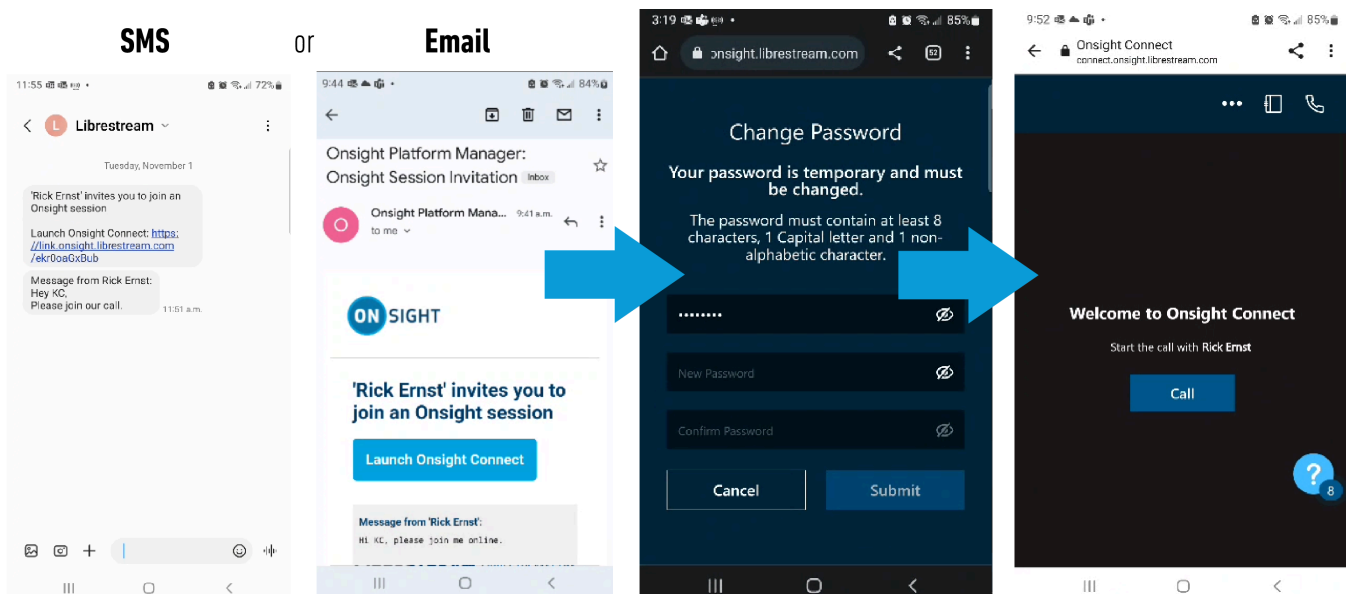# HOW TO: Receive a Guest Invite
for Onsight Connect for Web

OVERVIEW

This document provides instructions, best practices, and tips for when you receive an external guest invitation to join a join a video collaboration session using Onsight Connect for the web app.

External Guest — Login to the Web App and Join a Call

The **External Guest** will receive an email or Short Message Service (SMS)/text invitation. It contains instructions on how to access the link to connect to the collaboration session. The **External Guest** will need to:

1. Access the invitation and tap the link to join the call — The login process is automatic, however first -time users may be required to change their password.

   ⓘ **Tip:** The link uses **Intelligent linking** to launch the web app or the full Onsight Client, if installed.

2. Tap the **Call** button to join the call.

3. Once Onsight launches, it will login automatically. A message appears that states: `"Your account will expire in XX hours XX minutes."` Click or tap **OK** to initiate the call.

   ✎ **Note:**

   a. If a custom message appears during login that prompts you to agree to terms and conditions, you must tap **OK** to indicate compliance in order to advance.

   b. If you are asked for permission to access your microphone audio, camera pictures, device's location etc., tap **OK**, **Allow** or **Yes**, as necessary.

   ⓘ **Tip:** If the device keyboard takes up too much space onscreen, and if Auto-rotate or Rotation Lock is enabled, consider changing your device's orientation from landscape to portrait.

4. When the **External Guest** calls, the inviter will receive a message `Incoming Encrypted Call` and will need to **Accept** the call.

5. Typically, most functions are controlled by the **Inviter** who can take snapshots, record video/audio and pause video sharing.

6. The **External Guest** can pause video sharing, annotate (Draw) onscreen, zoom-in or out, enable lighting for the camera (If available on the device) and take a picture.

7. Thereafter, if the **External Guest** needs to call the **Remote Expert** again, the **Inviter/Expert's** address is available within their **Contacts**. Tapping the Remote Expert's name will initiate a new call.

> **Note:**
> a. **iOS** users only — After calling the inviter and completing the call, please keep the web browser with the web app open and in the foreground. If the web app browser is in the background, it will log you out of Onsight. Access the invite link to relaunch the web app to receive or initiate a call.
> b. For the **inviter** — if you receive a message that states *"Client not available"*, then request that the iOS user access the invite link to relaunch the web app, to receive or initiate a call.

8. When the session is complete, the **Inviter** ends the call. Exit Onsight Connect for Web by tapping the **More Actions** ⋯ and select **Logout** ⏏.

Device Permissions

> **Note:** For mobile devices, permissions can be modified 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.

Data Privacy

> **Note:** If you try to share video from a participant that has **Remote Video Privacy** settings enabled, then the participant can **Allow** or **Decline** your request to share video.

Notes:

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Related information
Support
Just-in-Time Training Materials
How To: Access the Onsight Web App for Smartphone
Onsight Connect for Web User Guide