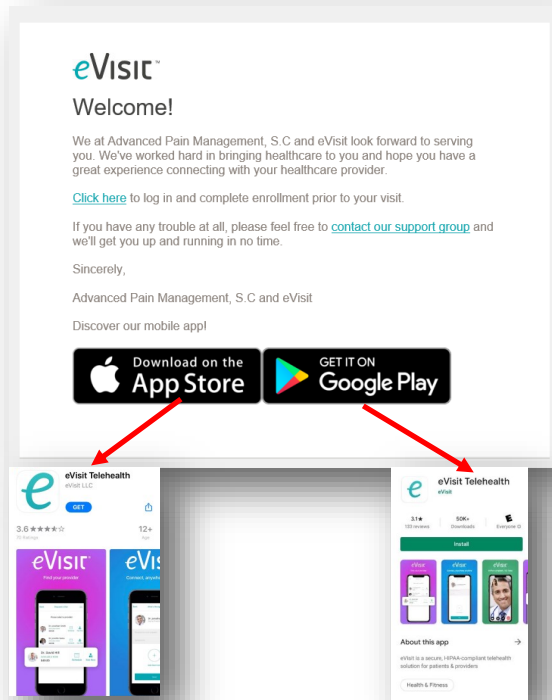# eVisit Instruction Guide

For Patients of Advanced Pain Management

Getting Started using smartphones :

You will receive an email from "**noreply@evisit.com**" that will have
"*Welcome to Advanced Pain Management, SC and eVisit*" in the subject line.

Download the eVisit app from your smartphone's app "store."

If you click on the app store boxes from the Welcome email, it will open the correct store and go to the correct app.

NOTE: THIS IS A ***FREE*** ***APP.*** *Some smartphones may ask for payment to download the app. You should be able to skip this and move forward to install the app on your phone.*

Install the app on your phone by tapping "Get" or "Install" on your phone screen.

Once installed, open the app by tapping on it with your finger. The app icon thumbnail will look like this:

eVisit Registration Process

Logging in to the app
First, you will need to create a new password for your account. The login page will appear and ask you to enter your email address and password.

NOTE: If you are completing the registration process through your app (versus a web page), you will need to click "Forgot Password" and enter your email on the following screen. An email will be sent to your account and provide additional instructions.
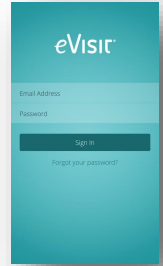
Account Set Up
Once logged in, you will be asked to provide a few details about yourself.

After you have completed the necessary fields, click "Continue" to move to the next screen.
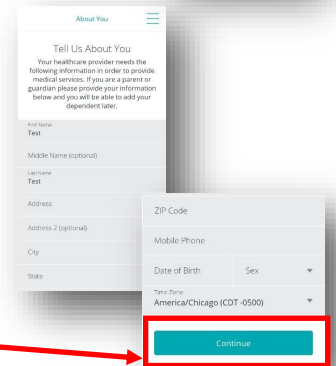
Add a profile photo
Next, you'll have the option to upload a picture to your profile. To add a picture, click the upload button and follow the prompts to select your photo.

If you'd like to skip this step, just click "skip" to continue.
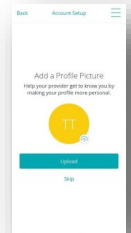
**Add a dependent to your account**
The next screen will allow you to add a dependent to your eVisit account. If you plan to share your email address and your eVisit account with a family member, click "Yes" and enter his/her information now. You will always have the option to add this later.

If you do not have a dependent you wish to add, click "No" to continue.
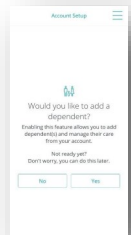
Successful Registration

Once you have entered all the required information, you will see a success screen.
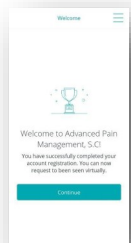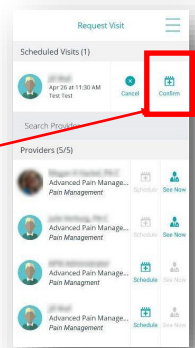
Confirming your upcoming appointment

Confirm your appointment

After the registration process is complete, you will be prompted to confirm your upcoming appointment.   You will see the upcoming appointment at the top of your screen.

Simply click the "**Confirm**" button on the right.

You will then see a screen that will allow you to enter the reason for your visit and a short description of your illness.

Since we've made this appointment for you, we already have the information we need. Just a couple of words on each line (see example) is okay.

Once you have entered this information, click "**Confirm and Schedule Visit**" to continue.
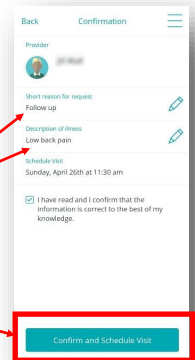
Registration and Appointment Confirmation Complete!

The final screen is the *Schedule Summary* that will show your appointment details.
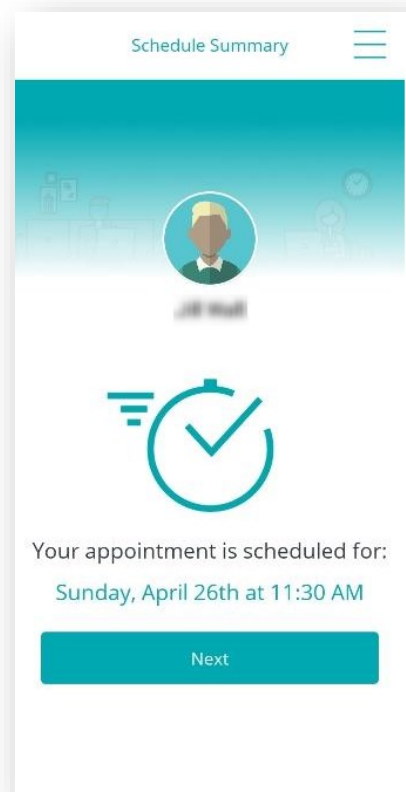
You are now ready for your visit with your provider at

Advanced Pain Management!

We look forward to seeing you!

Need help? Want to set up a "test visit" with our support staff?
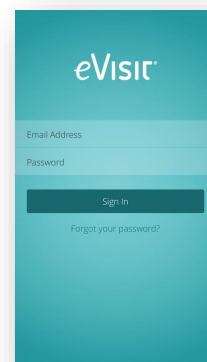
We are here to help you!

Send an email requesting help to: evisit.help@apmhealth.com

Preparing for your eVisit

Log in to your eVisit app

When you are ready to log in for your appointment, enter your email and password on the login screen.

15 minutes before the appointment time

You will see your appointment with your provider at the top of your screen.

When it is time, a green box will appear indicating you may "**join**" the visit.

Click on this box and your device will start to prepare for the visit.

NOTE: The green box will only appear 15 minutes before the start time. It will not appear any sooner than 15 minutes prior to the appointment.
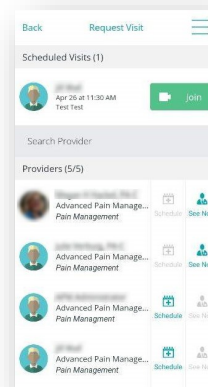
Allow audio and video

In order for the visit to be successful, you will need to click "Allow" for both the audio and video pop up screens.

Without allowing both of these, your provider will not be able to see or hear you.
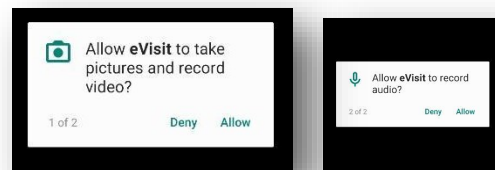
Waiting for the provider

Once you have joined the call, a message will automatically be sent to your provider that you are ready for him/her.

If your camera is working properly, you should see yourself in this screen.

At the bottom of the screen, you will see a message that your provider is getting ready for your visit and is preparing to join you.
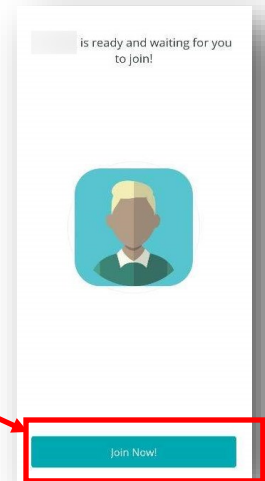
Do NOT click the red Cancel button, as this will cancel your appointment and you will need to be rescheduled.
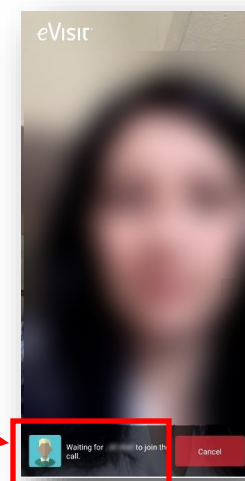
When the provider is ready

When your provider is ready to join the visit, you will see one final screen that will let you know you are going to connect with him/her.
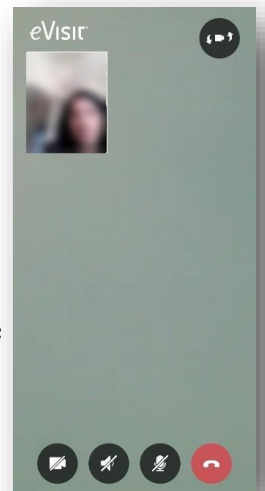
Simply click "Join Now" and your visit will begin.

During the visit

While the visit is in progress, be sure your camera and microphone are enabled.

Your icons should look like this. There should be NO red boxes around the black icons. If there is a red box around any of the icons, simply tap that icon and the red box should disappear.

After the visit

When your provider and you have completed your visit, the connection between your device and the provider's device will end.

You will see a survey screen where you are able to rate the visit.

This step is optional.

And that's it! You're all done!