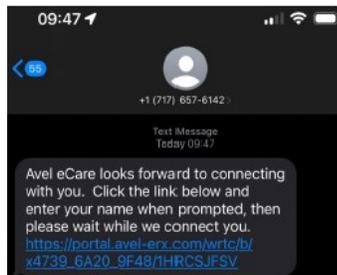


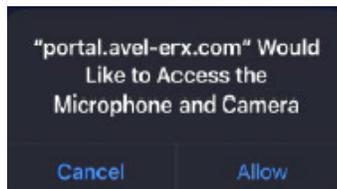
Crisis Care Video Activation

Bring Your Own Device (BYOD) Video Activation

1. Law Enforcement will provide the Avel eCare staff with the individual's cell phone number. Avel eCare staff will send a text message with a link to the individual's phone.



2. Individual will click on the link from mobile device, and be prompted to allow the eSync software to access their microphone and camera. Select "Allow"



3. Individual will be prompted to enter a 'Nickname' for the device. Law Enforcement will direct individual to type in the agency name of the responding officer, then press 'Continue' to join the video visit.



4. Helpful hints with video establishment:

- If video is not centered select 'Change Resolution' icon.
- If video appears too 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 in picture.

