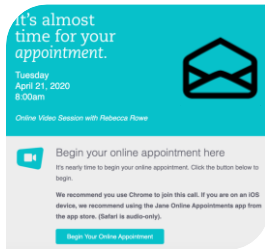


Virtual Visits

Client Guide Attending Your Virtual Visit

Connect from the comfort of your home by chat, voice, and video for your next visit.

Follow these 2 simple steps ...

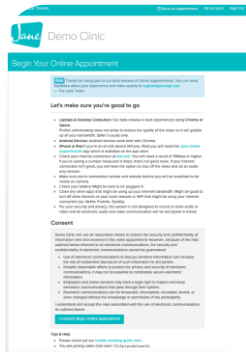


FIRST, LOCATE YOUR APPOINTMENT REMINDER

You will receive an email appointment reminder 30 minutes prior to your scheduled virtual visit

From the e-mail, click the button *Begin Your Online Appointment*

Note: If you can't locate the email, double check your junk mail folder. You can also ask us to send it to you again.



THEN, PROVIDE CONSENT TO BEGIN YOUR SESSION

We will need your consent before your video call begins. To provide it, click the button *I Consent, Begin Online Appointment*

You will see a quick reminder to use the right browser and a fast internet connection for the video call. We recommend you use the latest stable version of Google Chrome

Having trouble with your Virtual Visit ?

Visit this troubleshooting guide

<https://jane.app/guide/online-appointments-a-troubleshooting-guide>



Note for iPad/iPhone users:

If you wish to join your virtual session using an iPad/iPhone you must first download the Jane Online Appointments App

- ✓ After the App has downloaded, you can simply close the app. You will not have access to begin your appointment from this app.
- ✓ Now, please follow the 2 simple steps above to begin your virtual visit

PREPARING FOR YOUR VIRTUAL VISIT



- ✓ Find a **quiet, comfortable, and private space**
- ✓ **Have a phone nearby** in case we need to call you
- ✓ Be ready to start your session **5 minutes prior to your scheduled appointment time**
- ✓ Have **paper and a pen/pencil** with you