

Patient Guides

V2.3

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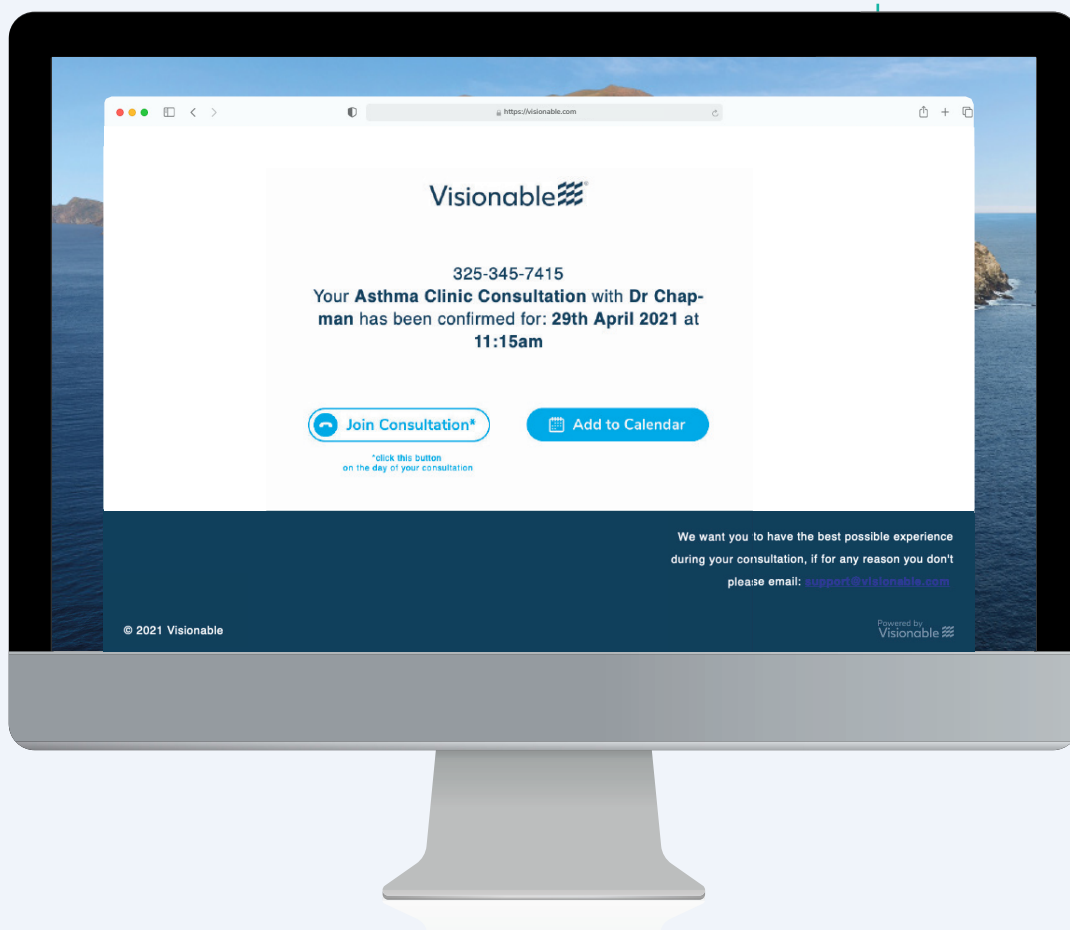
Visionable Consultation Platform

Patient joining via a desktop

Accessing your appointment

1 Email invite

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



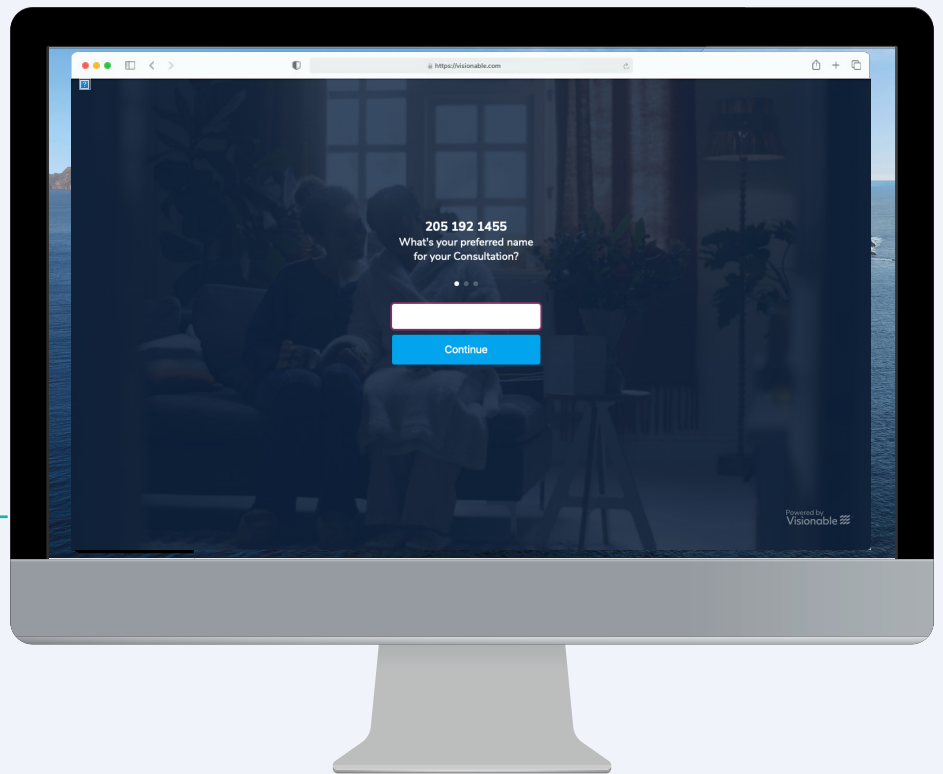
i Browser support

Please note, the supported browsers are Chrome, Safari, Firefox and Edge. You can also add the appointment to your calendar to create a reminder for an upcoming appointment.

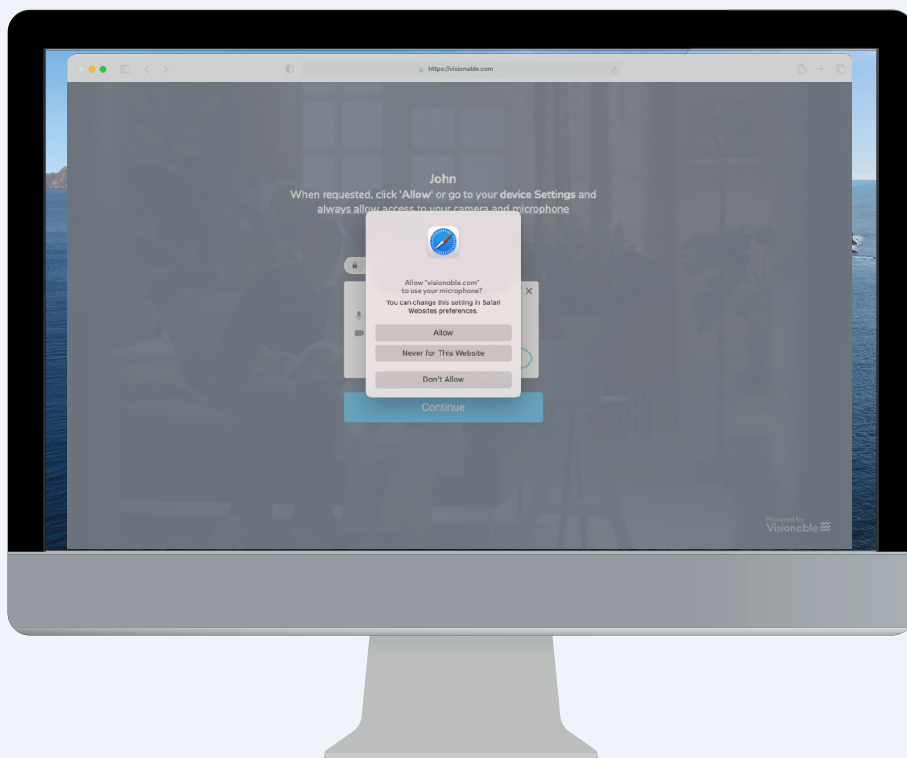
Visionable Consultation Platform

Patient joining via a desktop

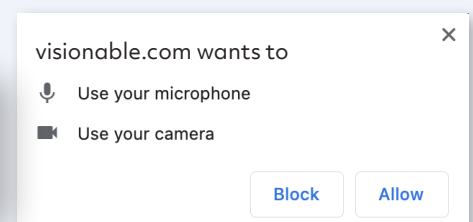
- 1 Open the link**
When you click the link, Visionable will open in your browser.



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



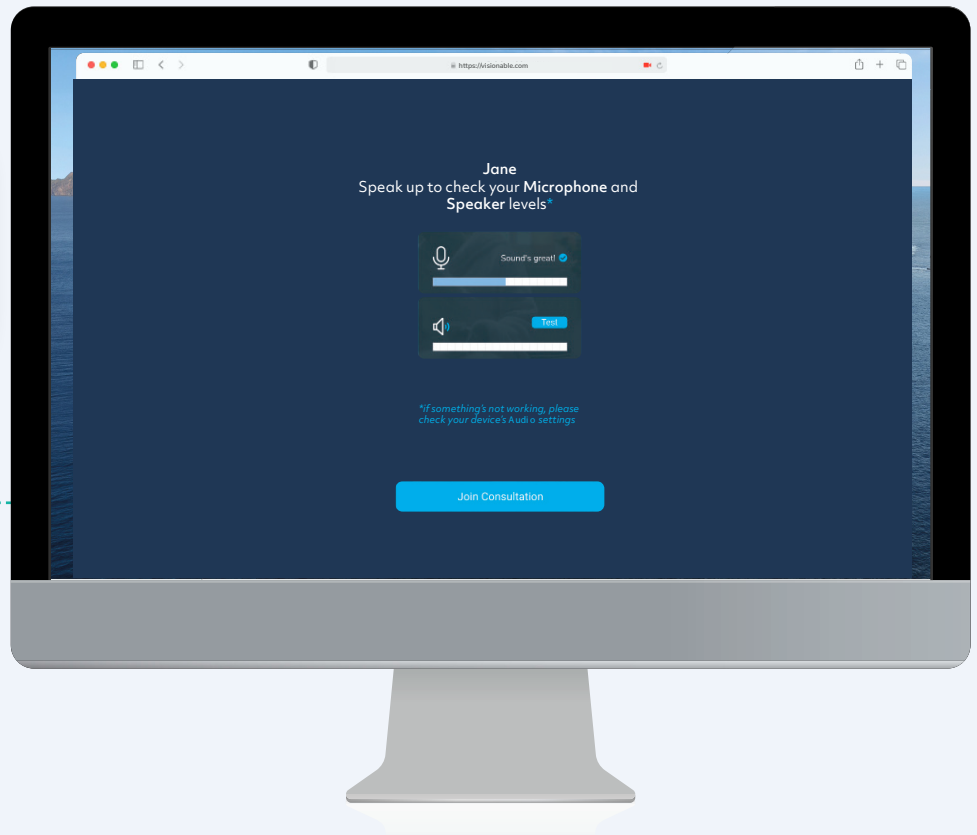
- Please note:**
The access pop up box will look slightly different depending on the browser used



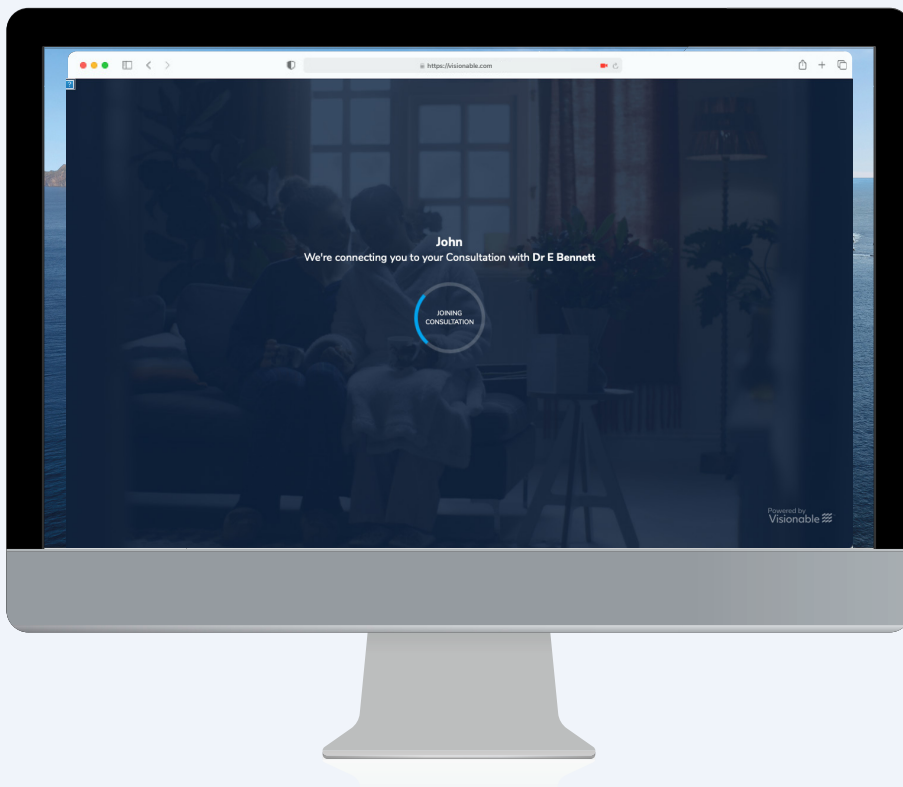
Visionable Consultation Platform

Patient joining via a desktop

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



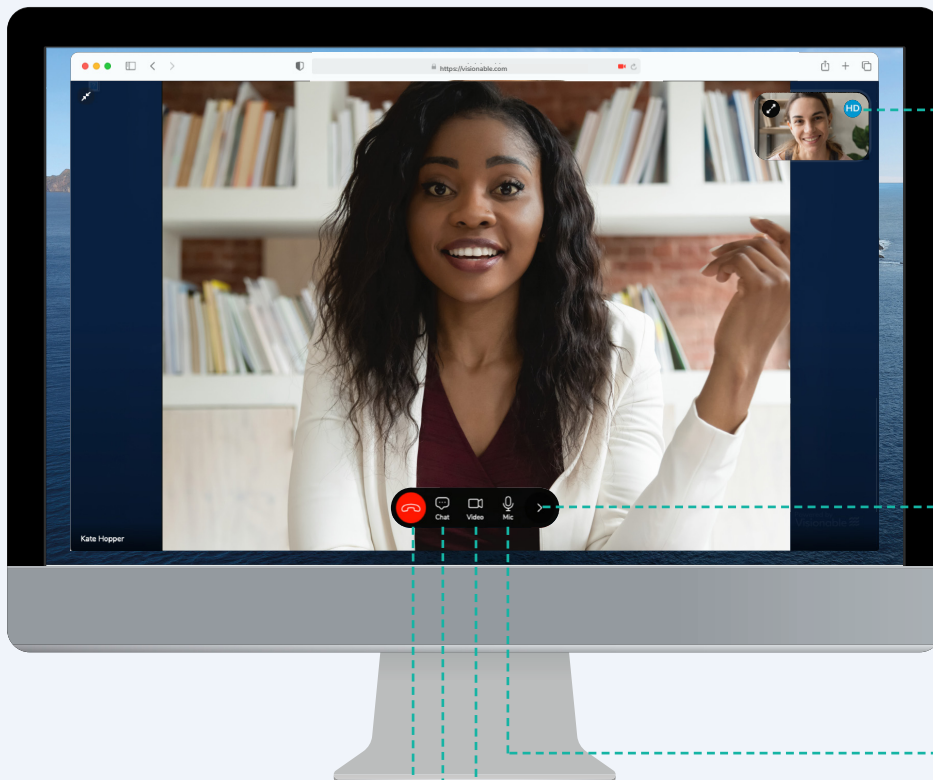
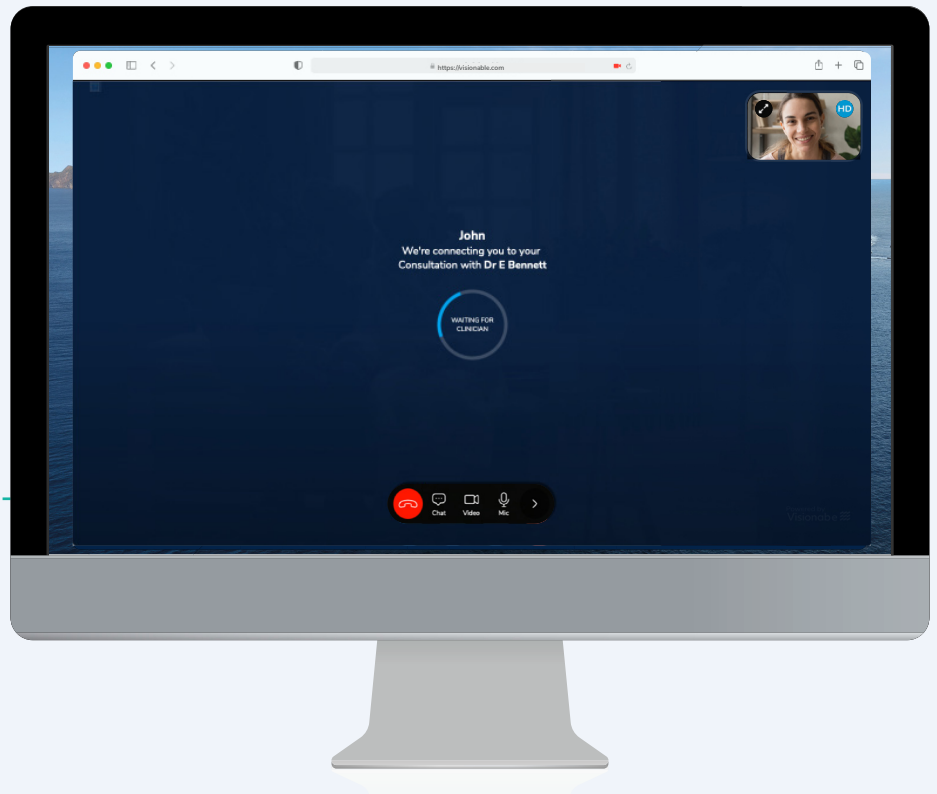
- 4 Joining the call**
Once you've clicked to join the call, you'll see a loading screen before your video appears



Visionable Consultation Platform

Patient joining via a desktop

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



Click to switch between high and standard definition (HD/SD)

- 8** **Joined call**
Your all set for your call.
When you've finished your call, press the red button to hang up.

Expand view to change your video layout

Toggle microphone on and off

Toggle camera on and off

Chat tool

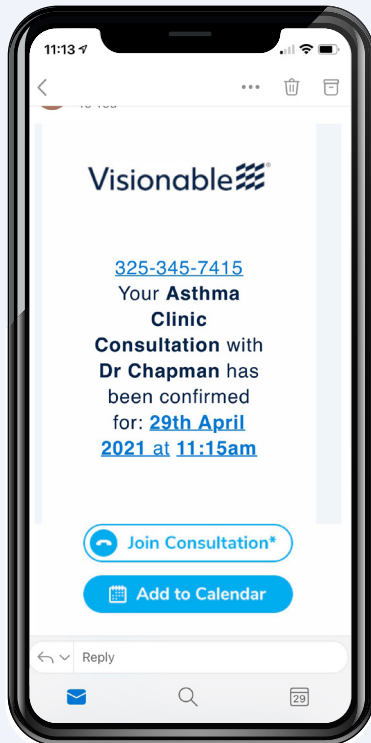
Click to end an appointment



Visionable Consultation Platform

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.

You can also add the appointment to your calendar to create a reminder for an upcoming appointment.



2 SMS invite

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



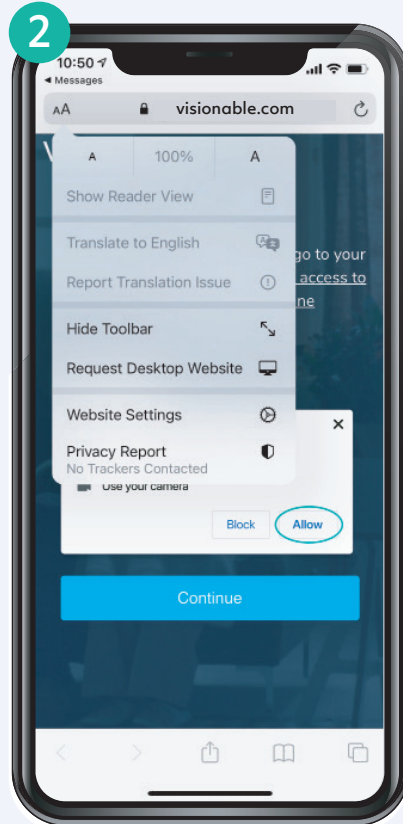
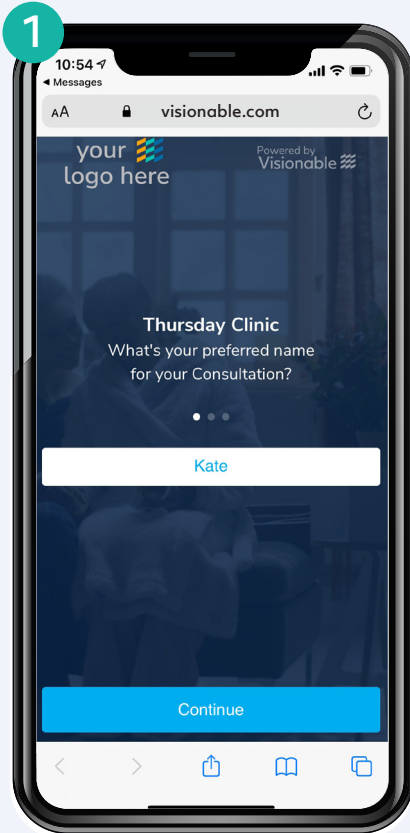
Browser support

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



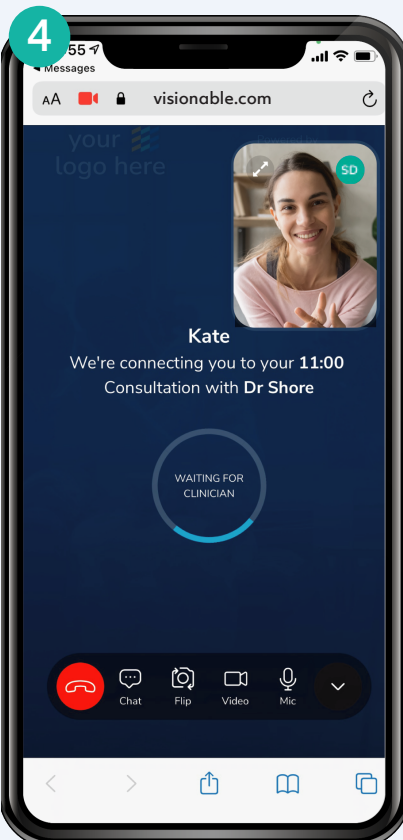
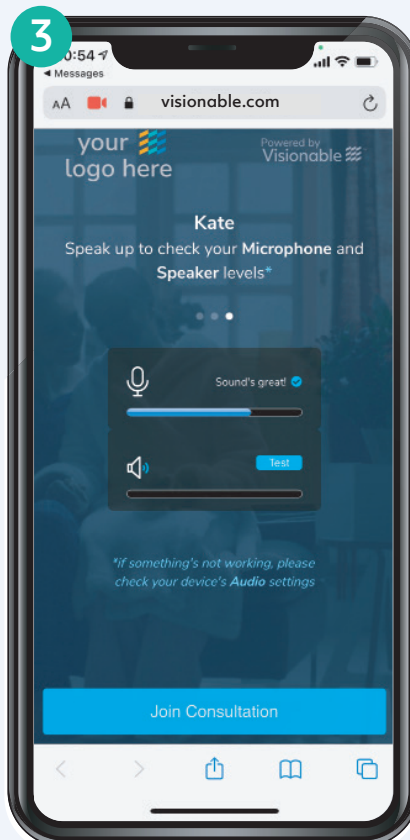
Visionable Consultation Platform

Joining via an iOS device – Safari example



1 Open the link
When you click the link, Visionable will open in your browser. You'll have the option to add your name

2 Allow access
Click on the AA icon in your search bar, click on website settings and allow your camera and microphone access when prompted



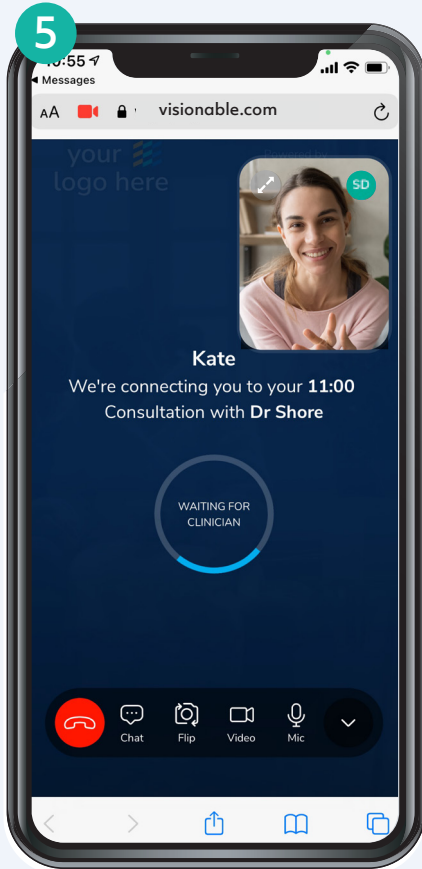
3 Test your settings
Follow the steps to test your microphone and speaker levels

4 Ready to join?
Once you click join, you'll enter the clinic and your video will appear



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Joining via an iOS device – Safari example

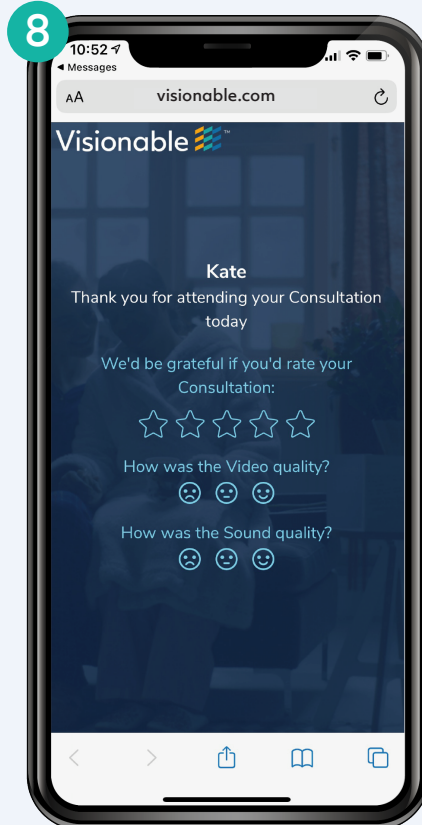


5 Waiting for a clinician to join
You will be connected to your clinician shortly

6 Screen layout
You can change your screen layout by opening up collapsable arrow

7 Ending the call
Click the red button to hang up your call

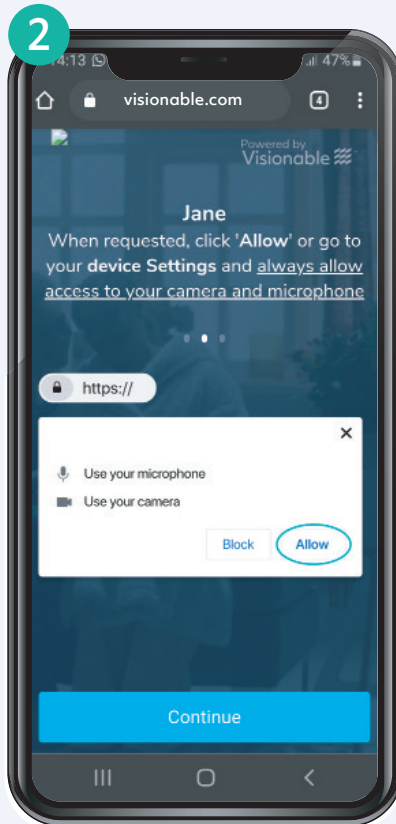
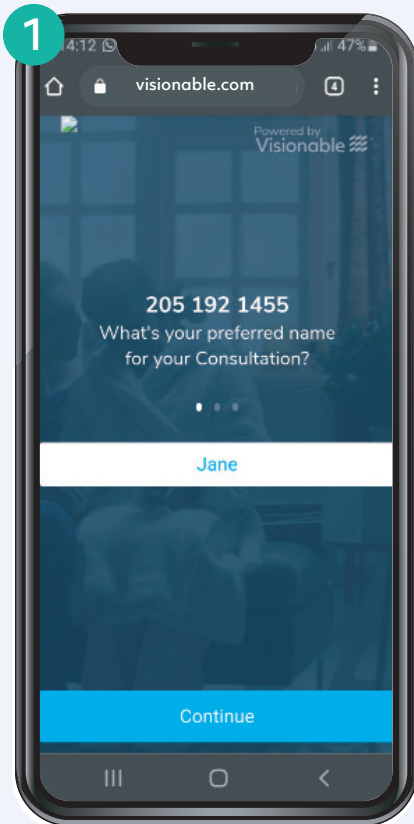
8 After the call
You'll be prompted with a short questionnaire about your call





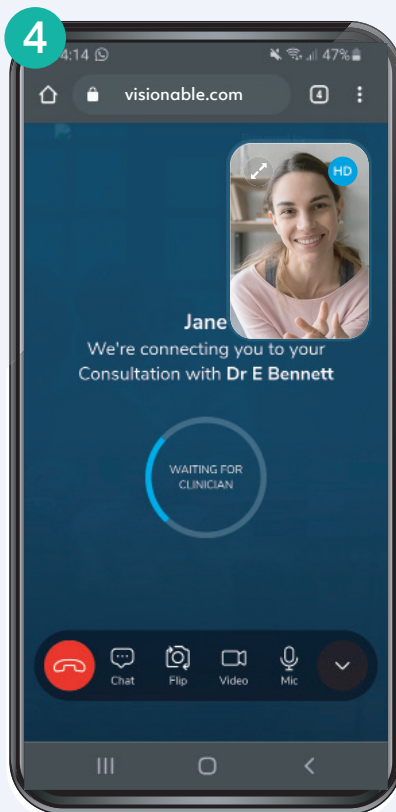
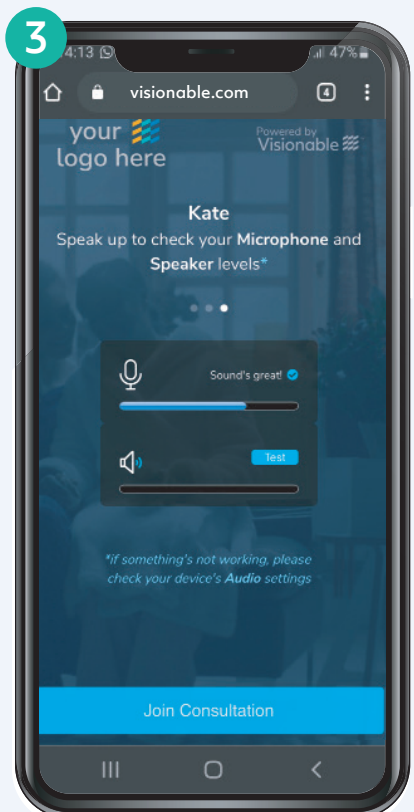
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Joining via an Android device – Chrome example



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



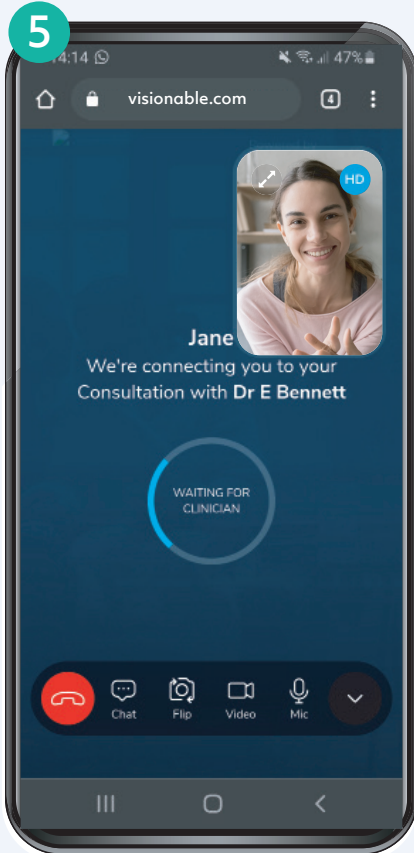
3 Test your settings
Follow the steps to test your microphone and speaker levels

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



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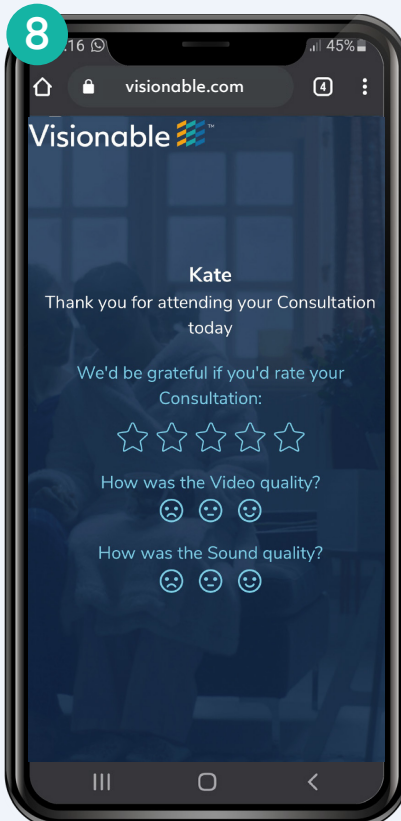
Joining via an Android device – Chrome example



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

6 Screen layout
You can change your screen layout by opening up collapsable arrow

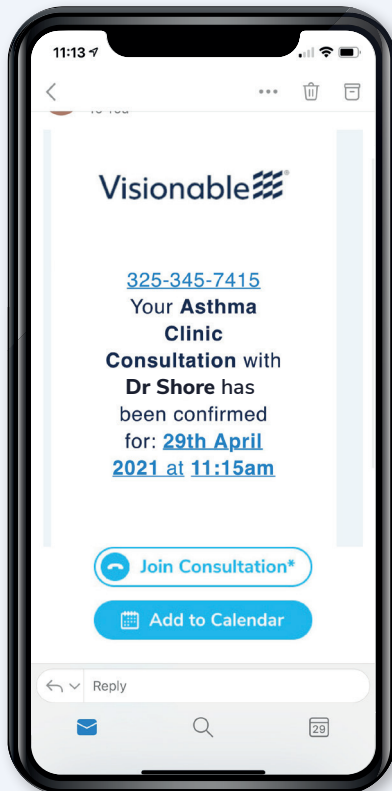
7 Ending the call
Click the red button to hang up your call



8 After the call
You'll be prompted with a short questionnaire about your call

Patient Information Leaflet

Quick guide to joining your video consultation via your mobile



SMS or email invite

When you receive an invite, click on the link to join the consultation.



Mic & Camera access

When prompted, give access to your mic and camera, then click 'Join Consultation'.



Change your settings

During a call you can switch between HD and SD video, change your video layout and open the chat tool.

To end a consultation, simply click the red button to hang up.

Troubleshooting FAQ

Device support

Why do I get a message that my browser is not supported?

Visionable requires the latest supported internet browser on your mobile device. **Supported browsers: Chrome, Firefox and Safari.**

Option 1

Please update your browser from the relevant **App/ Play store** and enter the appointment link in the browser's address bar.

Option 2

Update your device's operating system. Please refer to your manufacturer's update procedure.

Microphone and camera access

How do I give access to my camera and microphone?

When prompted for access on an Android device, simply click 'allow'. On an Apple device, you may need to click on the AA icon in your search bar, then 'Website Settings' and allow access to your camera and microphone.

Audio

Why can't the other person in the meeting hear me?

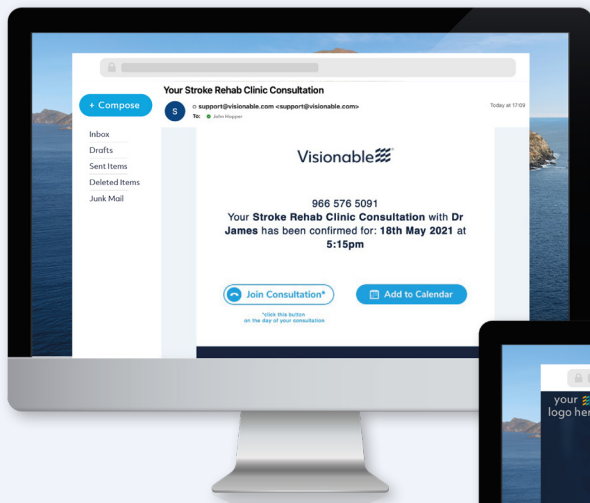
Your microphone may be muted. Tap / click on the screen to display the meeting controls. If the microphone has a line through it, tap / click on the icon to turn the microphone on.

Why can I not hear the other person in the meeting?

Please check that your device is not muted, and the volume is turned up.

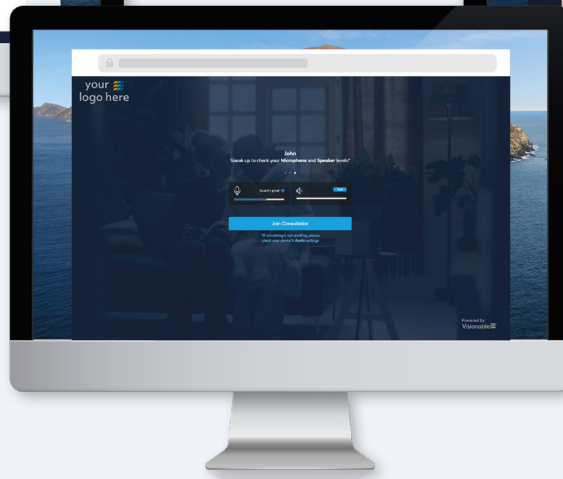
Patient Information Leaflet

Quick guide to joining your video consultation via your desktop



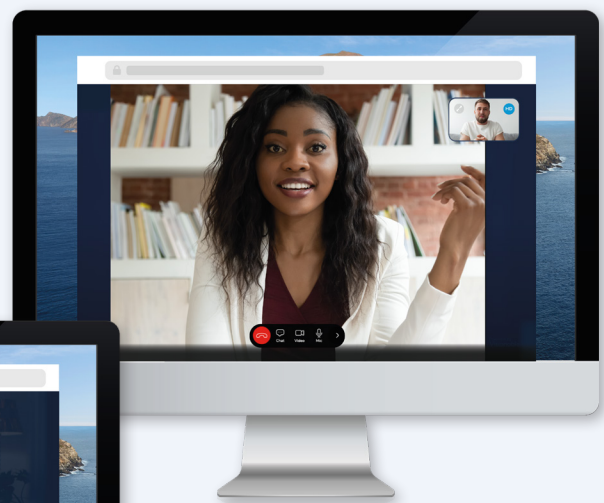
Email invite

When you receive an invite, click on the link to join the consultation.



Mic & Camera access

When prompted, give access to your mic and camera, test your settings, then click 'Join Consultation'.



Change your settings

During a call you can switch between HD and SD video, change your video layout and open the chat tool.

To end a consultation, simply click the red button to hang up.

Troubleshooting FAQ

Device Support

Why do I get a message that my browser is not supported?

Visionable requires the latest supported internet browser on your desktop. **Supported browsers:** Chrome, Firefox and Safari.

Microphone and camera access

How to I give access to my camera and microphone?

You will be prompted to provide access before you join your consultation. Simply follow the steps to 'allow' access.

Audio

Why can't the other person in the meeting hear me?

Your microphone may be muted. Tap / click on the screen to display the meeting controls. If the microphone has a line through it, tap / click on the icon to turn the microphone on.

Why can I not hear the other person in the meeting?

Please check that your device is not muted, and the volume is turned up.

Need some help?
Email: support@visionable.com
www.visionable.com

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