Step 1: From Your Email
This is the appointment email message you get

Your eCare Access Telehealth Appointment

admin@afyachat.net
To: mikejones@goodhealth.com
Today at 3:09 PM

RSBCIHI
RIVERSIDE - SAN BERNARDINO COUNTY
INDIAN HEALTH, INC.

You Have A New Telehealth Appointment

Hello Mike Jones

You have a telehealth visit on 01/25/2022 at 9:00 AM with R. Smith.

If you have any questions or concerns please don't hesitate to get in touch with us at support@afyachat.net

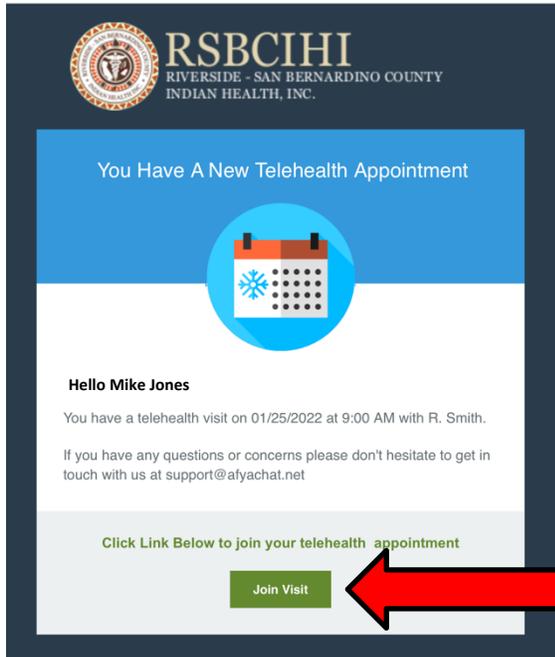Click Link Below to join your telehealth appointment

Join Visit

The email will always come from
admin@afyachat.net

Important: Please Add this email address to your Contacts as RSBCIHI Telehealth, so you can recognize the appointment email in the future
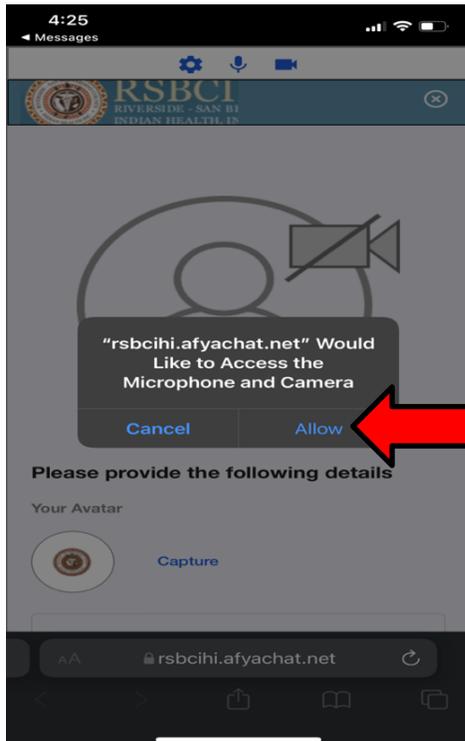
If you forgot to add the email address to your contacts and can't find the email message on Visit Day, do an email search for "admin@afya".

The message may go to your spam folder which may require a separate search there.

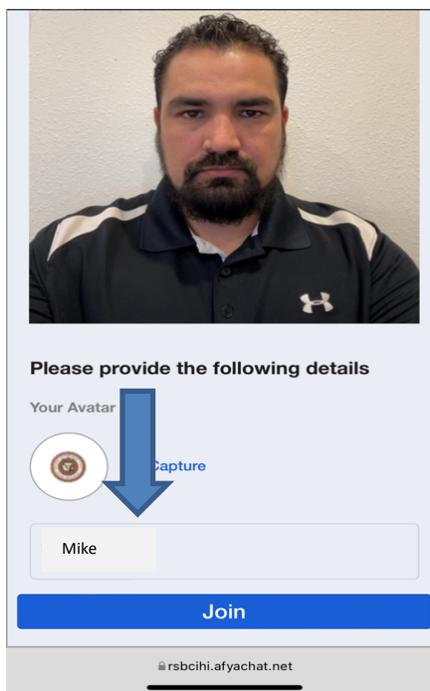**Step 2:** Scroll to the bottom of the email to see the Join Visit box

On Visit Day: Click to Join the visit

4:25
◀ Messages

RSBCI
RIVERSIDE - SAN B
INDIAN HEALTH, IN

"rsbcihi.afyachat.net" Would Like to Access the Microphone and Camera

Cancel   Allow

Please provide the following details

Your Avatar

Capture

🔒 rsbcihi.afyachat.net

Step 3: This pop up Should appear to Allow Access to your Camera and Microphone. Click Allow.

If the pop up box does not appear see instructions **At the End of this Document** to fix your settings to allow Camera and Microphone!

Step 4: You should see Yourself on this Page

Please provide the following details

Your Avatar

Capture

Mike

Join

🔒 rsbcihi.afyachat.net

At the bottom of this screen Type Your Name (Blue Arrow). Then click the Join button (Red Arrow)

Once you Click this Join button you will be in the visit:

Step 5: View once You and Provider have Joined
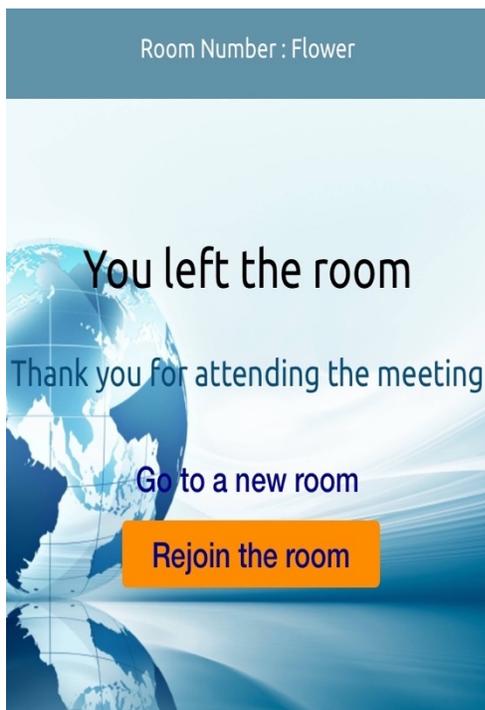
med Dr. Davis (edit)

Mike

Step 6: Sign Off when Visit is Completed

In the TOP RIGHT Corner of the screen is a RED Sign Off Button, (Red Arrow)-Click the Button and a message pop's up:
Are you sure you want to leave the session?, (Blue Arrow), Click OK

TIP: If you Unintentionally leave the room too soon:
You will see this page to Rejoin: Click the "Orange Rejoin the room" button to get back to visit.

Other Tips:

How to Allow Camera & Microphone for Computers, Laptops, Tablets and Mobile Devices

Windows Computer/Laptop- Go to Settings→Go to Privacy→ Scroll Down to
App Permissions-→ Then to Camera, make sure it is switched ON→Below Camera is Microphone, make sure it is switched ON

Apple Mac Computer- Click on Apple Logo in Top Left Corner, → then Click on System Preferences→ Click on Security and Privacy→(One at a time) →Then Click on Privacy on the bar across the top→ from the list on the Left Side, Click on Camera and allow Apps to access camera→then click on Microphone and allow Apps to access microphone

iPhone & iPad Go To: Settings→Scroll down to Safari→Open Safari→Scroll down to Camera→Open Camera→Click on Ask→ Go Back to Safari→Open Microphone→Click on Ask

Android- Go To: Settings→ Scroll down to Apps & Notifications→ Click on the icon for the Web Browser you use→ (best to Use Chrome) → Click on Permissions→ Turn on permissions for Camera and Microphone

If any assistance is needed, call Michael Reichling at (951) 849-4761 ex: 1127