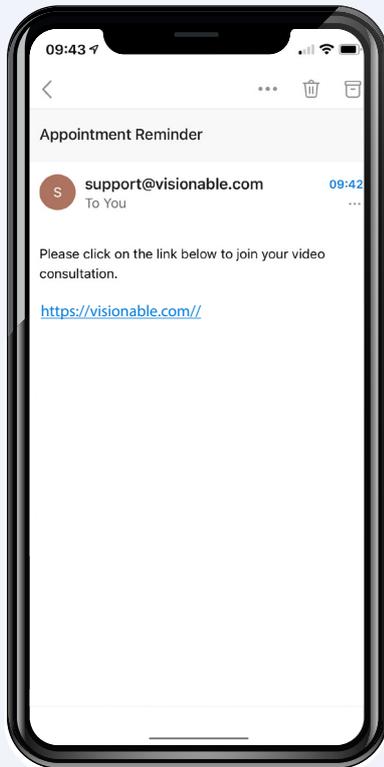


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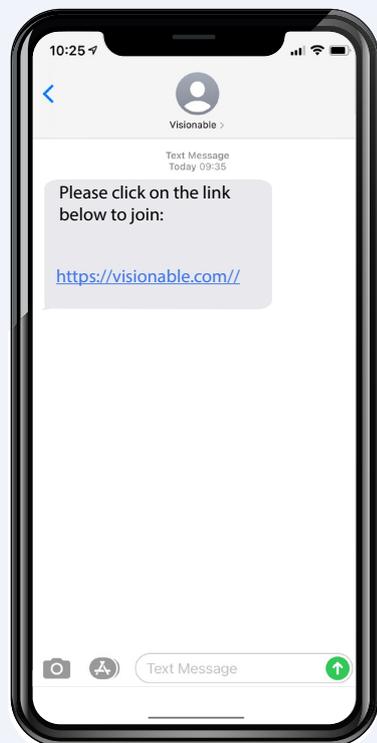
## Patient joining via a mobile device

### Accessing your appointment



#### 1 Email invite

If you receive an email invite, click on the link to join. This will open in your default internet browser.



#### 2 SMS invite

If you receive an SMS message invite, click on the link to join. This will open in your default internet browser.



#### Browser support

Please note, the supported browsers are Chrome, Safari, Firefox and Edge

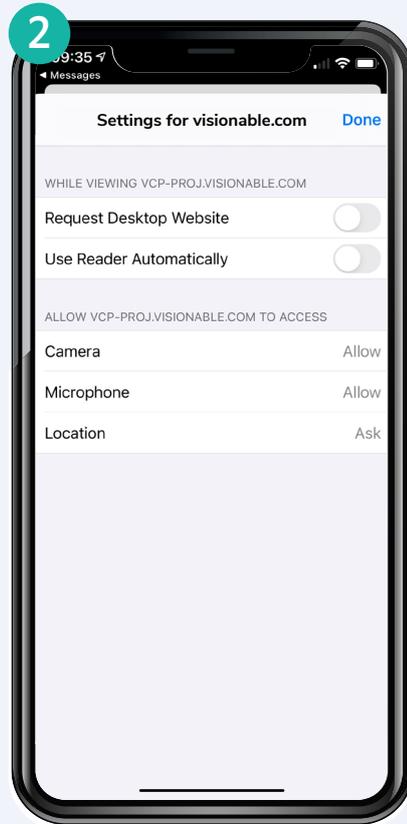
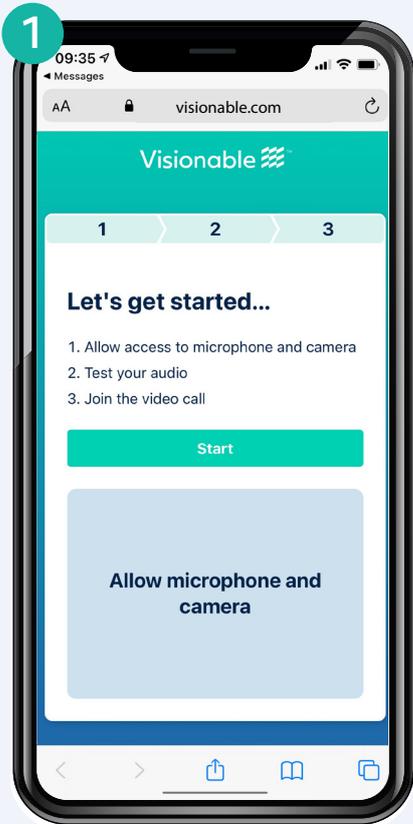
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[www.visionable.com](http://www.visionable.com)

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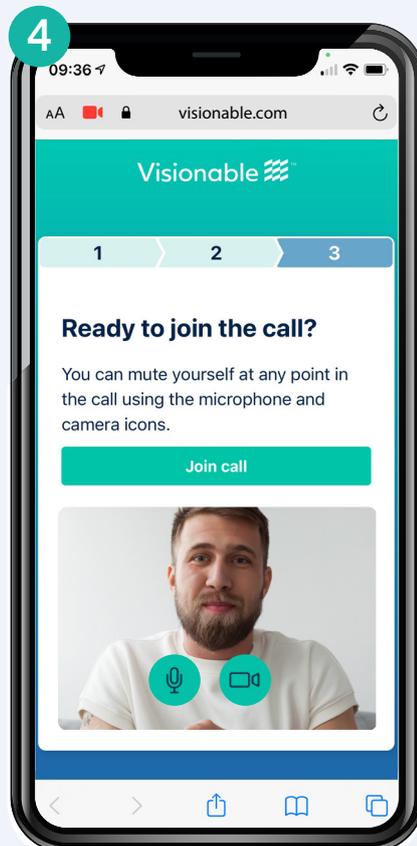
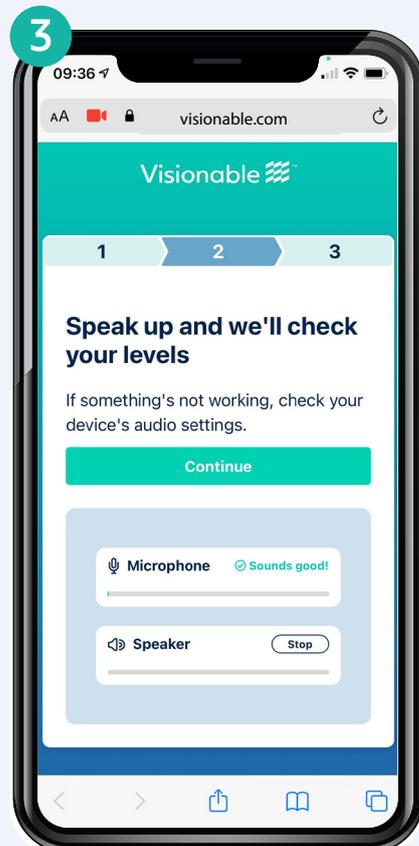
## Joining via an iOS device – Safari example



**1 Open the link**  
When you click the link, Visionable will open in your browser

**2 Allow access**  
Click on the AA icon in your search bar and allow your camera and microphone access when prompted

**3 Test your settings**  
Follow the steps to test your microphone and speaker levels



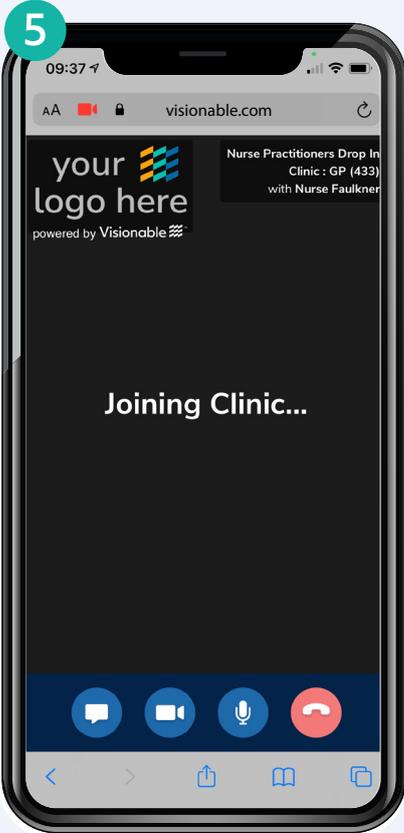
**4 Ready to join?**  
Once your video appears, you're all set. Click 'Join Call'

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[www.visionable.com](http://www.visionable.com)

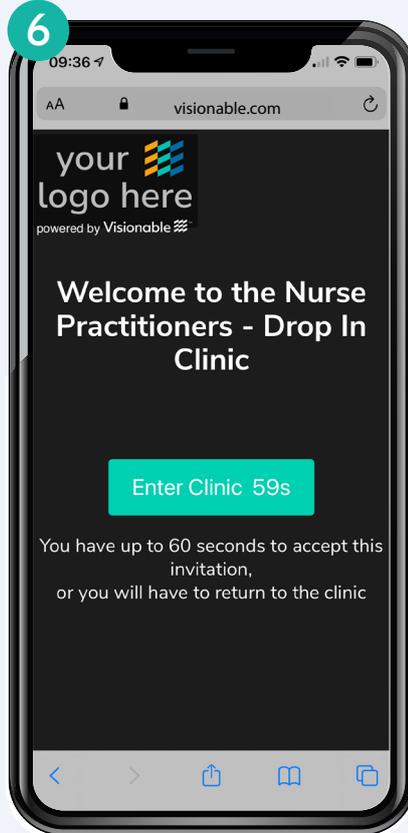
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## Joining via an iOS device – Safari example



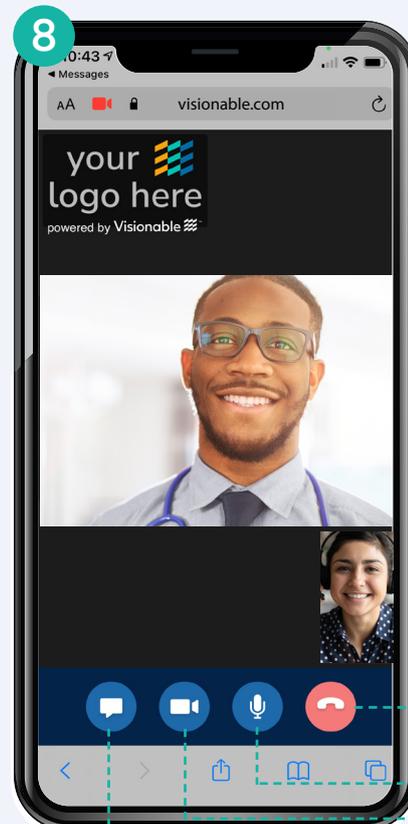
**5 Joining the clinic**  
Once you have clicked to join, you will be placed in a queue



**6 Entering the clinic**  
When you are ready to join the clinic, click 'Enter Clinic'



**7 Waiting for a clinician to join**  
You will be connected to your clinician shortly



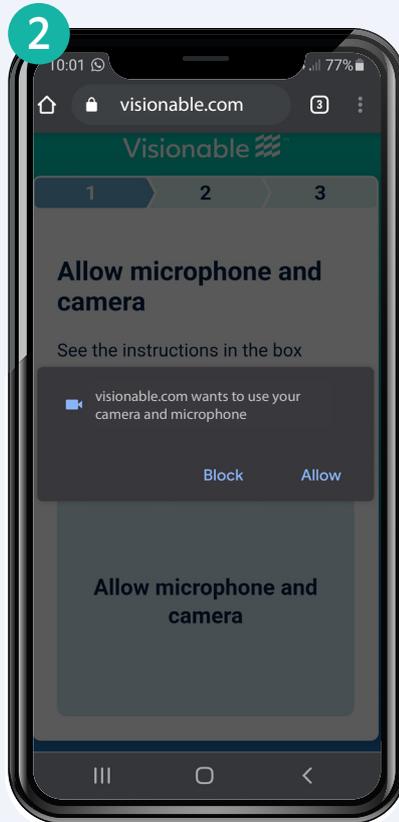
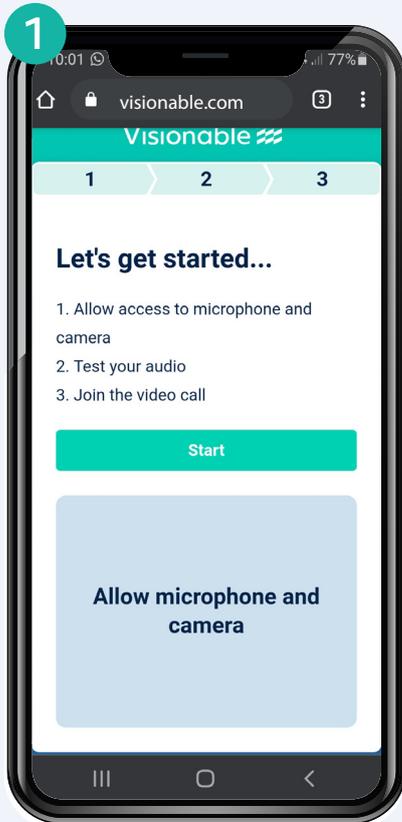
**8 Joined Call**  
Once your video appears, you're all set. Click 'Join Call'

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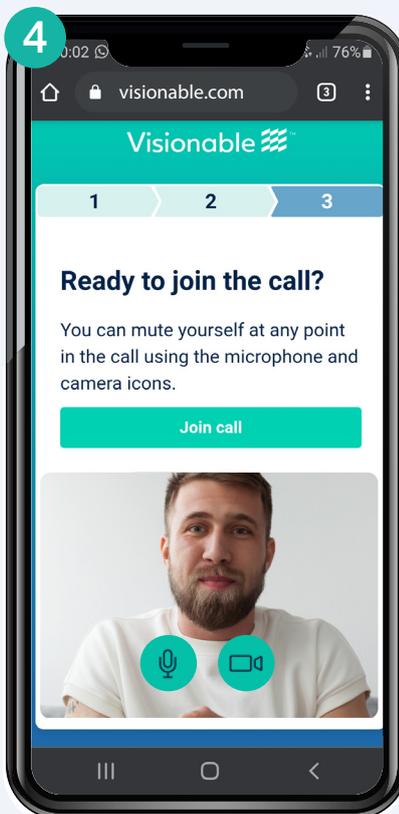
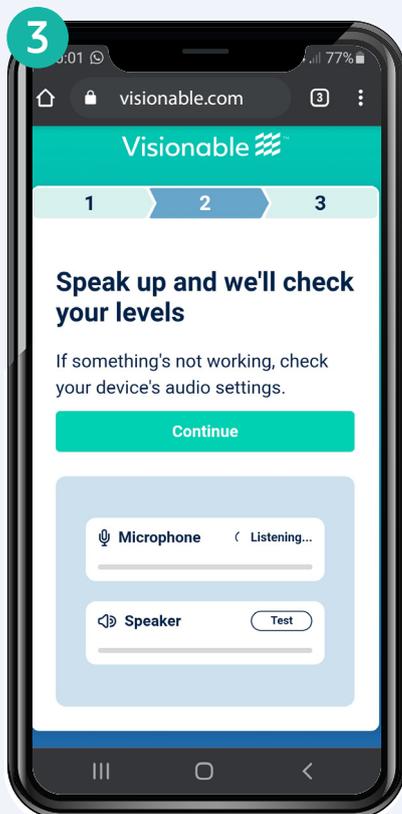
## Joining via an Android device – Chrome example



**1 Open the link**  
When you click the link, Visionable will open in your browser

**2 Allow access**  
When the pop up appears, click to allow access to your camera and microphone

**3 Test your settings**  
Follow the steps to test your microphone and speaker levels



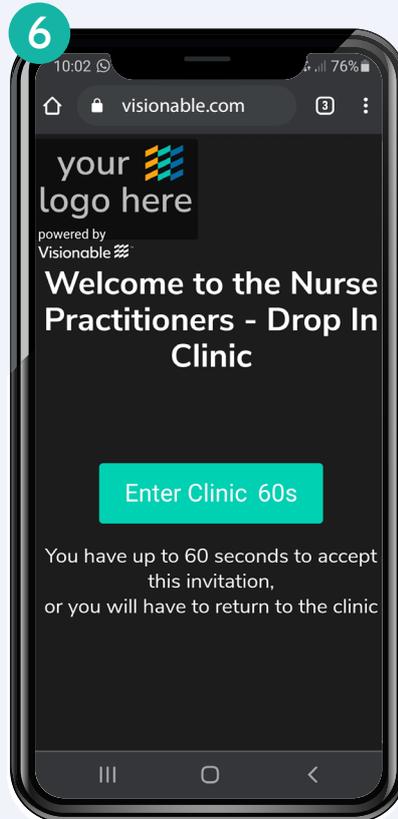
**4 Ready to join?**  
Once your video appears, you're all set. Click 'Join Call'

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[www.visionable.com](http://www.visionable.com)

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## Joining via an Android device – Chrome example

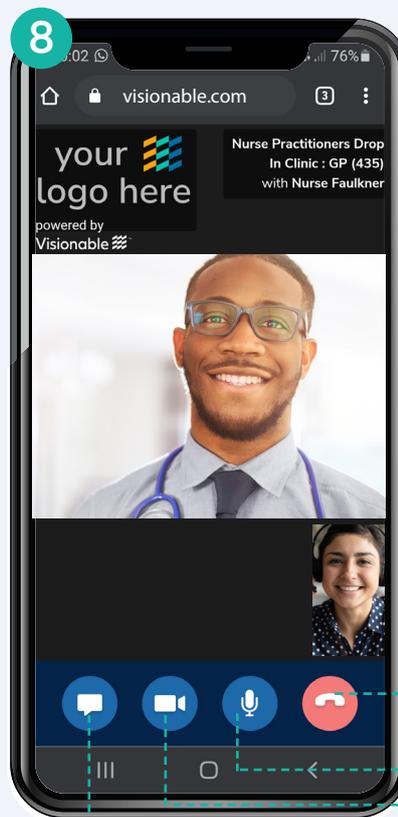


**5 Joining the clinic**  
Once you have clicked to join, you will be placed in a queue

**6 Entering the clinic**  
When you are ready to join the clinic, click 'Enter Clinic'

**7 Waiting for a clinician to join**  
You will be connected to your clinician shortly

**8 Joined call**  
Once your video appears, you're all set. Click 'Join Call'



Click to end an appointment  
Toggle microphone on and off  
Toggle camera on and off  
Chat tool

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