

Visitation and Moving from Flash to WebRTC

What is Happening

Currently video visitation hosted by GTL runs on a version of Adobe Flash Player. This technology is no longer supported.

The new technology replacing 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. Use the following link to learn more <https://en.wikipedia.org/wiki/WebRTC>.

Friends and Family Updates

The impact on Friends and Family will be very low because most consumer devices have WebRTC already.

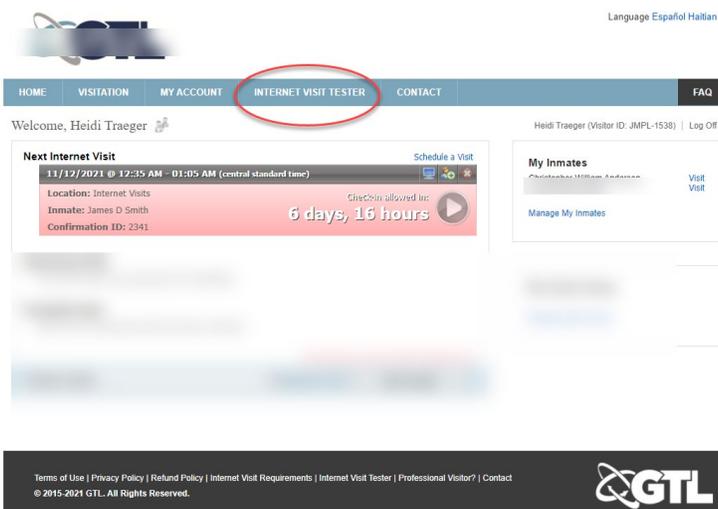
Friends and Family using the Android app will need to update to the latest version; that includes changing auto update to enabled instead of disabled. **iOS users must allow use of the Safari browser for a seamless experience.**

Scheduling visits has not changed. You will notice drastic improvement in audio and video quality.

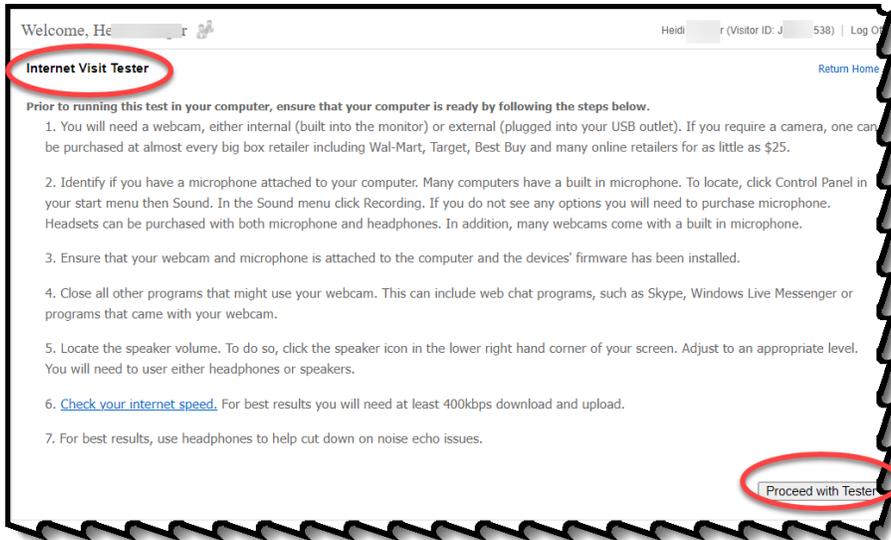
Conducting an Internet Video Visit

Once you have scheduled an Internet 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, 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 an Internet Video Visit on an iPhone

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

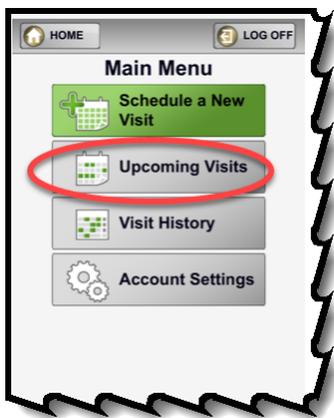
- 1) From your iPhone, open a Safari browser and type ildoc.gtlvisitme.com/app.
- 2) Type your login credentials.
- 3) Press Log In.



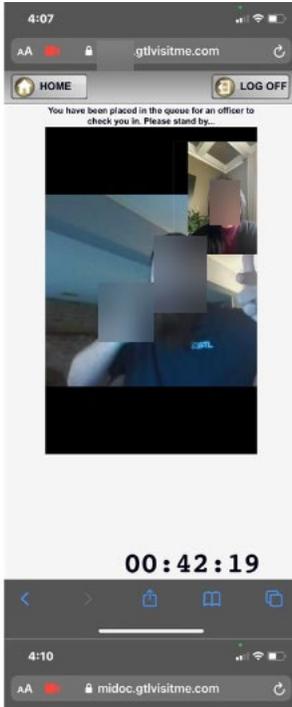
- 4) Click Continue and then select a language.



- 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 an Internet Video Visit on a Computer

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

- 1) Login to Visitor Web <https://ildoc.gtlvisitme.com/app> 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.

