



**SK Virtual Visit Patient Training**  
**Mobile Application, iOS & Android Version**

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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:

- Requirements - A Smart Phone or Tablet.

- Android Mobile devices can include Samsung Galaxy, Google Pixel, Sony or Huawei phones and tablets. If you do not see the application in the store, your device may not be supported.
  - iOS mobile devices can include an iPhone or iPad. If you do not see the application in the store, your device may not be supported.
- 
- A video camera – for a mobile device, the camera must be a part of the device; most smartphones and tablets do not support cameras that are not inside the device.
  - 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

## CREATING AN ACCOUNT

You can download the App from the App Store

- iOS for Apple <https://apps.apple.com/ca/app/sk-virtual-visit/id1622225300>
- Android <https://play.google.com/store/apps/details?id=ca.sk.gov.skvirtualvisit>

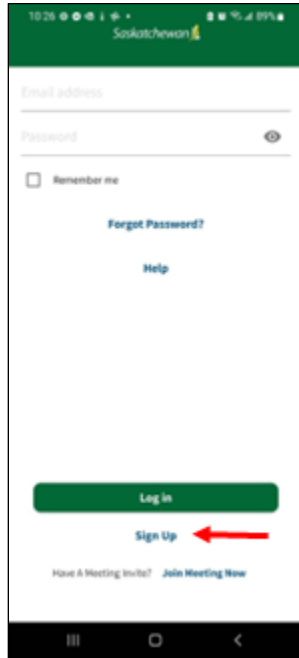


If this is your first-time logging into the SK Virtual Visit platform, please see 'HOW TO JOIN A CLINIC THAT YOU HAVE BEEN INVITED TO'.

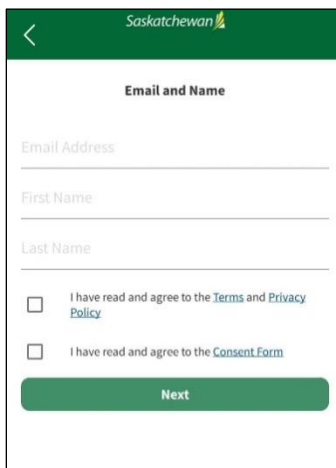
**If you have an existing SK Virtual Visit account, please log in.**

First-Time User 'Sign-Up'

**Step 1:** After downloading the app to your mobile device, click **‘Sign-up’** on the login screen.

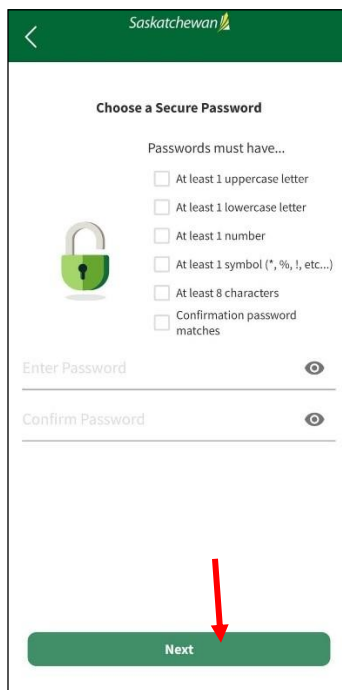


**Step 2:** Fill out the fields, read and agree to the *Terms, Privacy Policy and Consent Form*, then click **‘Next’**.



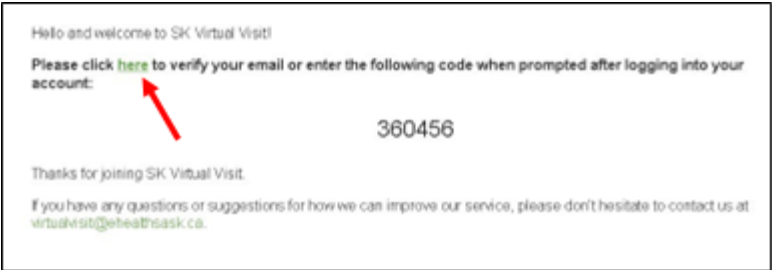
**Step 3:** Create a password with:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 symbol
- Minimum of 8 characters...then click **'Next'**.

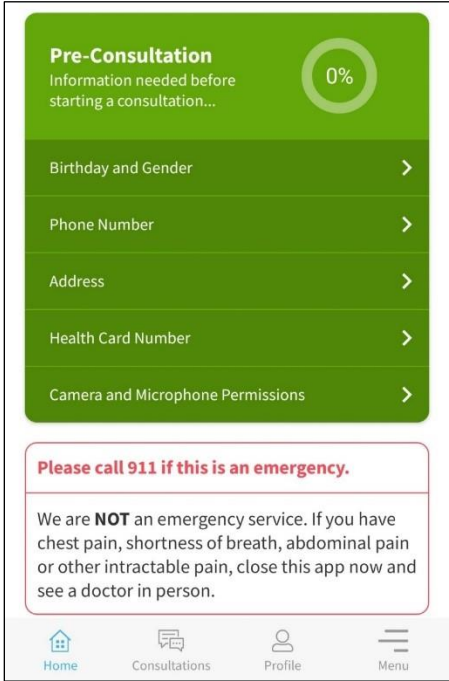


**Step 4:** Check your email, open the Confirmation Code email that has been sent to you, and click on **'here'**. Once your confirmation code is entered, click **'Next'**.

\*\*If you can't find the email, click **'Resend Confirmation Code'**. Be sure to check your Junk or Spam folder, as well.



**Step 5: Complete your 'Pre-Consultation Checklist'.**



You are now part of your Healthcare Provider's virtual clinic. If they allow 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 THAT 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>

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**Step 2: Join "Your Clinic"**

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

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**Step 3: Book your appointment**

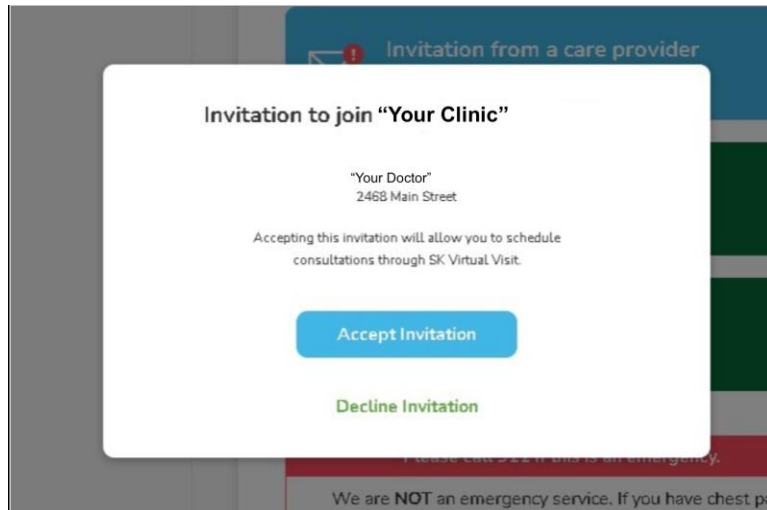
From the app, tap the "Book an appointment" button, choose **"Your Clinic"**, and schedule your appointment. Note that your clinic has to enable patient booking on their end for this feature to function.

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Need to get in touch? Contact us at [virtualvisit@ehealthsask.ca](mailto: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'.

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 self-booking, you will be able to book your own appointment through the app. You can do this on either your computer or mobile device by following these steps:

**Step 1:** Log into your account

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



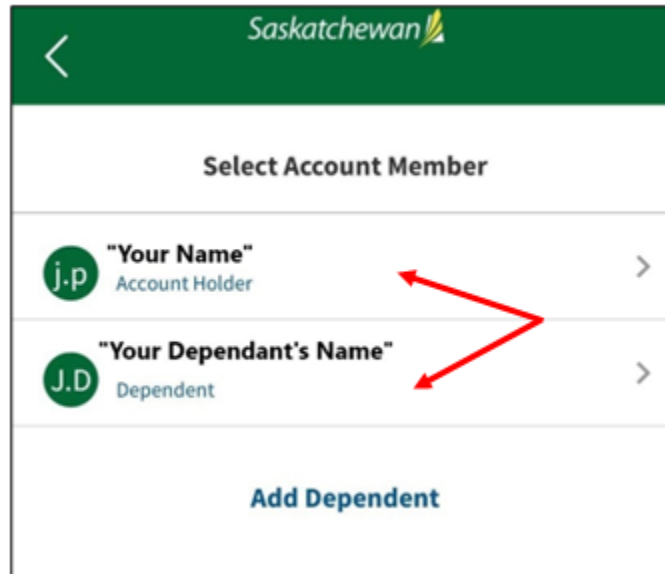


**Step 3:** Select the type of consultation you wish to book - 'Virtual' or 'In-Person'



**Step 4:** 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 your consultation, you can choose to invite up to two participants, by adding their email address and their relationship to you. Once this is complete, click **'Next'**.

Saskatchewan

**Invite participants to the consultation (Optional)**

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.**

Email Address

Participant Relationship

Email Address

Participant Relationship

Next

**Step 5:** Select on your 'Reason for Consultation'

Reason for Consultation

Feeling ill or Infection

Follow-Up

Labs / Testing / Review

Mental Health

Other

Prescription Refill

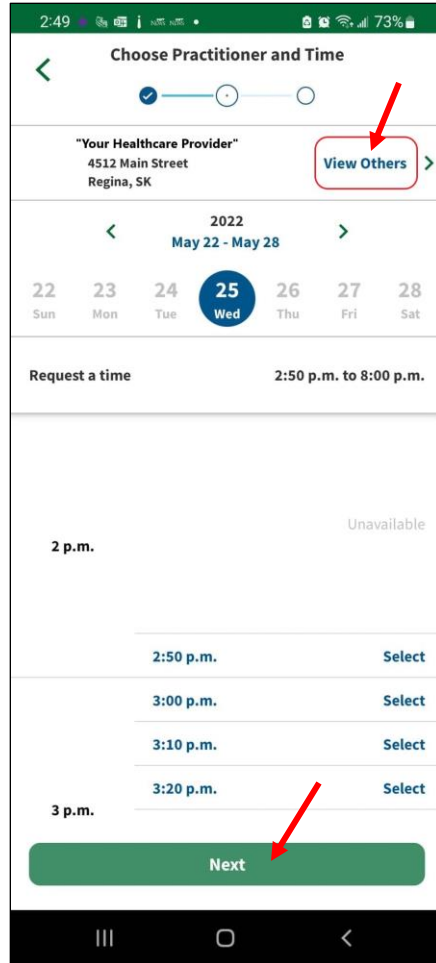
Rash

Referral Requests

Sick Notes

**Step 6:** 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 physician names appear on this list, please contact your clinic directly to schedule your appointment.**

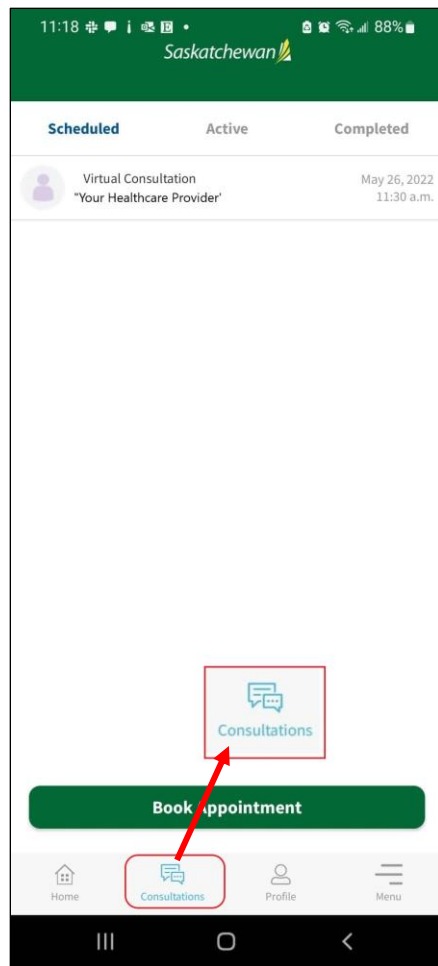


**Step 7:** Click on the appointment you want and then click **'Next'**.

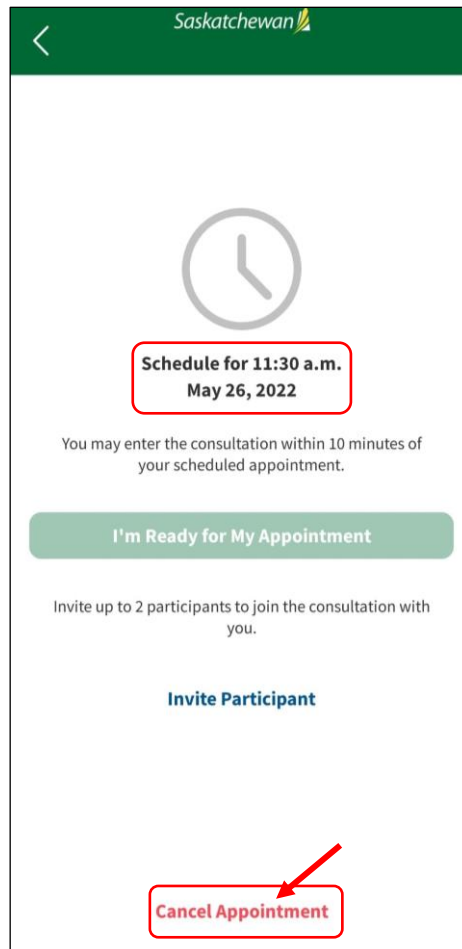
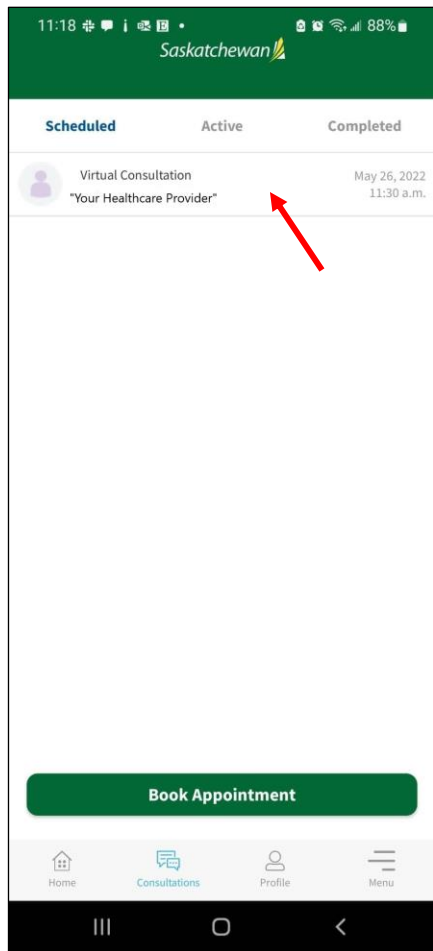
Your consultation is now booked, and you will be sent an email and/or text message to confirm your appointment date and time.

## HOW TO CANCEL AN APPOINTMENT

**Step 1:** You can cancel appointments by clicking **'Consultations'** on your mobile device

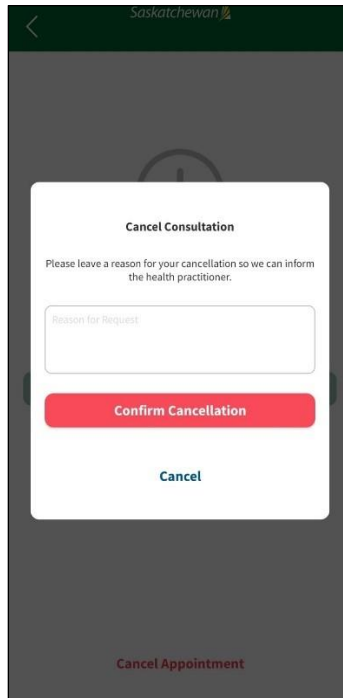


**Step 2:** Click on the appointment you want to cancel, being sure it is the correct appointment and then click '**Cancel Appointment**'.



Finish your cancelation by giving a reason for your cancelation to let your practitioner know

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



## 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.

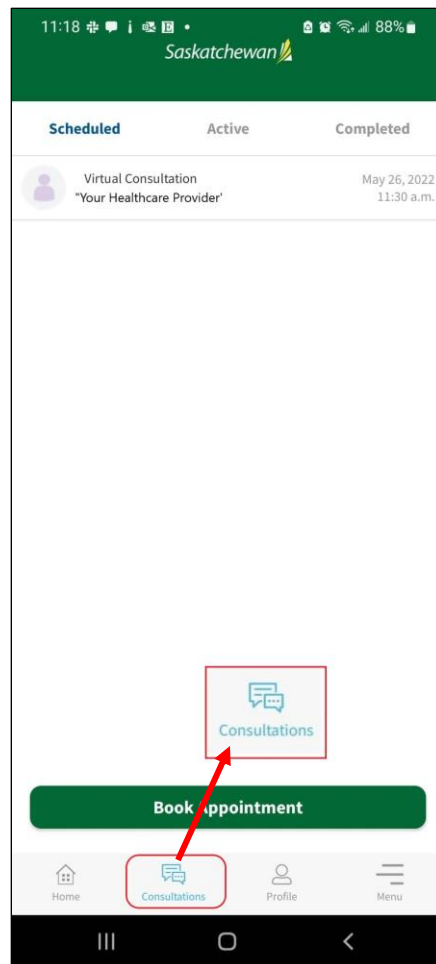
**Step 4:** Click to enable your microphone and camera – if you wish to remember your preferences for future meetings, click the checkbox.

**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 mobile device, you can click on **'Consultations'** to see the following:



- **Scheduled:**
  - Future consultations that are scheduled for you and your dependents.
  - 'Schedule a Consultation' - if your clinic has allowed online self-booking, you can schedule an appointment (consultation) from here.
- **Active:** Consultations that are, either, in progress or not yet completed.

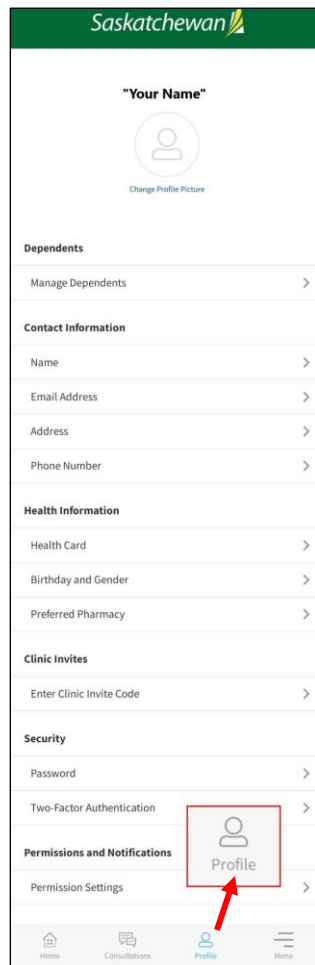


- **Completed:** Previous consultations that are concluded for you and your dependents.

# ACCOUNT – PROFILE TAB

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

**Step 1:** On your Mobile Device, select **'Profile'** from the bottom navigation bar, which is located on the 'Home' screen.



**Step 2:** Enter or change your personal information. Note: if any information is changed here, the **'Save Changes'** button will not enable until all information is entered into the screen.

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

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

## B. How to Add Dependents

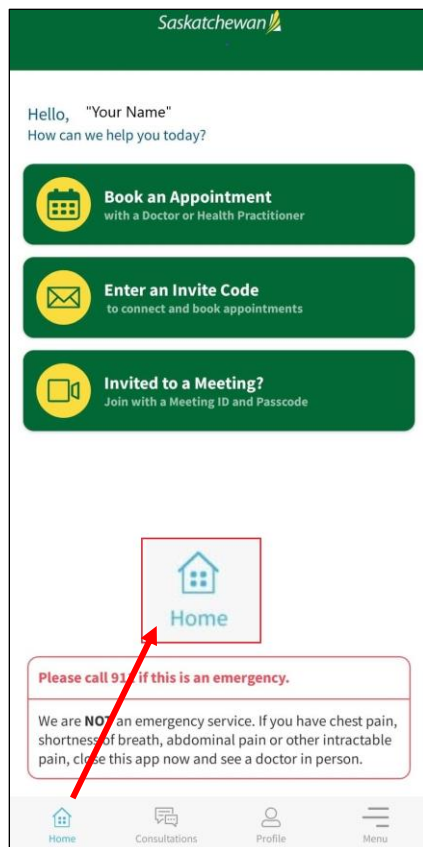
**NOTE: Dependants should be children between the ages of newborn to 18 years of age, or any adult that requires special care. In this area you can also add a dependant to your family account.**

There are two ways to add dependents to your account:

- From the **'Profile'** tab
- When booking a consultation from the **'Home'** screen.

### 1. From the 'Profile' Tab

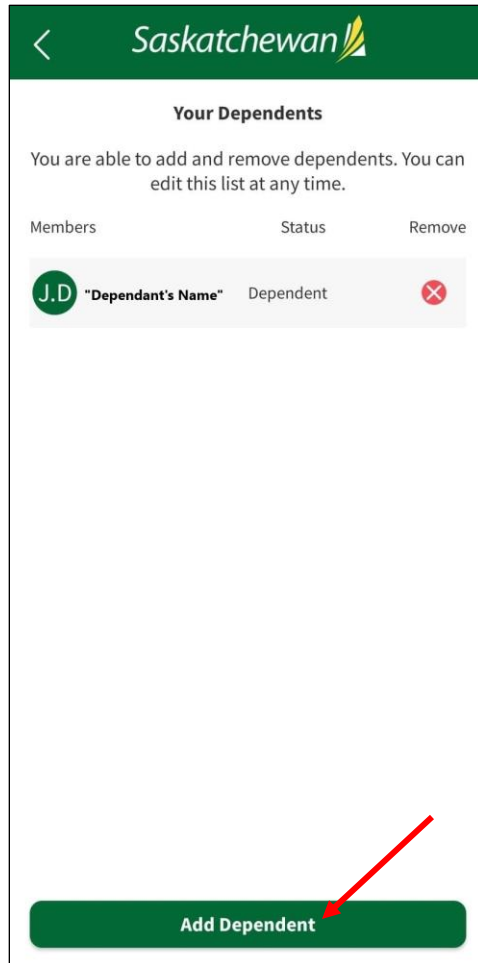
**Step 1:** On your mobile device go to the **Home screen**.



**Step 2:** Select the '**Profile**' tab along the bottom of the screen.



**Step 3:** Select 'Add Dependent' located at the bottom of the screen.



**Step 4:** Add your dependent's information and select '**Save New Member**'.

**Saskatchewan**

**Add Member**

Change Profile Picture

First Name

Last Name

Health Card

Birthday

Gender

Male Female Non-Binary

Address

8533 brave st

Apt/Suite/Etc.

City

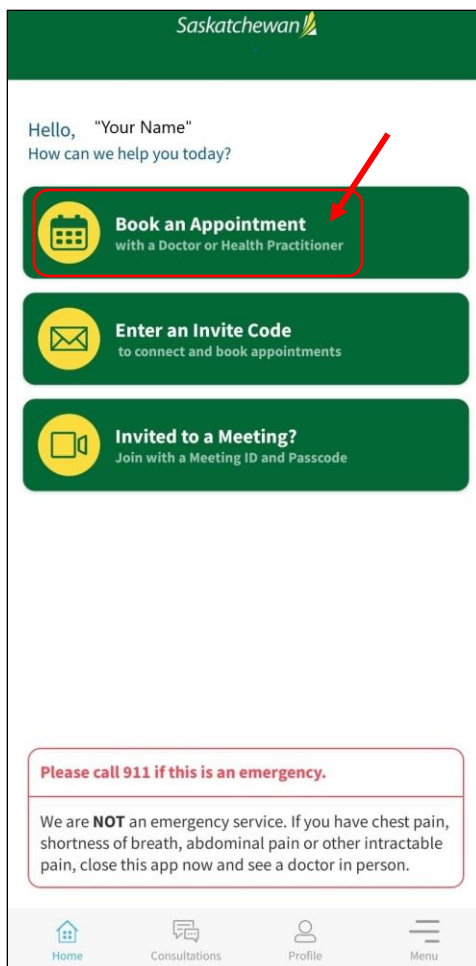
Regina

Province Saskatchewan Postal Code S5R 223

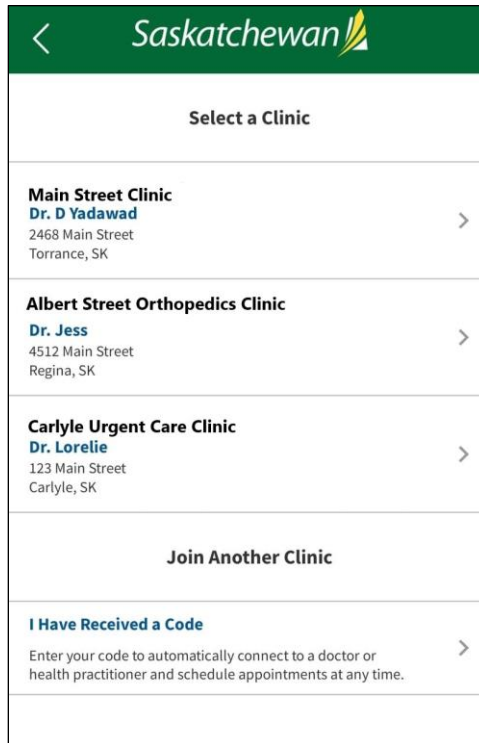
**Save New Member**

## 2. From the 'Home' Screen

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



**Step 2:** Select the clinic and physician you want to book with.

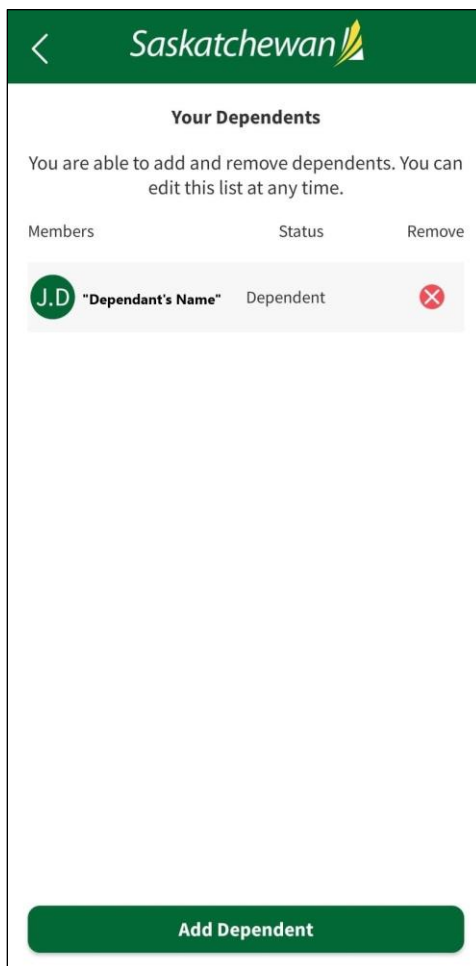


**Step 3:** Choose the type of consultation you would like to book (virtual – through the app or in-person).



**Step 4:** Click 'Add Dependent'.





**Step 5:** Add your dependent's information and select '**Save New Member**'.

The screenshot shows a mobile application interface for adding a new member. At the top, there is a green header with a back arrow and the text 'Saskatchewan' next to a logo. Below the header, the title 'Add Member' is centered. A circular profile picture placeholder with a plus sign and the text 'Change Profile Picture' is shown. The form consists of several input fields: 'First Name', 'Last Name', 'Health Card', and 'Birthday'. Below these is a 'Gender' section with three buttons: 'Male', 'Female', and 'Non-Binary'. The 'Address' section includes a field with the text '8533 brave st', followed by 'Apt/Suite/Etc.', 'City' (with 'Regina' entered), 'Province' (with 'Saskatchewan' selected in a dropdown), and 'Postal Code' (with 'S5R 2Z3' entered). At the bottom, a green button labeled 'Save New Member' is highlighted with a red rectangular box.

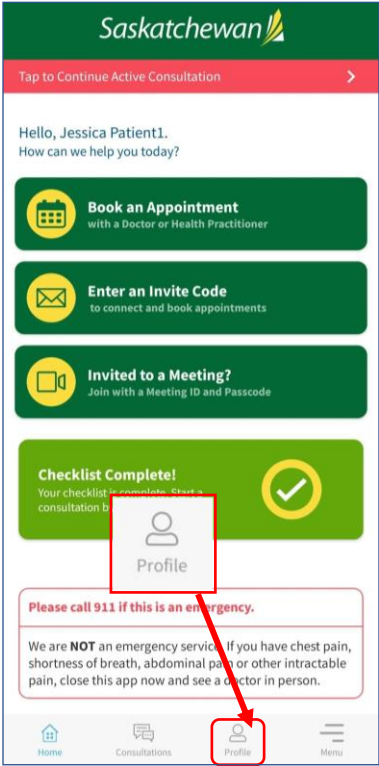
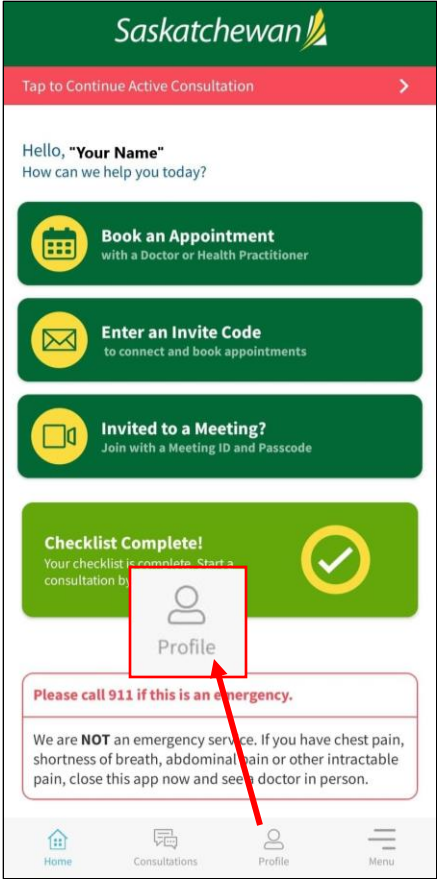
### C. Two-Factor Authentication (2FA)

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

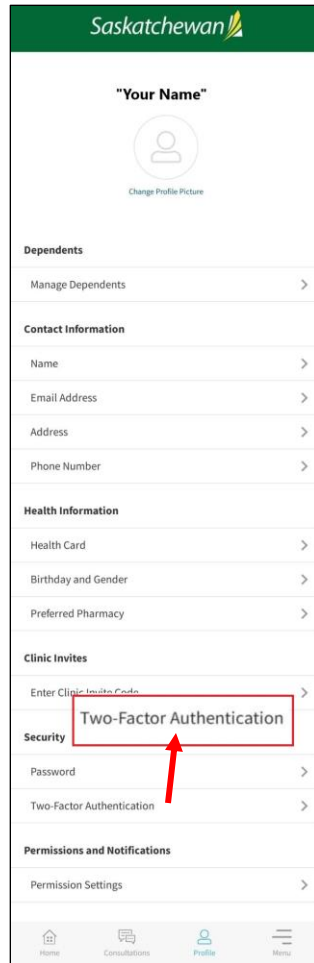
When you log in you will be asked to type in a code that is sent to you in a text message to the cell phone number indicated in your profile settings.

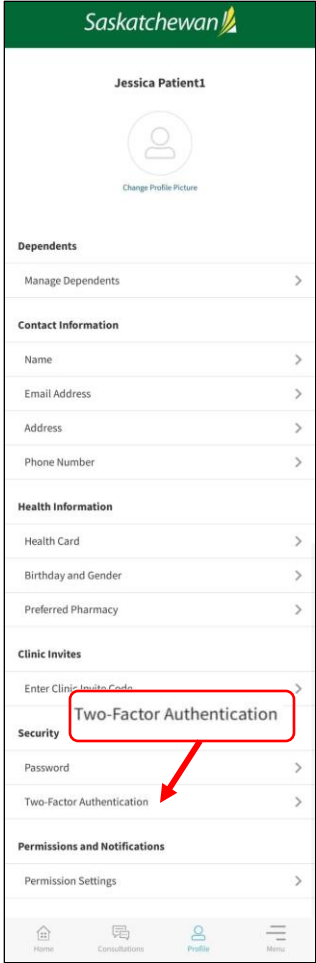
On your Mobile Device:

**Step 1:** From the bottom of your screen, select **'Profile'**.



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





**Step 3:** Select 'Enable Two-Factor Authentication' or 'Disable Two-Factor Authentication'.



**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.

#### E. How to Set Your Preferred Pharmacy

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

From your Home screen, select the **'Profile'** tab along the bottom navigation bar then **'Preferred Pharmacy'**.

#### F. Healthcare Provider

The list of Healthcare 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 **'Home'** screen along the bottom navigation bar under the **'Menu'** tab.

# GLOSSARY

<b>Account Member (Patient)</b>	A person who is receiving medical attention, care or treatment.
<b>Android</b>	An operating system, including many applications; is used for many devices like Samsung, Sony and Google (Pixel) devices
<b>Application (App)</b>	A program or piece of software that is accessed by a device to let people use a system
<b>Bluetooth</b>	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.
<b>Caregiver</b>	A person who helps make sure that another person is receiving the right care from healthcare providers
<b>Consent Form</b>	A form that needs to be read and agreed to, that includes information like risks or costs that may happen when using the application
<b>Consultation (Appointment)</b>	An appointment or meeting with a healthcare provider.
<b>Dependent(s)</b>	Anyone that a person is helping to get medical care (typically a child or adult who needs help getting the care they need)
<b>Desktop Computer</b>	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.
<b>Healthcare Provider</b>	A person or people that provide medical care or help. These can be Doctors, Nurse Practitioners, Nurses, Midwives, Radiologists, Labs, Hospitals, Clinics and Pharmacists.
<b>Invitation Code</b>	A code of letters and numbers, given to you by the clinic so that you can be added to the clinic
<b>iOS</b>	An operating system, including many applications; is used for mobile devices that are made by Apple Inc such as the iPad or iPhone

<b>Junk (Spam)</b>	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.
<b>Laptop</b>	A battery-operated computer that is easy to move, it usually has the screen and keyboard built right into the computer
<b>Mobile Devices</b>	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
<b>Notifications</b>	A reminder or information that is sent to you by an application
<b>Operating System</b>	An application, working in the background of a device, that manages all the other applications
<b>Privacy Policy</b>	An explanation of what a company is and isn't going to do with information that has been provided within the application
<b>Schedule</b>	Away to see appointment times that are available and/or times that are not
<b>Tablet</b>	A thin, battery-powered computer that usually uses an on-screen keyboard because there is no keyboard attached or the keyboard can be removed.
<b>Terms of Service</b>	Rules that have to be followed to be able to use an application
<b>Video</b>	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
<b>Virtual Consultation (Appointment)</b>	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
<b>Web Browser</b>	An application used to access the Internet.
<b>2-Factor Authentication</b>	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 is sent to a phone number on file to help make sure that the right person is logging in.



