TÉLÉSANTÉ
Quebec Telehealth Network

Reacts Web (Computer)

User Guide
Registration

Reacts can be used to facilitate virtual visits with your health professional.

This document shows the steps to follow to sign up for Reacts and access the application for the first time.
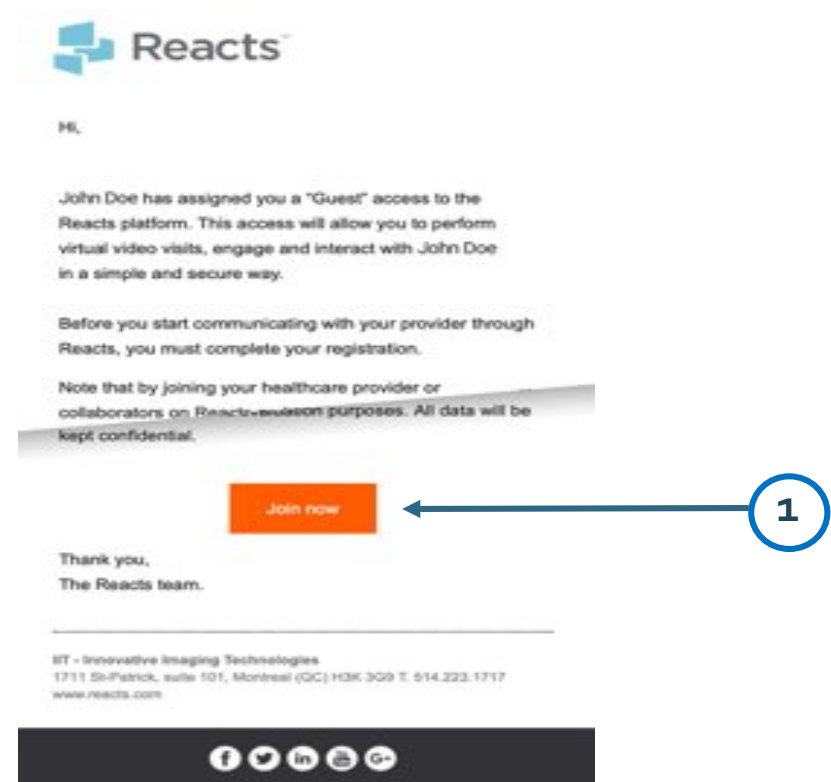
You must use the Google Chrome Web browser.

A- Open the invitation email

Open the inbox of the email address you gave to your healthcare institution. Click on the invitation email sent by Reacts for your appointment.
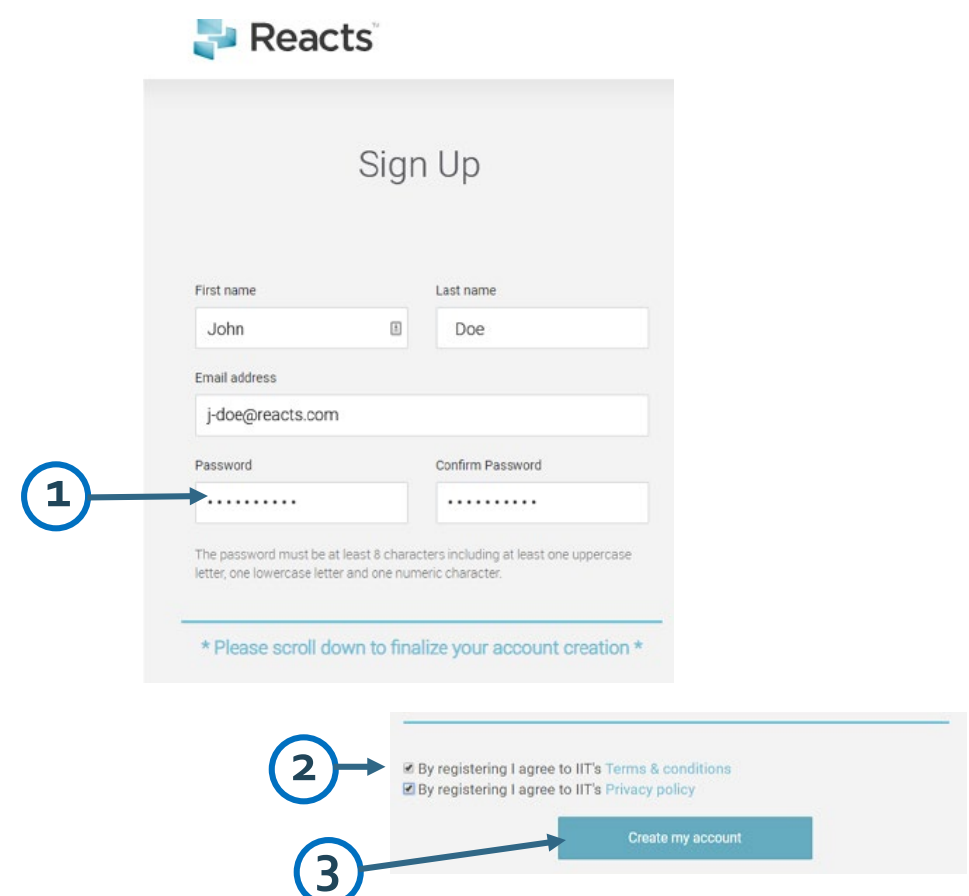
1. Click on the **Join now** button.

B- Sign up for Reacts

You will be redirected to the signup page.

Your contact information (first name, last name and email address) has been filled by your health professional.

1. Follow the instructions to create and confirm your password.

2. Select **I am not a robot** and check the provided boxes to agree to the terms and conditions and to the privacy policy.
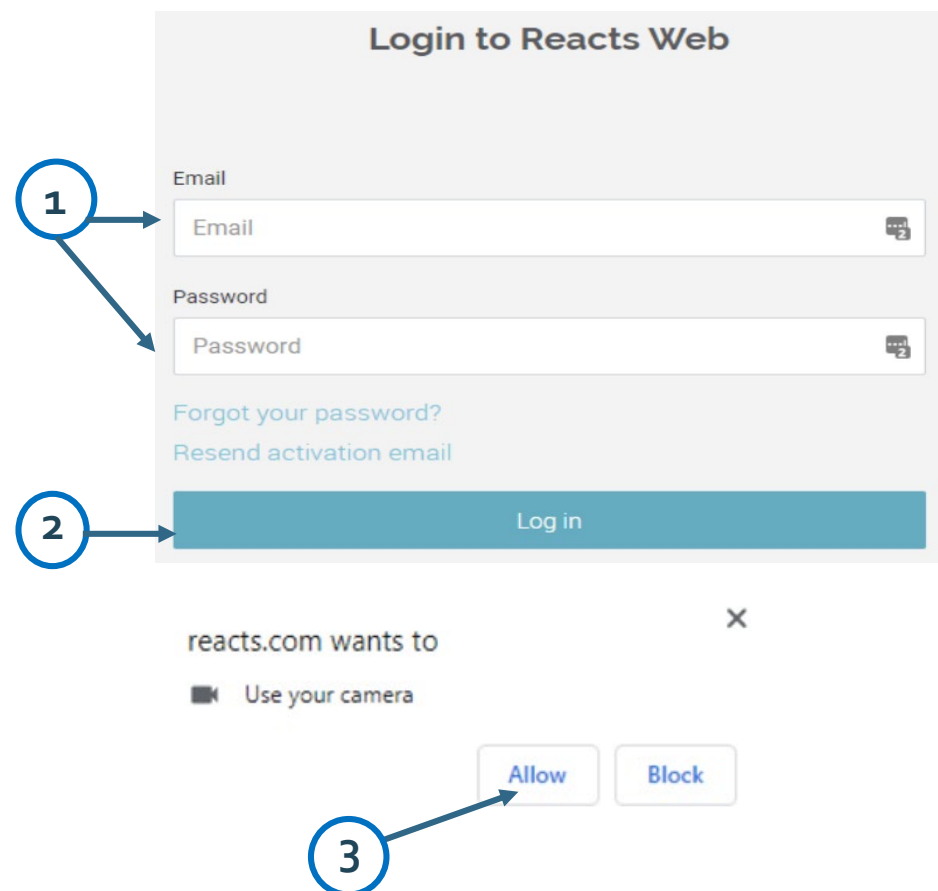
3. Click on **Create my Account**.

A message will be displayed confirming your account was successfully created.

C- Log in to Reacts

Once your Reacts registration is complete, you will be redirected to a Web page inviting you to install Reacts or to use Reacts Web.

Log in to Reacts Web
1. Enter your email address and password.
2. Click on **Log in**.

Reacts will request access to your camera and microphone.

Click on **Accept**, **Allow** or **OK**.

In your inbox, you will receive a message confirming that your account is now active.

D- Check the settings (camera, speakers and microphone)

Test your camera, speakers and microphone 12 to 24 hours before your virtual visit.

1. Click on **Audio-video settings**
   a. Make sure your image is displayed. Otherwise, select another camera.
   b. Speak to see if your microphone works. The input-level bar should move.
   c. Click on **Test** to check that your speakers work.
2. Click on **Apply**.

Important! If one of the devices is not working :
3. Click on the padlock icon in the address bar (to the left of the URL).
   d. Make sure that your devices and notifications are set to **Allow**.
   e. Close the window.

Test all the devices again.

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