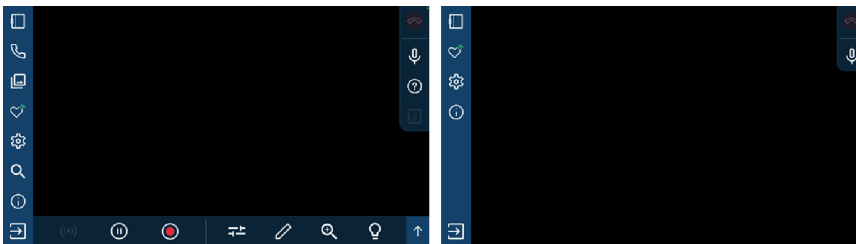


Onsight How To: First-time Guest User Tips

Overview

This document is for a first-time user who will be required to join an Onsight Connect session for the first time as a guest using the full client application.

- i Tip:** The session should be hosted by a team lead using a Windows Personal Computer (PC). Guest invites can be sent out using two modes: **Expert** (Experienced Onsight Connect user) or **Field** (Limited Onsight Connect experience).



In order for you to join an Onsight Connect call, you will need to:

- Receive a Guest Invite
- Download the software
- Join the session

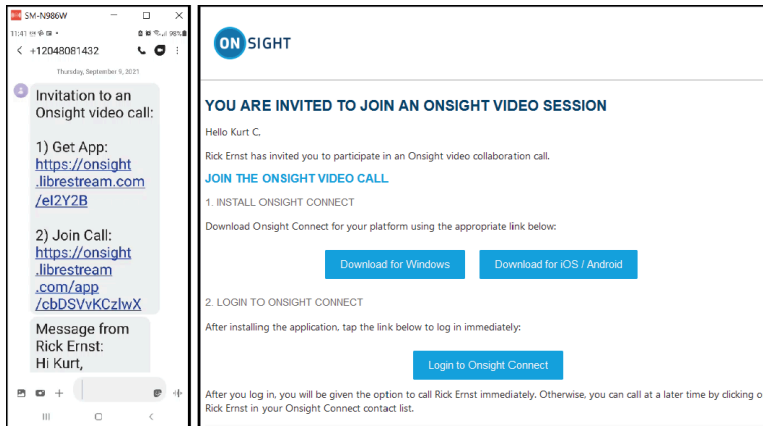
- 📌 Note:** User Mode (Expert & Field) only apply to the full client application. Onsight Connect for Web represents a streamlined experience for both expert and field users. For detailed instructions on how to use the Onsight Connect for web, please refer to the "[Just-in-Time Training](#)" website and locate **BEST PRACTICES > Tip Sheets for Onsight Connect:**

- HOW TO: Access the Onsight Web app for Windows (PC/Tablets)
- HOW TO: Access the Onsight Web app for Smartphones

Joining an Onsight Call as a Guest

In this task, you will download the Onsight Connect software and join a call as a guest.

1. Your colleague (Inviter) will prepare a Guest invite.
2. You will receive a Guest Invite from your colleague as a:
 - Text Message invite
 - Email Message invite



3. Select the first link in the invite to download the application (**Get App**). Select from:

- **Download for Windows**
- **Download for iOS (Apple Store)/Android (Google Play Store)**

Note: Onsight Connect can also run on a PC, and smart glasses, enabling hands-free use. You may be able to skip downloading the software if you have previously installed Onsight Connect on your device.

4. Once the software is installed, return to the Short Message Service (SMS) text or email invite, and click the second link to **Login (Join Call)**.

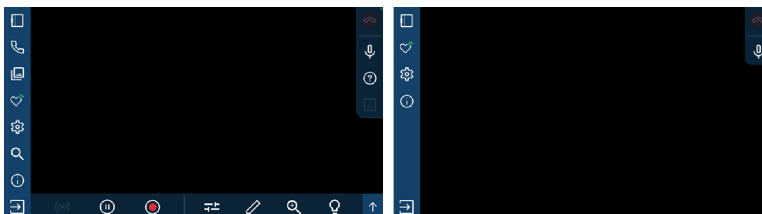
- Note:**
- a. If a custom messages appears during login that prompts you to agree to terms and conditions, you must click **OK** to indicate compliance in order to advance.
 - b. When a call starts, a message appears that states: *“By participating in the call, you agree to have your conversation recorded and transcribed.”* You must click **OK** to continue.

5. When Onsight launches, it will login automatically. If you are asked for permissions to access your microphone audio, camera pictures, device's location etc. Click **OK, Allow** or **Yes**, as necessary.

Note: For mobile devices, you can also modify these permissions after the installation. For **Android** — Tap **Settings > Apps > Onsight** and enable **Privacy** settings for **Notifications** and **Permissions**. For **iOS** — Tap **Settings > Onsight** and allow Onsight to access **Notifications** and **Permissions** as required.

If your IT department or manager has locked down these settings for your device, you will need to contact them to enable these settings for you.

6. The Onsight Connect application launches in **Expert Mode** (Left) or **Field Mode** (Right).



Tip: When a guest is operating in **Field Mode** and they are sharing/streaming video content, the **Share Video** icon will display as a status indicator, next to the red **Hang Up** icon.

7. Your colleague will be able to:

- Control the camera on your device
- Start and Pause Video Sharing as necessary
- Capture Photographs and record video from your camera
- Enable (Turn on) the light for your device if it has one

Key Features and Benefits



- Multiplatform support: Android, iOS, Windows PC, & Wearable smartglasses
- Support for Deferred Collaboration
- Support for Multiparty calls
- Support for Guest Users outside your organization
- Support for Low bandwidth video resolutions in remote locations
- Capture Video at multiple resolutions including High Definition
- High Resolution Photos
- Natural Language Processing (NLP) using Onsight Translator

Notes:
