Guide for KHSC Physicians, Residents, and Medical Secretaries.
Please note: *All of the following information has been sourced from Reacts and can be found on www.reacts.com/support*

Introduction

A Reacts 'Pro' subscription will allow you to perform Clinical eVisits, communicate, collaborate, and engage with your patients and colleagues in a simple and secure way.

Your Reacts Pro plan allows you to invite patients to join you on Reacts for free as "guests" (up to 1000 guests).

Please note that Reacts is a secure and confidential application which meets the high standards of the health care industry. Your personal information will always be protected.

Getting started

To perform virtual visits using Reacts, you will need:
- A computer, tablet, or a smart phone (**Secretaries:** *Your account will only be set up on a computer to ensure appropriate support can be provided*)
    - System requirements:
        - Web App: Google Chrome
        - Windows: Full version
        - iOS: iOS or higher
        - Android: Android 7 or higher
- An internet connection (cellular, Wi-Fi, or wired)
- A valid KHSC email account
- A Reacts account with a Pro subscription (set-up completed by KHSC)
- The Reacts application – either the web or mobile version

The following instructions are meant to be used as a guide to facilitate the on-boarding process for physicians, residents, and their delegated medical secretaries.

1 **Have a Reacts Pro subscription assigned to you by KHSC**
KHSC is completing this task for you; so no need to contact Reacts directly.
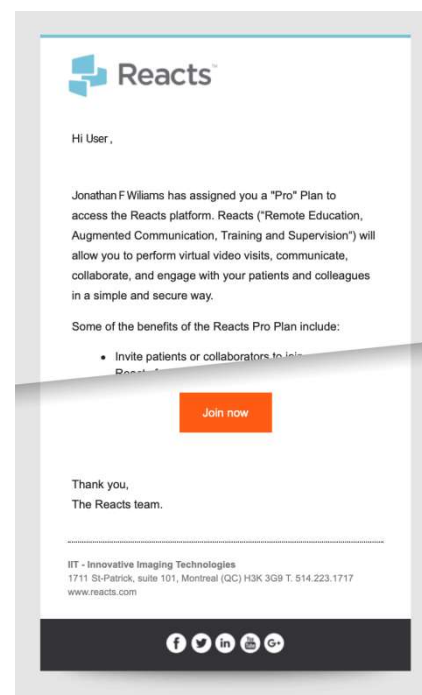
2 **Complete your Reacts account registration**
After KHSC assigns you a Pro subscription, you will receive an email from Reacts with information about your Reacts Pro subscription and instructions to create your Reacts account.

Click on the orange *Join now* button in the email and you will be redirected to the Reacts website to complete your account registration.

3 **Completing your sign-up**
Your first name, last name and email will be pre-filled based on the information provided by KSHC. You simply need to create a password and confirm it (your password must be at least 8 characters, including at least one uppercase letter, one lowercase letter, and one numeric character).

You will then need to review the Reacts / Innovative Imaging Technologies (IIT) Terms and Conditions and Privacy Policy; scroll down to the bottom of the page and check the boxes to accept them.

Finalize your account creation by clicking on the *Create my account* button.

Reacts

Hi User ,

Jonathan F Wiliams has assigned you a "Pro" Plan to access the Reacts platform. Reacts ("Remote Education, Augmented Communication, Training and Supervision") will allow you to perform virtual video visits, communicate, collaborate, and engage with your patients and colleagues in a simple and secure way.

Some of the benefits of the Reacts Pro Plan include:

- Invite patients or collaborators to join Reacts

Join now

Thank you,
The Reacts team.

IIT - Innovative Imaging Technologies
1711 St-Patrick, suite 101, Montreal (QC) H3K 3G9 T. 514.223.1717
www.reacts.com

Reacts

Sign Up

First name
John

Last name
Doe

Email address
j-doe@reacts.com

Password
••••••••••

Confirm Password
••••••••••

The password must be at least 8 characters including at least one uppercase letter, one lowercase letter and one numeric character.

* Please scroll down to finalize your account creation *

☑ By registering I agree to IIT's Terms & conditions
☑ By registering I agree to IIT's Privacy policy

Create my account

You will receive an email confirming that your account has been created.
Note: If you don't receive this confirmation email, check your email "spam" folder, then contact your organization or Reacts customer support.

4 **Download the Reacts application onto your tablet or smartphone OR access Reacts directly from your computer**

Option 1 for Physicians and Secretaries: Local install on your KHSC desktop

Click Start than navigate to Microsoft System Center and Click Software Center (Windows 7 – Click Start - All Programs - Microsoft System Center – Software Center)
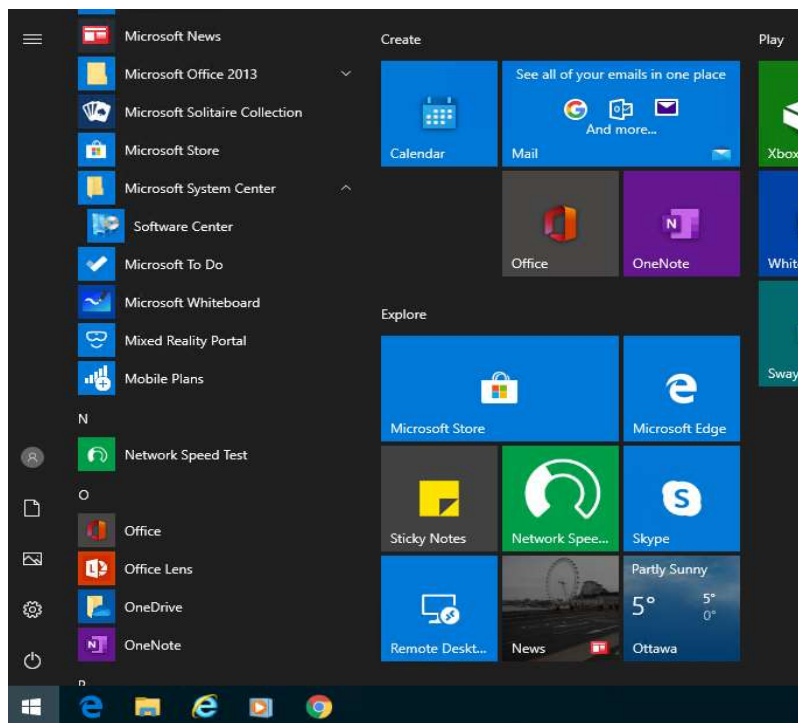
Once the Software Center windows will opens click Reacts
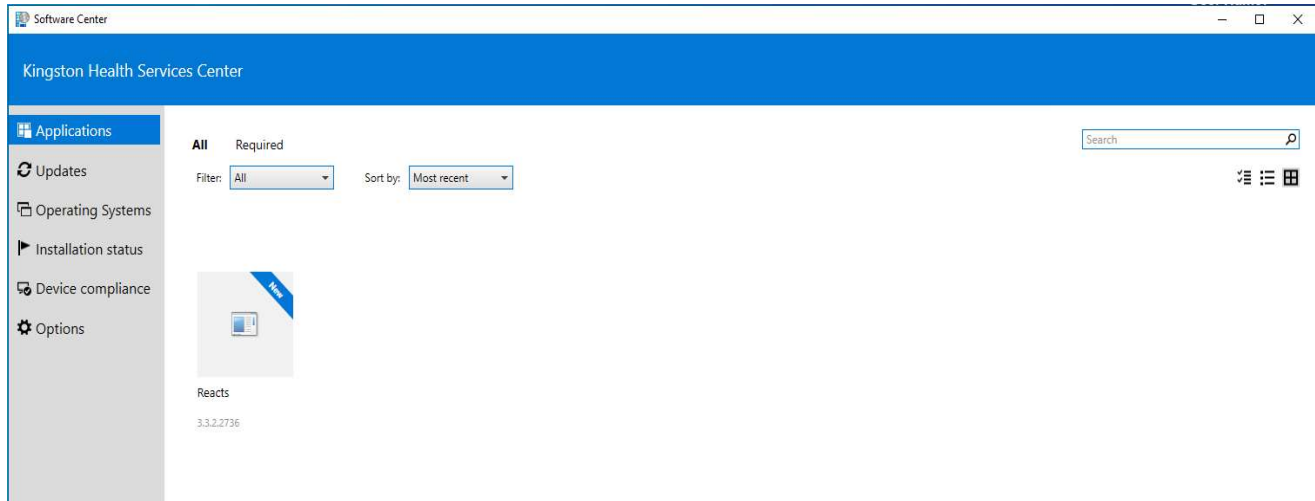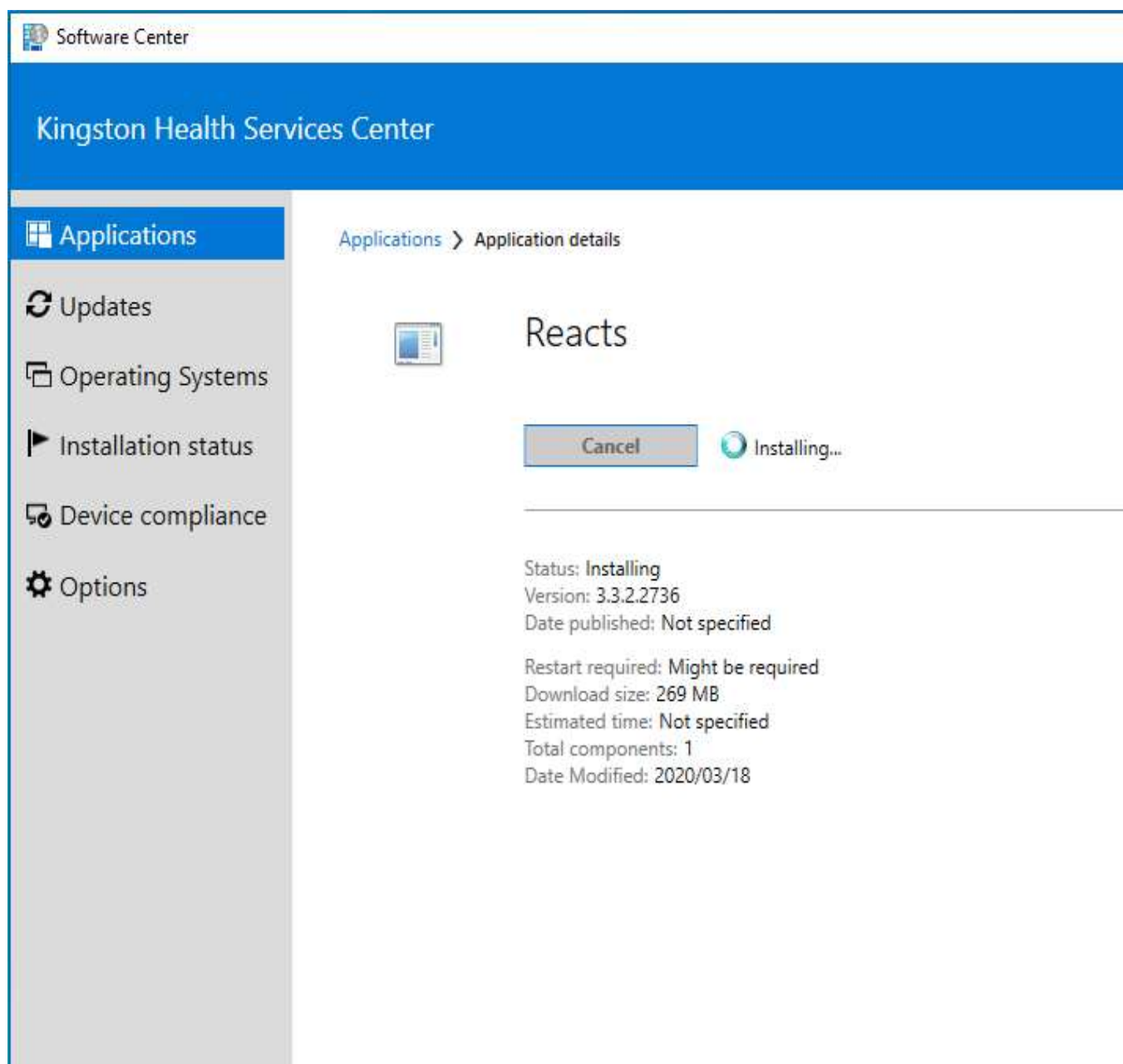
Click install
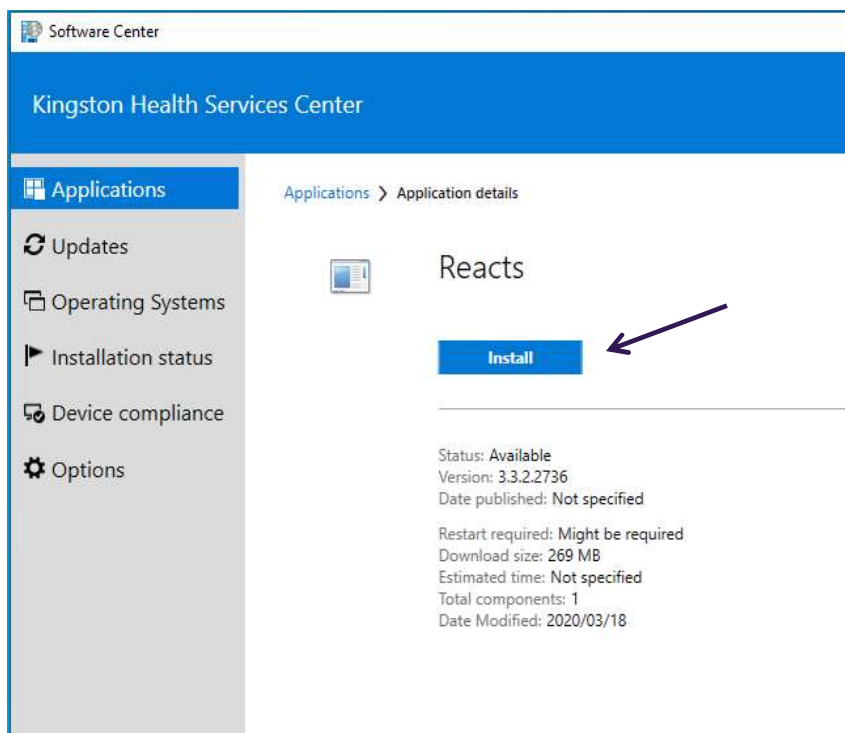
Please note: You might notice a small black window and brief window for Reacts encryption. When the Status says Installed you can close the Software Center Windows and open Reacts from the desktop shortcut.

How to install Reacts on your KHSC workstation

HelpDesk Support
If during install, you run into difficulties, please contact KHSC HelpDesk at KHSC.HelpDesk@kingstonhsc.ca or ext 4357

Option 2 for Physicians and Secretaries: Web-access on Google Chrome

If you are using a Mac or PC computer (laptop or desktop), you can access Reacts by using the Google Chrome browser and going to www.reacts.com (If you don't have Google Chrome on your computer, you can download it for free at www.google.com/chrome
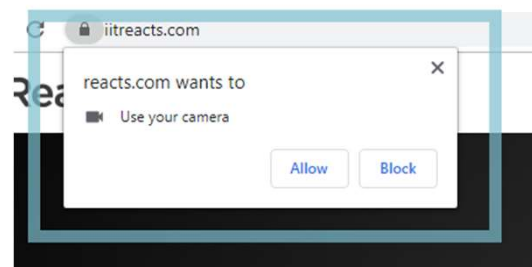
You will find the "Log In" button in the upper right corner of the screen.
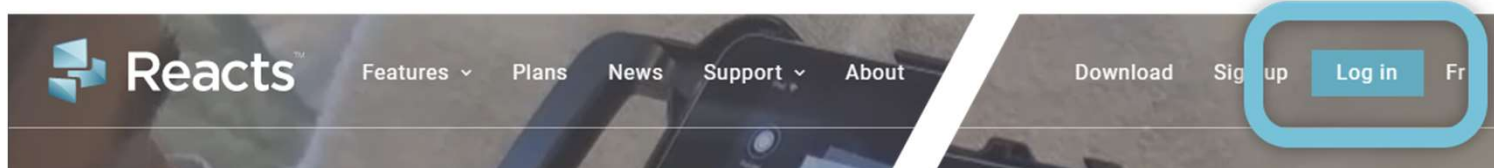
It will bring you to the login page – enter your email and password and click on *Log in*.
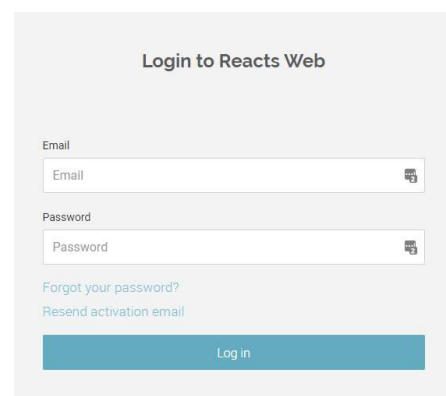
Make sure to allow the application to send you notifications, and to use your camera and microphone

Recommended: The Reacts Web application has a screen-sharing feature when you are in a live video session with your colleagues or guests (to share pictures or documents that are on your screen). To use this feature in Chrome, install the Chrome Reacts extension by following the instructions provided.

Option 3 for Physicians*: Mobile (Tablet or smartphone)

It is recommended that secretaries only use the desktop or web-based options to ensure adequate support is available to them. This may change in the future.

Download the Reacts application in advance from the Apple Store (Apple iPhone or iPad) or from the Google Playstore (Android phones or tablets) by clicking on the store links from the account creation confirmation email (as shown below) or type "Reacts secure collaboration" in the Apple Store or Google Playstore.
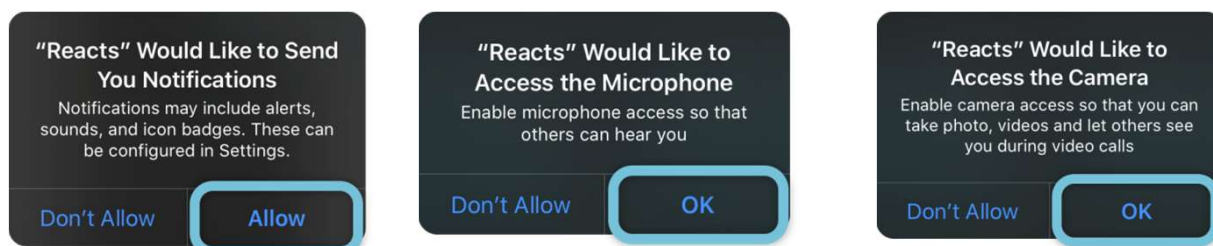
iOS	Android
iOS 10 or higher	Android 7 or higher
Get on AppStore	Get on PlayStore
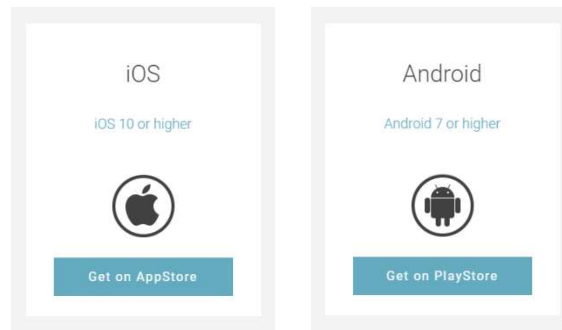
Note: you cannot use a web browser to access Reacts on your smartphone or tablet, you must use the Reacts application downloaded from the Apple store or the Google Playstore (depending on your device type).

Once the application has been downloaded and installed on your device, open it by clicking on the Reacts icon:

When opening the application for the first time, you will be presented with pop-ups (see below) asking you to accept Reacts sending you notifications and accessing your microphone and camera. **It is ESSENTIAL that you click *Allow/OK* for all three pop-ups** otherwise you will not be able to receive Reacts call and message notifications, nor see or hear your colleagues or guests during a video visit.

"Reacts" Would Like to Send You Notifications	"Reacts" Would Like to Access the Microphone	"Reacts" Would Like to Access the Camera
Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.	Enable microphone access so that others can hear you	Enable camera access so that you can take photo, videos and let others see you during video calls
Don't Allow Allow	Don't Allow OK	Don't Allow OK

To log in to the application, enter your email address and password. You must be logged in to Reacts in order for your colleagues or guests to connect with you. Note: set the *Remember me* toggle to "on" and you won't have to re-enter your email address the next time you login to Reacts.
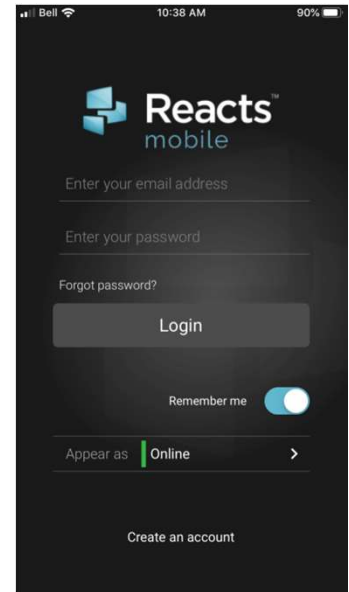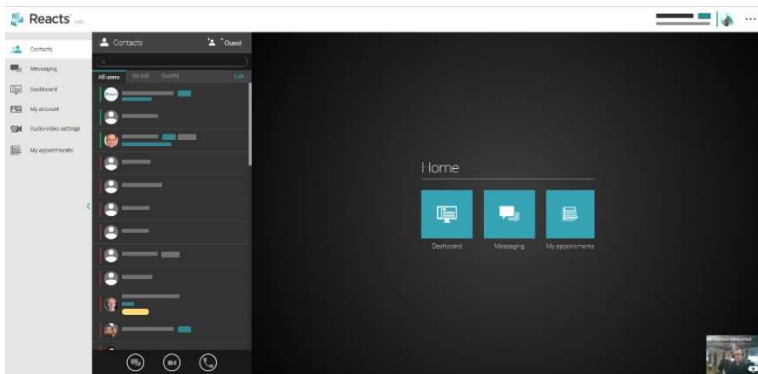
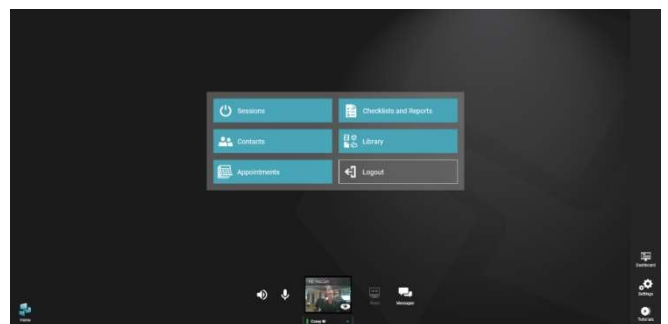**5** **Log into your Reacts account *before* your video visit**
In order to use the application, please log in to Reacts with your email and the password you chose in step 3.
Once logged in to Reacts, you will be on the home page (see screenshots below showing the home page of the various Reacts versions):

Reacts web app home page
(using Chrome)

Reacts Windows home page
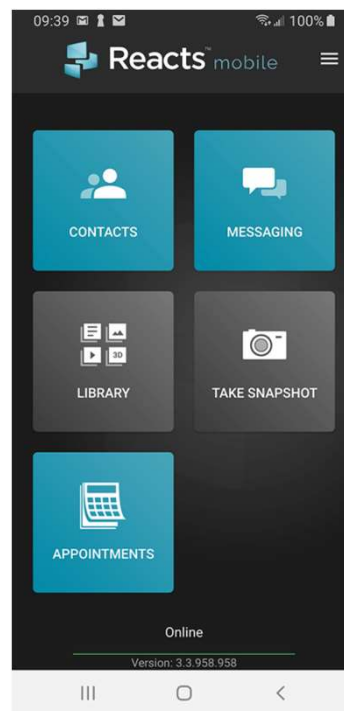**(On Windows PC)**

Getting started with your Reacts Pro subscription

**Reacts iOS home page
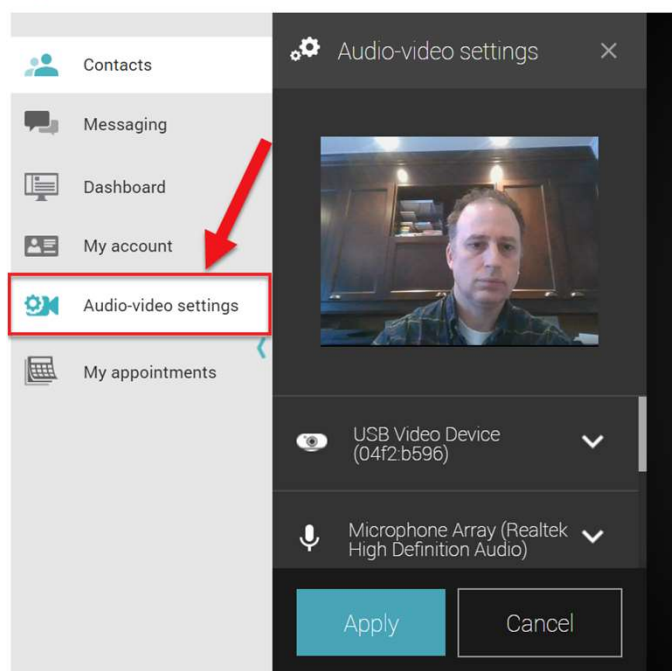(Apple iPhone or iPad)**

**Reacts Android home page
(phones or tablets)**

If you are using the web version of Reacts, make sure your microphone, webcam, and speakers are working before your session.

Just click on the icon in the audio-video settings panel (see below) to check everything.

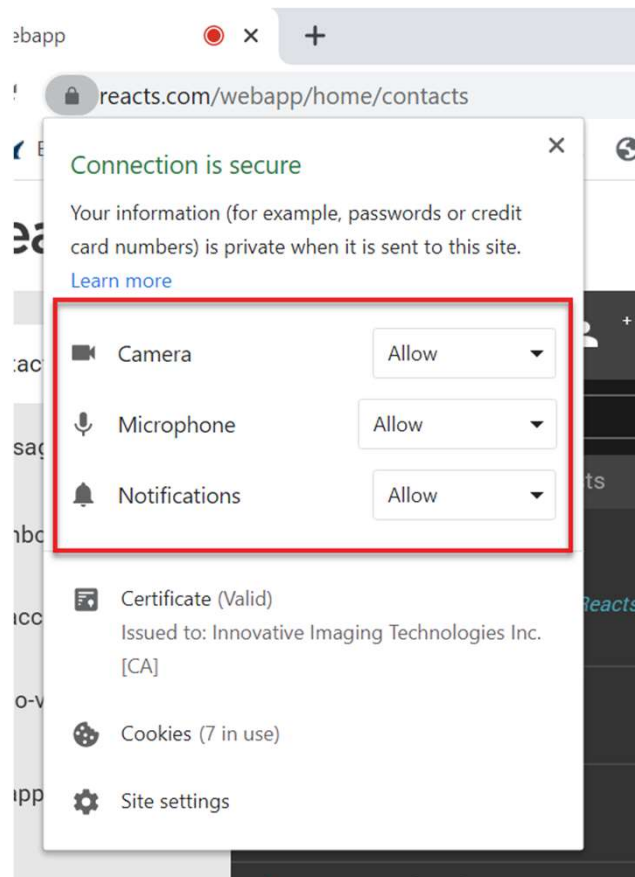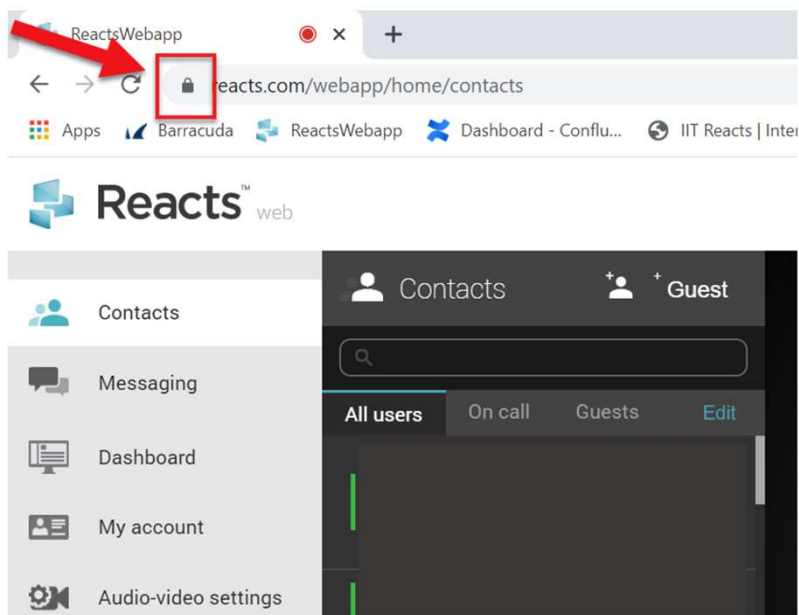# Getting started with your Reacts Pro subscription

If you haven't agreed to share your webcam, microphone, and speakers when you first used Reacts, you can activate them by clicking on the small padlock icon in the bar at the top of your browser to access the panel. (see below)

SUPPORT
If at anytime you require technical support on a KHSC device, please contact KHSChelpdesk@kingstonhsc.ca or ext 4357