

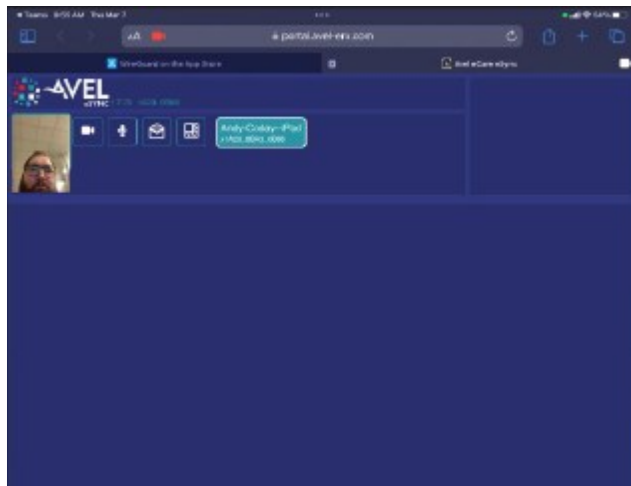
## Crisis Care Video Activation

### iPad Video Activation

1. User will launch the Avel eSYNC application from the iPad main screen.



2. With Activation of Avel eSYNC, the application will transition to the main video page. Avel eCare Staff will complete full video activation and be integrated into the video experience with picture and picture.

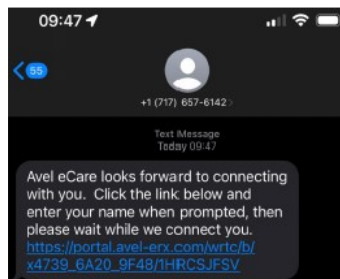


3. Upon completion of the video session eCare will end the video connectivity. User will need to close the application after use.

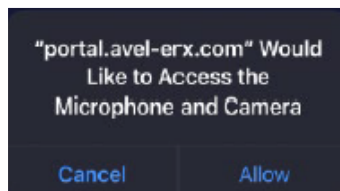
## Crisis Care Video Activation

### Bring Your Own Device (BYOD) Video Activation

1. For activation of BYOB, Law Enforcement will provide the Avel eCare Staff with the individuals cell phone number. The individual will be prompted with a text message containing a link to activate video use.



2. Individual will be prompted to allow the eSYNC software access to the cellphone microphone and camera. Select "Allow"



3. Individual will be prompted to enter a 'Nickname' for the device. Request individual to enter Law Enforcement Agency name, and press 'Continue' for full video activation with the Crisis Care.



4. Helpful hints with video establishment:

- If video appears to large, individual can adjust the size by selecting the 'Change Resolution' icon.
- For enhanced video experience, individual can rotate their mobile device to the landscape position, and screen will adjust with picture and picture.

