

Please note: All of the following information has been sourced from Reacts and can be found on www.reacts.com/onboarding-patient

What is a Clinical eVisit?

A Clinical eVisit is a private, secure face-to-face appointment between you and your doctor on your smartphone, tablet or computer.

These are useful for appointments that do not require a physical examination in the office.



The following guide will prepare you for your first Reacts Clinical eVisit with your doctor.

Please note that Reacts is a secure and confidential application which meets the high standards of the healthcare industry. **YOUR PERSONAL INFORMATION WILL ALWAYS BE PROTECTED.**

Learn more about Reacts' privacy policy at www.reacts.com/en/legal/privacy

To perform a virtual visit using Reacts, you will need:

- A computer, tablet, or a smart phone. If using a computer, you will also need a webcam, microphone, and speakers (or headphones with a built-in microphone);
- An internet connection (cellular, Wi-Fi, or wired);
- A valid personal email address;
- A Reacts 'Guest Account' (Provided by doctor's office); and,
- The Reacts application

Step 1: Getting invited to Reacts by your doctor's office

You will receive an invitation to join Reacts in your email. Be sure to check your junk mail or Promotions tab if you do not see an email from Reacts in your inbox.

Step 2: Complete your Reacts account registration

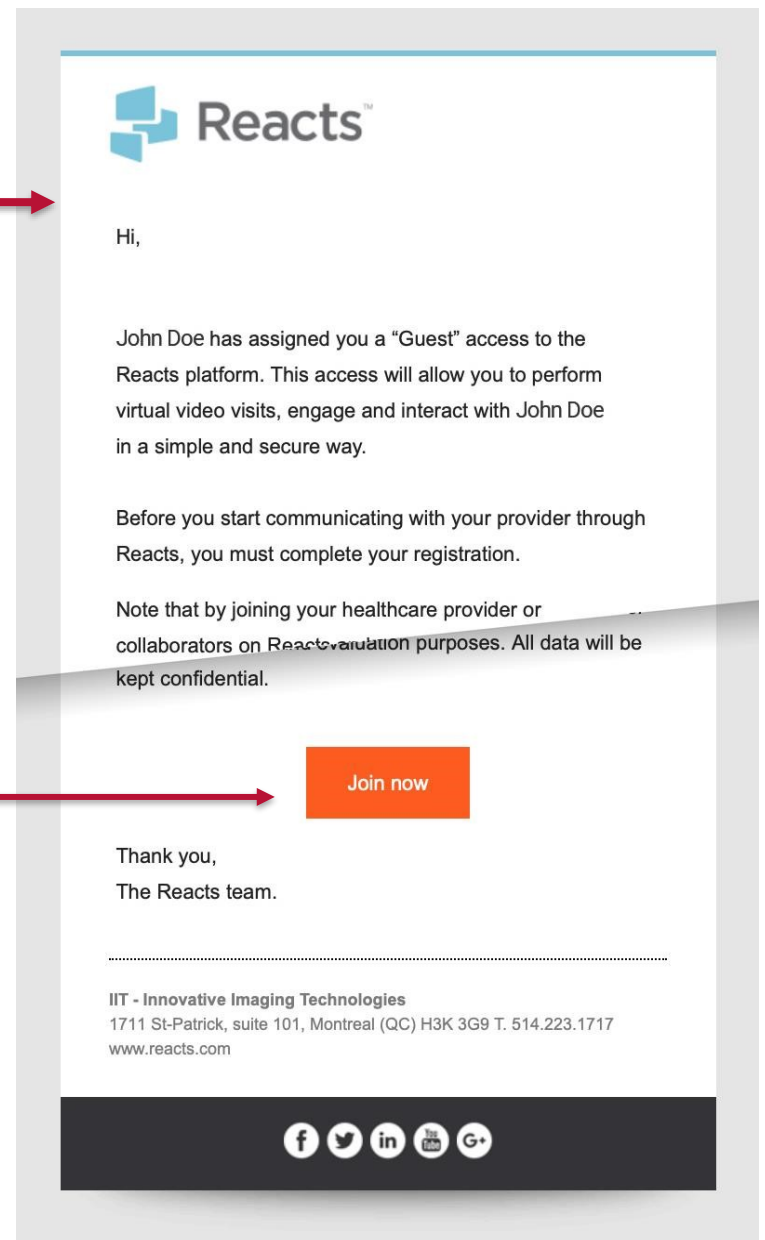
The email from Reacts will look like this

The email will say that you have been assigned 'Guest' access to the Reacts platform.

To join Reacts, simply click the orange **Join now** button and you will be taken to the Reacts website to complete your account registration.

If the internet browser that opens when you click 'Join now' is any browser other than Google Chrome; please do the following:

- Go back into the Reacts email
- Right click on 'Join now'
- Choose 'copy hyperlink' from the list that appears
- Open Google Chrome
- Paste the hyperlink into the url address bar
- Click enter



Step 2: Complete your Reacts account registration (continued)



After clicking 'Join Now', you will be taken to the Reacts 'Sign Up' page (image to the left).

You will notice that your first name, last name, and email have been populated by your doctor's office.

All you need to do is create a password and then re-enter the password in the 'confirm password box'. The password needs to be at least 8 characters including at least one uppercase letter (capital letter), one lowercase letter, and one number.

After creating your password, you will need to read the Reacts Terms and Conditions and Privacy Policy.

After reading the Terms and Conditions, you need to check the boxes to finalize creating your account.

Finalize your account creation by clicking on the **Create my account** button.

Once your Reacts account has been created, you will receive an email confirming "Your account has been created".

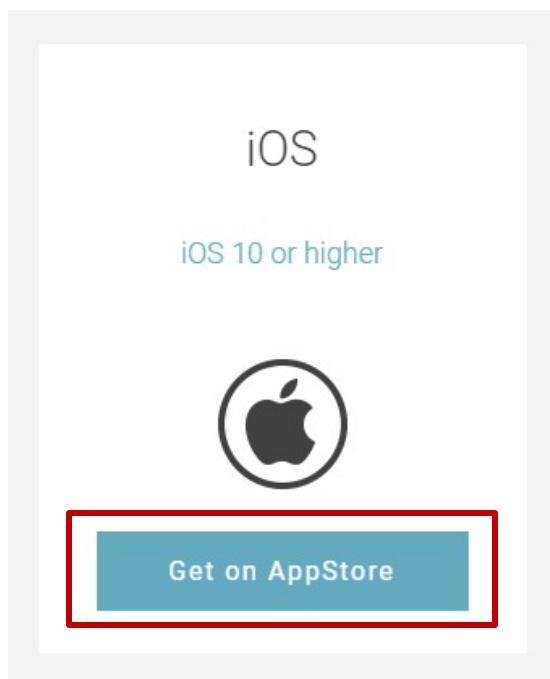
Note: If you don't receive this confirmation email, check your e-mail "spam" or "promotion" folder or contact your doctor's office to speak with the medical secretary.

Step 3: Download the Reacts application on your tablet or smartphone OR access Reacts directly from your computer on the web

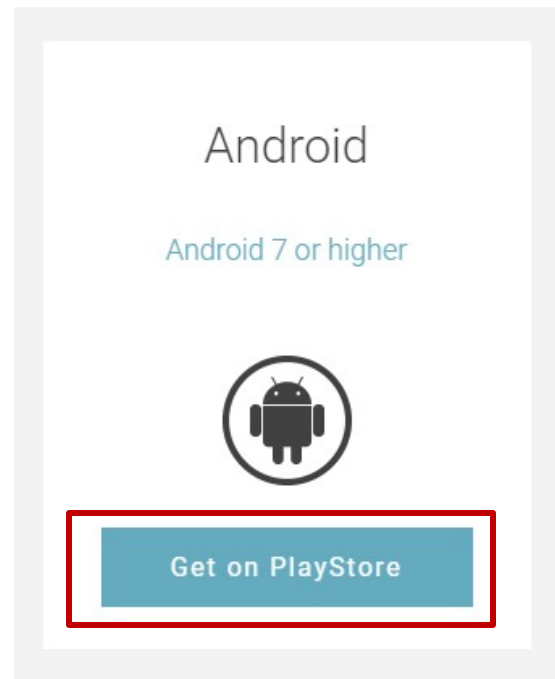
Option 1: Access from Smartphones or Tablets

Download the Reacts App from the App Store if you are using an Apple iPhone or iPad or from the Google PlayStore if you are using an Android phone or tablet by clicking on the links in the confirmation email (as shown below) or type “Reacts secure collaboration” in the App Store or Google PlayStore.

For Apple iPhone or iPad:



For Android Smart Phone or Tablet:



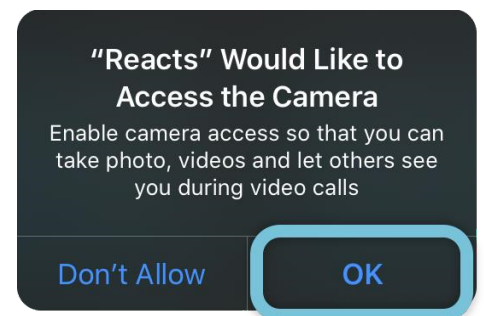
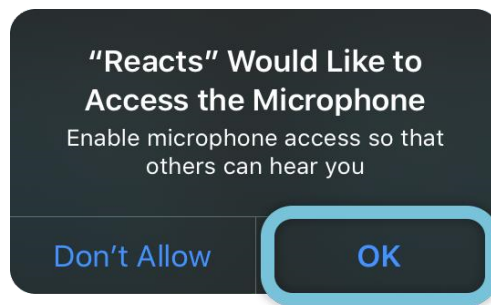
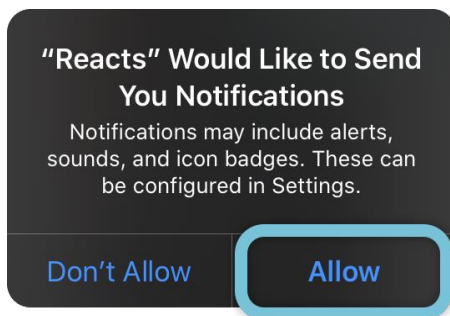
**Please note: You cannot use Reacts with a web-browser on your smartphone or tablet. If you use a mobile device, you must use the Reacts application downloaded from the Apple store or Google PlayStore.*

Once the application has been downloaded on your device, open it by clicking on the Reacts icon:

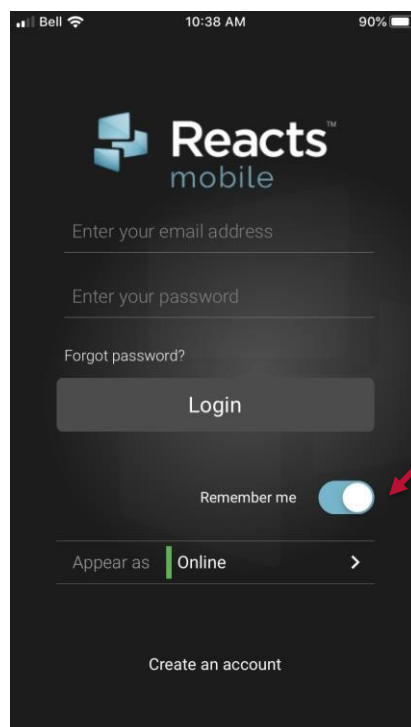


Option 1: Access from Smartphones or Tablets (continued)

When opening the application for the first time, you will see some pop-ups (pictured below) asking whether you accept Reacts sending you notifications and accessing your microphone and camera. **It is very important that you click “Allow/OK” for all of these pop-ups**, otherwise you will not get Reacts notifications, and your doctor will not be able to see or hear you during your Clinical eVisit.



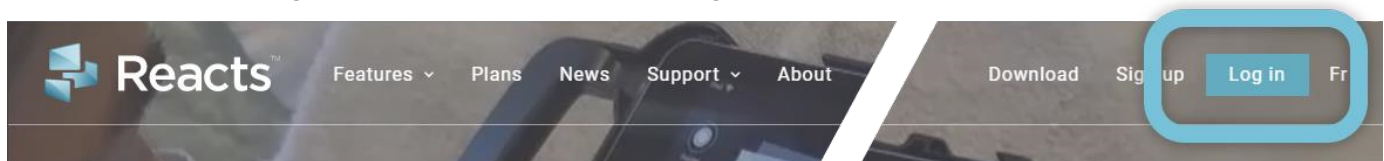
Then simply enter your email address and password to log in to Reacts (same email address and password you used to set up your account). You must be logged into Reacts for your doctor to call you. *Please note:* By setting the **Remember me** button to “on” you will not have to re-enter your e-mail address the next time you open Reacts.



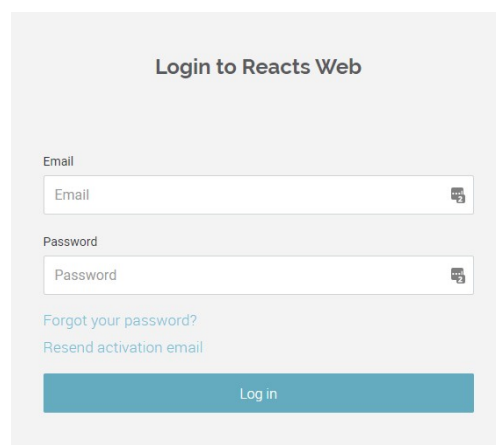
Option 2: Access from your Computer

If you are using a Mac or PC computer (laptop or desktop), you can access Reacts by using the **Google Chrome** browser and going to www.reacts.com (If you don't have Google Chrome on your computer, you can download it for free at www.google.com/chrome. Reacts does not work on other browsers – only on Google Chrome.

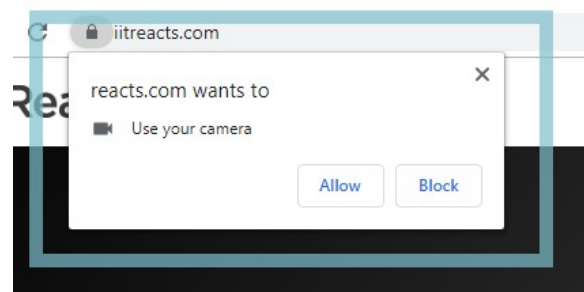
You will find the “Log In” button in the upper right corner of the screen.



This will bring you to the login page – enter your email and password (that you used to create account) and click on **Log in**.

A screenshot of the Reacts Web login page. The page title is 'Login to Reacts Web'. It features two input fields: 'Email' and 'Password'. Below the password field, there are two links: 'Forgot your password?' and 'Resend activation email'. At the bottom, there is a blue 'Log in' button.

This will start the Reacts application. Make sure you then allow Reacts to send you notifications, and to use your camera and microphone (see below)

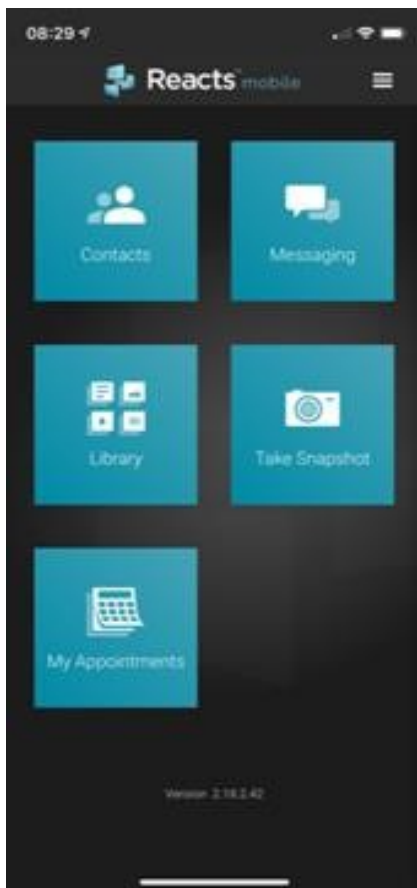


Step 4: Log in to your Reacts account **before** your Clinical eVisit

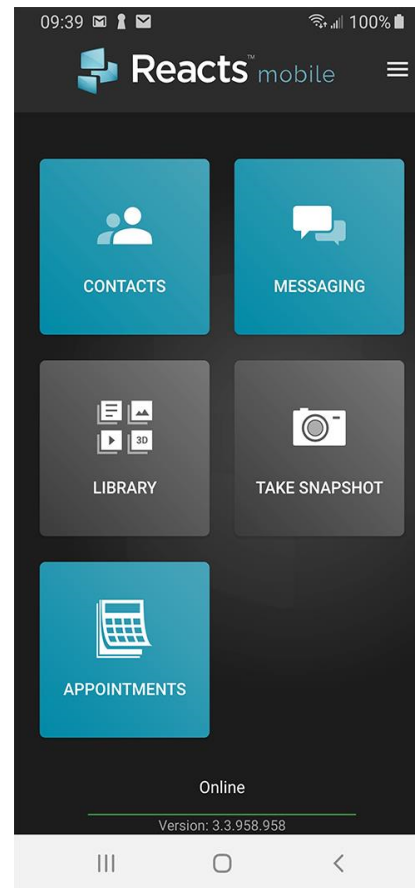
In order to perform a Clinical eVisit with your doctor using Reacts, log into Reacts using your email address and the password you created when you made your account in step 2.

Once logged in to Reacts, you will be on the home page (see pictures below showing the home pages of the various versions of Reacts whether you are using web-based or mobile platform):

Reacts Mobile App home page for Apple iPhone or iPad



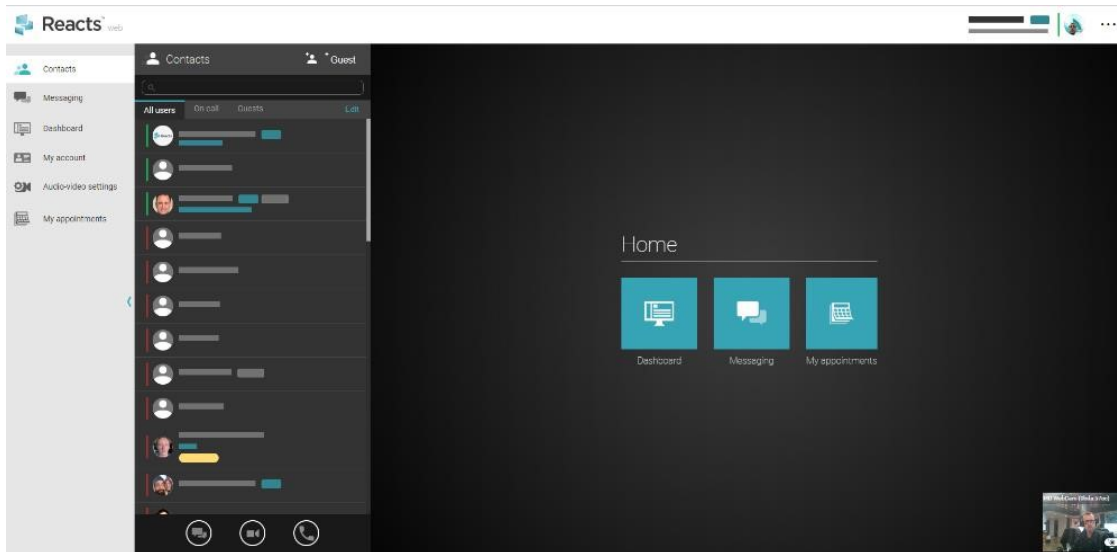
Reacts Mobile App home page for Android Smart Phone or Tablet



Step 4: Log in to your Reacts account **before** your Clinical eVisit (continued)

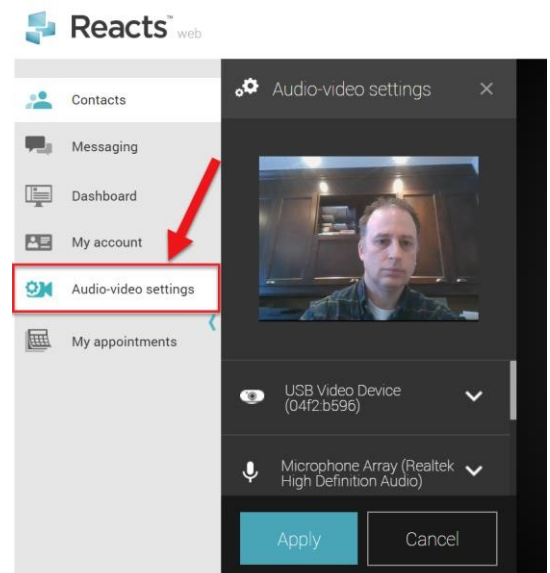
Reacts web app home page

(Using the Google Chrome browser on your computer):



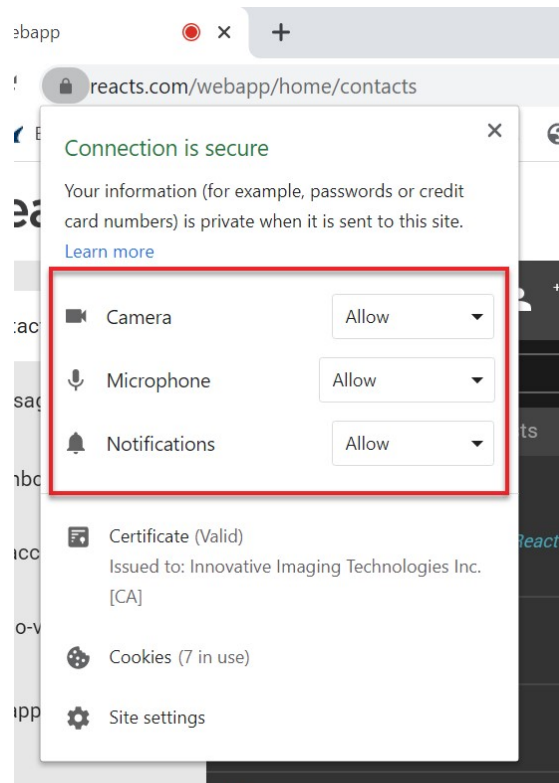
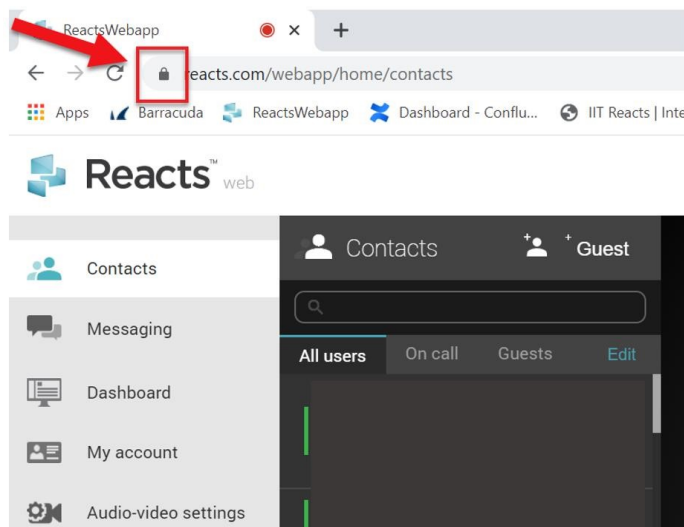
If you are using the web version of Reacts, make sure your microphone, webcam, and speakers are working before your session.

Just click audio-video option in the left-hand menu (see picture below) to check everything.



Step 4: Log into your Reacts account **before** your Clinical eVisit (continued)

Note: If you haven't agreed to share your webcam, microphone, and speakers when you first used Reacts, you can activate them by clicking on the small padlock icon in the bar at the top of your browser to access the panel. (see below)



Step 5: Be ready to join your Clinical eVisit with your professional

You received a phone call from your doctor's office telling you the date and time of your Clinical eVisit on Reacts.

You will receive a notification in your email that an appointment has been set up in Reacts for the date and time provided to you from the doctor's office.

Before your appointment, log into Reacts on your mobile device **or** computer.

Go to the “My appointments” section and click on the > button to join your Clinical eVisit.

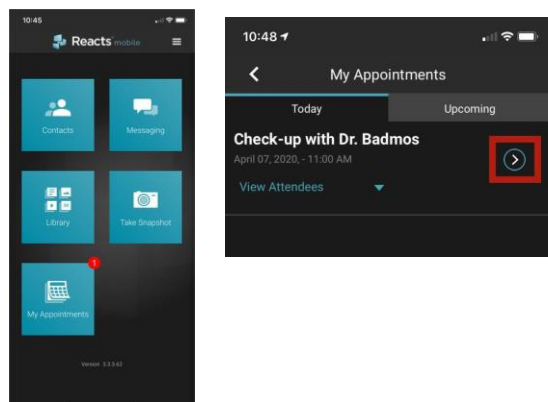
This will bring you to the virtual waiting room. If you are using Reacts on your computer, you will have to click the **Enter virtual waiting room** button.

As soon as your doctor is ready, he/she will join you and you will see him/her appear on the screen.

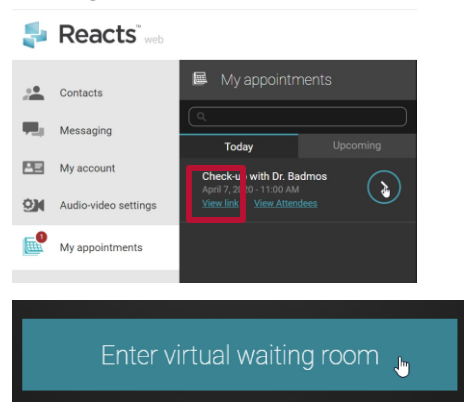
You will then be placed in a secure video call with your doctor.

This is what you will see on your devices:

On the Mobile App:



On your Computer:



If you experience technical issues, call your doctor's office (phone number provided by secretary).