

InTouch Consumer iPhone and iPad

Virtual visits were made to be convenient

Don't let tech issues get in the way

SIX STEPS FOR A SUCCESSFUL VISIT!

BEFORE YOUR APPOINTMENT

1 If using an iPhone or iPad, you will need an iPhone 5s or newer, any iPad Air, any iPad Pro, or 5th generation iPad or newer. You will need to have iOS 12 or newer installed.

2 When you schedule your appointment, you will receive a text or email with a link to your visit. The link will prompt you to download the InTouch app. Once downloaded, click your link again to enter your virtual waiting room.

3 Check the internet in the room you plan to use; internet with 3mbps upload and download speed is best. If you can FaceTime or Skype, you should have enough speed. Test your internet speed here <http://speedtest.net>.

DAY OF APPOINTMENT

4 You will receive a reminder message by email with a link prior to the appointment, similar to the one received when you scheduled

DURING APPOINTMENT

5 Once in the virtual waiting room, you can perform a connectivity test. A green "✓" will appear, or a red "x" with a note on potential problems.

6 When your video session starts you may have to click "allow" access to your webcam and microphone.

If you need help or experience issues, call IT Support at 801-587-1922. Agents are available Monday – Friday, 7:00 a.m. to 6:00 p.m.

PRO TIPS

- Make sure you are connected to WiFi and not using your cellular data as you could incur data charges from your carrier
- While you are in a the waiting room, you can test your equipment
- Make sure your phone software is up to date. Devices should be on at least iOS 12
- Taking the call in the car or on the go is unsafe. Plan on being stationary during your visit.
- Turn off any streaming devices, Netflix, gaming consoles, music streaming etc. to maximize available bandwidth
- Dress appropriately and remove background distractions
- Log in to your appointment 10 minutes early to address possible last minute issues
- Avoid windows or strong lights behind you as they make seeing you difficult
- Plan on being in a private, quiet area

InTouch Consumer Computer or Android

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FIVE STEPS FOR A SUCCESSFUL VISIT!

BEFORE YOUR APPOINTMENT

- 1** In order to complete a visit you will need to have either Google Chrome, Firefox, or Safari (Apple) installed as a browser, as well as a camera, speakers, and microphone on your desktop or laptop. Please update your internet browser to the latest version before your appointment.
- 2** 3mbps upload and download speed is best. If you can FaceTime or Skype, you should have enough speed. Test your internet speed here <http://speedtest.net>.

DAY OF APPOINTMENT

- 3** You will receive a reminder message by email with a link to the appointment prior to your scheduled time, similar to the one received when you scheduled

DURING APPOINTMENT

- 4** Once in the virtual waiting room, you can perform a connectivity test. A green "✓" will appear, or a red "x" with a note on potential problems.
- 5** When your video session starts you may have to click "allow" access to your webcam and microphone.

If anything goes wrong, or you need help, Call IT Support at 801-587-1922. Agents are available Monday – Friday, 7:00 a.m. to 6:00 p.m.

PRO TIPS

- Make sure you are connected to WiFi and not accidentally using your cellular data as you could incur data charges from your carrier
- While you are in a the waiting room, you can test your equipment
- Make sure your phone software is up to date
- Taking the call in the car or on the go is unsafe. Plan on being stationary during your visit
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