

## Patient FAQ

I am in the evisit and see the other person, but cannot hear them? They have indicated that they are not muted. What do I do?

Please check your speakers to make sure they are turned on and not on mute. If that doesn't work, make sure you have the right speakers connected to Reacts – click on Audio Video settings (on the left hand side of your computer screen when you are in Reacts) - test your speakers in there.

I navigated away from the virtual evisit, how do I get back?

You will see a tab that comes from the top of the screen stating "Return to virtual visit" It can be green or red. Click that to return to the Clinical eVisit.

As a guest, can I share my screen with the doctor?

No. Only Pro account users can share screen.

Do I need to click Begin Session when I enter virtual meeting space?

You **do not** need to click Begin Session when you enter the virtual meeting space. "Begin session" is actually a way to change how you see each other. The default is "Face to Face" whereas Session mode allows the doctor to augment the image.

What does hyperlink mean?

A hyperlink is a link to an internet website which is hidden in a word or phrase. To find a hyperlink, click the right side of your mouse when the mouse is pointed at the word that is hyperlinked and then a menu will appear with different options. You can choose "Copy hyperlink" from the options.

What is a url address line?

The field at the top of an internet browser where you can type a website's address is the "url address line". You can paste hyperlinks into this field in order to quickly access the location you want to get to.

What are all of these buttons on the side of the screen?

Please see the "Icon Legend" page of your "Patient Onboarding Package"