**Step 1: From Your Email**
This is the appointment email message you get

The email will always come from admin@afyachat.net

**Important:** Please Add this email address to your Contacts as RSBCIHI Telehealth, so you can recognize the appointment email in the future.

If you forgot to add the email address to your contacts and can’t find the email message on Visit Day, do an email search for “admin@afya”.

The message may go to your spam folder which may require a separate search there.

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**Step 2:** Scroll to the bottom of the email to see the Join Visit box

On Visit Day: Click to Join the visit

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**Step 3:** This pop up Should appear to Allow Access to your Camera and Microphone. Click Allow.

If the pop up box does not appear see instructions At the End of this Document to fix your settings to allow Camera and Microphone!
Step 4: You should see Yourself on this Page

At the bottom of this screen Type Your Name (Blue Arrow). Then click the Join button (Red Arrow)

Once you Click this Join button you will be in the visit:

Step 5: View once You and Provider have Joined
Step 6: Sign Off when Visit is Completed

In the TOP RIGHT Corner of the screen is a RED Sign Off Button, (Red Arrow)-Click the Button and a message pop’s up: Are you sure you want to leave the session?, (Blue Arrow), Click OK

TIP: If you Unintentionally leave the room too soon:
You will see this page to Rejoin: Click the “Orange Rejoin the room” button to get back to visit.
Other Tips:

How to Allow Camera & Microphone for Computers, Laptops, Tablets and Mobile Devices

Windows Computer/Laptop - Go to Settings → Go to Privacy → Scroll Down to App Permissions → Then to Camera, make sure it is switched ON → Below Camera is Microphone, make sure it is switched ON

Apple Mac Computer - Click on Apple Logo in Top Left Corner, → then Click on System Preferences → Click on Security and Privacy → (One at a time) → Then Click on Privacy on the bar across the top → from the list on the Left Side, Click on Camera and allow Apps to access camera → then click on Microphone and allow Apps to access microphone

iPhone & iPad - Go To: Settings → Scroll down to Safari → Open Safari → Scroll down to Camera → Open Camera → Click on Ask → Go Back to Safari → Open Microphone → Click on Ask

Android - Go To: Settings → Scroll down to Apps & Notifications → Click on the icon for the Web Browser you use → (best to Use Chrome) → Click on Permissions → Turn on permissions for Camera and Microphone

If any assistance is needed, call Michael Reichling at (951) 849-4761 ex: 1127