

## Here's how to get ready for your first online appointment.

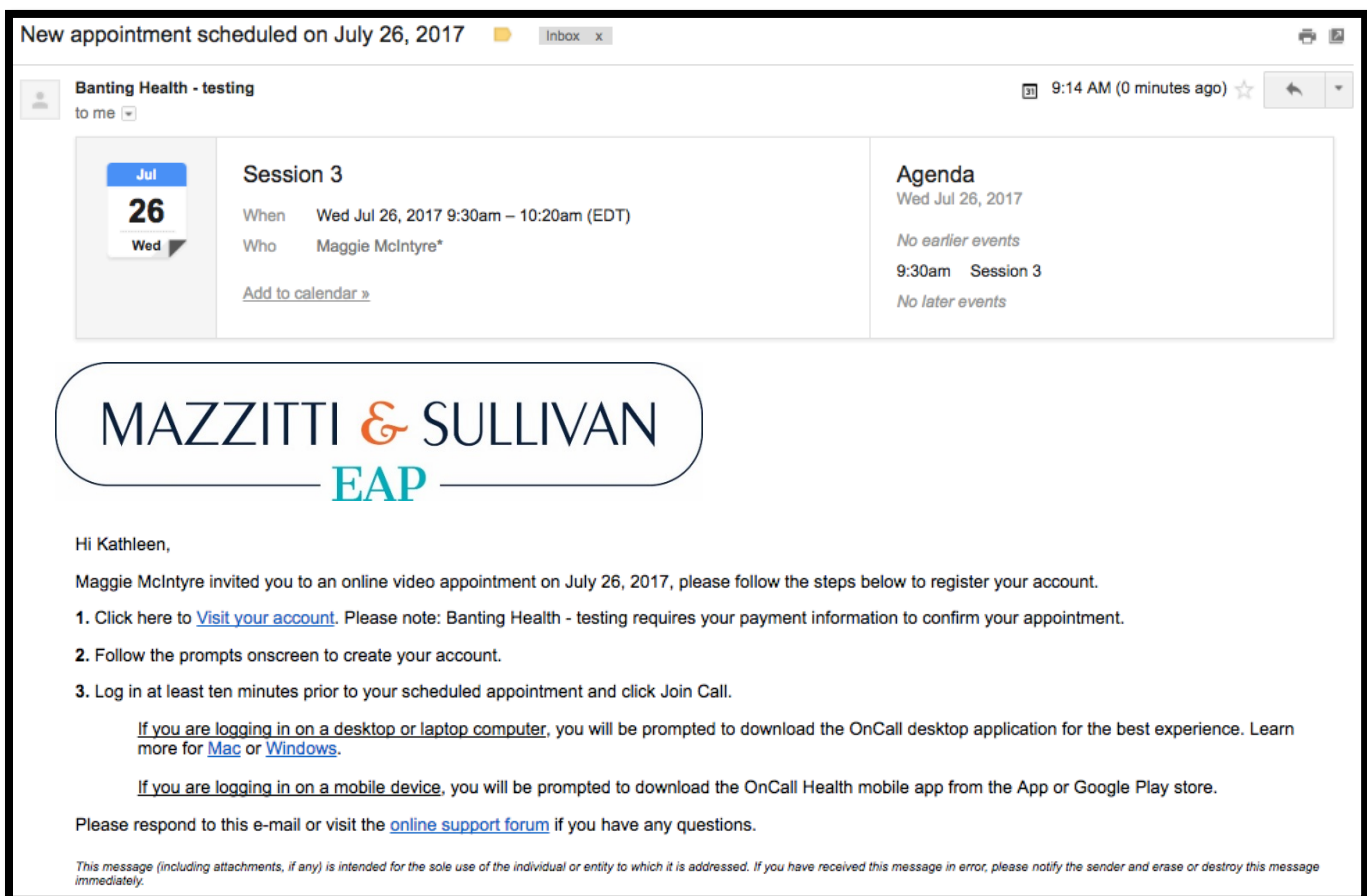
We're excited that you've chosen to try virtual counseling! Mazzitti & Sullivan EAP Services is using OnCall Health as the platform for our virtual counseling. Their software is secure and HIPAA-compliant for your protection. You will need an internet connection, a webcam, and a microphone (details below). **If you have any technical difficulties, contact OnCall's tech support team via email or Live Chat.**

We strongly recommend that you log in on a mobile device for the best connection. With your phone or tablet, you will be prompted to download the OnCall Health mobile app from the App or Google Play store. If you will be using a desktop or laptop computer, please follow the steps below.

**Please note:** downloading the OnCall desktop app offers the best experience on your desktop/laptop and works with Chrome, Firefox, and Safari. If you are unable to download the OnCall desktop app, you must use an up-to-date Google Chrome web browser to continue.

1. You will receive an e-mail confirmation from "MSEAP" with instructions on getting your account started. You'll also receive several e-mail reminders with your appointment details.

24 hours prior to the start of your appointment (or as soon as possible), click "**Visit your Account**" in any of these e-mails to complete the onboarding process!



New appointment scheduled on July 26, 2017

Banting Health - testing  
to me

9:14 AM (0 minutes ago)

**Jul 26**  
Wed

**Session 3**

When Wed Jul 26, 2017 9:30am – 10:20am (EDT)  
Who Maggie McIntyre\*  
[Add to calendar »](#)

**Agenda**  
Wed Jul 26, 2017  
No earlier events  
9:30am Session 3  
No later events

**MAZZITTI & SULLIVAN**  
**EAP**

Hi Kathleen,

Maggie McIntyre invited you to an online video appointment on July 26, 2017, please follow the steps below to register your account.

1. Click here to [Visit your account](#). Please note: Banting Health - testing requires your payment information to confirm your appointment.
2. Follow the prompts onscreen to create your account.
3. Log in at least ten minutes prior to your scheduled appointment and click Join Call.

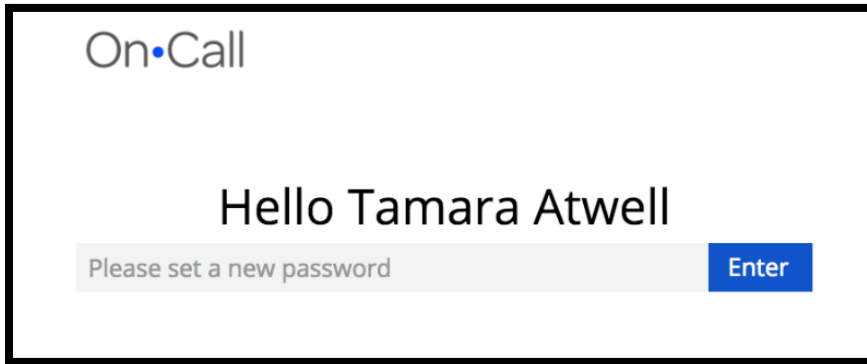
If you are logging in on a desktop or laptop computer, you will be prompted to download the OnCall desktop application for the best experience. Learn more for [Mac](#) or [Windows](#).

If you are logging in on a mobile device, you will be prompted to download the OnCall Health mobile app from the App or Google Play store.

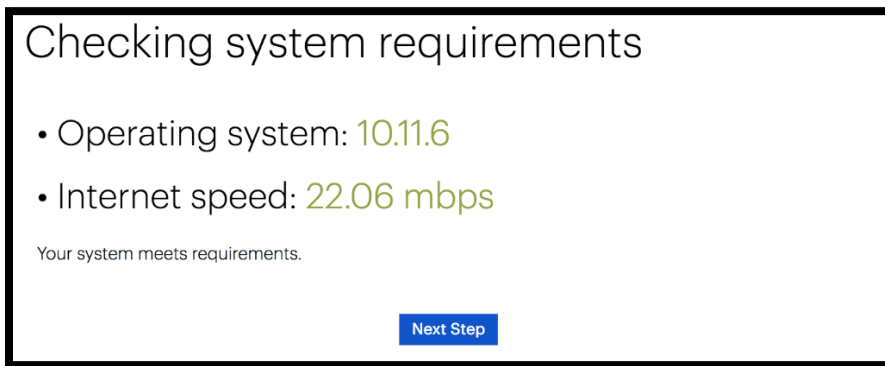
Please respond to this e-mail or visit the [online support forum](#) if you have any questions.

This message (including attachments, if any) is intended for the sole use of the individual or entity to which it is addressed. If you have received this message in error, please notify the sender and erase or destroy this message immediately.

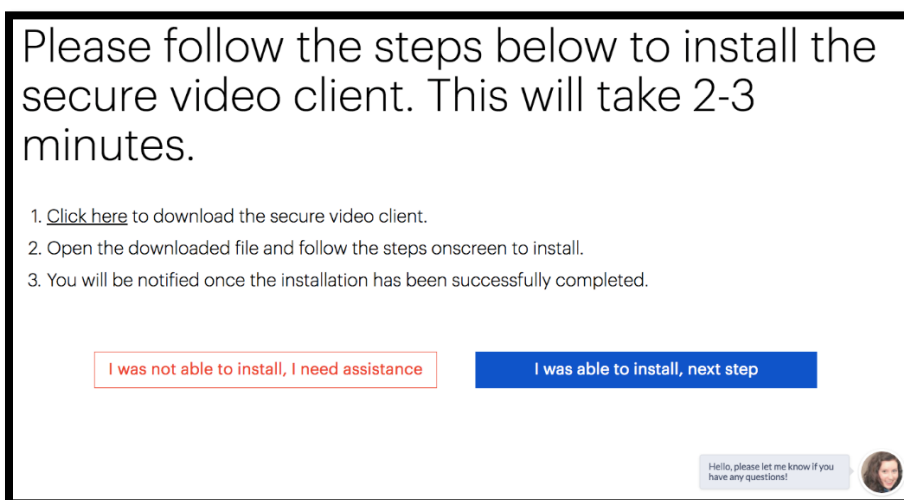
2. On your first time logging in, you will be prompted to create a password and agree to OnCall Health's privacy policy.



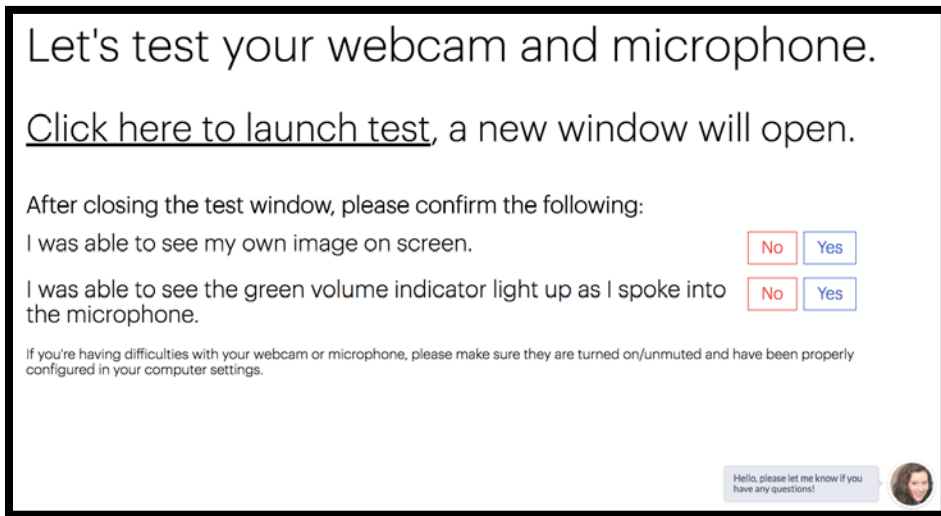
3. You will be prompted through a couple of steps to ensure that you are all set up for your upcoming appointment, such as checking your system and internet speed.



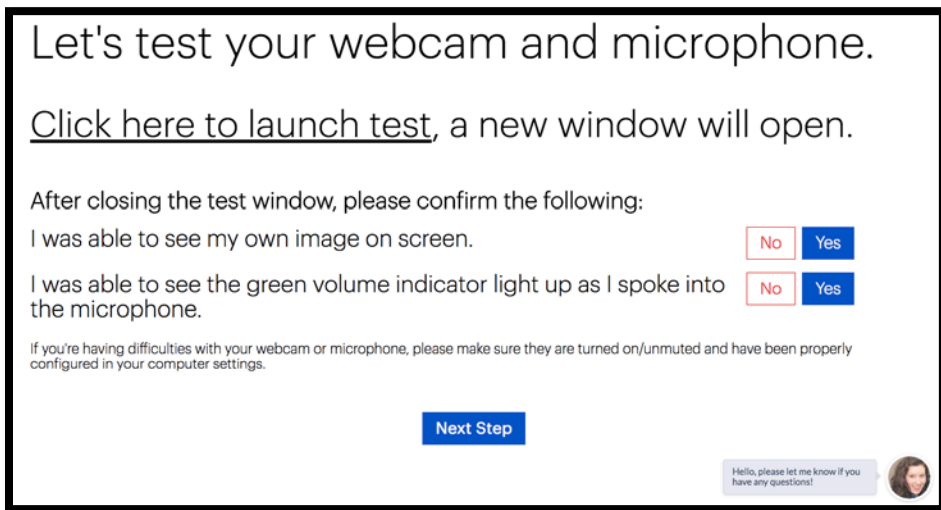
Follow the steps onscreen to install the OnCall desktop app for your desktop or laptop computer. If you are unable to install it, you may use the program in a Google Chrome browser.



4. Take a moment to ensure your webcam, microphone, and speakers are working as they should be by launching a test call, using the on-screen instructions.



After launching, please hang up the call and confirm that everything is running smoothly by clicking on the "Yes" boxes, then click on "Next Step" to continue.



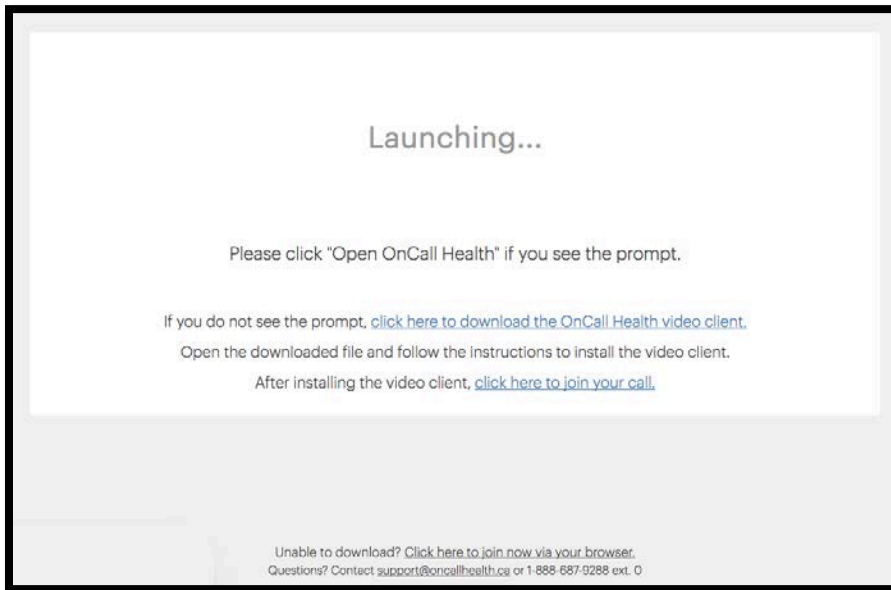
**If you are having difficulties, please follow the steps onscreen for assistance. You will be guided through several steps to troubleshoot and you are welcome to contact support at any point in the process. Live Chat is available during business hours, and technical support is available 24/7.**

There is an "Information and Consent Form" that you will need to complete. This is just a consent to be treated by the counselor and allow him or her to invoice the EAP for your sessions. There are a few quick questions and then you will virtually "sign" by typing in your name and today's date.

5. Up to 10 minutes before your scheduled appointment, click the blue **"Join Call"** button to begin your session. We suggest that you "arrive early" just as you would with a face-to-face appointment!

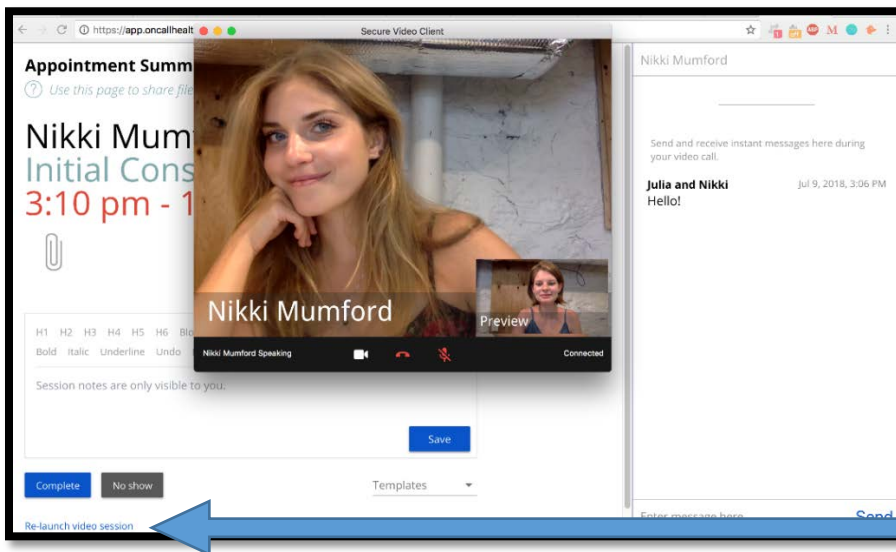
**Join Call**

6. If you haven't already, download the desktop app for the best experience.



**Please note:** if you are having difficulties downloading the app, click "Click here to join now via your web browser" to connect. We also recommend that you close all other programs/windows.

7. Make sure the volume of your computer is turned up and you're all set to begin your online appointment. Keep the video window small so that you can see the chat pane.



**Glitchy video due to slow connection?** In the menu bar along the top, click on "Conference" then "Advanced," then "Max Resolution." Choose a lower number, such as 540 or 360, for smoother video.

If you're having issues, try closing the video and clicking "Re-launch video session" in the lower left.

Please contact [support@oncallhealth.ca](mailto:support@oncallhealth.ca) if you have any questions about the program/interface, or need technical support! They are available 24/7. Their Live Chat feature during is also available during business hours.

If you have any questions about the EAP, please call us at 1-800-543-5080 or email us at [info@mseap.com](mailto:info@mseap.com).