



SK Virtual Visit Patient Training
Desktop, Laptop & Tablet Version 1.2

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NOTE: Definitions for some of the terms are listed at the end of this document.

DEVICE REQUIREMENTS

Before beginning, please ensure you have the following:

- A computer or laptop with internet browser requirements as follows:
 - 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 11 or higher

NOTE: Internet Explorer is not supported

- A video camera. The camera can either be installed in the device like in a laptop or tablet, or an external camera that is connected to a device like a desktop computer or sometimes a laptop.
- An audio microphone so that you can be heard and a speaker so that you can hear. A headset connected to your device wirelessly or wired will also work.
- Stable Internet connection

CREATE AN ACCOUNT

From your desktop computer or laptop, go to <https://virtualvisit.saskatchewan.ca/>

NOTE: The website works on the following web browsers: Chrome, Firefox, Safari, & Edge. It **will not** work on Internet Explorer

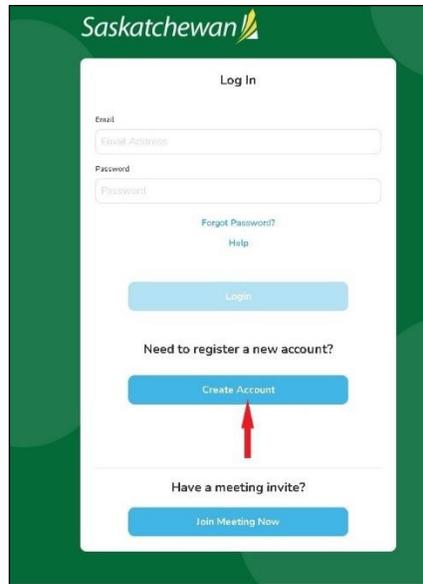
If this is your first-time logging into the SK Virtual Visit platform, please see 'HOW TO JOIN A CLINIC THAT YOU HAVE BEEN INVITED TO'.

If you have an existing SK Virtual Visit account, please log in.

A: First-time user 'Sign-Up':

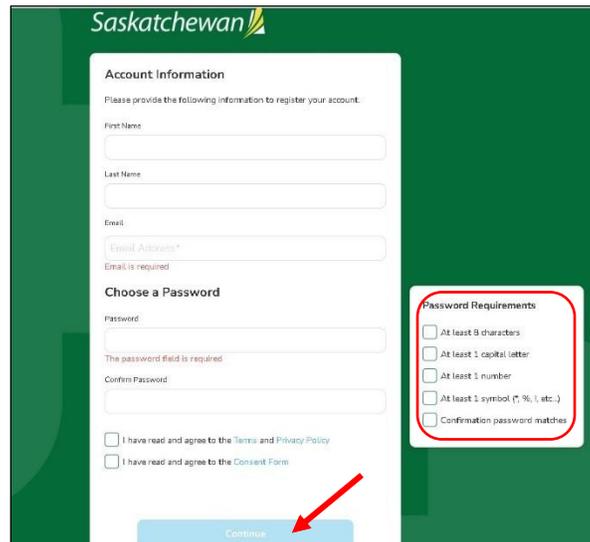
Go to <https://virtualvisit.saskatchewan.ca/>

Step 1: Click on 'Create Account'.



Step 2: Fill out the fields, then read and agree to the Terms, Privacy Policy and Consent Form. Create a password with:

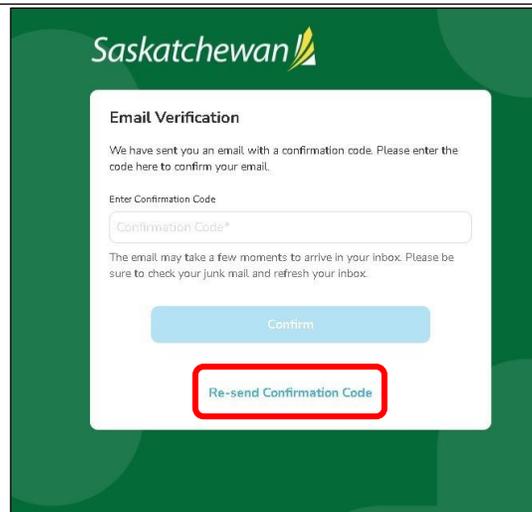
- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 symbol (#, *, %, \$)
- Minimum 8 characters...then click '**Continue**'.



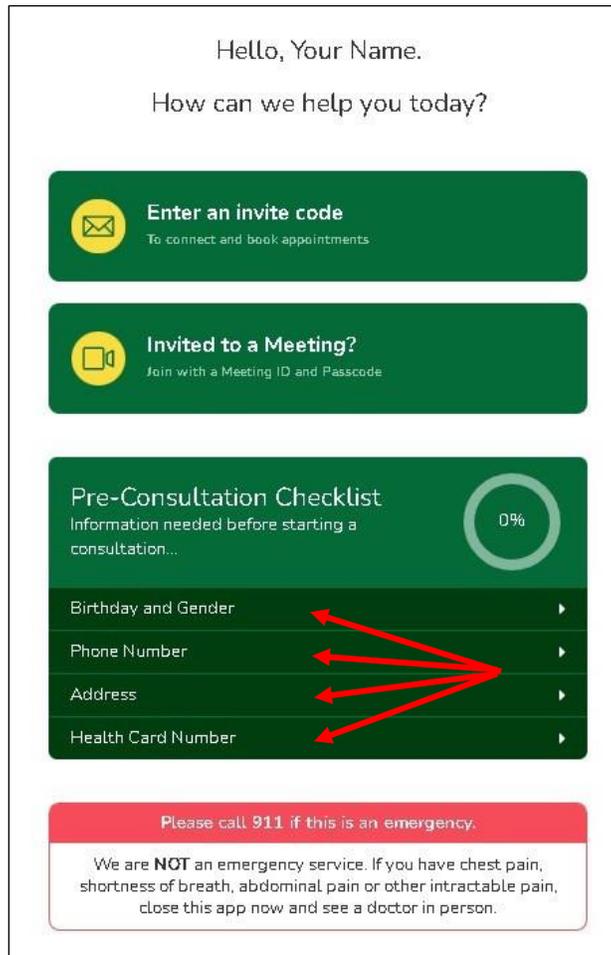
Step 3: Check your email and click on '**here**' or enter the confirmation code

https://skvirtualvisit.zendesk.com/hc/en-us/categories/4900544929691-Patient-Support

If you can't find the email, go back to your previous screen and click **'Re-send Confirmation Code'. Be sure to check your Junk or Spam folder, as well.



Step 4: Complete your 'Pre-Consultation Checklist'.



You are now part of your Healthcare Provider's virtual clinic. If they have enabled it, you may be able to book appointments through the system. However, you can still call the clinic to book appointments or have any other questions.

HOW TO JOIN A 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**

A. By Email From a Clinic

Step 1: Open the email

Step 2: Click the link in the invitation

You have been invited to join **"Your Clinic"** via the SK Virtual Visit App. If they have enabled it, you will now be able to schedule appointments for virtual visits with **"Your Clinic"**!

Your invite code, if you are asked for it, is **WJVV4B**.

Step 1: Get Started

Open the SK Virtual Visit App and log in or create an account, using this email address. It is available on the [App Store](#) and [Google Play](#). Or if you prefer to use a laptop or desktop, visit <https://virtualvisit.saskatchewan.ca>

Step 2: Join "Your Clinic"

Once you are logged in, open this email and [click this link](#) to join **"Your Clinic"**.

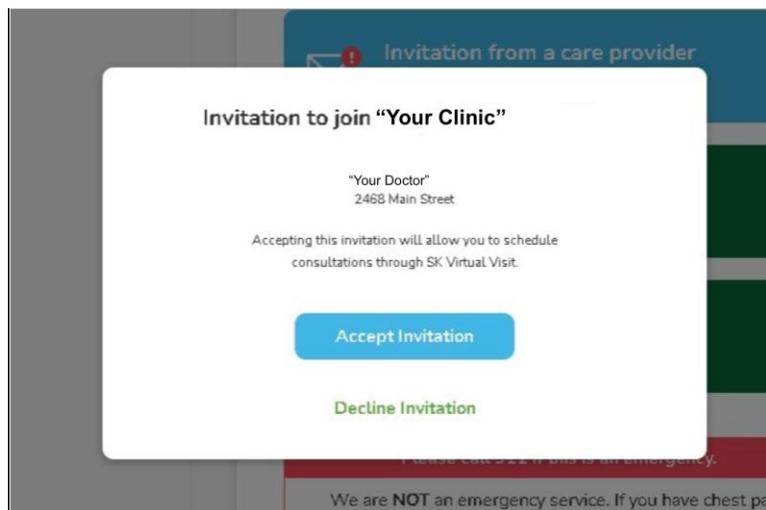
Step 3: Book your appointment

From the app, tap the "Book an appointment" button, choose **"Your Clinic"**, and schedule your appointment. Note that your clinic has to enable patient booking on their end for this feature to function.

Need to get in touch? Contact us at virtualvisit@ehealthsask.ca.

Step 3: Log into your account

Step 4: Click on the Invitation and accept or decline it

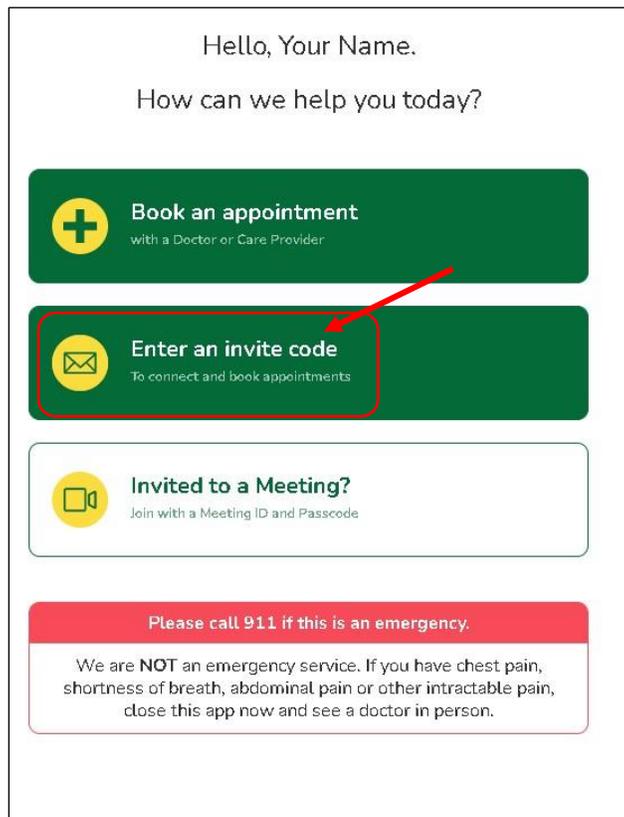


B. Using an Invite Code from a Clinic

You will be able to join your Healthcare Provider's virtual clinic by entering a code consisting of a combination of letters and numbers, which will be given to you by the clinic.

Step 1: Log into your account:

Step 2: Select 'Enter an Invite Code' from the Home Screen.



Step 3: Enter the code into the field and click '**Submit**'. After the code is validated, click '**Continue**'.



The image shows a screenshot of a web form titled "Enter Invite Code". Below the title is the instruction "Enter the code that you received from your care provider below." There is a white text input field with a red arrow pointing to it from the left. Below the input field is a blue button with the word "Submit" in white text.

You are now part of your Healthcare Provider's virtual clinic. If they have enabled it, you may be able to book appointments through the system. However, you can still call the clinic to book appointments or if you have any other questions.

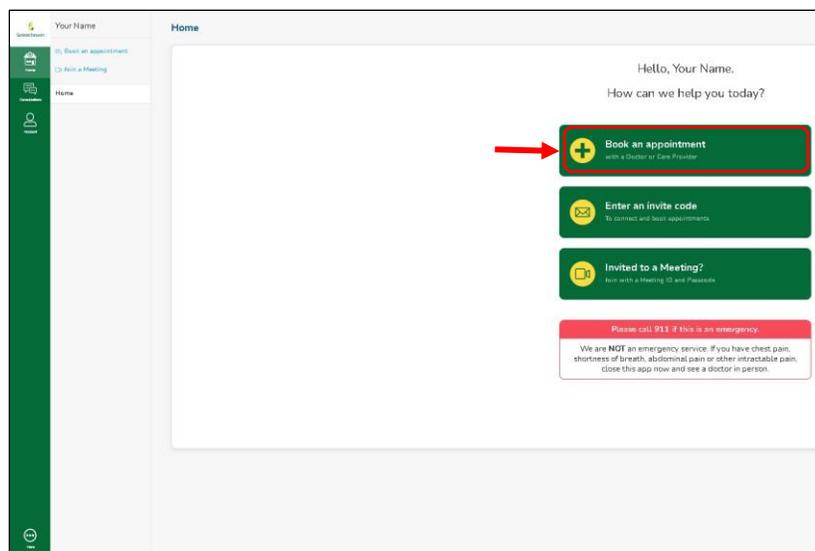
HOW TO BOOK AN APPOINTMENT

If your clinic has allowed self-booking, you will be able to book your own appointment through the app. You can do this on your computer by following these steps:

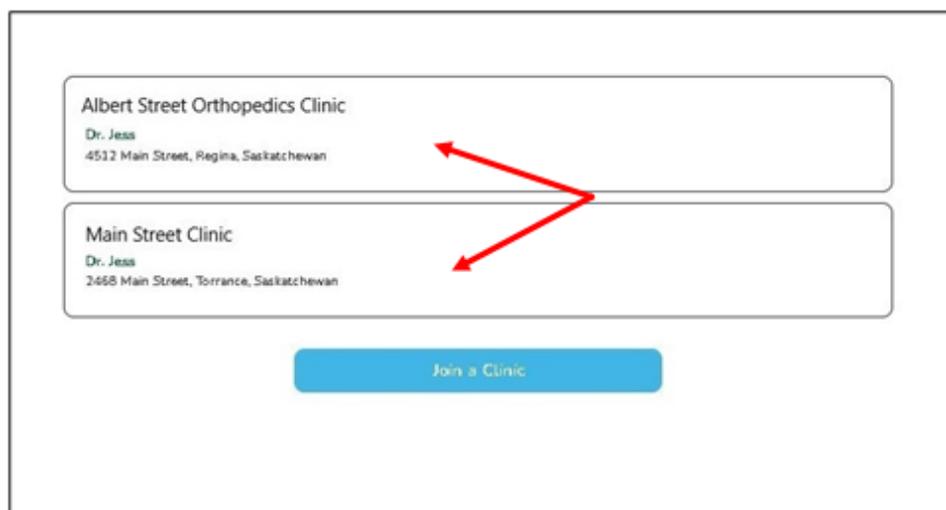
Book an Appointment

Step 1: Log into your account

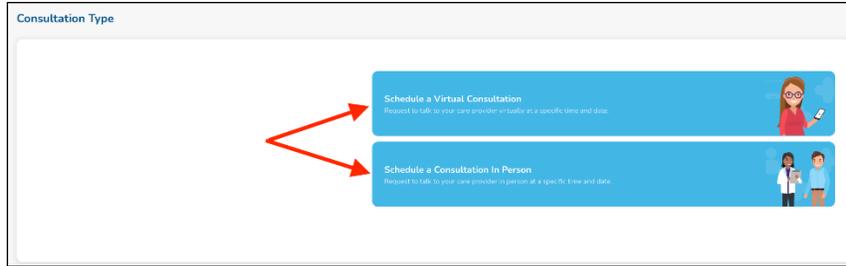
Step 2: Click '**Book an Appointment**'



Step 3: Click on the Care Provider/Clinic you would like to book an appointment with

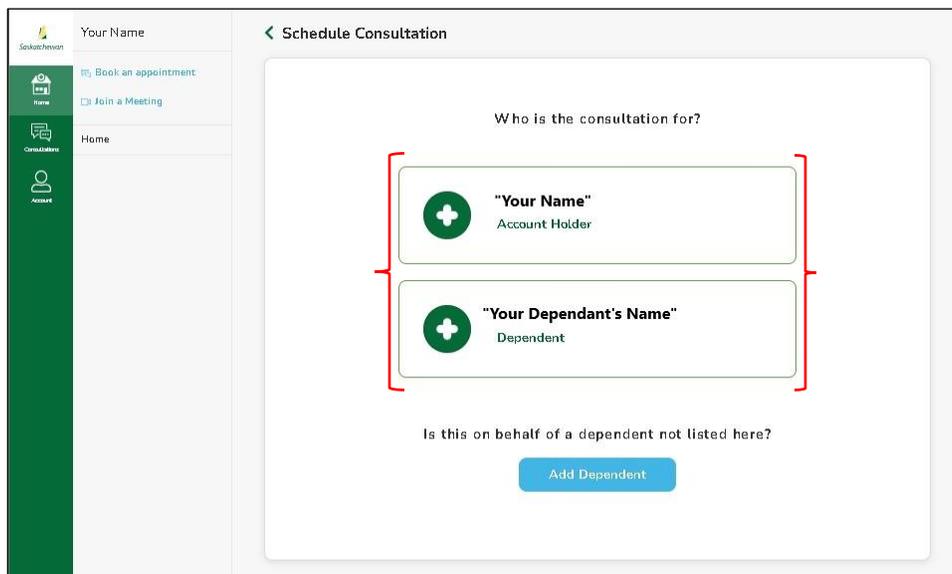


Step 4: Click on the type of consultation you wish to book - 'Virtual' or 'In-Person'



Step 5: Select the Account Member (Patient) that the appointment will be for. This could be for yourself or any dependents that you have added to your account.

NOTE: Dependants should be children between the ages of newborn to 18 years of age, or any adult that requires special care. In this area you can also add a dependant to your family account.



OPTIONAL: If you want to invite a family member, caregiver, or someone else to the consult, you can add their email address and the relationship to you. Once this is complete, click **'Next'**.

Schedule Consultation

(Optional)
Invite participants to the consultation

Participants can be family members, caregivers or other representatives who can observe and provide input in the consultation's chat, video, audio, and view the consultation notes.

You can invite up to 2 per consultation.

Participant Email: chandlerb@mailinator.com
Participant Relationship: Husband

Participant Email: Email Address
Participant Relationship: Relationship

Next
Back

Step 6: Click on your appointment type and click **'Next'**. Although this next screen is optional, it is encouraged that you complete it to include additional information regarding your appointment, as it will help your Healthcare Provider better understand your reason for consultation.

Schedule Consultation

What is the Reason for the Consultation?

Reason for Consultation

- Appointment Reason
- Labs / Testing / Review
- Mental Health
- Other
- Prescription Refill**
- Prescription Refill (multiple)
- Rash

Schedule Consultation

(Optional)
Include a message to help the doctor better understand the reason for consultation.

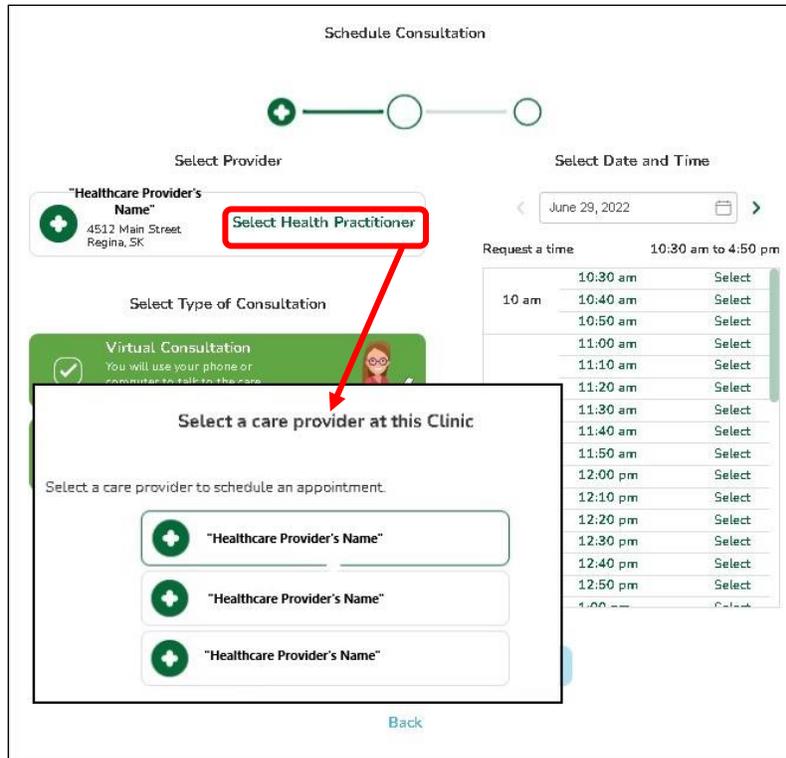
Max 255 Characters

Prescriptions needed:
Avalon nose spray
Coxsart 50mg
Neosum 20mg

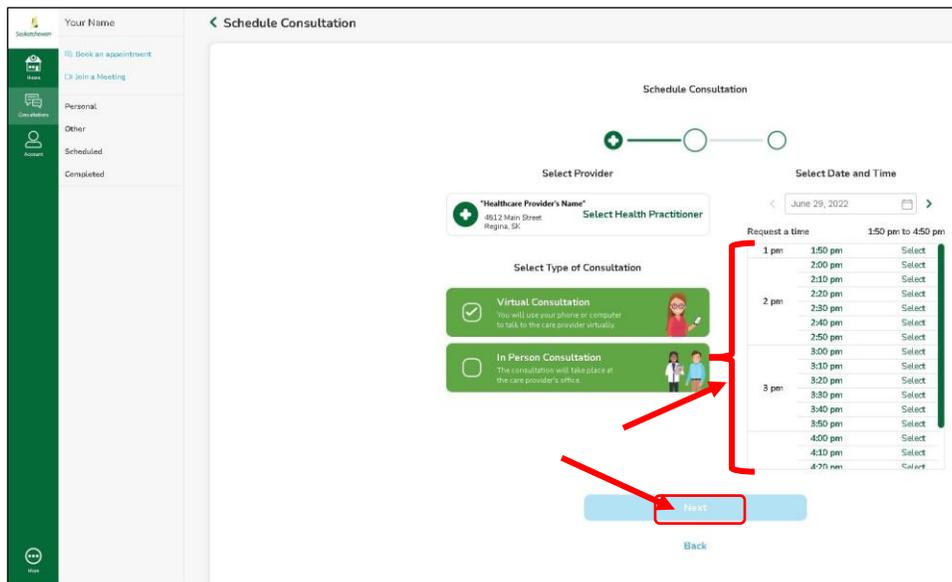
Next
Back

Step 7: Confirm your Healthcare Provider – if your Healthcare Provider does not have an appointment time that works for you, you may have the option to select another Healthcare Provider at your clinic by clicking **'View Others'** and selecting one from the list showing.

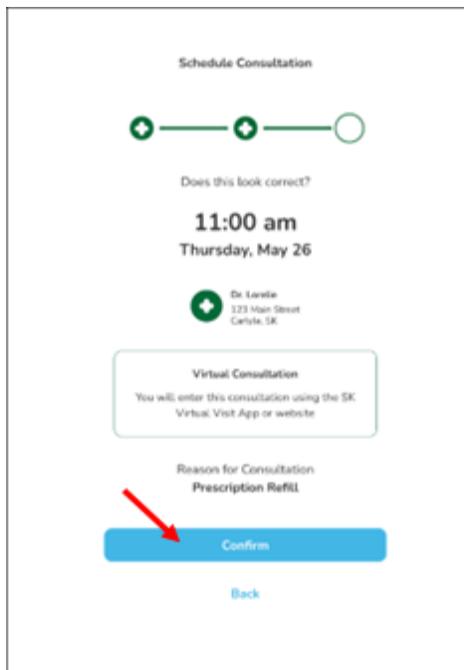
If no Healthcare Provider names appear on this list, please contact your clinic directly to schedule your appointment.



Step 8: Choose your appointment day and time, and click 'Next'

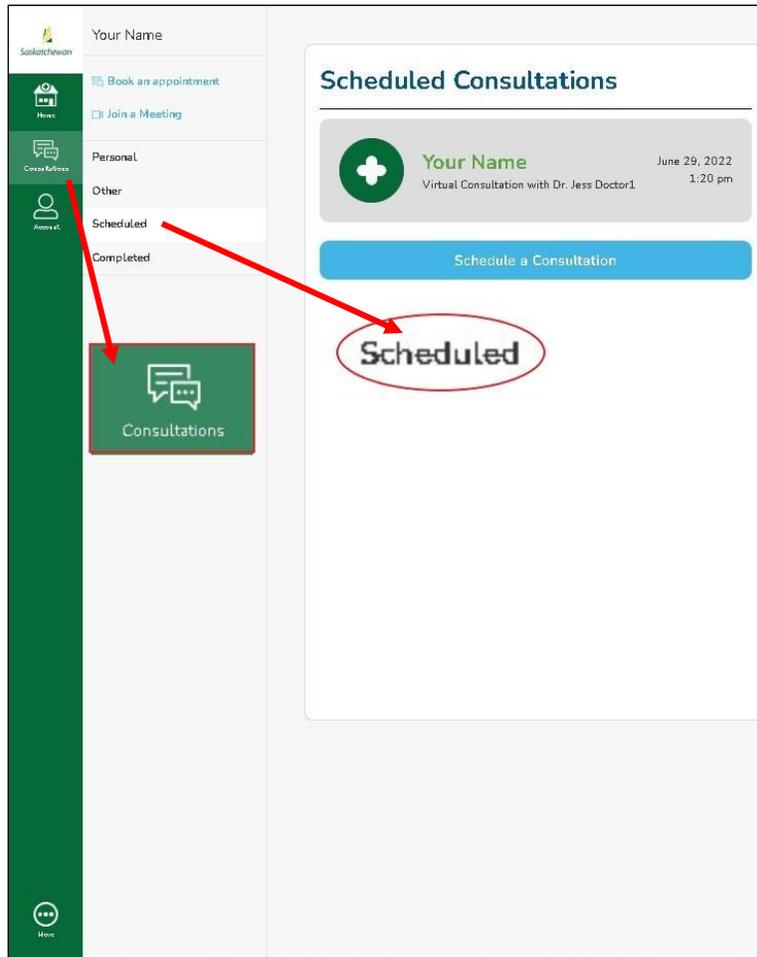


Step 9: Review your appointment details and click 'Confirm'. If you need to make a change, click 'Back' and select a new date and/or time.



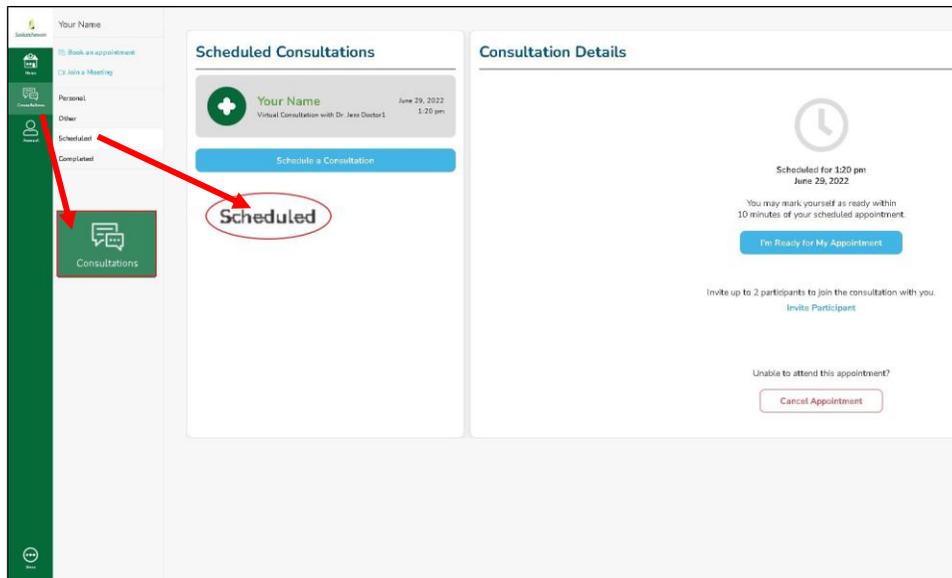
Your appointment is now scheduled. You will receive confirmation of your booking via email/text message.

You will be able to see all of your upcoming appointments by clicking on '**Consultations**' at the left of your screen, then again on '**Scheduled**'

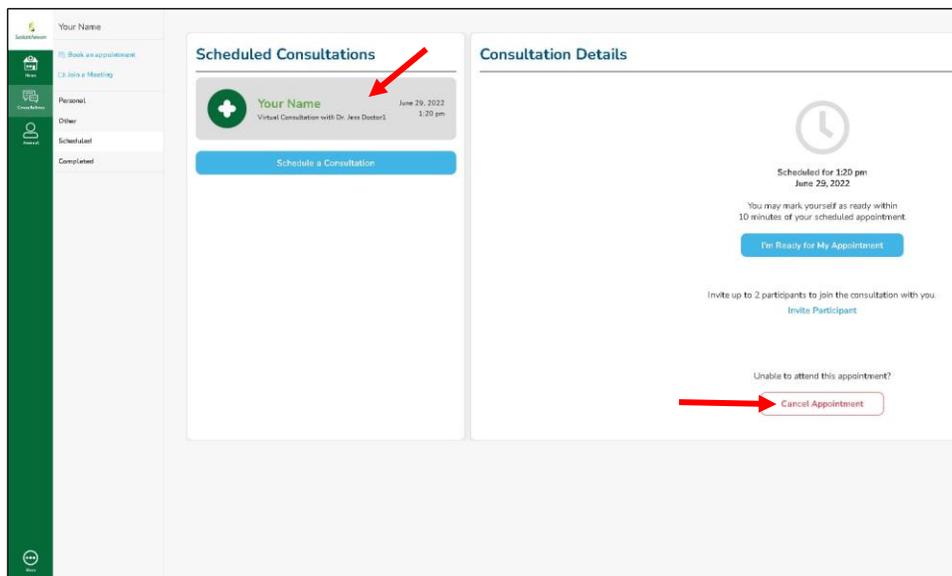


HOW TO CANCEL AN APPOINTMENT

Step 1: You can cancel appointments by clicking **'Consultations'** on either your mobile device or desktop/laptop computer, then select **'Scheduled'**.



Step 2: Click on the appointment you want to cancel and then click **'Cancel Appointment'**.



Step 3: Type in a reason for your cancellation, just to let your Healthcare Provider know that you will not be able to attend.

Note: The 'Cancel Appointment' tab goes away after the booked time has passed.

Cancel Appointment

Please leave a reason for your cancellation so we can inform the care provider.

Reason for Request

Confirm Cancellation

Cancel

HOW TO JOIN A MEETING

Your Healthcare Provider may request to meet with you, but you haven't booked an appointment with them. You'll receive an invitation in the form of an email with a quick link that you can click on to take you directly into a video chat with them.

Join Virtual Health Meeting

<https://virtualvisit.saskatchewan.ca/meetingid=87498735767>

Meeting ID: 87498735767

Passcode: B4DMBT

Step 1: Click the link in the email sent to you – you will automatically be redirected to a page titled ‘Join a Meeting’.

Step 2: Add the meeting ID and passcode if they aren’t already entered into the appropriate fields.

Step 3: Enter your name to identify yourself.

Step 4: Click to enable your microphone and camera – if you wish to remember your preferences for future meetings, click the checkbox.

Step 5: Click ‘Join’ when you are ready to begin. You will be prompted to wait until the host to let you into the meeting.

NOTE: If you are needing assistance, click on ‘Help’ and a new page will open to our ‘Getting Started’ page, where you can find answers to questions relating to Quick Meeting Support, or you can access our online support team.

CONSULTATIONS TAB

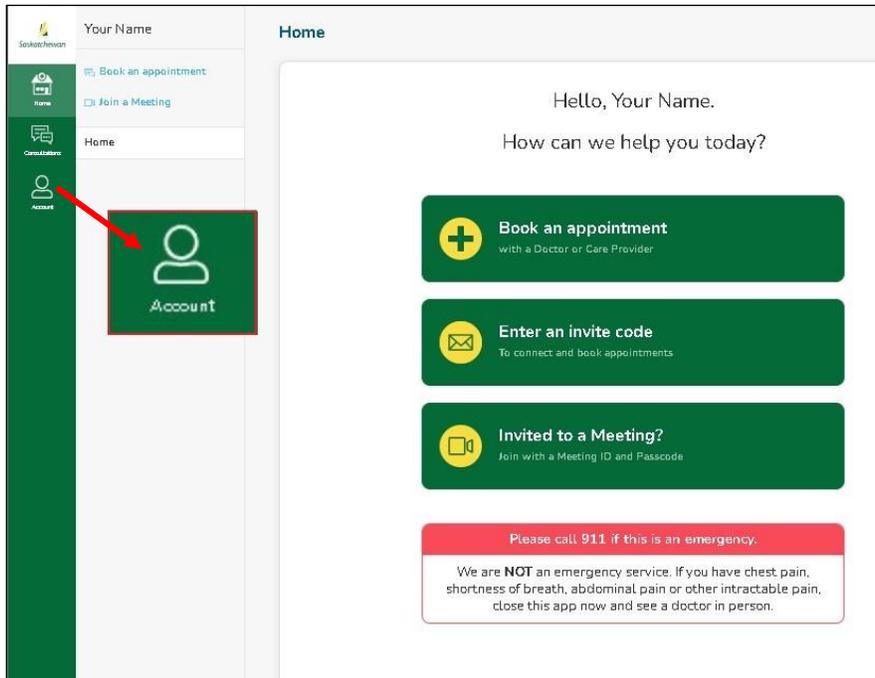
On your computer, click on ‘Consultations’:

- **Personal/Other** – Consultations for you and your dependents that are not yet completed, i.e., pending tests, labs, etc.
- **Scheduled** - Future consultations that are scheduled for you and your dependents.
- **Completed** – Past consultations completed for you and your dependents.

ACCOUNT – PROFILE TAB

A. How To Update Personal Account Information, Change Email or Change Password

Step 1: Click 'Account' on the Dashboard



Step 2: Click 'Profile'. Enter or change your personal information.

Account

Your Name
Change Profile Picture
Change Email Change Password

Contact Info

First Name: Your Last Name: Name
Home Phone Number: Home Phone Number (XXX) XXX-XXXX Mobile Phone Number: (201) 879-0896
Email: [Empty]

Address

Address Line: 5432 main st Apt/Suite/Etc.: Apt/Suite/Etc.
City: Broadview Postal Code: S0G 2K0
Province: Saskatchewan

Personal Info

Birth Month: January Birth Day: 1 Birth Year: 1984 Gender: Female
Health Card: 123456789

Enable Two Factor Authentication

Save Changes

Step 3: Select **'Done/Save Changes'**.

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

HOW TO ADD DEPENDANTS

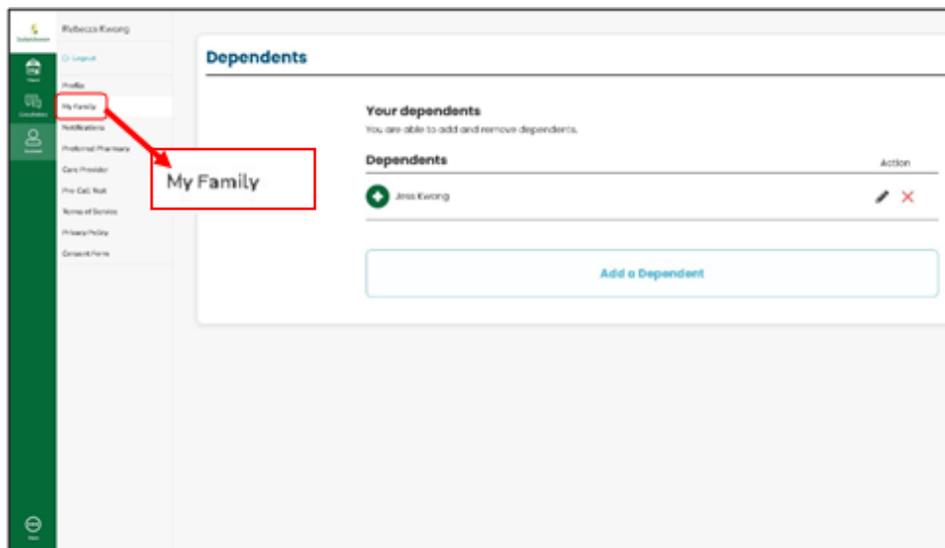
NOTE: Dependants should be children between the ages of newborn to 18 years of age, or any adult that requires special care. In this area you can also add a dependant to your family account.

There are two ways to add dependents to your account:

- From the **'Account'** tab
- While booking a consultation from the **'Home'** screen.

1. From the Profile Tab:

Step 1: On your desktop from the **'Account'** tab on Dashboard, select **'My Family'**.



Step 2: Select 'Add a Dependent'.

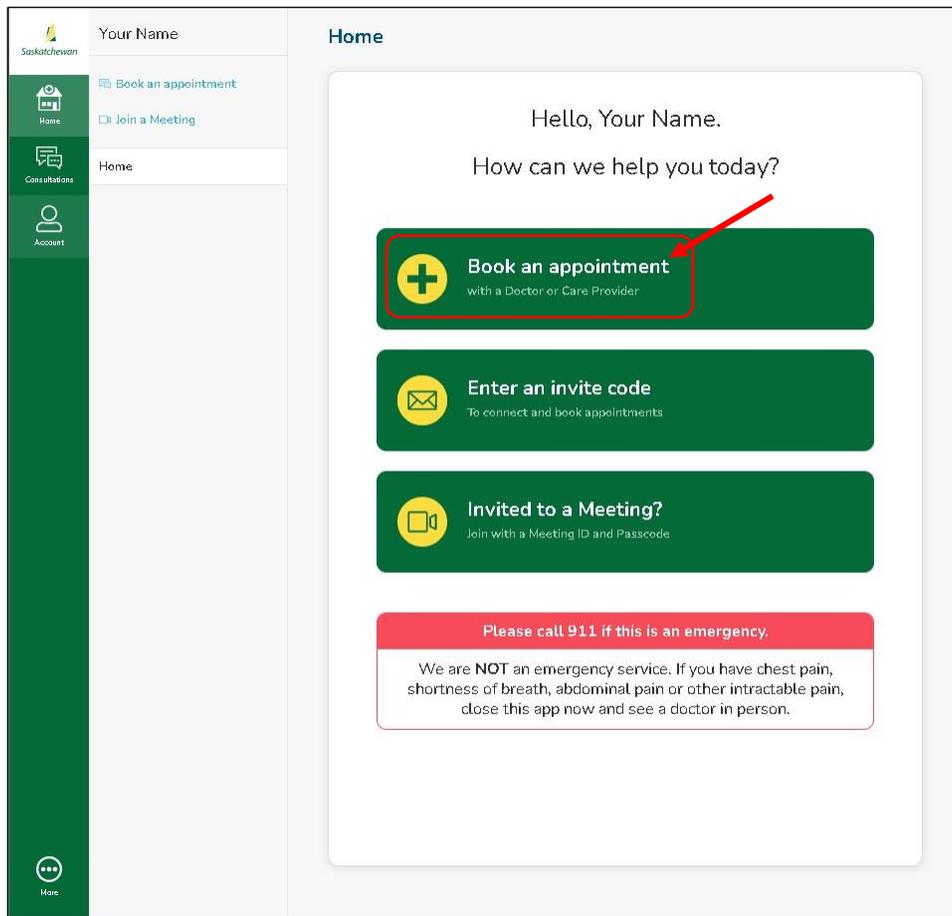


Step 3: Add dependent's information and select 'Add Dependent'

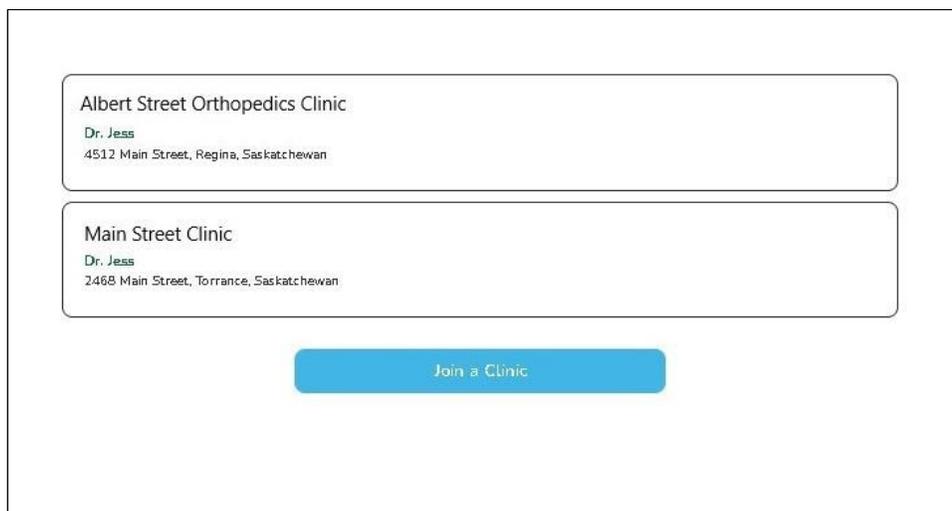
Your dependent details are now added to your account.

2. From the 'Home' Screen:

Step 1: Click the 'Book Appointment with a Doctor or Care Provider' button.



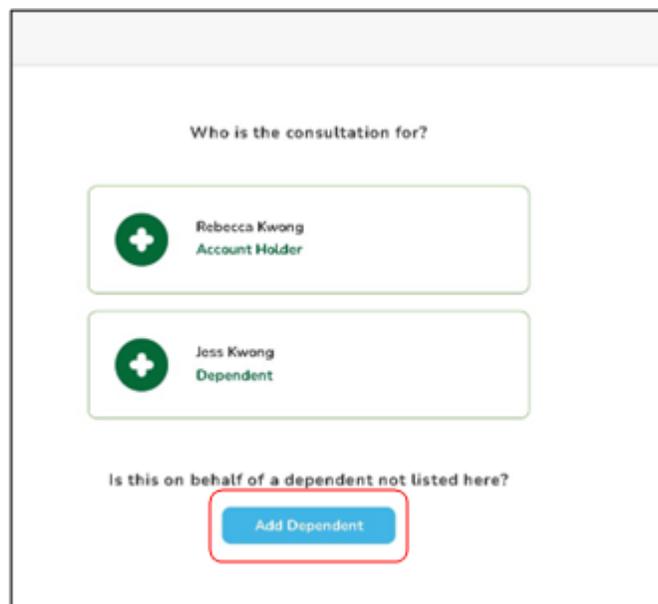
Step 2: Select the clinic you wish to book with.



Step 3: Choose the type of consultation you would like to book (virtual or in-person).



Step 4: Click 'Add Dependent'.



Step 5: Add dependent's information 'Add a Dependent' (web laptop/computer version).

Add Dependent [Close]

 Change Profile Picture

Contact Info

First Name Last Name

Address

Address Line Apt/Suite/Etc.

City Postal Code

Province

Personal Info

Birth Month Birth Day Birth Year Gender

Health Card

Add Dependent

Your dependent details are added to your account.

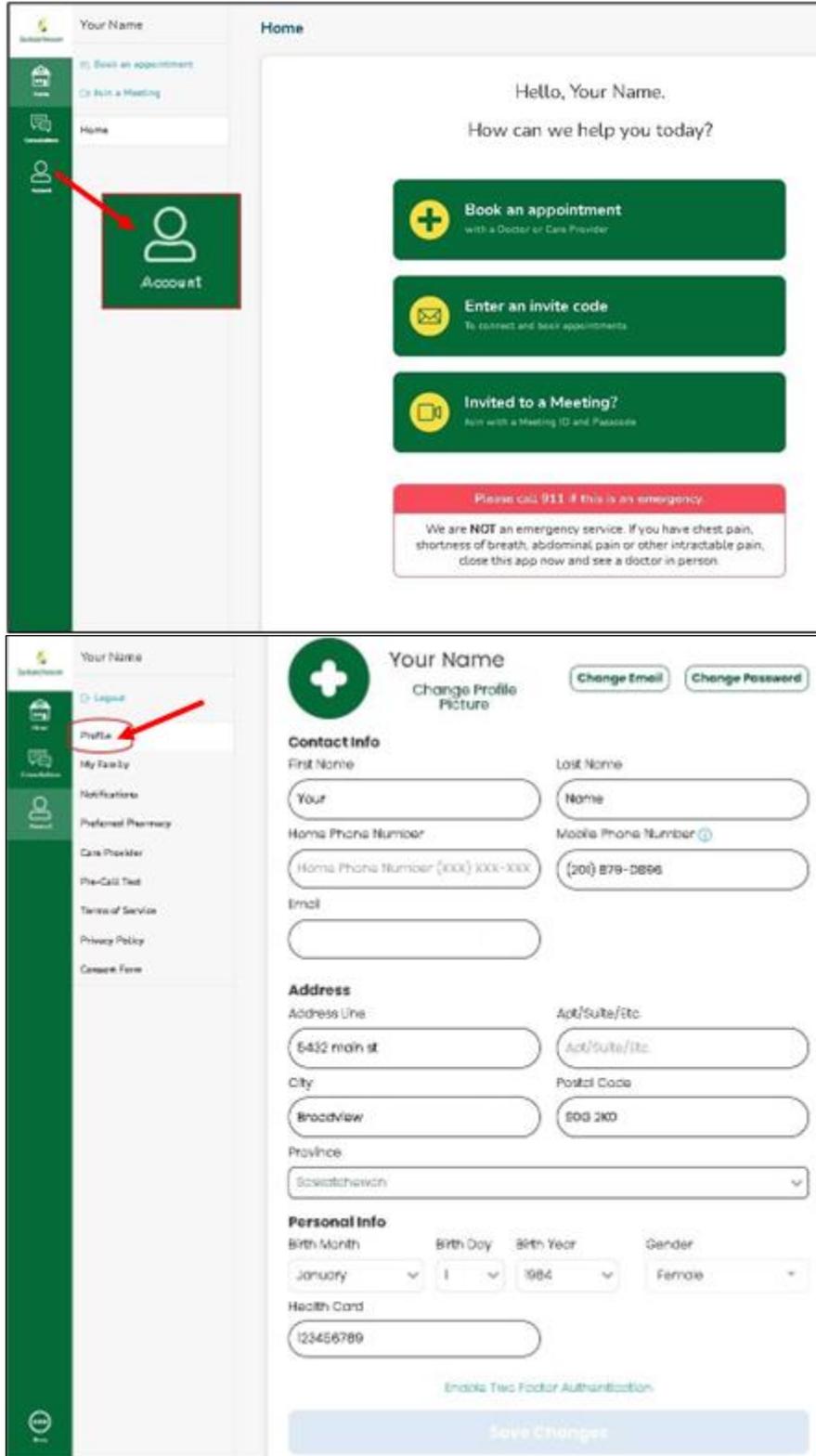
C. Two-Factor Authentication (2FA):

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

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

For patients, 2FA is optional, however highly recommended.

Step 1: From 'Account' in the left navigation bar, select 'Profile'



Step 2: Scroll down and click on **‘Enable Two Factor Authentication’**

The screenshot shows a patient profile form with the following sections:

- Header:** A green circular profile picture placeholder with a white cross, the text "Your Name", and two buttons: "Change Email" and "Change Password". Below the name is a "Change Profile Picture" link.
- Contact Info:** Fields for First Name (containing "Your"), Last Name (containing "Name"), Home Phone Number (containing "Home Phone Number (XXX) XXX-XXX"), and Mobile Phone Number (containing "(201) 879-0896"). There is also an empty Email field.
- Address:** Fields for Address Line (containing "5432 main st"), Apt/Suite/Etc. (containing "Apt/Suite/Etc."), City (containing "Broadview"), and Postal Code (containing "S0G 2K0"). A Province dropdown menu is set to "Saskatchewan".
- Personal Info:** Fields for Birth Month (containing "January"), Birth Day (containing "1"), Birth Year (containing "1984"), and Gender (containing "Female"). There is also a Health Card field containing "123456789".
- Footer:** A blue "Save Changes" button and a red-bordered button labeled "Enable Two Factor Authentication" with a red arrow pointing to it.

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

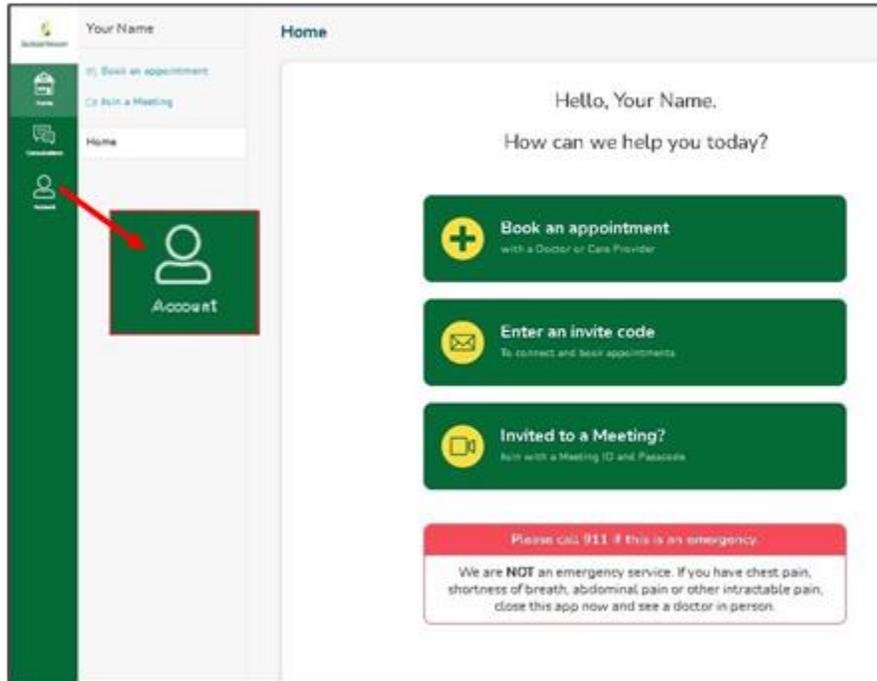
D. Notifications

This section shows the email address and cell phone number where you will receive notifications from your Care Provider’s clinic(s). These details are taken from your account ‘Profile’ settings.

E. Preferred Pharmacy

An option to select your preferred pharmacy from the map. This information will be visible to your Care Provider's clinic.

From the '**Account**' tab on the left navigation bar, select '**Preferred Pharmacy**'.



The screenshot shows a patient profile page. On the left is a green navigation bar with icons for Home, Care Referrals, and Account. The 'Account' section is expanded, showing options like Profile, My Family, Notifications, Preferred Pharmacy (highlighted with a red box), Care Provider, Pre-Call Test, Terms of Service, Privacy Policy, and Consent Form. The main content area is titled 'Your Name' and includes a profile picture placeholder, 'Change Profile Picture' link, and 'Change Email' and 'Change Password' buttons. Below this are sections for 'Contact Info' (First Name, Last Name, Home Phone Number, Mobile Phone Number, Email), 'Address' (Address Line, Apt/Suite/Etc., City, Postal Code, Province), and 'Personal Info' (Birth Month, Birth Day, Birth Year, Gender, Health Card). A 'Save Changes' button is at the bottom.

F. Care Provider

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

G. Pre-call Test

A test of your camera (video) and audio (microphone) connectivity and quality. The test takes approximately 30 seconds and will time out automatically, unless you stop the test by clicking 'Stop Test'.

TERMS OF SERVICE/PRIVACY POLICY/CONSENT FORM

Access from the 'Account' tab on the left navigation bar.

GLOSSARY

Account Member (Patient)	A person who is receiving medical attention, care or treatment.
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 headphones, microphones and/or speakers to devices without using wires. Both the speaker, headphone and/or microphone and the device need to support Bluetooth.
Caregiver	A person who helps make sure that another person is receiving the right care from healthcare providers
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.
Dependent(s)	Anyone that a person is helping to get medical care (typically a child or adult who needs help getting the care they need)
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 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 location in your inbox for storing unwanted email, most email systems will put some messages here as soon as they are received, if it thinks you won't want to see the email.
Laptop	A battery-operated computer that is easy to move, it usually has the screen and keyboard built right into the computer
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	Away 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 step when logging into an account, where you receive a code that is sent to you as you are logging in. The code

[REDACTED] is sent to a phone number on file to help make sure that the right person is logging in.
