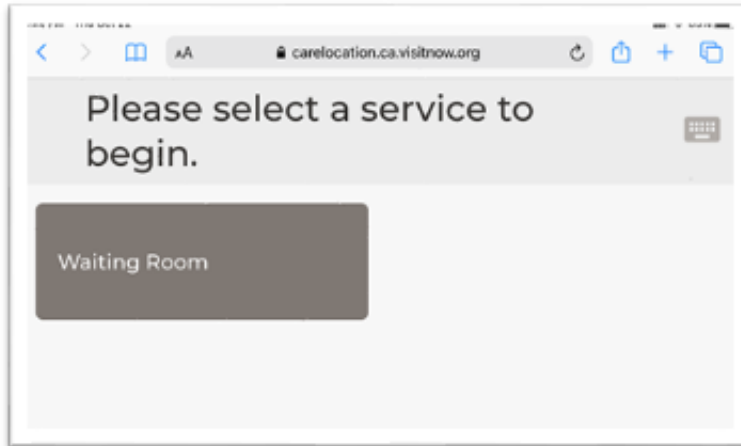# Connecting to a Provider from a Care Location
Information for healthcare professionals

1. Turning on the Care Location Device

a) After turning on the care location device, you will see the main screen showing waiting rooms your care location has access too

Note: Please do not select the keyboard icon. If the icon is selected by mistake, a large keyboard will open and take up the screen. To return to the main screen, click the icon again and select **Disable**

b) Select the icon of the waiting room you would like to enter
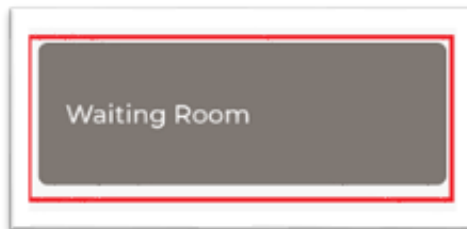
2. Entering the Client's Name

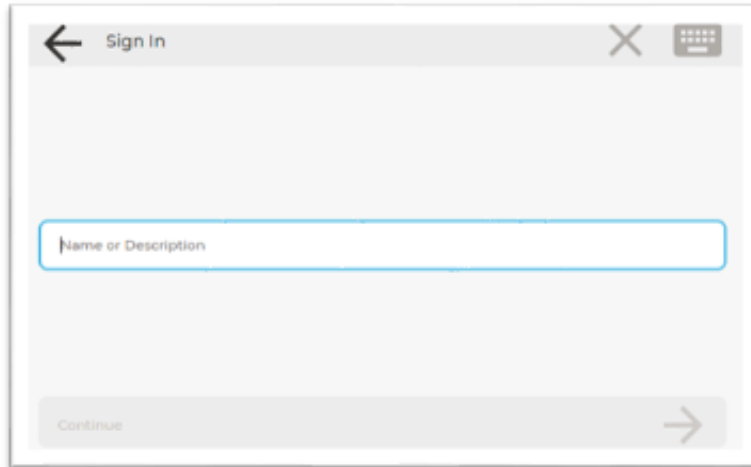| **NOTE**	If you need to perform a test or practice virtual visit using your device, please use "Test" as the patient name

a) Select the **Name or Description dialogue box**
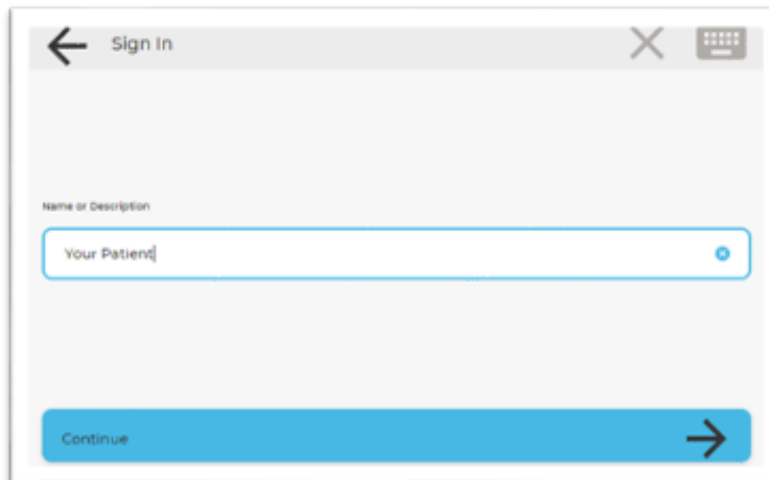
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b) Enter the client's **first name and last name**. Press **return** on the keyboard when done
c) Select **Continue**
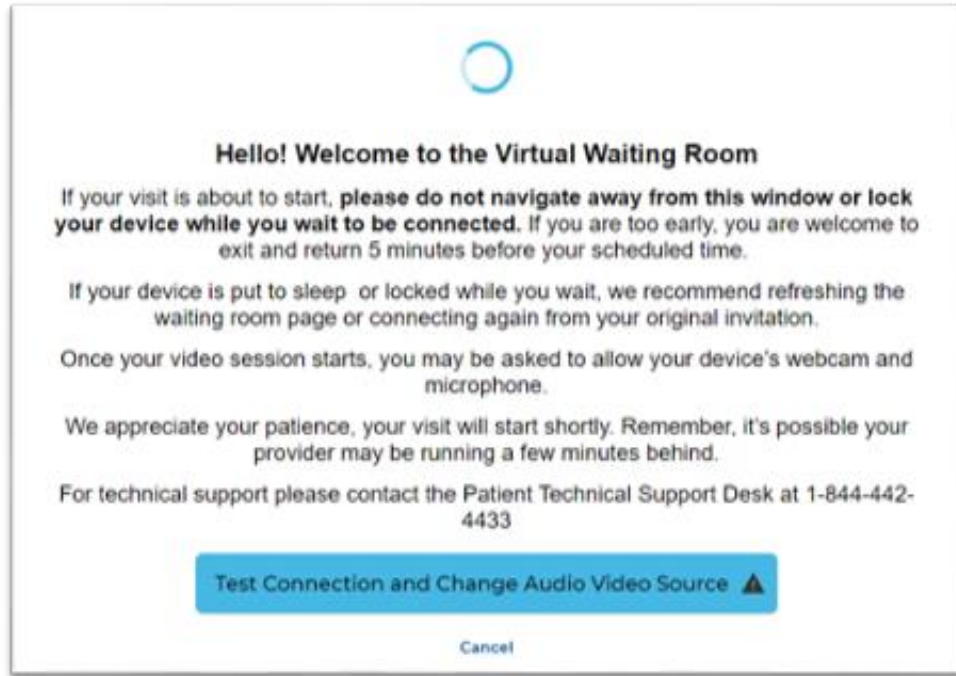

3. Waiting for the Provider to Join the Call

a) You will now see the Waiting for Provider screen.

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You have the option to:
   i.   Wait for your provider
   ii.   Test your connection and change audio/video source
   iii.   Cancel if you need to leave
b)   Once the provider has joined the call, you will be asked to give permission for the care location to access the Microphone and Camera on your device. Select **Allow**
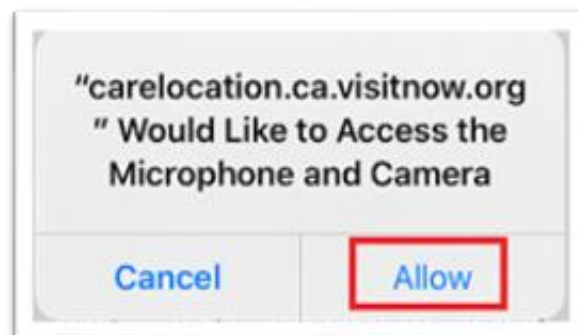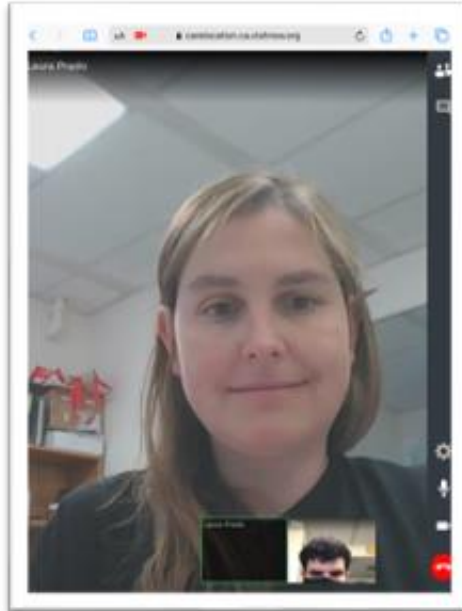
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4. Connection with the Provider

a) You should now be connected to the provider

- Participants – hide the small participant videos
- Chat – chat message with other participants in the call
- Settings – change your audio and/or video sources
- Mute – turn off your audio
- Mute Video – turn off your video
- End Session – Put patient on hold (Leave) or end call (End for All)