



Attending A Virtual Visit With SCPCN (For Patients)

Five minutes before your virtual visit, you will receive an email or SMS notification(s). Or, if you are using the TELUS CHR Connect app, the **Join virtual visit** icon appears next to the appointment.

⚠ Important: If you want to use a cell phone, or tablet, you must first download the CHR Connect app. If you are not able to download the app, you should use a computer.

Joining Virtual Visit via CHR Connect App



Joining Virtual Visit via Email

Dear Patient:

This is a friendly reminder of your CHR Connect virtual visit.

Please click the button to start.



Joining Virtual Visit via SMS

Dear Patient:
This is a friendly reminder of your
CHR Connect virtual visit.
Please visit the web address below
from your mobile/desktop.
[patientapp.page.link/
ANHKFL9X1UYp11FJA](https://patientapp.page.link/ANHKFL9X1UYp11FJA)
ACCESS CODE: [LSMA]

Strawberry Hill Clinic Staff (reply
STOP to unsubscribe)

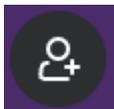
 **Notes:**

- If your provider has already started the virtual visit when you log in to CHR Connect, the **Ready to Join?** Window opens automatically. Click **Join**.
- If you have already logged into CHR Connect and your provider starts the visit, the **Virtual visit** window automatically opens. Click **Accept** to join the visit.
- If you are early, from the **Appointments** page, you can select **View** and then select **Join virtual visit**.

- Click to turn on your **Microphone or Camera**. Or select **Continue without video chat** to use only the chat feature.
- Select **Join Now**
 - If your provider has already joined, your visit starts.
 - If your provider has not joined, you see a **Please wait for your provider to join** screen. Once your provider joins, the visit starts.

 **Tips:** To send a message to the provider, on the right-side, select the chat field, type your message and select enter or the send icon.

- If required, you can invite a guest to join your visit. (e.g. Caregiver if support is needed)
 - Your provider must first grant you permission to invite a guest.
 - Once your provider has given permission, click the invite guest icon beside the end call icon, The **Invite guest** window opens.



- Enter the guest's email or phone number and click **Send invitation**. An invite will be sent to the guest.
 - Once the guest joins, the provider permits them access, they are connected.
- When your visit is complete, select the red **End Call** icon.

Preparing For Your Visit (Troubleshooting)

Using a mobile device (cell phone or tablet)

- You must download and connect to your virtual visit via the mobile app. You cannot attend your virtual visit via a browser.
- You will receive an invitation via email or SMS five minutes before your scheduled visit; the invitation directs you to start your visit on the CHR Connect app.
(Note: If the provided link does not work, log into the CHR Connect app directly. Navigate to your appointment on the **Appointments** page and select **Join virtual visit.**)
- Ensure your operating system is at least iOS 12 or Android 5.0 (biometrics Android 6.0+).
- If you cannot open the app:
 - Restart your phone
 - Force stop the app; click and hold the app icon to see the force stop option
 - Uninstall and reinstall the app.
- Ensure that you have stable internet connect with upload and download speeds of at least 5-10mbps.
- We recommend conducting your virtual visit while connected to Wifi, if you do not have Wifi connection, you can use data if you have a reliable service.
- If you cannot log in, click **Forgot Password** and follow the emailed instructions.

Email

Password

[Forgot Password?](#)

Log In

Don't have an account? [Sign up](#)

Troubleshooting permission issues:

💡 **Tip:** After updating permissions, the app restarts. You may need to sign in again.

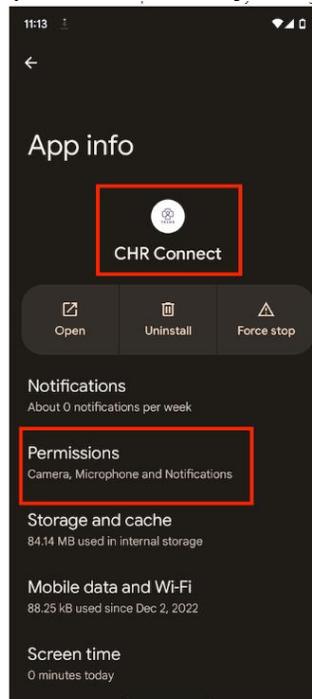
Apple iOS:

1. Navigate to your phone **Settings**.
2. In the search field, type CHR Connect or scroll down until you find the CHR Connect app.
3. Select **CHR Connect**. The CHR Connect settings window opens.
4. Toggle the following items on or off based on your preference.
 - Microphone: Allows the provider to hear you during a video or audio call.
 - Camera: Allows the provider to see you during a video call.
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Android:

🔗 **Note:** The steps required may vary depending on the Android device you're using.

1. Navigate to your phone **Settings**.
2. Navigate to **Applications**, then **Application Manager**.
3. Search for and select **CHR Connect**. The app's settings are displayed.
4. Select **Permissions**.
5. Toggle the following items on or off based on your preference.
 - Microphone: Allows the provider to hear you during a video or audio call.
 - Camera: Allows the provider to see you during a video call.



- Ensure that your audio and video devices are functioning outside of the virtual visit. If you are using a headset and cannot hear, try without the headset.
- When uploading photos from your device, and you do not see all photos, ensure that the Photos app has access to Connect.
- If all the above does not work, try on laptop or desktop computer.



Using a laptop or desktop computer

- You will receive an invitation via email or SMS five minutes before your scheduled visit. If you do not receive the invitation, call your clinic to ensure they have your correct contact information.
 - Each visit has a unique passcode. Make sure you are using the correct code for today's visit and not an old visit. If you are unsure, ask your clinic to send you a new invitation.
 - If the system does not recognize your name, contact your clinic and ensure that what you are entering matches what they have recorded. Capitalization, spaces, and spelling must match exactly.
 - If you cannot access the virtual visit via the link, try going to the CHR Connect website.
 - You can also access your virtual visit directly on the CHR Connect website. <https://chrconnect.telushealth.com>
 - If you have access via the CHR Connect website, you need to create an account. (refer to the CHR Connect Patient Instructions guide on our website)
- Navigate to your appointment on the **Appointments** page and select **Join virtual visit**.
- We suggest using Google Chrome.
- Refresh and, if needed, restart the browser. This should be the first thing you try when troubleshooting.
- Ensure that you have closed and exited the web browser for any old virtual visits. You must only have one instance of the virtual visit open at a time.
- Close all other programs on your computer to prevent them from making your computer slower during the session. You should also close all other applications that may use your camera (e.g. Skype, Facetime, Zoom, etc.)
- Ensure that your audio and video devices are functioning outside of the virtual visit. If you are using a headset and cannot hear, try without the headset.

Troubleshooting permission issues:

- Sometimes your Chrome browser settings block the camera and/or microphone; make sure your permissions are set to allow access. If allow access does not work, set the camera/microphone permissions to **Ask** instead. If set to **Ask**, you will get a pop-up when the virtual visit wants to connect to your camera and microphone. Click **Allow** in the pop-up.

Steps

1. From your Google **Chrome** browser, click the three dots in the top-right corner 
2. Click on **Setting**. A new window opens.
3. Click on **Privacy and security** from the **Settings** list on the left.
4. Click on **Site settings**.
5. Under **Recent Activity**, click chrconnect.telushealth.com.



6. Click the dropdown beside **Camera or Microphone** and select **Allow**. Or, if **Allow** does not work, select **Ask**.
7. It is also helpful to select **Allow** next **Pop-ups and redirects**.
8. Navigate back to your virtual visit and refresh the browser.

- If all the above does not work, try a different device. The issue may be specific to your device, especially if it is an older computer.
- If no other device is available, try in *Chrome incognito mode*

 **Important:** For additional questions, or if you need assistance please contact your clinic directly.