

The AFHCANcart **Video Call** feature allows providers to make a Vidyo call from inside an AFHCANcart case.

To use the Video Call feature you will need an AFHCAN user account and a Vidyo-equipped AFHCANcart.

Step 1: Add Video Call to case

Once a case has been created or opened, the **Video Call** button can be found in the bottom right corner of the **Add to Case** screen.

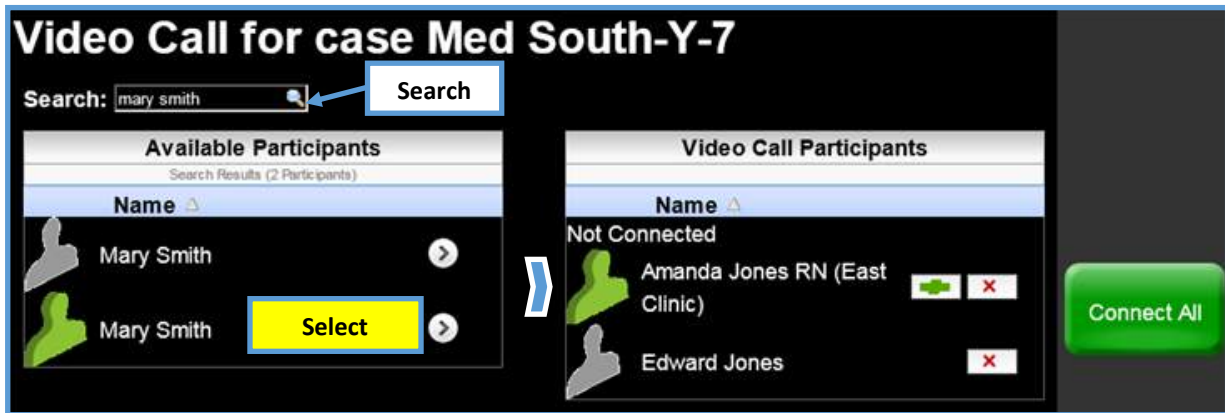


Click the **Video Call** button to setup your Vidyo Call.

Note: Your Vidyo-equipped AFHCANcart is set up with it's own Vidyo profile. You **will not** need to use your individual Vidyo account to make a Vidyo call.

Step 2: Add Participants to Call

Search and select participants to be added to the case video teleconference call.



Vidyo user availability will be indicated with one of three icons:

Note: You can add participants who are not logged in or who are busy, but that **does not** mean that they will be able to connect to your call.

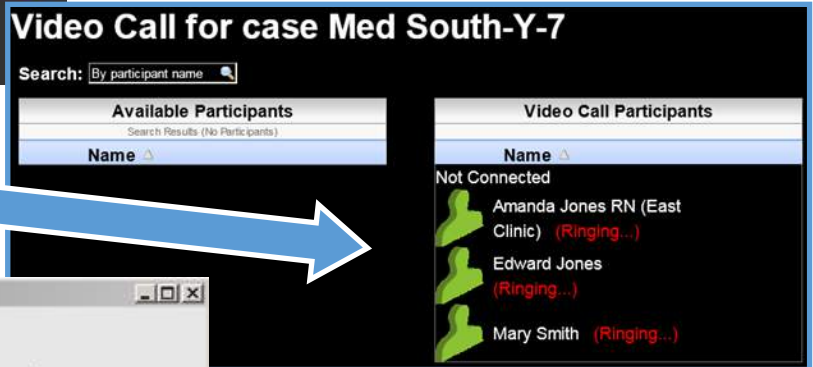
Icon	User Vidyo Status
	Logged in
	Logged in and busy
	Offline

Step 3: Connect Call



Once participants are added to the list, select the **Connect All** button to start the call.

Vidyo will call all available participants (including you) on behalf of the case.



Click **Answer** to begin Vidyo session.





Note: You must answer to join the case call with the other participants.

Step 4: Manage Participants



During a call you can:

Add additional participants (see step 2)

-  Connect added participants
-  Disconnect participants
-  Remove participant from list
-  End Call

Helpful Hints

Call Logs:

AFHCAN will automatically add a log of your call including time and date, call duration, and call participants. Note: Call log will only appear with two or more participants have joined.

Note: You can also access Vidyo from the home screen. However, this will not associate the call with an AFHCAN case. Use the dropdown to select Vidyo outside of AFHCANcart client.

