'SK Virtual Visit'

Patient User Guide

Updated September, 2025

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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 not 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 with h.264 or Vp8 support
    - 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'

<p style="text-align:center;">On the WEB using a desktop or laptop computer, a tablet or mobile device:</p>

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**

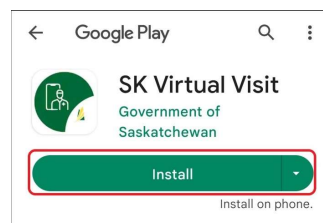<p style="text-align:center;">On the APP using a Mobile Device:</p>

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

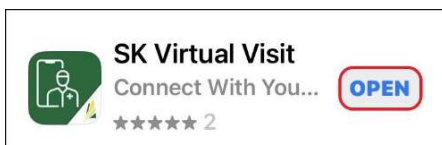**Apple APP Store screenshot:**   **Google Play Store screenshot:**

OR

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

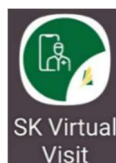**Apple APP Store screenshot:**   **Google Play Store screenshot:**

OR

Mobile Device icon:

VIRTUAL SESSIONS – 2 TYPES

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

1. 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***

2. 'PATIENT CONSULTATIONS' with VIDEO

- Patients must be invited to join their healthcare provider's virtual clinic

- Patients must create a 'SK Virtual Visit' account

- Scheduled Appointments are accessed after logging into the patient's 'SK Virtual Visit' account, 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 & CONNECTIVITY***
> - ***JOIN YOUR PATIENT CONSULTATION***
> - ***CANCEL YOUR APPOINTMENT***
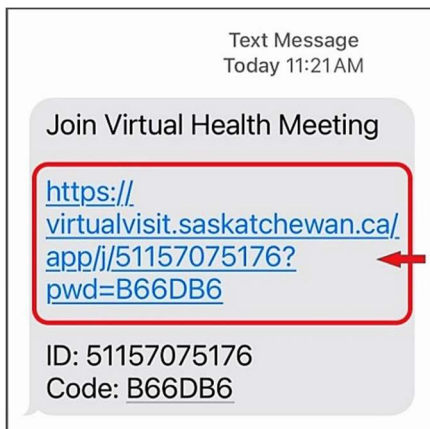> - ***LOGOUT OF 'SK VIRTUAL VISIT'***

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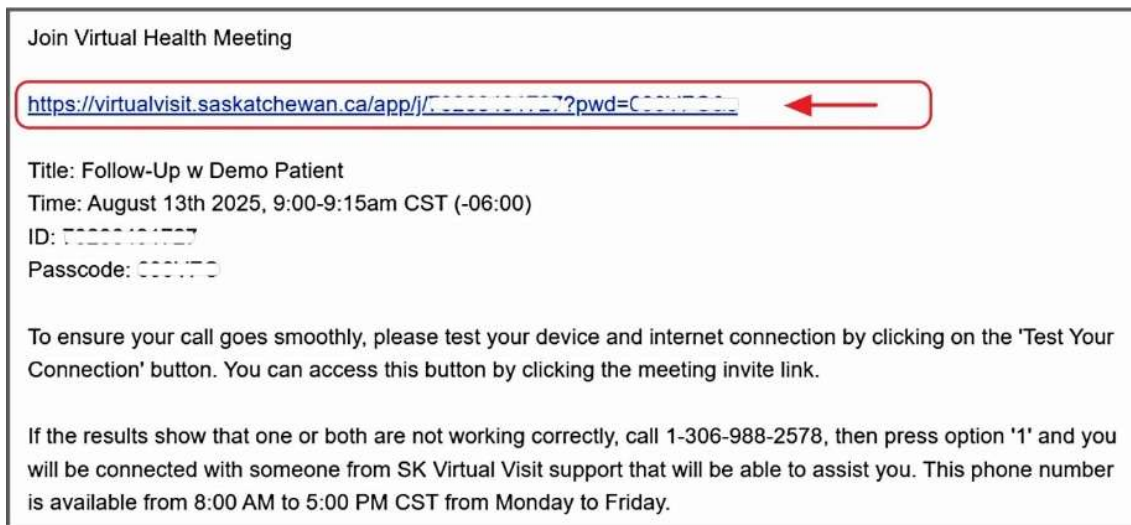
· Meeting quick link (https://...)
· Appointment information - Title, Time, Date (with scheduled Appointments only)
· Meeting ID
· Meeting Passcode

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.*

SMS Text Invite:

Text Message
Today 11:21 AM

Join Virtual Health Meeting

https://
virtualvisit.saskatchewan.ca/
app/j/51157075176?
pwd=B66DB6

ID: 51157075176
Code: B66DB6

Email Invite:

Join Virtual Health Meeting

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

Title: Follow-Up w Demo Patient
Time: August 13th 2025, 9:00-9:15am CST (-06:00)
ID:
Passcode:

To ensure your call goes smoothly, please test your device and internet connection by clicking on the 'Test Your Connection' button. You can access this button by clicking the meeting invite link.

If the results show that one or both are not working correctly, call 1-306-988-2578, then press option '1' and you will be connected with someone from SK Virtual Visit support that will be able to assist you. This phone number is available from 8:00 AM to 5:00 PM CST from Monday to Friday.

JOIN YOUR 'VIDEO MEETINGS'

A. Steps to Join Using the 'Quick Link' Within the Appointment Email

▪ Using the same device you are using to attend your video meeting, open the email or SMS text message and click the '*https://...*' quick link sent to you.

> If the quick link does not work, copy it, then paste it into the address bar of a new browser window:
> - 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**'.

▪ You may be prompted with this green screen. If so, choose…

- **Continue on 'WEB', OR**

- **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'**.

▪ Whenever prompted, you should '**Allow**' both camera and microphone.
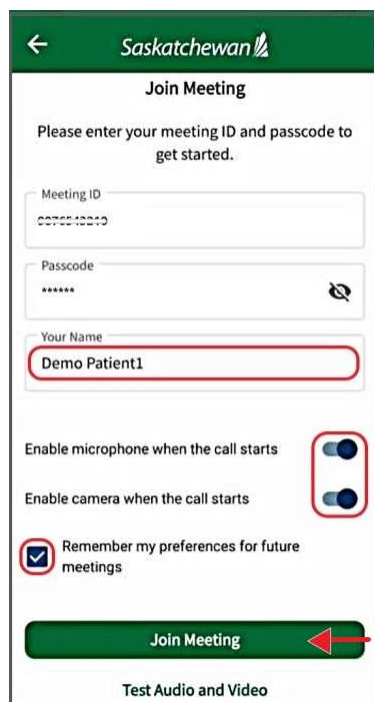
Note: Your prompt may differ slightly from this example, depending on the browser and device you are using.

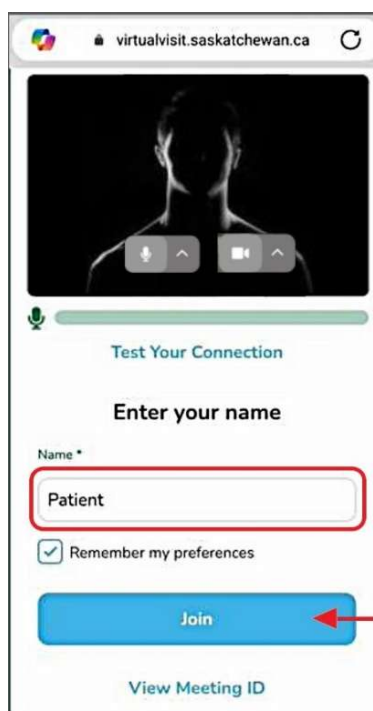You will be directed to the **'Join a Meeting'** screen.

The 'Join a Meeting' screen – you are not yet in the video meeting:
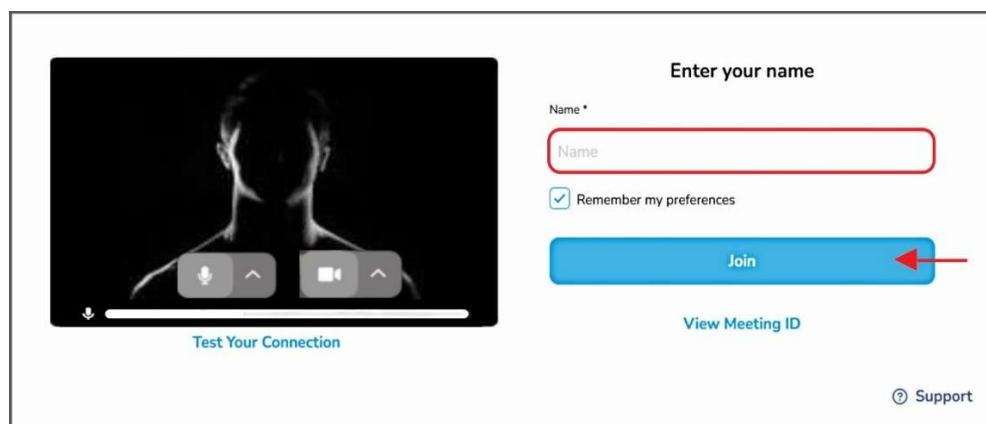
On the 'APP' Using a Mobile Device:

On the 'WEB' Using a Mobile Device:

On the 'WEB' Using a Laptop/Desktop:

- The Meeting ID & Passcode will have automatically generated from the email link you clicked.

- You **must** enter your name to identify yourself to the meeting host.

- If you want your camera/microphone settings and name saved for next time, check '**Remember my preferences**'.

- It is recommended you leave your microphone and camera turned '**ON**'; you may turn them 'OFF' once in the video.

- **'Test Your Connection/Test Audio and Video'** - you may test your device's camera, microphone and connectivity to the internet and servers. Ensure your device is on a stable surface and speak, to ensure a proper test. The test takes approximately 30, then will provide results. After a successful test, go back to the '**Join a Meeting**' screen.

> **If the 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.

- When ready, click **'Join/ Join Meeting'.**

- You will be prompted to <u>stay on this page</u>. This is similar to a doctor's 'waiting room', only it is virtual. When ready, the host will allow you in and you will be taken into the video meeting.
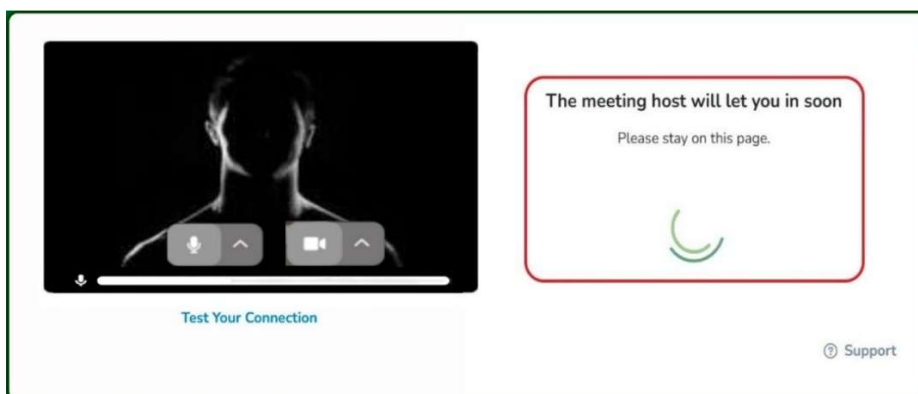
Using the WEB on a Mobile Device: **Using the APP on a Mobile Device:**
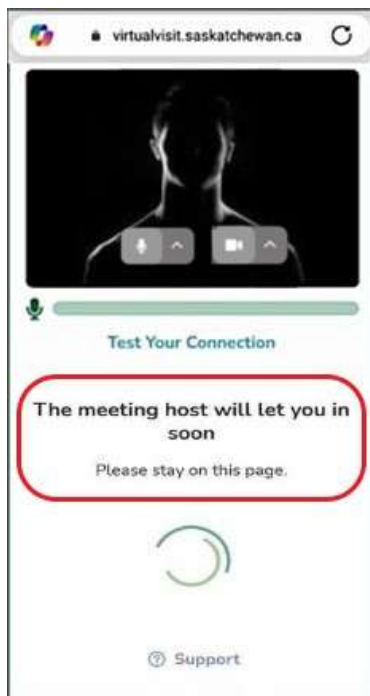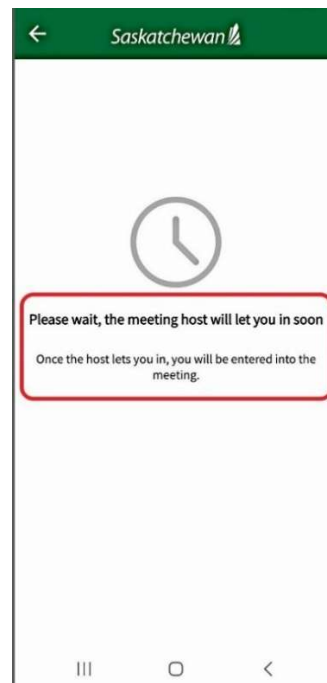
Using the WEB on a Laptop/Desktop:

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

If you drop from the meeting by mistake or due to poor internet, you may re-enter it by again clicking the '*https://…*' quick link in your email, <u>as long as the meeting is still active</u>.

B. Steps to Join From the 'Login' Screen

- Go to the 'Login' screen:
    - On a mobile device, open your '**SK Virtual Visit**' APP (if downloaded), <u>OR</u>
    - On the WEB, go to https://virtualvisit.saskatchewan.ca/

- <u>Do not enter an email address or password, create an account or log in</u>.

- Click **'Join Meeting/Join Meeting Now'**:

Using the APP:

Using the WEB:

- Whenever prompted, click '**Allow**' for both your camera and microphone for this website.

    Note: Your prompt may differ slightly from this example, depending on the browser and device you are using.
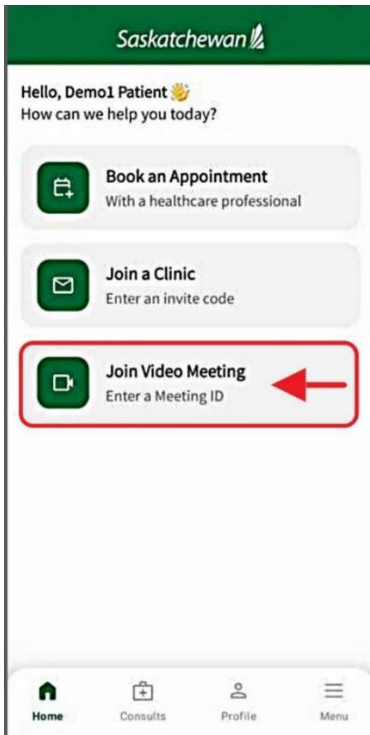

- Manually enter the Meeting ID & Passcode given to you in the email or text message.

- Continue with the 'Join a Meeting' screen instructions above under section, '**A. Steps to Join Using the 'Quick Link' Within the Appointment Email**' **– page 8**.

C. Steps to Join After Logging Into Your Account

- Go to the 'Login' screen:
    - On a mobile device, open your '**SK Virtual Visit**' APP (if downloaded), OR
    - On the WEB, go to https://virtualvisit.saskatchewan.ca/

- Log into your account by entering the email address and password you used to create your account.

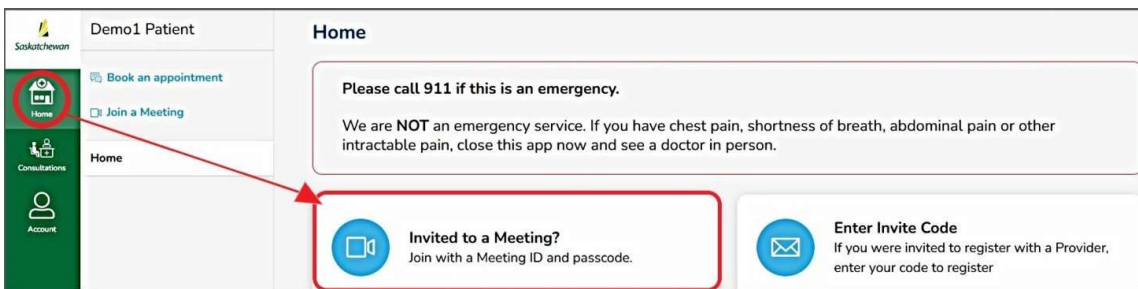- On the 'Home' screen, click '**Join Video Meeting / Invited to a Meeting?**'

Mobile Device on the APP: **Mobile Device on the WEB:**
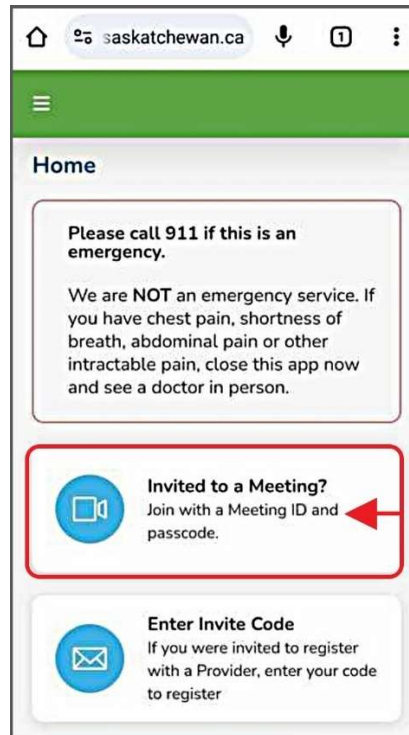
Laptop/Desktop on the 'WEB:

- Manually enter the Meeting ID & Passcode given to you in the email or text message.

- As you are logged in, you do not have to enter your name, as it is automatically generated from your account information.

- Continue with the 'Join a Meeting' screen instructions above under section, '**A. Steps to Join Using the 'Quick Link' Within the Appointment Email**' **– page 8**.

METHOD 2 – 'PATIENT CONSULTATIONS'

If your Healthcare Provider is seeing you in a '**Patient Consultation'**:

- You will be invited to join their clinic as a virtual patient
- You must accept that invitation using the email or text message they send you
- You must create a '**SK Virtual Visit**' account

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

You can be invited to a clinic in two ways:

A. Links within an invitation email sent from the clinic
B. With a 6-digit 'Invite Code' given to you by the clinic

A. Join Using Links Within an Invitation Email from a Clinic

- Under #3 in the email, click the blue '**Accept Invitation**' button.

- Log into your account using the email address and password you used when creating your account.

- If prompted, click '**Accept Invitation**' and you will be joined with the clinic as a virtual patient.
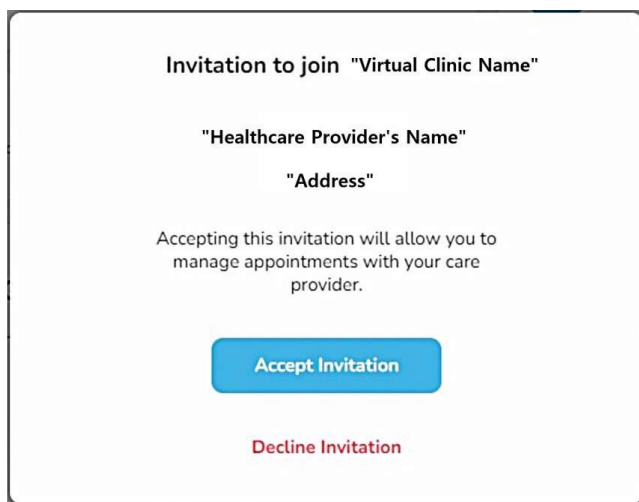
You are now part of this virtual clinic and can be seen for virtual appointments with them. Call the clinic to book appointments or if you have any other questions.

Under #1 in the email, click <u>either</u>,
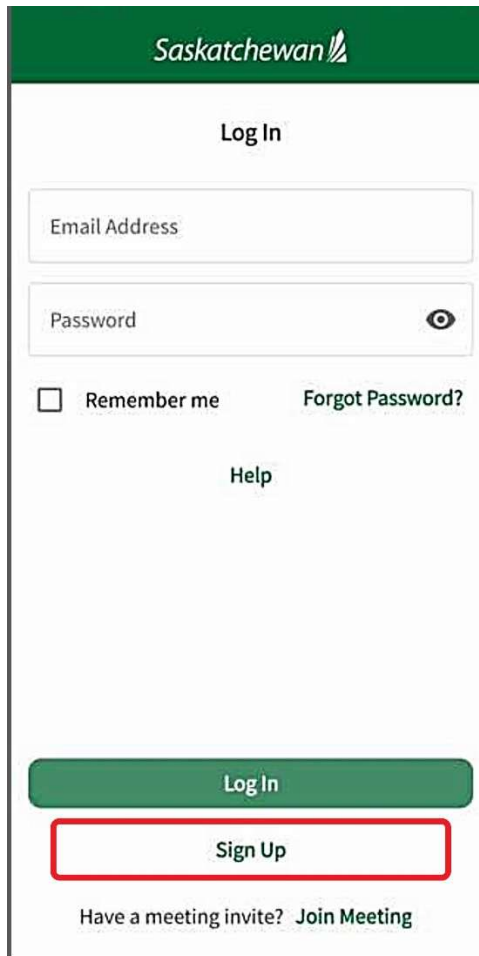
- The '**App Store**' button and download '**SK Virtual Visit**' (Apple mobile devices)

- The '**Google Play**' button and download '**SK Virtual Visit**' (Android mobile devices, i.e. Samsung, etc.)

- The green '**website**' (using any device), then click '**Continue on Web**' (if this screen appears)
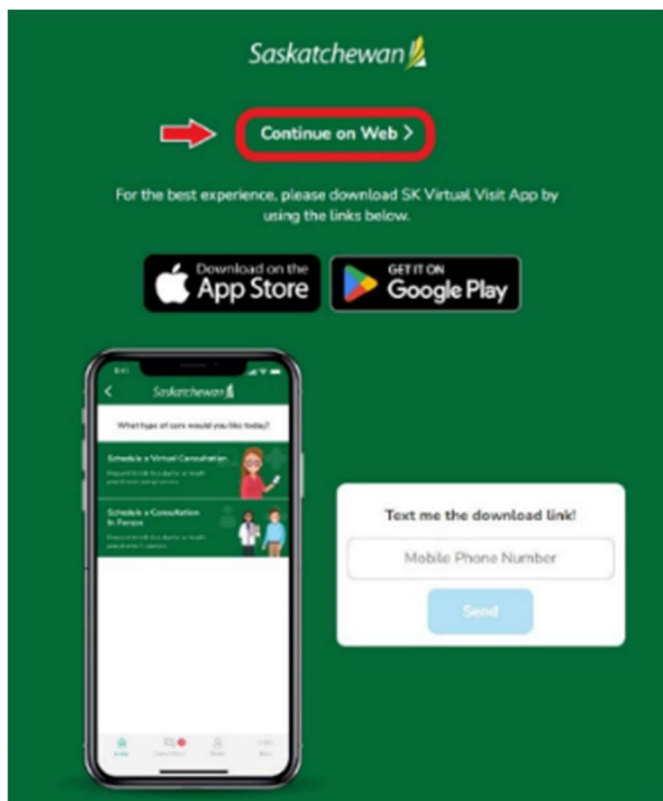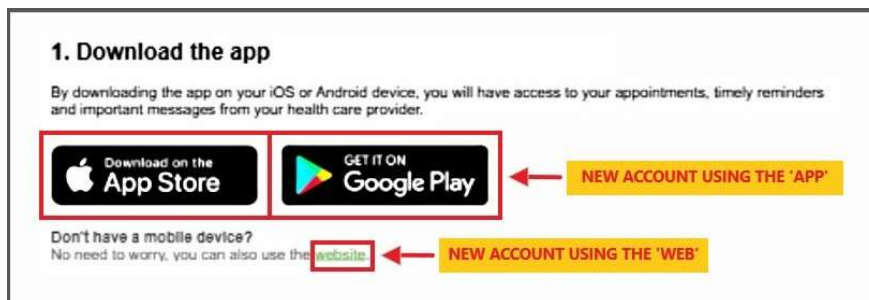
The Login/Create New Account Screen:
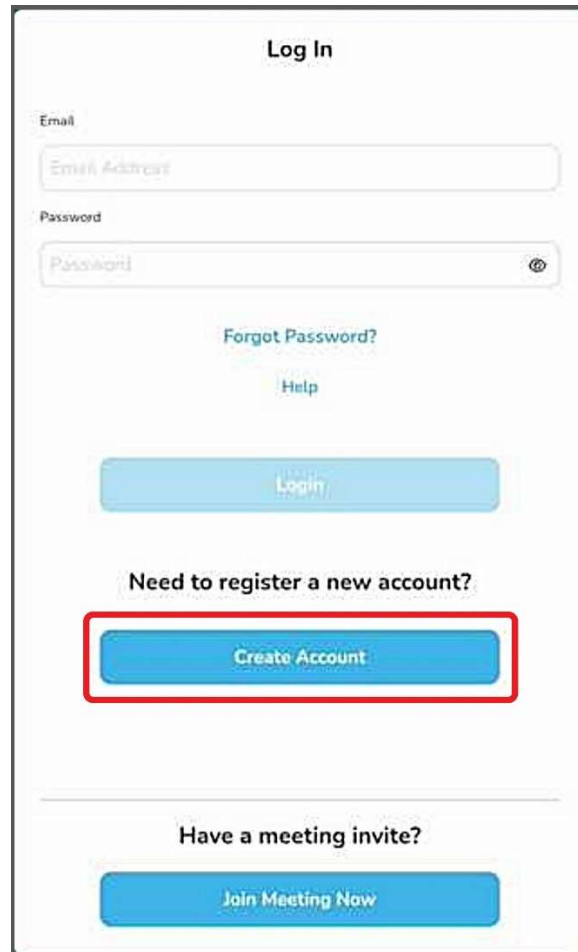
Using the APP:
Click '**Sign Up**'

Using the WEB:
Click '**Create Account**'

The 'Account Information' screen:

- You must complete all fields:
  - First name
  - Last name
  - Email address
  - Date of birth
  - Gender
  - A unique secure password, completing all password requirements
  - Check that you have read & agree with the '**Terms**' and '**Privacy Policy**'
  - Check that you agree to the '**Consent Form**'

- Then click '**Continue**'.

'Email Verification' screen & Email #2:

You will now receive a second email which provides a '**Confirmation Code**' to verify your email address.

(If you do not receive the 2nd email, in either your Inbox, Spam or Junk folders, you may click 'Re-send Confirmation Code' on the 'Email Verification' screen.)

- There are two ways to enable the 'Confirmation Code' (both options do the same thing):
  1. Bypass the '**Email Verification**' screen and simply click the '**here**' hyperlink within the email,
  2. Manually enter the '**Confirmation Code**' provided in the email onto the '**Email Verification**' screen, then click '**Confirm**'.

- You will be taken into the platform. If prompted, click '**Accept Invitation**' on the '**Home**' screen.
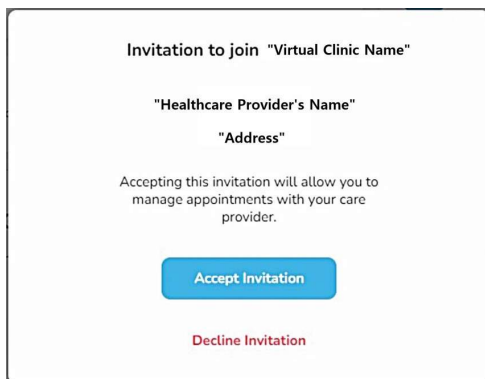
'Pre-Consultation Checklist' - Scroll down and complete all information to 100%, if not already completed.
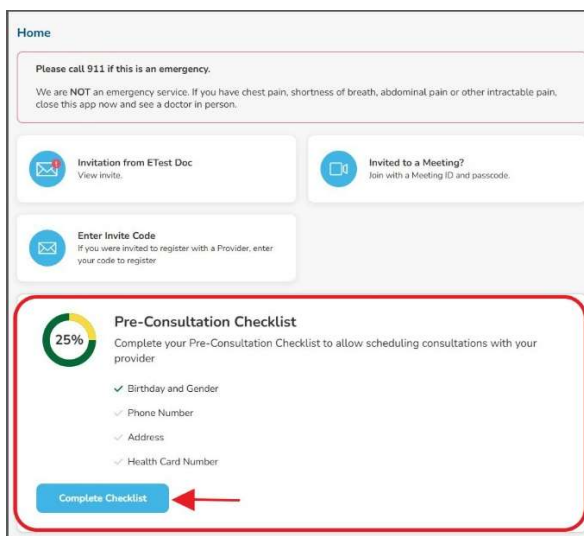

You are now part of your healthcare provider's virtual clinic and can be seen for virtual appointments with them. Call the clinic to book appointments or if you have any other questions.

B. Join Using a 6-Digit 'Invite Code' Given to You By the Clinic

- Go to the '**SK Virtual Visit**' Login screen by either:

  - Opening the APP (if downloaded on your mobile device):

  - Opening your browser on the WEB on any device and go to:

    https://virtualvisit.saskatchewan.ca

- Create or log into your '**SK Virtual Visit**' account:

Creating a new Account:	- When using the APP, click '**Sign Up**' - When Using the WEB, click '**Create Account**'
Login To Existing Account:	Enter email address and password, then click '**Login**'

Login Screen on the APP:

Login Screen on the WEB:

- Click **'Join a Clinic/Enter Invite Code'** on the '**Home**' page.
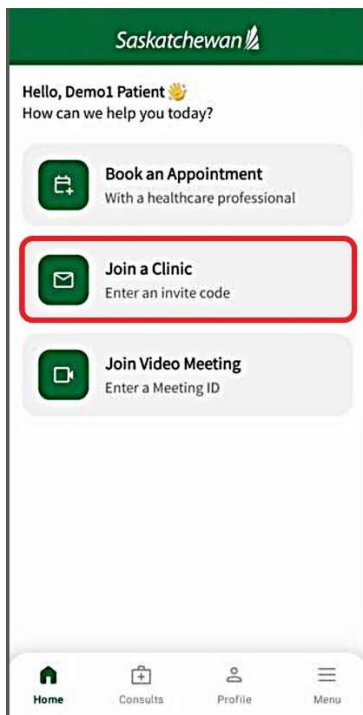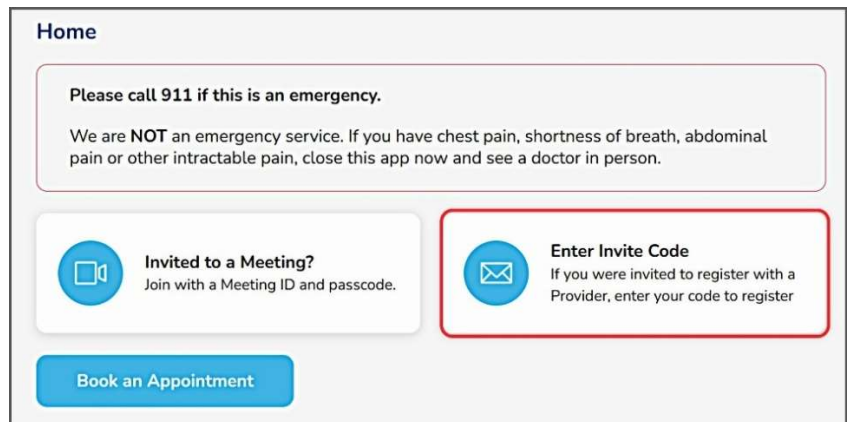
- Enter the code provided to you by your clinic and click **'Submit'**.

- 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.

Note: The links in the invitation email and the 6-digit 'Invite Code are a one-time registration link/ code and will not work after you complete registration.

LOG INTO YOUR 'SK VIRTUAL VISIT' ACCOUNT

- Go to the '**SK Virtual Visit**' Login screen by either:
  - Opening the APP (if downloaded on your mobile device):

  - Opening your browser on the WEB on any device and go to:

    https://virtualvisit.saskatchewan.ca

    We recommend bookmarking this page for future reference.

- Enter email address and password, then click '**Login**'**:**

<table>
<tr><td>**Login Screen on the APP:**</td><td>**Login Screen on the WEB:**</td></tr>
</table>

TEST YOUR AUDIO, VIDEO & CONNECTIVITY

It is important to test and make sure you are properly connected to the internet and the audio and video are 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 (availability & quality)
- · Microphone (availability & quality)
- · Internet Browser
- · Bitrate Statistics - speed of data transfers (the higher the better)
- · Proxy Servers

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

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

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

A. The 'Pre-Call Test'

- Log into your '**SK Virtual Visit**' account.

    On the 'APP' Using a Mobile Device:

    Tap ' **Menu**' along the bottom of the screen, then select '**Pre-Call Test**'.
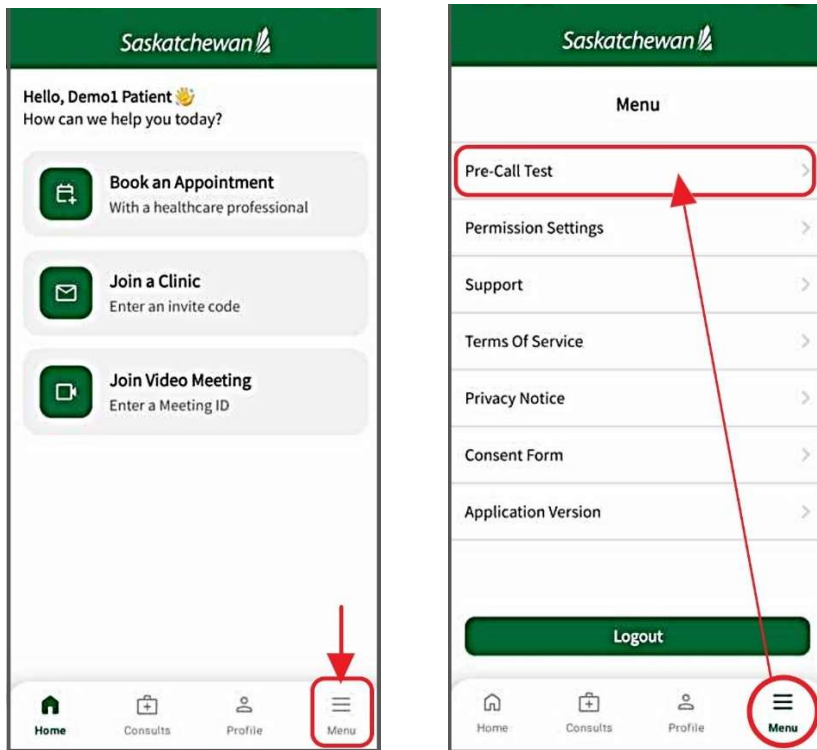
    On the 'WEB' Using a Mobile Device:

    Tap the '**3 lines**' at the top-left of the screen, then select '**Account**' > '**Pre-Call Test**'.
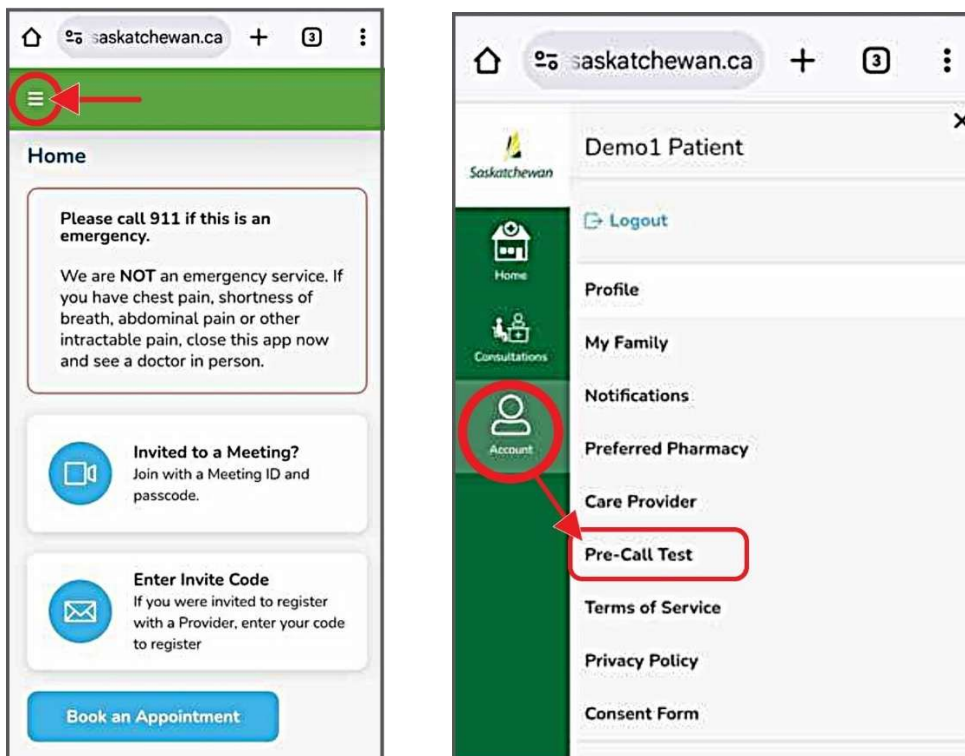
Select '**Account**', then '**Pre-Call Test**'.
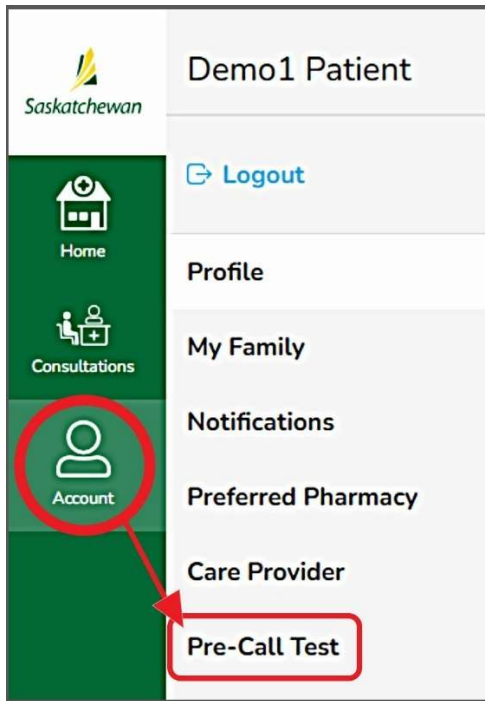
- Review the screen, making sure that:
    - You are connected to the internet
    - Your camera and microphone are connected
    - You have allowed access to your microphone and camera
    - No other apps on your device are currently using the camera or microphone

- When ready, click '**Start Test**'.
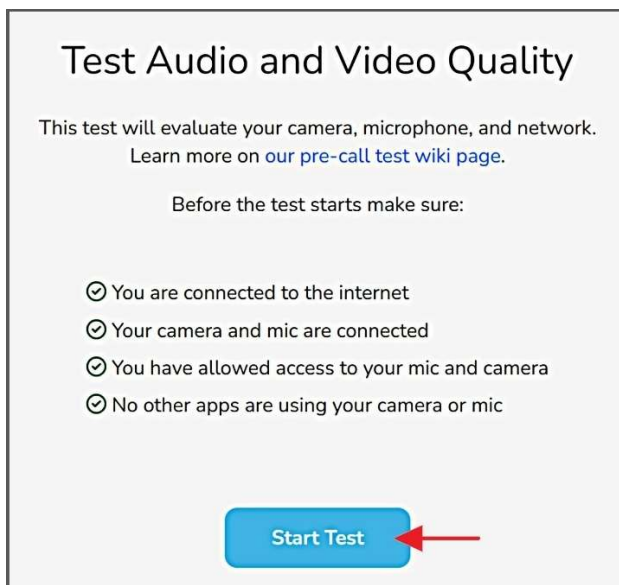
- Set your device on a stable surface and speak during the test, to ensure proper camera and microphone testing.

- If you are prompted anywhere on the screen for camera and microphone permission, press '**Allow**'. *Note: your prompt may look different than this screenshot, depending on your device however, you must still* '**Allow' or 'Enable'** *your camera and microphone here.*
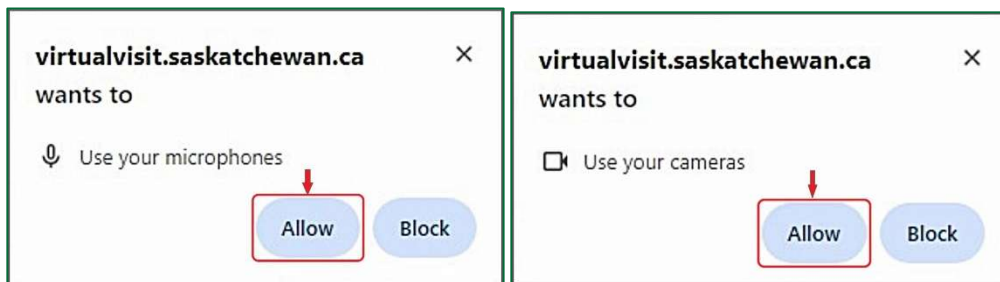
The test will last for approximately 30 seconds, then will close automatically.
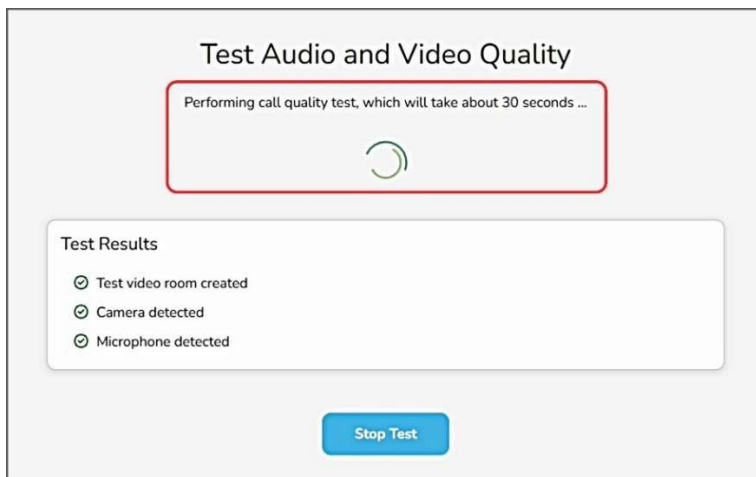
Test results will appear on your screen. Refer to section, '**The Test Results**' below.
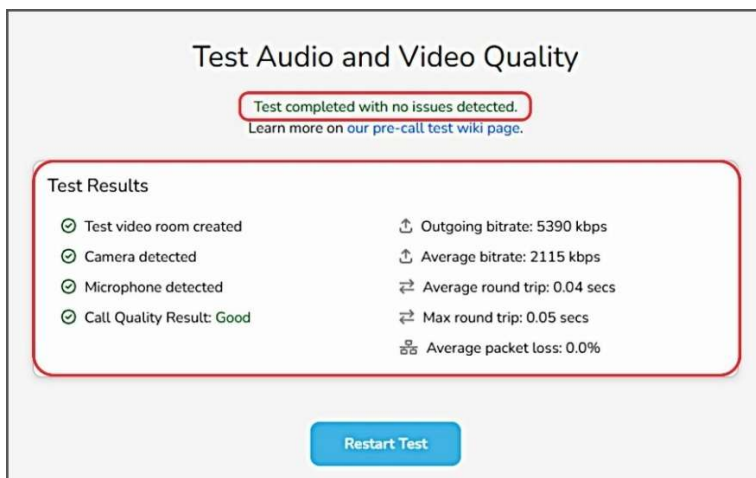
B. The 'Test Your Connection' Feature

▪ Using the same device you are using to attend your video meeting, open the email and click the '**https://...**' quick link provided in the email or text.

SMS Text Invite:

Text Message
Today 11:21 AM

Join Virtual Health Meeting

https://
virtualvisit.saskatchewan.ca/
app/j/51157075176?
pwd=B66DB6

ID: 51157075176
Code: B66DB6

Email Invite:

Join Virtual Health Meeting

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

Title: Follow-Up w Demo Patient
Time: August 13th 2025, 9:00-9:15am CST (-06:00)
ID: _____
Passcode: _____

To ensure your call goes smoothly, please test your device and internet connection by clicking on the 'Test Your Connection' button. You can access this button by clicking the meeting invite link.

If the results show that one or both are not working correctly, call 1-306-988-2578, then press option '1' and you will be connected with someone from SK Virtual Visit support that will be able to assist you. This phone number is available from 8:00 AM to 5:00 PM CST from Monday to Friday.

▪ You may next see the following screen. If you do not see this screen, skip to 'Step 3' below. If you see this screen, choose either:

▫ **'Continue on Web'**, OR
▫ Tap either **'Apple App Store'** or **'Google Play Store'** and download the SK Virtual Visit' APP.

Saskatchewan

Continue on Web >

For the best experience, please download
SK Virtual Visit App by using the links
below.

Download on the App Store   GET IT ON Google Play

Text me the download link!

Mobile Phone Number

Send

▪ If you are prompted anywhere on the screen for camera and microphone permission, press '**Allow**'. Note: *your prompt may look different than this screenshot, depending on your device however, you must still '**Allow' or 'Enable'** your camera and microphone here.*

← → C   virtualvisit.saskatchewan.ca/app/

virtualvisit.saskatchewan.ca
wants to   ✕

◻ Use your cameras
🎤 Use your microphones

Allow while visiting the site

Allow this time

Never allow
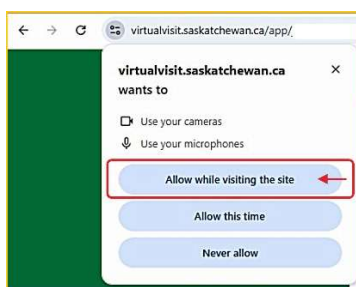
The **'Join a Meeting'** screen - you are not yet in the video meeting:

- Click **'Test Your Connection/Test Audio and Video'**. If prompted, **'Allow'** both your camera and microphone. The test takes approximately 30 seconds then will provide results.

Using the WEB on a Mobile Device:

Using the APP on a Mobile Device:

Using the WEB on a Laptop/Desktop:

- Refer to the instructions above under the '**Pre-Call Test**' section **on page 24**.

C. The Test Results

Test results will appear on your screen.

- It is important that you receive checkmarks in the left column of the test results.
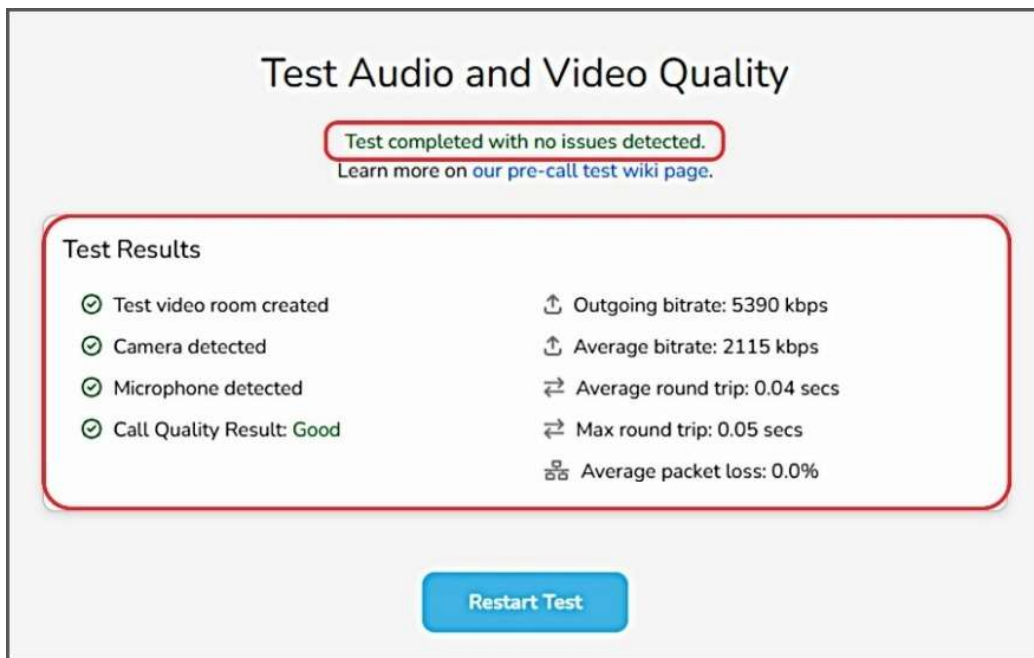
- If the Pre-Call test results are good:

  - 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 laptop/computer are not using your camera or microphone or they are closed

  - Double-check your internet connection, as slow internet speeds can affect the quality of your video session

  - If possible, use an ethernet or wired connection instead of wireless

  - If you are using an external camera/microphone, make sure they are plugged in and set as a system default. You may have to plug into an alternate USB port for the connection to be successful.

JOIN YOUR 'PATIENT CONSULTATION'

'**Consultations**' are patient appointments that are scheduled for you. They include a chat, video and sometimes a phone call.

When your healthcare provider's clinic is seeing you in a patient consultation:
- You will be invited to join their clinic as a virtual patient
- You must accept that invitation using the email or text message they send you
- You must create a **'SK Virtual Visit**' account
- You must log into your account

> *See instructions above:* *'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. Under the **'Consultations'** tab.

    There are 3 sections available:

    - **In Progress:**
        - Consultations that are active or not yet completed.
        - Consults become 'active' as soon as any participant enters it (the healthcare provider/host or patient).
        - Consultations that are complete and 'archived' by the healthcare provider/host. After 3 hours, these will move to the 'Completed' section.

    - **Upcoming:**
        - Consultations that are scheduled for you and not yet entered into.

    - **Completed:**
        - Previous consultations that are concluded and archived by your healthcare provider's clinic.

2. Right on the '**Home**' Screen.

A. From the 'Consultations' Tab

▪ While on the '**Home**' screen, select **'Consults/Consultations'.**

▪ Click **'Upcoming'** or '**In Progress**'**,** then find and select the appointment.

Note: *Consultations automatically move from 'Upcoming' to 'In Progress' as soon as any participant, including you or your healthcare provider, joins.*

Using the APP:
On the bottom navigation bar, tap **Consults** > **Upcoming** > tap on appointment.
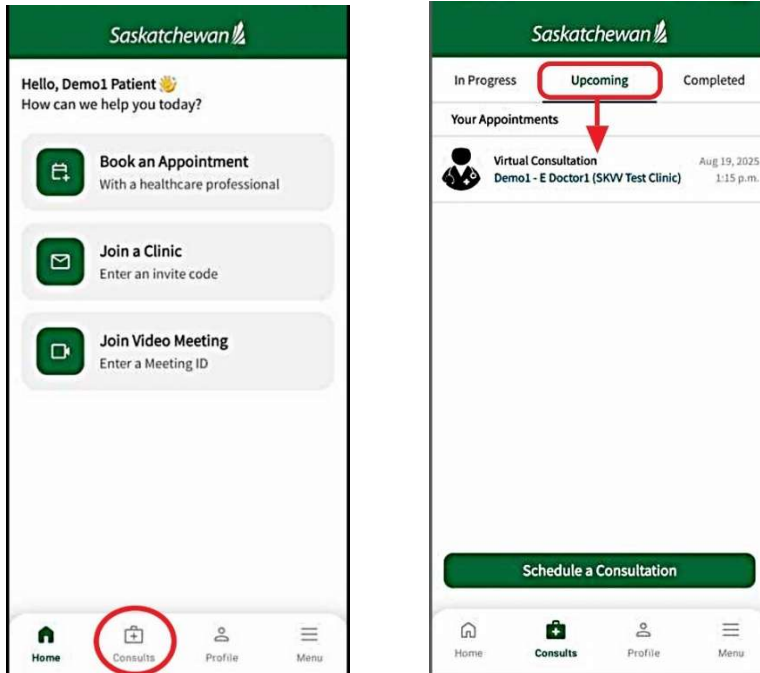
Using the WEB:
On the left navigation bar, tap **Consultations** > **Upcoming** > **View Appointment**.
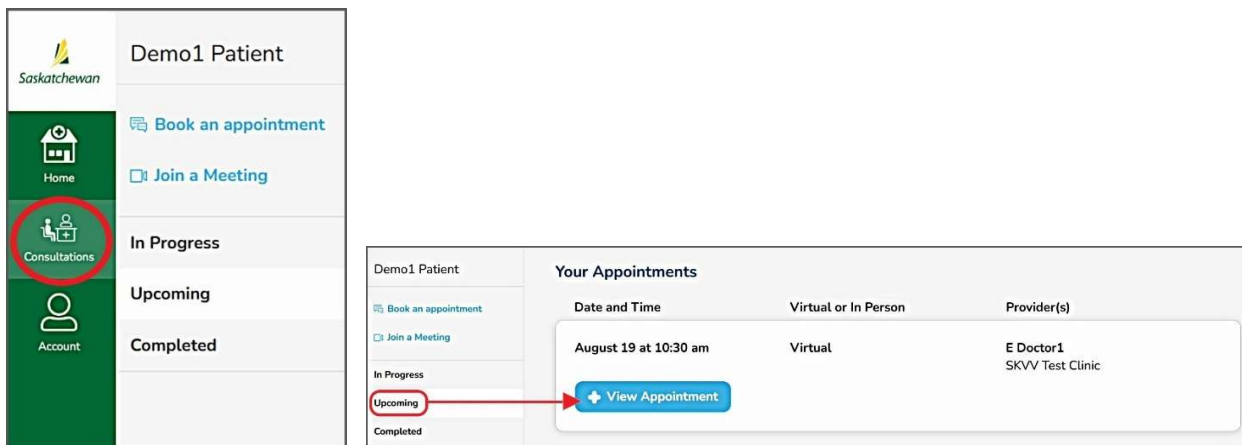
▪ Continue with instructions below under '**The Appointment Screen**' *****.

B. From the 'Home' Screen '

- Log into your **'SK Virtual Visit'** account

  Using the APP:

  At the top of the 'Home' screen, tap 'View Your Upcoming Scheduled Appointment'. This message appears for appointments scheduled for 'today' only.
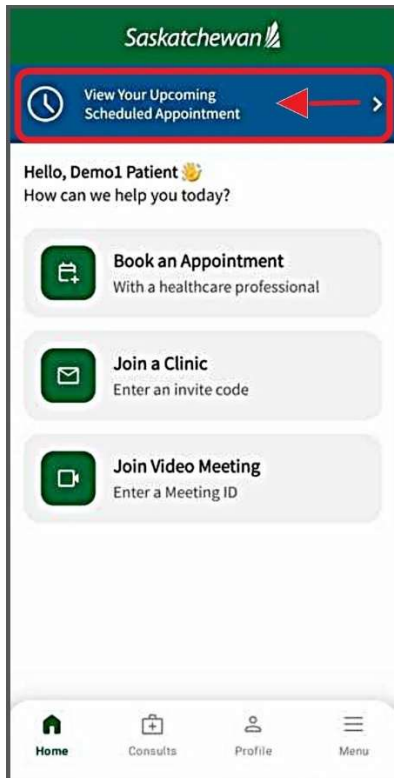
  Using the WEB:

  On the 'Home' screen, find and tap on your appointment under 'Upcoming Appointments' or 'Active Appointments'.
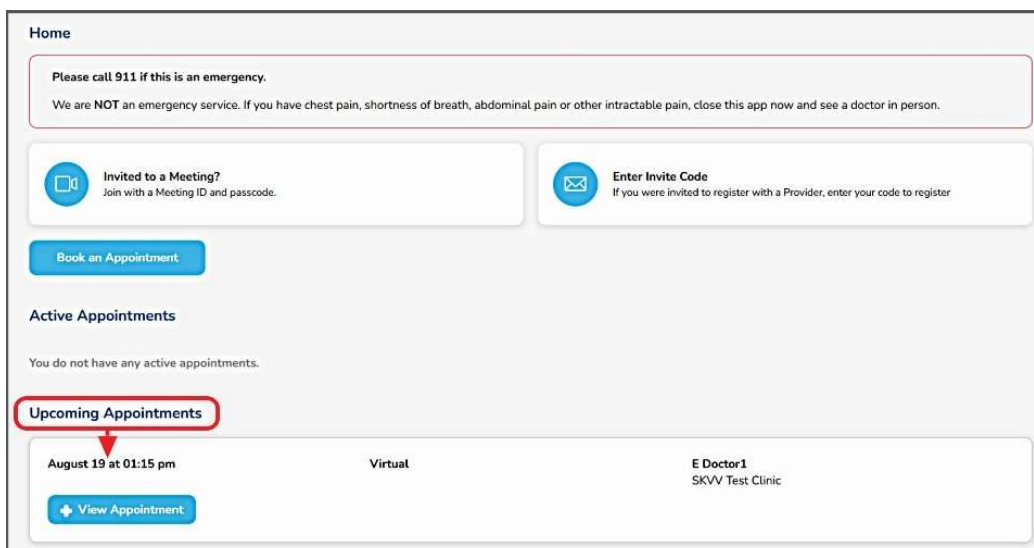
* The Appointment screen - you are not yet in the consultation**:**

▪ Your scheduled appointment will appear with the following features:

   ▪ '**Invite Participant**' – patients may invite up to 2 guests (family members, caregivers or additional healthcare providers) to their consultation. Invited guests must create and log into a 'SK Virtual Visit' account. A picture of themselves is needed before they can be admitted into the video portion of the consultation. They join via a meeting link, meeting ID & passcode that is emailed to them.

   · '**I'm Ready for My Appointment**' – this button will only activate within 10 minutes of your appointment time to prevent patients from entering too early.

   ▪ '**Request to Cancel Appointment**' – patients may request to cancel their scheduled appointments (video meetings and patient consultations) by contacting their healthcare provider's clinic directly, however, patient consultations can also be cancelled by request after logging into their account. See instructions below *.

Using the APP: **Using the WEB:**
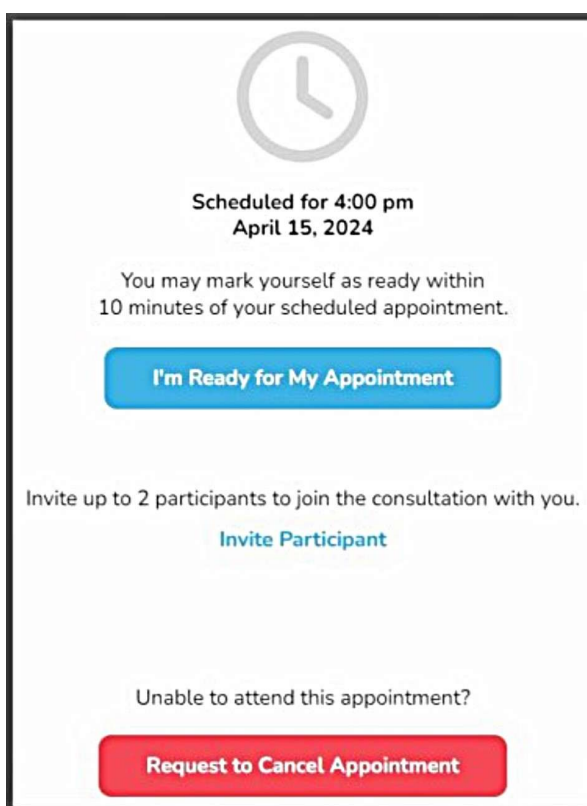
Invite Participants –

- Click **'Invite Participant'**
- Enter their email address and their relationship to you
- Click **'Send Invitation'**

Using the APP:

Using the WEB:

'I'm Ready for My Appointment' – the button is greyed out until approximately 10 minutes before your scheduled appointment time. You may click it once it is activated.
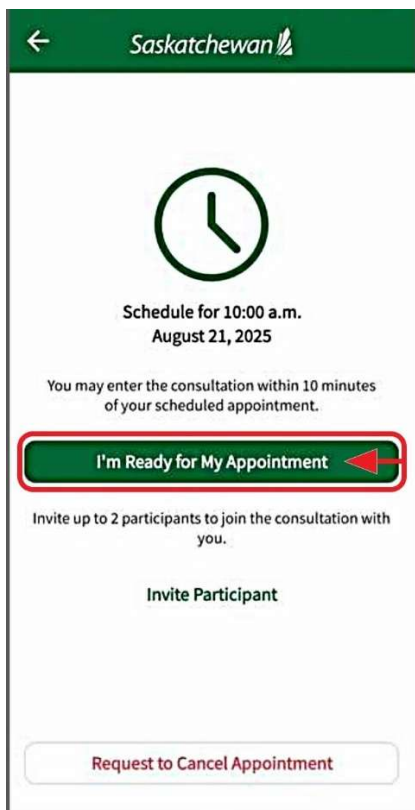
Using the APP: **Using the WEB:**
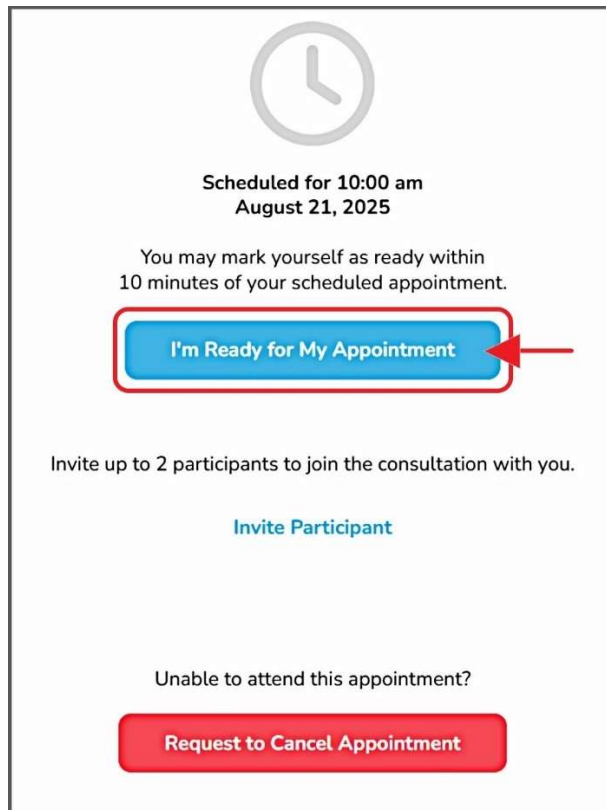
- You will be taken into the consultation chat area where **you should remain ready and wait for your healthcare provider to connect.** This is similar to your doctor's waiting room, only it is virtual.
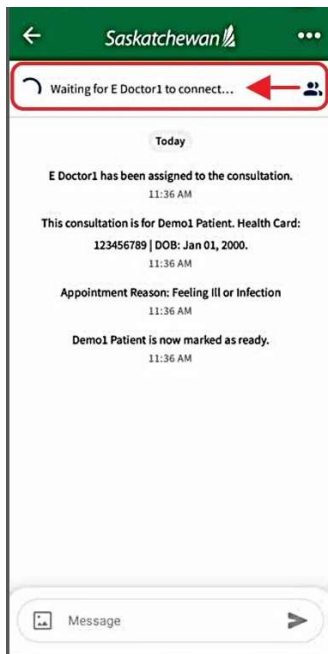
Using the APP: **Using the WEB:**
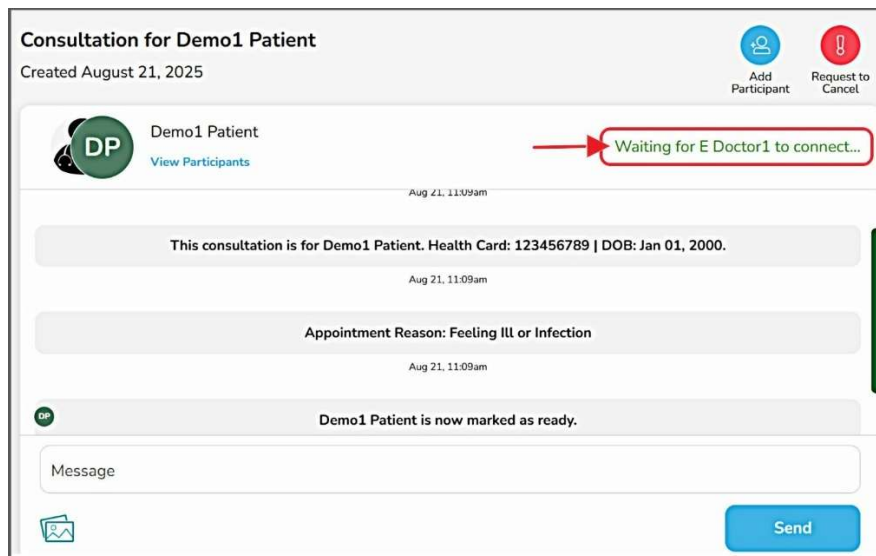
- If the doctor messages you in the chat, respond to them in the chat.

Using the APP:
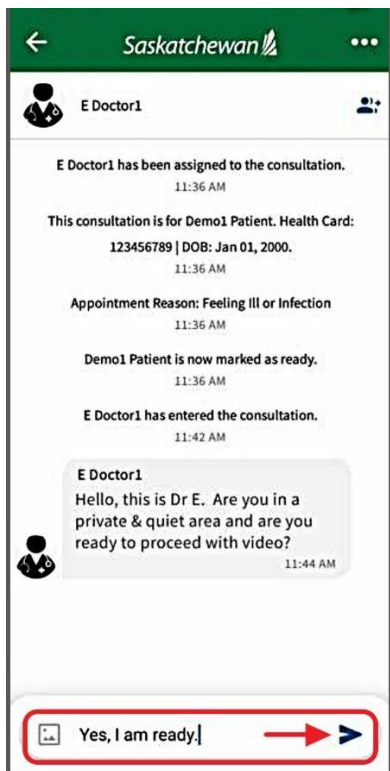
Using the WEB:
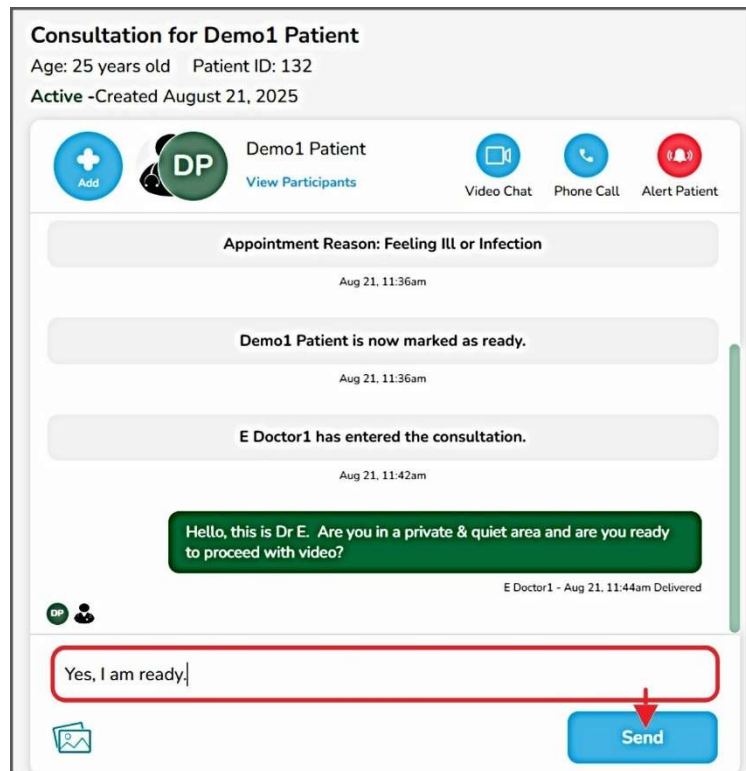
- When the doctor initiates the video call, enable your camera and microphone, then '**Accept**' the video call.

Using the APP:

Using the WEB:
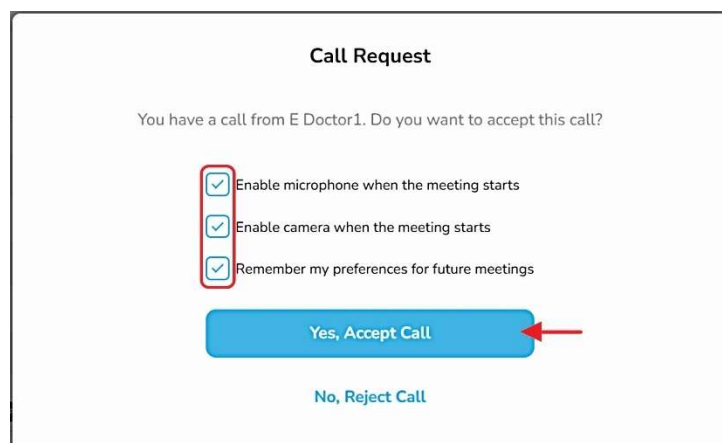
- If you are prompted anywhere on the screen for camera and microphone permission, press '**Allow**'. Note: *your prompt may look different than this screenshot, depending on your device however, you must still **'Allow' or 'Enable'** your camera and microphone here.*
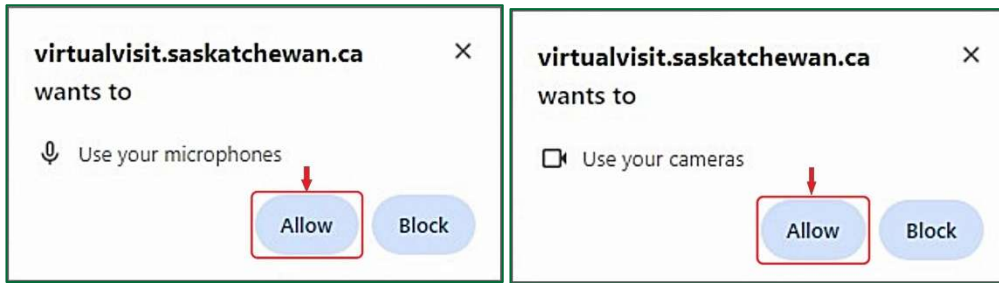
CANCEL A SCHEDULED APPOINTMENT

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

TO CANCEL 'VIDEO MEETINGS'
Contact your healthcare provider's clinic directly

TO CANCEL 'PATIENT CONSULTATIONS', EITHER
Contact your healthcare provider's clinic directly, **OR**
Log into your '**SK Virtual Visit**' account and follow the steps below

- After logging into your '**SK Virtual Visit**' account, select '**Consultations**' along the left navigation bar.
- Click **'Upcoming',** then find and select the applicable appointment.
- Click '**Request to Cancel Appointment**'.

Using the APP:

Schedule for 10:00 a.m.
August 21, 2025

You may enter the consultation within 10 minutes of your scheduled appointment.

I'm Ready for My Appointment

Invite up to 2 participants to join the consultation with you.

Invite Participant

Request to Cancel Appointment

Using the WEB:

Scheduled for 10:00 am
August 21, 2025

You may mark yourself as ready within 10 minutes of your scheduled appointment.

I'm Ready for My Appointment

Invite up to 2 participants to join the consultation with you.

Invite Participant

Unable to attend this appointment?

Request to Cancel Appointment

- Click the drop-down arrow where three reasons are made available for you to choose from. This reason is provided to your healthcare provider along with the request.

Using the APP: **Using the WEB:**

- Select one of the three reasons.

Android Device: **Apple iOS Device:**

Tap on one of the reasons to choose it.   Tap on a reason, then click '**Return**'.

Tap on one of the reasons to choose it.

- 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.

Using the APP: **Using the WEB:**

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

▪ Open your account **'Profile'**

Using the APP:
On the bottom navigation bar
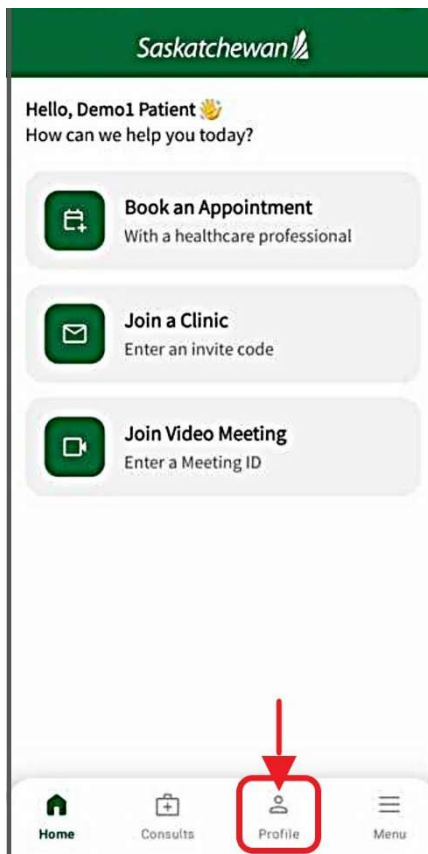
Using the WEB:
On the left navigation bar, under '**Account**'
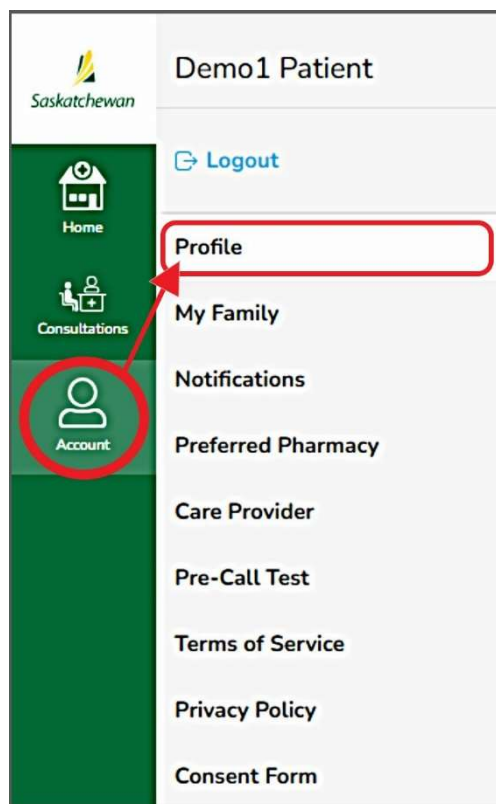
▪ Enter or change your personal information.

▪ 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.

- Open your account **'Profile'.**
- Find and select **'Enable Two-Factor Authentication'.**

Using the APP:
On the bottom navigation bar

Using the WEB:
On the left navigation bar, under '**Account**'

- Select **'Enable Two-Factor Authentication'** or **'Disable Two-Factor Authentication'**

Using the APP:

Using the WEB:
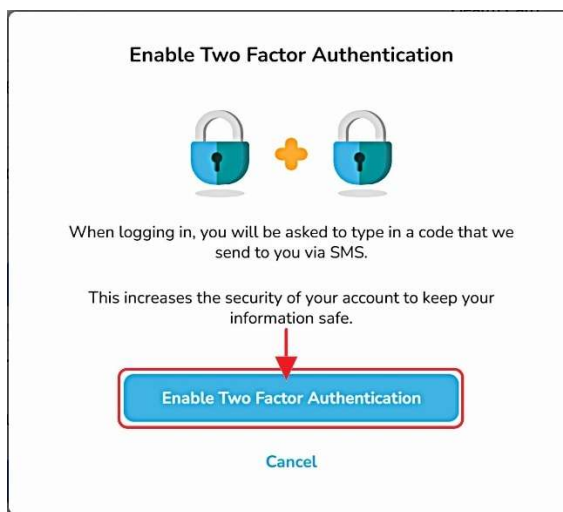
- A 6-digit authentication code will be sent via text message to the cell number indicated in your profile. Enter the code and 2FA will be enabled or disabled.

C. Permission Settings / Notifications

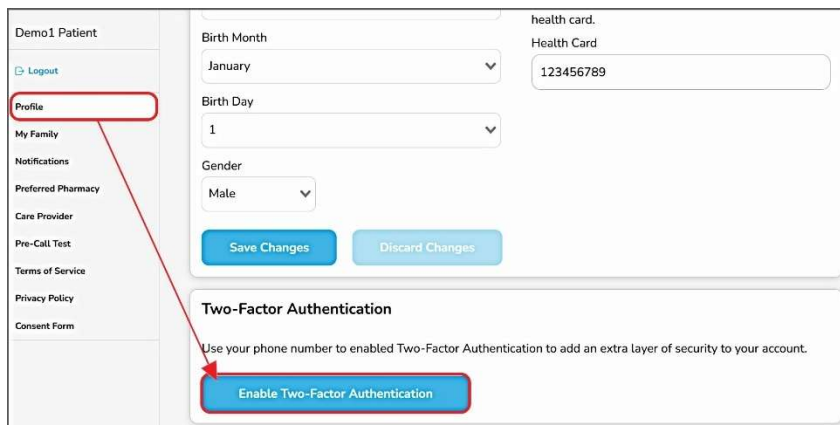| On the APP:	On the WEB:
Allow/deny permissions for camera, microphone and notifications. Found under '**Menu**' > '**Permission Settings**'	Shows the email address and cell phone number where you will receive notifications from your healthcare provider's clinic. These details are taken from your account '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.	
On the APP:	On the WEB:
Found under '**Profile**' > '**Preferred Pharmacy**'	Found under '**Account**' > '**Preferred Pharmacy**'

E. Care Provider

The list of Healthcare Providers you are connected to through the platform.	
On the APP:	On the WEB:
Found under '**Book an Appointment**' (on the **'Home'** screen)	Found under '**Account**' > '**Care Provider**'

F. Terms of Service, Privacy Policy & Consent Form

On the APP:	On the WEB:
Found under '**Menu**'	Found under '**Account**'

G. APP Version

On the APP:	On the WEB:
Found under '**Menu**' > '**Application Version**'	Not Applicable

H. Support

On the APP:	On the WEB:
Found under '**Menu**'	Found on the lower green navigation bar

LOG OUT OF 'SK VIRTUAL VISIT'

A. Using the APP:

Select '**Menu**' along the bottom of your screen, then click '**Logout**'
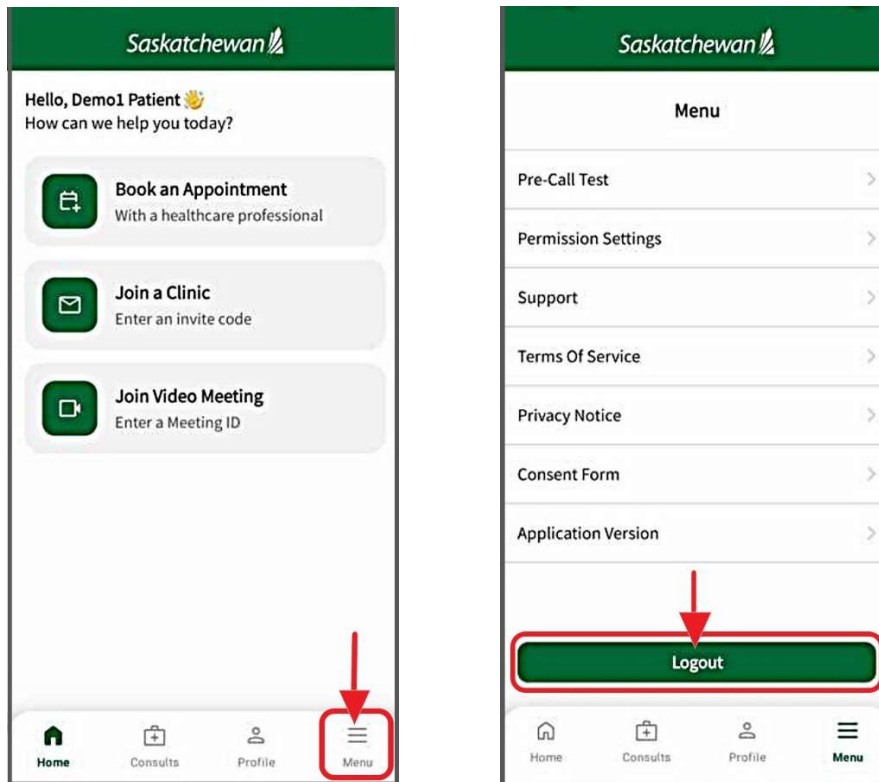
B. Using the WEB:

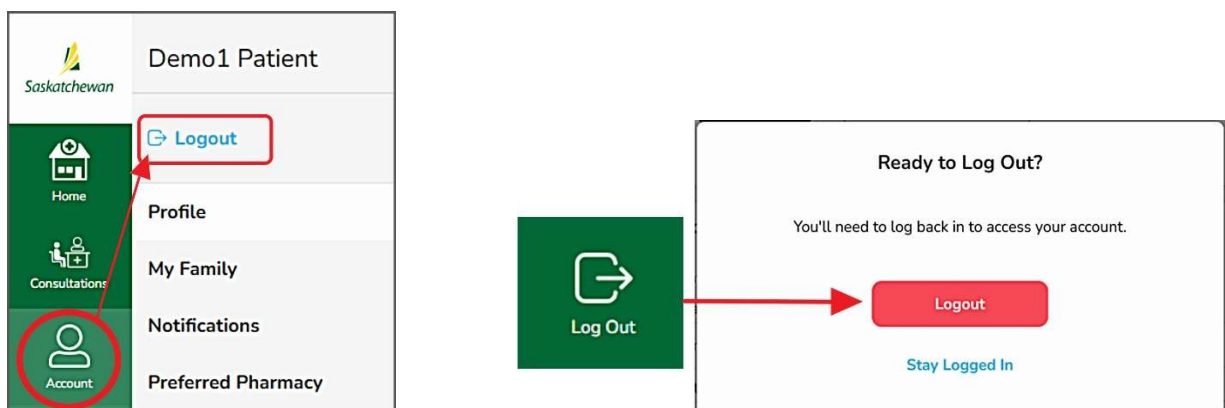**There are two ways to Logout – both from the green navigation bar:**

1. Select '**Account**' > '**Logout**'   **OR**   2. Click '**Logout**', then confirm

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, Clinicians 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 to join.
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.