

# 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 5<sup>th</sup> 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

Virtual visits were made to be convenient

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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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