

VIRTUAL CARE MOBILE GUIDE - REGISTERING ACCOUNT AND INSTALLING THE REACTS MOBILE APP

Open the email from Reacts

In your email inbox, you will find an email from Reacts for your appointment:

1. Click on **Join now**

Register on Reacts

You will be redirected to a web page allowing you to register:

1. Follow the instructions to create your password
2. Select 'I am not a robot' and accept the terms and conditions
3. Click on Create my account

A message will be displayed saying your account was successfully created.

Installing the Reacts Application

Once your Reacts registration is complete, you will be redirected to a web page inviting you to download Reacts or to connect to Reacts on the web.

Install the application for your iOS or Android device.

Connecting to Reacts

1. Click on the Reacts icon. You must authorize the app to access your microphone and camera.

In the connection window that opens:

2. Enter your email address and password
3. Tap the right hand button if you want your login information to be saved
4. Click on Login

Joining a Scheduled Virtual Appointment

1. Click on Appointments
2. Find your appointment and tap on the arrow

If your professional is not yet connected, a message asking for your patience is displayed. Once your professional connects, your virtual appointment can begin

3. Once the appointment is over, tap Hang Up

VIRTUAL CARE GUIDE - REGISTERING ACCOUNT ON THE WEB

You must use Google Chrome Browser to access the Reacts site.

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In your email inbox, you will find an email from Reacts for your appointment:

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Register on Reacts

You will be redirected to a web page allowing you to register:

1. Follow the instructions to create your password
2. Select 'I am not a robot' and accept the terms and conditions
3. Click on Create my account

A message will be displayed saying your account was successfully created.

Connecting to Reacts Web

Once your Reacts registration is complete, you will be redirected to a web page to connect to Reacts on the web (<https://reacts.com/en/account/login>).

1. Enter your email address and password
2. Click on Allow to allow access to your camera and microphone

You will receive an email message stating your account is now active.

Testing Camera, Speakers, and Microphone

Test your system at least 12 to 24 hours before your appointment.

1. Click on **Audio Video Parameters**
 - a) Check that your image is displayed on camera
 - b) Speak into your microphone. The gauge must move.
 - c) Click on **Test** to check that your speakers work.
2. Click on **Apply**.
3. If a component is not working, click on the lock in the navigation bar (left of the URL), a window will open.
 - a) In Settings, check that the components and Notifications are set to "Allow".

Close the window and **test the parameters again**.

Joining a Scheduled Virtual Appointment

Once logged in to the Reacts website

1. Click on My Appointments
2. Choose the appointment to be started by clicking on the arrow

A window will open inviting you to test your audio and video parameters. If all is in order:

3. Click on Apply.
4. Click on Access the virtual waiting room

If your professional is not yet connected, a message asking for your patience is displayed. Once you and your health professional are connected the virtual appointment opens and you can begin the appointment.

5. Once the appointment is over, click Hang Up