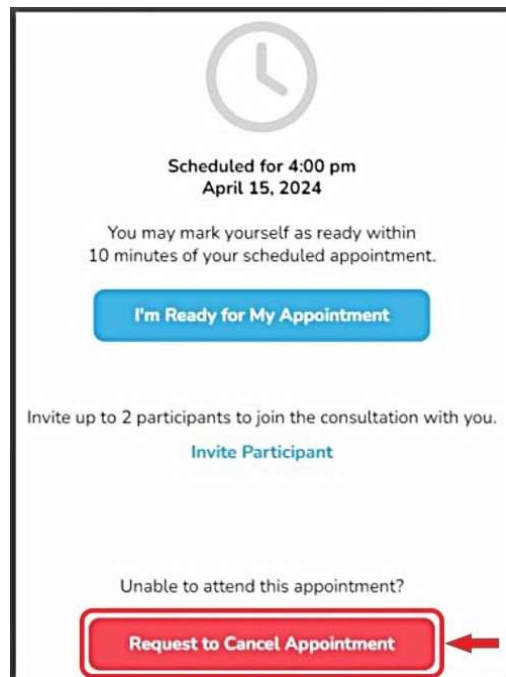
Step 4: Click the drop-down arrow which will show three reasons for you to choose from. This reason is provided to your healthcare provider.
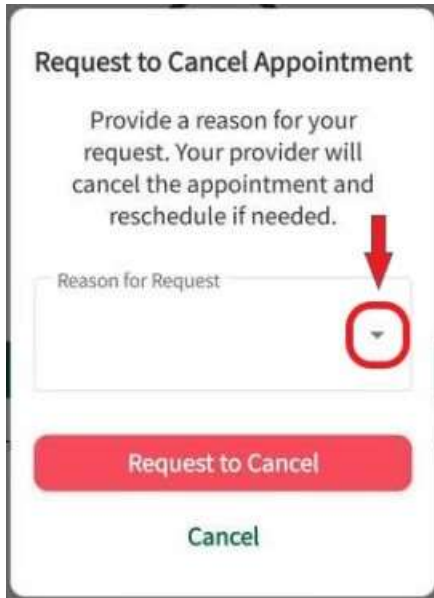
Mobile APP: **WEB on Desktop, Laptop or Tablet:**
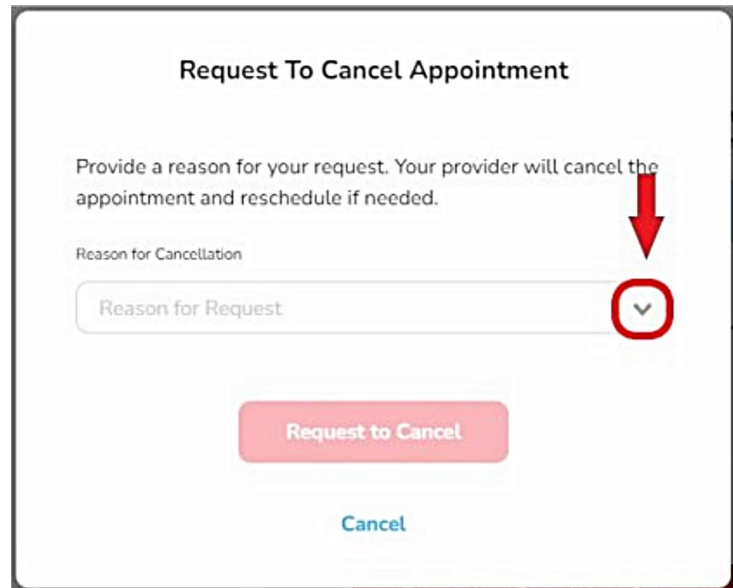
Step 5: Select a reason.

Android Device: **Apple iOS Device:**

Tap on one of the 3 reasons to choose it.   Tap on a reason, then click '**Return**'.
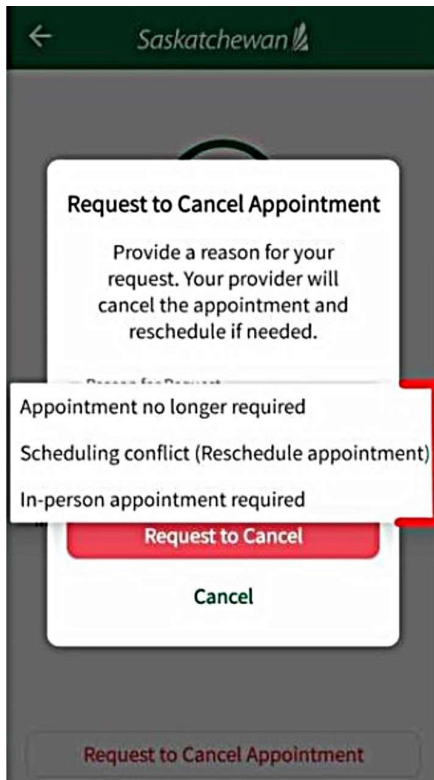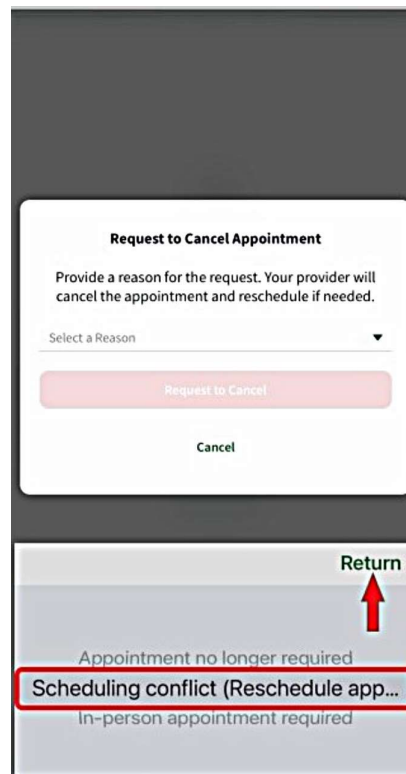
WEB on Desktop, Laptop or Tablet:

Select one of the 3 reasons.

Step 6: Once your reason appears in the '**Reason for Request**' box, click '**Request to Cancel**'.

You will receive confirmation that your request to cancel has been submitted and your healthcare provider's clinic will be notified.

Mobile APP: **WEB on Desktop, Laptop or Tablet:**

ACCOUNT INFORMATION

Note: Changes to your 'SK Virtual Visit' account profile information <u>does not</u> update your government 'Vital Statistics' or 'MySaskHealthRecord' information. You will need to contact them directly to make changes.

A. Profile – Personal Account Information, Email or Password

Step 1: Open your account **'Profile'**
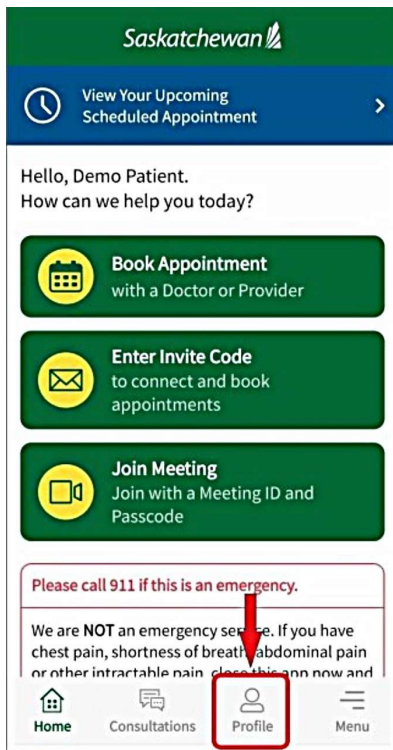
Mobile APP:	**WEB on Desktop, Laptop or Tablet:**
On the bottom navigation bar	On the left navigation bar, select '**Account**', then '**Profile**'
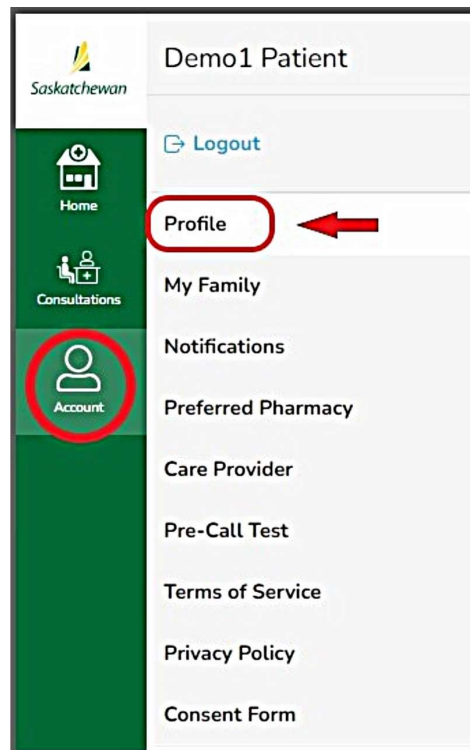
Step 2: Enter or change your personal information.

Step 3: Select **'Done'** (on the Mobile APP) or **'Save Changes'** (on the WEB).

NOTE: After changing your email or password, a confirmation email will be sent to you.

B. Two-Factor Authentication (2FA)

Two-Factor Authentication (2FA) is a step that provides an additional layer of security to protect your sensitive information, such as passwords, from threats.

When enabled, at log in, you will be asked to type in a code that is sent to you via SMS text message to the cell phone number indicated in your profile settings.

For patients, two-factor authentication is optional, however highly recommended.

Step 1: Open your account **'Profile'**.

Step 2: Scroll down and select **'Enable Two-Factor Authentication'** .

Mobile APP: **WEB on Desktop, Laptop or Tablet:**
'Profile' on the bottom navigation bar   'Profile' on the left navigation bar, under '**Account**'
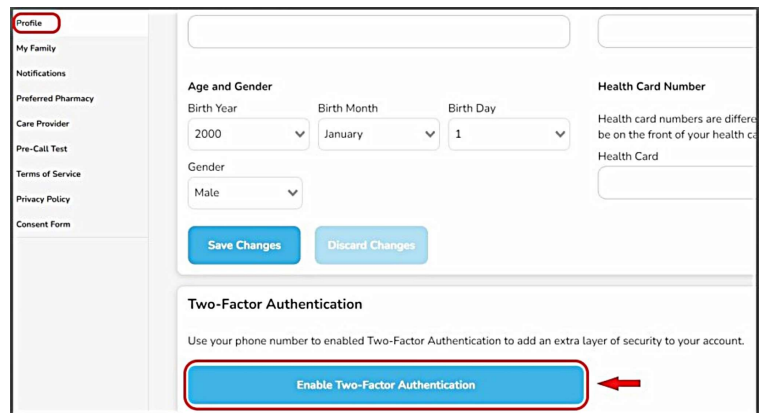
Step 3: Select **'Enable Two-Factor Authentication'** or **'Disable Two-Factor Authentication'**

Mobile APP: **WEB on Desktop, Laptop or Tablet:**
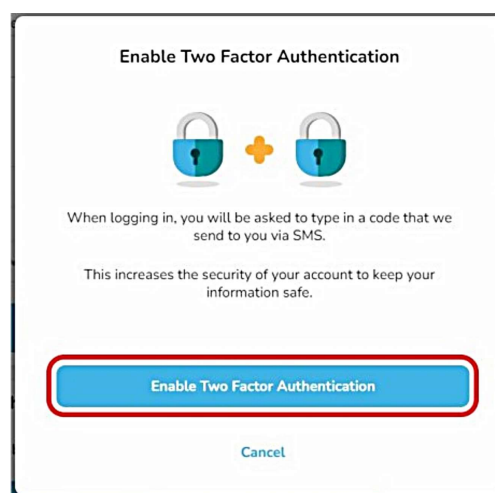
Step 4: A 6-digit authentication code will be sent via text message to the cell number indicated in your profile. Enter the code and 2FA will be enabled or disabled.

C. Permission Settings / Notifications

Mobile APP:

Allow permissions for camera, microphone and notifications.

Found under '**Menu**' > '**Permission Settings**'

WEB on Desktop, Laptop or Tablet:

Shows the email address and cell phone number where you will receive notifications from your healthcare provider's clinic. These details are taken from your account 'Profile' settings.

Found under '**Account**' > '**Notifications**'

D. Preferred Pharmacy

This feature allows you to select your preferred pharmacy from a map. This information will be visible to your healthcare provider's clinic during patient consultations.

Mobile APP:

Found under '**Profile**' > '**Preferred Pharmacy**'

WEB on Desktop, Laptop or Tablet:

Found under '**Account**' > '**Preferred Pharmacy**'

E. Care Provider

The list of Healthcare Providers you are connected to through the platform.

Mobile APP:

Found under '**Book Appointment**' (on **'Home' screen**)

WEB on Desktop, Laptop or Tablet:

Found under '**Account**' > '**Care Provider**'

F. Terms of Service, Privacy Policy & Consent Form

Mobile APP:

Found under '**Menu**'

WEB on Desktop, Laptop or Tablet:

Found under '**Account**'

G. APP Version

Mobile APP:
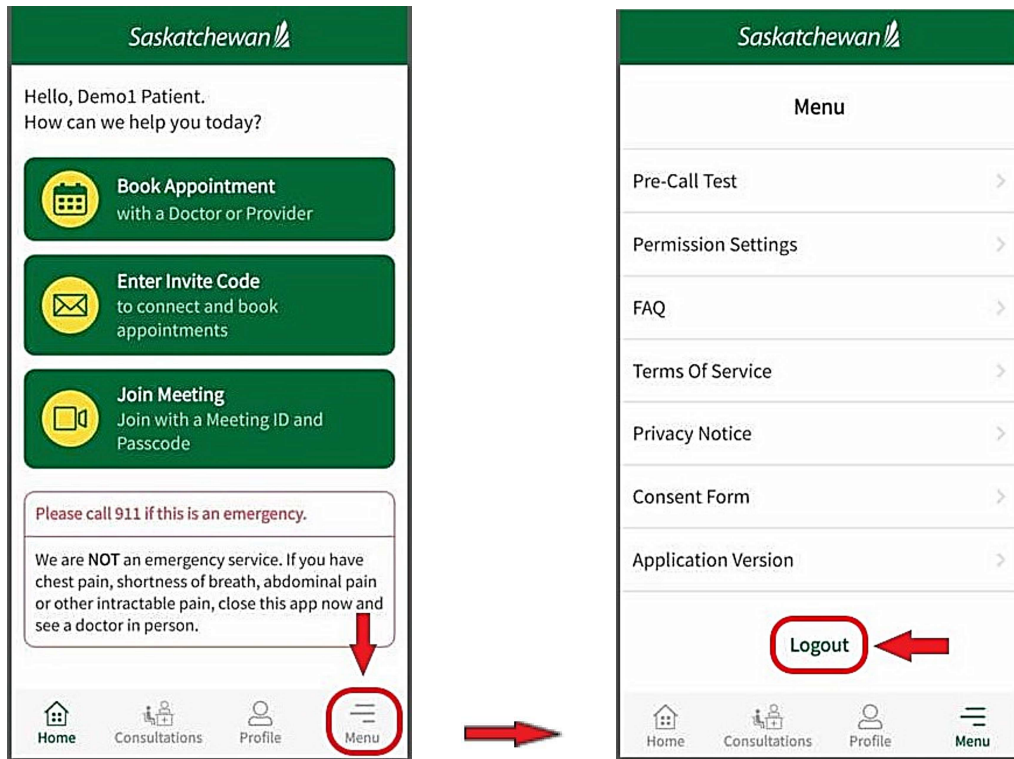
Found under '**Menu**' > '**Application Version**'

WEB on Desktop, Laptop or Tablet:

Not applicable

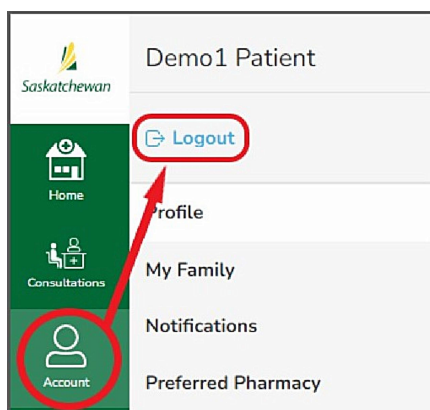# LOG OUT OF 'SK VIRTUAL VISIT'

A. On the Mobile APP:

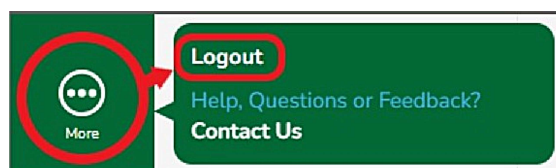Select '**Menu**' along the bottom of your screen, then click '**Logout**'

B. On the WEB:

There are two ways to Log out:

1. Select '**Account**', then '**Logout**'

2. Click '**… More**', then '**Logout**'

OR

GLOSSARY

Account Member (Patient)	A person who is being seen with a virtual appointment
Android	An operating system, including many applications; is used for many devices like Samsung, Sony and Google (Pixel) devices
Application (APP)	A program or piece of software that is accessed by a device to let people use a system
Bluetooth	A way to connect wireless headphones, microphones and/or speakers to devices. The device needs to support Bluetooth.
Caregiver	A person who helps care for a patient
Consent Form	A form that needs to be read and agreed to, that includes information like risks or costs that may happen when using the application
Consultation (Appointment)	An appointment or meeting with a healthcare provider.
Desktop Computer	Is a larger style device that sits on a working surface, such as a desk. It may or may not include an attached tower where all files and information are stored to run the computer, as well as a wired/wireless keyboard, wired/wireless mouse and wired/wireless headphones. A screen, much like a tv is also attached by wire to the tower.
Healthcare Provider	A person or people that provide medical care or help. These can be Doctors, Nurse Practitioners, Nurses, Midwives, Radiologists, Labs, Hospitals, Clinics and Pharmacists.
Invitation (Invite) Code	A code of letters and numbers, given to you by the clinic so that you can be added to the clinic
iOS	An operating system, including many applications; is used for mobile devices that are made by Apple Inc such as the iPad or iPhone
Junk (Spam)	A file in your email account for storing unwanted email, or emails the email system designates as Junk or Spam.

Laptop	A battery-operated computer that is easy to move, it usually has the screen and keyboard built right into the computer
Meeting	A video meeting with your healthcare provider where you do not require an account with SK Virtual or if you do, do not need to be logged into your account (if you have one).
Mobile Devices	A small wireless computing device that can be held in the hand and usually has telephone capabilities. E.g. iPhone, Galaxy phone, pixel phone, Personal Digital Assistant
Notifications	A reminder or information that is sent to you by an application
Operating System	An application, working in the background of a device, that manages all the other applications
Privacy Policy	An explanation of what a company is and isn't going to do with information that has been provided within the application
Schedule	A way to see appointment times that are available and/or times that are not
Tablet	A thin, battery-powered computer that usually uses an on-screen keyboard because there is no keyboard attached or the keyboard can be removed.
Terms of Service	Rules that have to be followed to be able to use an application
Video	A number of images are shown back-to-back in a way that shows movement and is usually connected to the sounds that were happening when the images were being stored
Virtual Consultation (Appointment)	An internet-based meeting with a healthcare provider. In SK Virtual Visit, a consultation can involve multiple healthcare providers and include multiple video and text chats
Web Browser	An application used to access the Internet.
2-Factor Authentication	An additional safety step when logging into an account, where you receive a code that is sent to you as you are logging in. The code is sent to a cell phone number on file via SMS text message to help make sure that the right person is logging in.