![Littleton Regional Healthcare logo]

Littleton Regional Healthcare provides Patient Portal members with the ability to join scheduled video visits in the Patient Portal Appointment List.

1. To access the video visit in the Patient Portal, select *'Join Now'* on the scheduled video visit appointment in the patient portal. A video icon ▯◁| is displayed next to each video visit appointment to help you identify these visits. You can join a scheduled video visit session 30 minutes before the appointment start time.
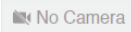
   - Your browser may display a pop-up box or notification prompting you to grant the browser access to your microphone and camera. You **MUST** grant access to use the microphone and camera during the video visit. *You may be prompted to grant access each time you join a video visit.*
   - The system displays the following message if the video visit was completed or expired **less** that two hours ago; *'This visit has ended'*
   - The system displays the following message if the video visit was completed or expired **more** than two hours ago: *'The resource you are searching for does not exist. Go back and try again.'*

2. Update the system settings as needed. The System Settings page allows you to update the camera, microphones, speakers, and test the sound.
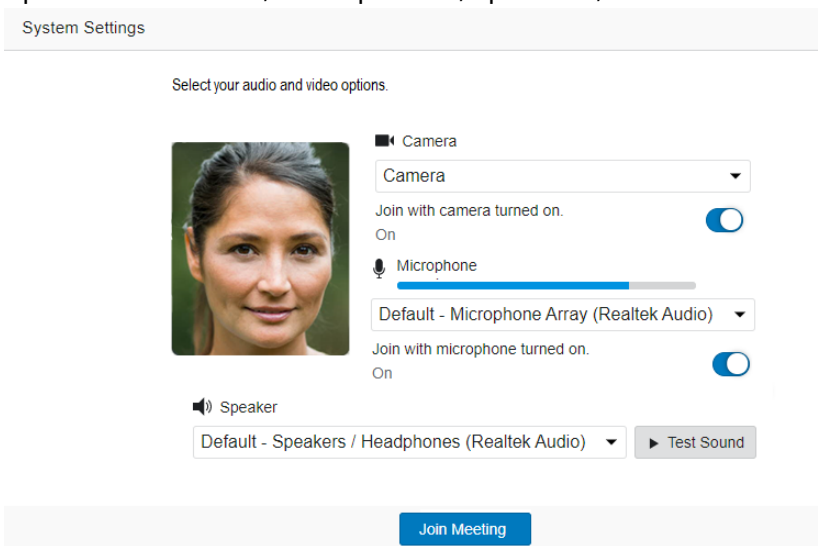
   - You can also select *'Settings'* ⚙ during a scheduled video visit to open the system settings page and adjust your settings.

3. After updating your settings, select *'Join Meetings.'* The video player opens and displays the other participants in the video visit. If you are the first person in the room, you see only yourself. Additional participants are displayed as they join.

4. Select *'Start'* 🎥 Start on the toolbar to turn your camera on and select *'Stop'* 🎥 Stop to turn your camera off.

- If your device does not have a camera, or if you have not granted your browser permission to access your camera, the button is unavailable and *'No Camera'* No Camera is displayed on the toolbar.

5. Select *'Mute'* Mute on the toolbar to mute your microphone and select *'Unmute'* Unmute to unmute your microphone.
   - If your device does not have a microphone, or if you have not granted your browser permission to access your microphone, the button is unavailable and *'No Microphone'* is displayed on toolbar.

6. Select *'Participants'* on the toolbar to display the Participants list. The Participants List is displayed on the right side of the window and lists the names of the participants on the call. The following information is displayed on the Participants list.
   - The provider icon is displayed next to the names of providers.
   - A circle with the participants initials is displayed next to the names of each non-provider participating.
   - **'Speaking'** is displayed under a participant's name while they are speaking.
   - **'Presenting'** is displayed under a provider's name while they are sharing their screen.
   - **'Poor Network'** is displayed under a participant's name if they are experiencing a poor network connection.

Participants	✕
In this call (4)	
👤 Dr. Physician	🎤 📹
TP Test Patient A (me)	🔇 📹
TP Test Participant B	🎤 📹
TP Test Participant C	🎤 📹
Others Invited	
TP Test Participant D	
TP Test Participant E	
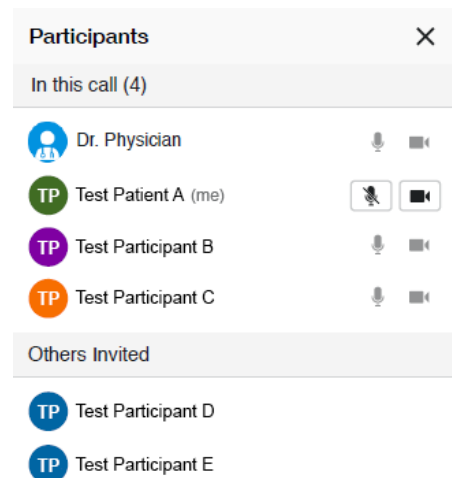
7. Select *'Close'* (**X**) to close the participants list

8. Select *'Leave'* Leave when you are ready to end the video visit.

   - If the provider ends the video visit before you leave, the following message is displayed: *'Provider has ended the call'*
   - If you need to rejoin the video visit after selecting **'Leave'**, select **'Join Session'** to reopen the video player. The **'Join Session'** button is available only if the scheduled appointment has not expired and the provider has not completed the visit.

FAQ:

Access and Intended Use
Scheduled video visits must be accessed using one of the following ways:

- Your organization's patient portal mobile app for *Apple iOS* or *Google Android*
- Desktop web browser on a computer with an internet connection and a webcam

Browser Support
The following desktop browsers and devices support scheduled video visits:

- *Google Chrome* 78 and later for *MacOS* and *Microsoft Windows*
- *Microsoft Edge* 79 and later for *Windows*
- *Mozilla Firefox* 75 and later for *MacOS* and *Windows*
- *Opera* 66 and later for *MacOS* and *Windows*
- *Apple Safari* 12 and later for *MacOS*

The following mobile browsers and devices support scheduled video visits:

- *Google Android* OS 5 and later with Arm and Arm64 architecture with *Chrome* 78 and later
- *Apple iOS* 13 and later with *Safari* 12 and later
- *Apple iOS* 14.3 and later with *Chrome* 87 and *Firefox* 30 and later
- *iPadOS* 13 and later with *Safari* 12 and later

Restrictions
Scheduled video visits include the following considerations:

- The video player is accessible only for appointments specifically scheduled as video visits by the provider or the provider's personnel, or by direct-book appointment. It is unavailable during general appointments.
- Up to 250 participants, including the provider, can attend the same video visit.
- Up to 15 active speaker tiles, in addition to your tile, can be displayed at the same time.
- A video visit participant cannot have multiple connections to a single video visit.
- If you need to rejoin a video visit after leaving it, select **'Join Session'** on the banner on the patient's chart to reopen the video player. The **'Join Session'** link is available **only** if the scheduled appointment has not expired and the video visit session is not completed.