

Remote Visitation and WebRTC

What is Happening

The new technology that replaced Flash in Edge, Chrome, and Firefox is WebRTC (Web Real-Time Communication). WebRTC is a new standard for video and audio in web browsers in mobile apps, and most consumer devices have it already. Use the following link to learn more <https://en.wikipedia.org/wiki/WebRTC>.

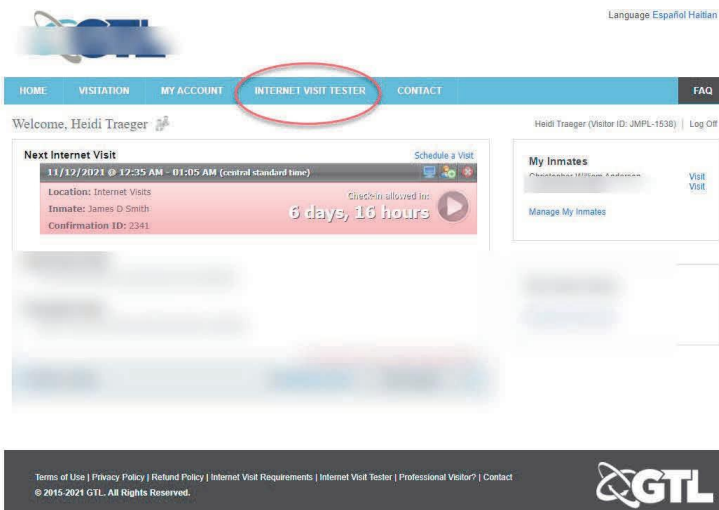
Friends and Family Updates

Friends and Family using the Android app will need to update to the latest version; that includes changing auto update to enabled instead of disabled. **iOS users must allow use of the Safari browser for a seamless experience.** Scheduling visits has not changed, except visitors will now be able to schedule an onsite **or** remote visit.

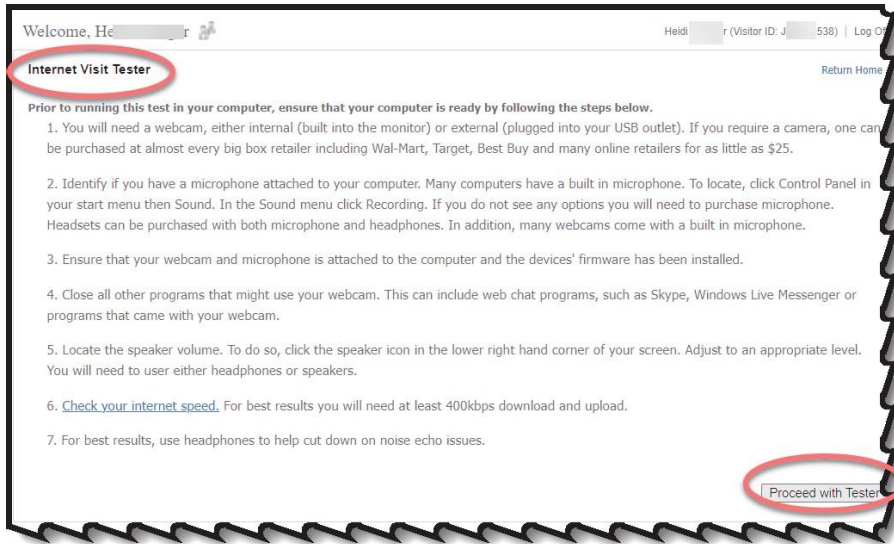
Conducting an Internet/Remote Video Visit

Once you have scheduled a remote video visit, take some time before the visit to make sure your device is going to work as expected.

- 1) From the Visitor Web home page - <https://clarkcountynv.gtlvisitme.com> click the **Internet Visit Tester**.



- 2) Read the seven steps and act where suggested. These steps can help you have a great video visit experience. After completing all actions in steps 1-7 shown below, then click Proceed with Tester.



- 3) Now your device is ready for an Internet Video Visit.

Starting a Remote Video Visit on an iPhone

When it's time for your visit to begin, follow these steps from your iPhone.

- 1) From your iPhone, open a Safari browser and type clarkcountynv.gtlvisitme.com/ app.
- 2) Type your login credentials.
- 3) Press Log In



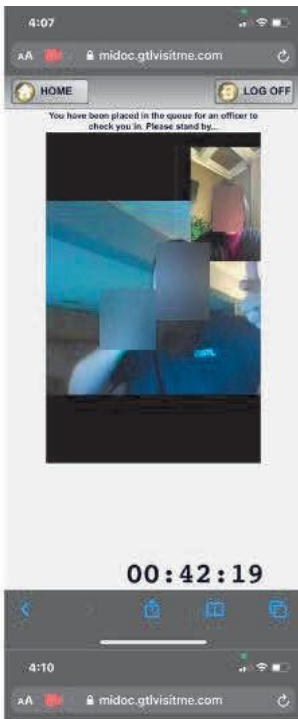
- 4) Click Continue and then select a language.



- 5) To visit, click Upcoming Visits and then select the visit.
The visit starts automatically.



Here is what a visit will look like on an iPhone.



Starting a Remote Video Visit on a Computer

When it's time for the visit to start, follow these steps.

- 1) Login to Visitor Web (<https://clarkcountynv.gtlvisitme.com>) and click the Play button. You can click the Play button 15 minutes prior to the start of your visit.

The visit will end exactly at the scheduled end time.

