Personal Videoconferencing

Setting Up Your OTN Portal Profile and Signing Up for Personal Videoconferencing

Version v 4.0

OTN.

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Setting Up Your OTN Portal Profile and Signing Up for Personal Videoconferencing

Setting up your profile and signing up is easy, there are just three steps.

Before you begin, you should have received two communications from OTN:

- Your Personal Videoconferencing **invitation email**, which contains a link to OTN's PCVC Portal.
- A letter delivered by Canada Post, which contains your **temporary password**.

Step 1: Change Your Temporary Password

i. Log in to **tm.otn.ca** using your *registered email address* and the *temporary password* you received in the mail.
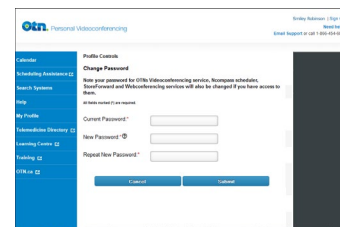
ii. Change your temporary password.

Step 2: Set Up Your OTN Portal Profile

i. Verify your contact information.

ii. Accept the portal's User Agreement.
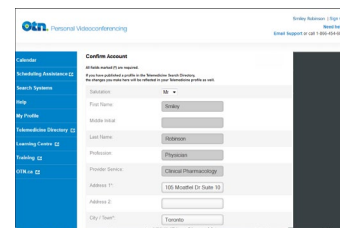
iii. Create your security questions.

Step 3: Sign Up for Personal Videoconferencing

i. Confirm your technical readiness.

ii. Provide your scheduling and usage information.

iii. Watch a privacy video and accept the Terms of Service.

After OTN receives your submission and provisions your account, you will receive a Welcome email. You can then install the software.
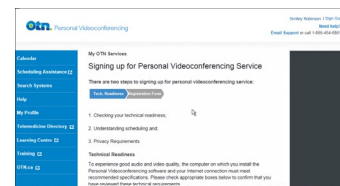

Figure 1: Change password

Figure 2: Set up portal profile

Figure 3: Sign up for PCVC

For further assistance and technical support, contact OTN's Service Desk:

Phone: 1.866.454.6861 (Option 1) **Email:** servicedesk@otn.ca

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Step 1: Change Your Temporary Password

> ⚠ Changing your password here will also change it for other OTN systems that you have access to. Specifically, web conferencing, Ncompass, and Store Forward applications.

1. Open a browser window and go to **tm.otn.ca**. The login screen appears (Figure 4).

2. Log in using your *registered email address* and the *temporary password* you received in the mail. The **Change Password** screen appears (Figure 5).

3. Type your temporary password in the **Current Password** field.

4. Type a new password in the **New Password** field.
Your password:
   • Must be between 8 - 30 characters.
   • Must combine letters, numbers and symbols (*e.g.,* !#$) in what appears to be a random order.
   • Must be unique and cannot match a previous password.
   • Is case sensitive.
   • Do not use the following characters in your password:
      • / (forward slash)
      • \ (back slash)

5. In the **Repeat New Password** field, type exactly the same password as you used in the New Password field.

6. To set your new password, click the **Submit** button.

   Your password is validated and if all is okay, a confirmation page appears. Click the **Next Page** link to proceed.

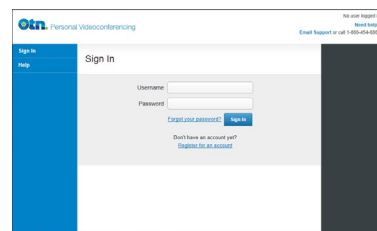   A **Confirm Account** page appears. In the next step you set up your OTN Portal profile.
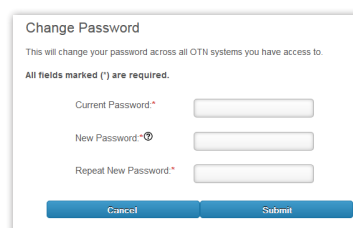

Figure 4: Login screen

Figure 5: Change password screen

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Step 2: Set Up Your OTN Portal Profile

When you set up your OTN Portal profile, you verify the accuracy of your contact information and set your security questions.

1. Review your profile information, update as necessary and correct any errors (Figure 6).

2. At the bottom of the page, click the **OTN Telemedicine Centre Portal User Agreement** link (Figure 7) and read the agreement.

3. To confirm your agreement, select the "**I confirm...**" checkbox.

4. To submit your contact information and agreement, click **Submit**. A confirmation message appears (Figure 8).

5. To continue click the **Next page** link. A **Security Questions** screen appears.

Continued on next page...

Figure 6: Confirm Account screen

Figure 7: Agree and submit

Figure 8: Confirmation message

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6. For the first two **Question** fields, select a question from the drop-down list and type the answer in the corresponding **Answer** and **Confirm Answer** fields.

For the third and fourth **Question** fields, type a question that will be meaningful and unique to you. Type the answer to each question in the corresponding **Answer** and **Confirm Answer** fields.

7. To submit your questions and answers, click **Submit**. A confirmation screen appears (Figure 10).

8. To move on to the next step where you sign up for the Personal Videoconferencing service, click the **Next Add Services** link in the confirmation screen.

A **Profile** page appears. In the next step you sign up for the Personal Videoconferencing service.

Figure 9: Collect Security Questions screen

Figure 10: Confirmation message

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Step 3: Sign Up for Personal Videoconferencing

After verifying your contact information and setting your security questions, when your **Profile** page appears, you can sign up for OTN's Personal Videoconferencing service.

1. To access the service request screen, click the **Add Services** button (Figure 11). The first **Sign up** screen appears (Figure 12).

2. Run the recommended tests to check whether your computer, peripherals, internet and firewall meet OTN's minimum requirements.
   • Ensure that your computer and its peripheral equipment meet the required standards.
   • Test your internet bandwidth at **bandwidth.otn.ca**
   • Test your firewall configuration at **portcheck.otn.ca**

   More information and instructions are available from the *Learn About* section at **otn.ca/en/members/pcvc**.

3. To confirm your technical readiness, select all the appropriate **Confirmed** checkboxes.

4. After confirming your technical readiness, to proceed click the **Confirmed, Proceed...** button (Figure 13).

   Another screen appears, for Scheduling, Usage, Privacy, and Terms of Service.

Figure 11: Profile screen
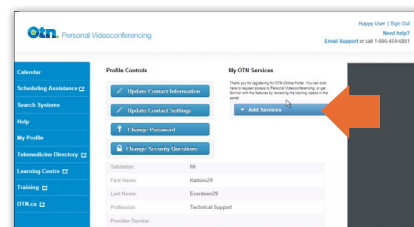

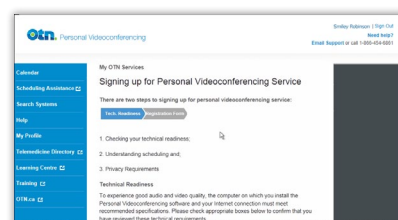**Figure 12:** First sign up screen
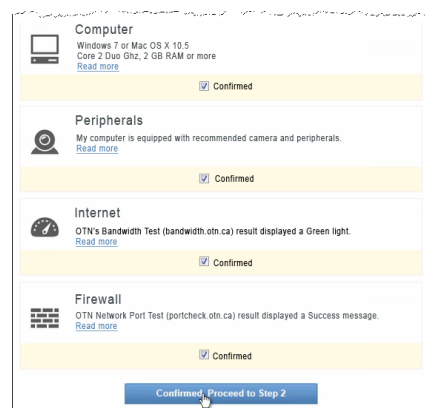

Figure 13: Technical readiness

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5. If you will do your own scheduling of videoconferences, select the "**Me**" checkbox to answer the question "**Who will be trained...**"

    If you plan to delegate the scheduling tasks, select the "**Administrative Staff**" checkbox to answer the question "**Who will be trained...**" and type their **name** and **email address** in the appropriate fields (Figure 14).

    You can select one or both of these options.

6. Provide some information about your planned **usage** of the service (Figure 15). This information is important for reporting purposes, both for OTN and the Ontario Ministry of Health and Long Term Care.

    • **Estimate the number of video events** you will participate in or host per month.
    • Select the **primary event type** you will participate in.
    • Select the **primary age group** you will cater to.

7. To watch the **Privacy video**, click the **Click here to watch...** link (Figure 16). A new window opens that contains OTN's Privacy and Security video.

    It is important that you understand and follow OTN's privacy and security requirements:

    • To comply with legislation
    • To ensure patient safety, trust, and a good clinical experience

8. **Confirm your agreement** with and commitment to ensuring privacy, security, and compliance with PHIPA regulations by selecting the appropriate confirm checkboxes (Figure 17).

    Continued on next page...

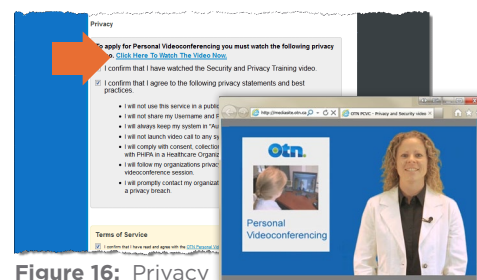**Figure 14:** Scheduling information

Figure 15: Usage information

Figure 16: Privacy video

Figure 17: Confirm privacy statements

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9. To confirm your agreement with the Personal Videoconferencing Terms of Service, select the **Terms of Service** checkbox (Figure 18).

10. To proceed, click the **Confirmed** button.

A message confirming your submission appears in the main panel (Figure 19) and a confirmation of your service request is sent to your registered email address (Figure 20).

Your application for Personal Videoconferencing service is now complete.

Figure 18: Confirm Terms of Service

What happens next...

Within 3-5 days you will receive a Welcome email.

After you receive your Welcome email, you can download and install the videoconferencing software.

For instructions, refer to the user guides available at **otn.ca/en/members/pcvc** in the "*Install Software*" section:

• "*Installing Personal Videoconferencing Software on a PC*"
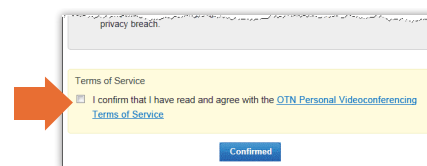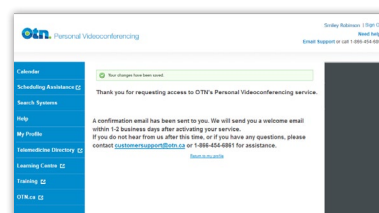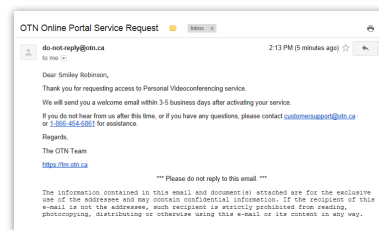• "*Installing Personal Videoconferencing Software on a Mac*".

Figure 19: Confirmation message

Figure 20: Confirmation email

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