eVisit®

Streamlined Process to Open Visit Link in Supported Browsers

What is it?

Some browsers do not support eVisit which prevents users from accessing virtual visits. To ensure users can access visits, users will now be able to both copy the URL from the address bar, or copy the visit link to their clipboard directly from the Unsupported Browser page and paste it into a supported browser without needing to go back to find their original visit link.

DESKTOP Browsers
Chrome - supported
Safari - supported
Firefox- supported
Edge - supported
Brave - not supported

MOBILE Browsers
Safari - iOS and iPadOS supported
Chrome - Android supported
Firefox - not supported on Android or iOS
Samsung Internet - not supported on Android

This update will be available to all customers automatically and will apply for users across both the Core eVisit and Express platforms.

Why is this particular feature useful?

Previously, the process for copying/pasting the visit link into a new browser had too many steps causing confusion and patient dropoff. This update will streamline access to visits, reduce user frustration, and increase user adoption.

When and who should use it?

Anyone who finds themselves using an unsupported browser. A user could land on this page by clicking a link from a notification, a button from their practice's website, or manually typing in an address.

Streamlined Process to Open Visit Link in Supported Browsers

How does it work?

Desktop

1 Users on desktop who attempt to join a visit on an unsupported browser will see the following Unsupported Browser page. The browser in the example below is Brave, which is not supported.
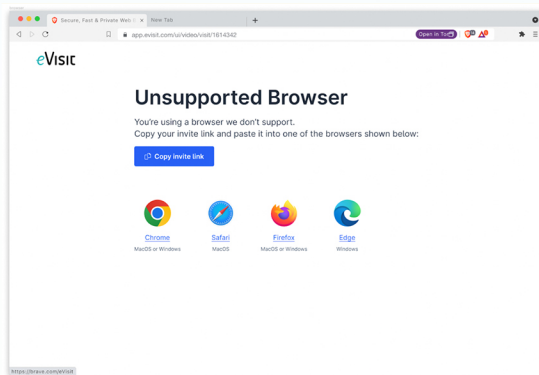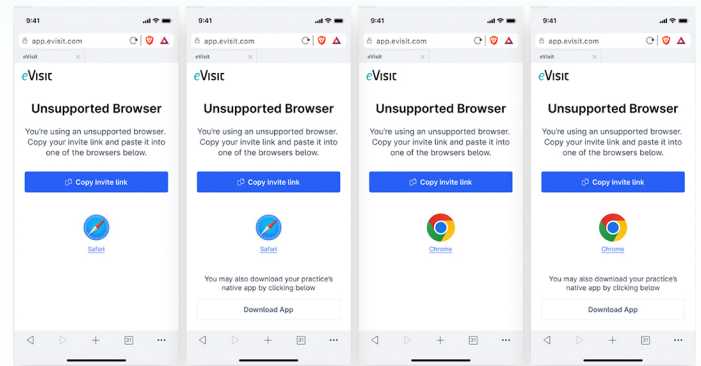

2 From here, a user can either click on the new **Copy invite link** button, or copy the URL directly from the address bar, whichever they prefer.

3 The Unsupported Browser page will, as previously, continue to contain links for users to download supported browsers should they need to download one. Clicking on the hyperlinked browser will redirect to the browser's homepage.

4 Once users have opened a supported browser, they can now paste in the link in the address bar and be successfully routed to the visit.

Mobile Web

1 If users on mobile web attempt to join a visit from an unsupported browser, they will see one of the following pages depending on the device/OS they are on. The browser in the example below is Brave, which is not supported.

2 From here, a user can either click on the new **Copy invite link** button, or copy the URL directly from the address bar, whichever they prefer.

3 The Unsupported Browser page will, as previously, continue to contain links for users to download supported browsers should they need to download one. Clicking on the hyperlinked browser will direct users to their app store in order to open or install it. If users already have Safari and/or Chrome downloaded, they will see a link to download the app as well as a link to directly open Chrome.

4 Customers who use eVisit's native app can have the option, when configured by an admin, to prompt users to click a **Download App** button which will redirect the user to the eVisit app, if already downloaded, or the practice's CBA in the App Store (iOS) or Google Play Store.

5 Once users have opened a supported browser, they can now paste the visit link and be successfully routed to the visit.