

Video Consultations – Computer Instructions

What is VidyoDesktop?

VidyoDesktop is the software that hosts our video consultation system. It is similar to popular video chat software, except you do not need to login.

When do I need to install VidyoDesktop?

It is easier to install VidyoMobile as soon as you receive your email confirmation, so that you do not cause any delay to attend your Video Consultation. It usually takes around 15 minutes to install the software. (See Guidance Below)

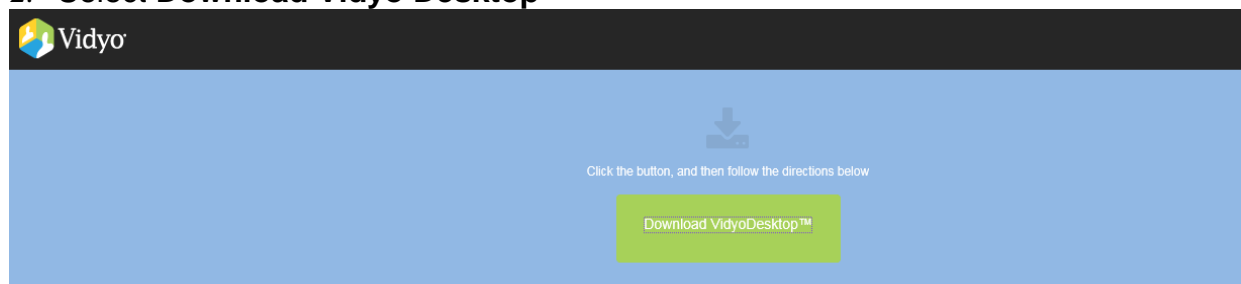
How to Join Consultation?

Once you have installed the VidyoDesktop, open the Appointment Link from your email confirmation, around 10 minutes before your appointment time, and select Join Conference. You will then need to wait for the Doctor.

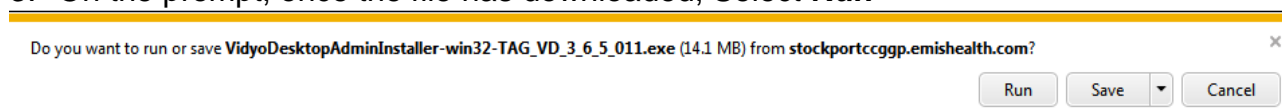
VidyoDesktop Installation Instructions

1. Go to the VidyoDesktop Download Link below:
<https://stockportccgpp.emishealth.com/download.html>

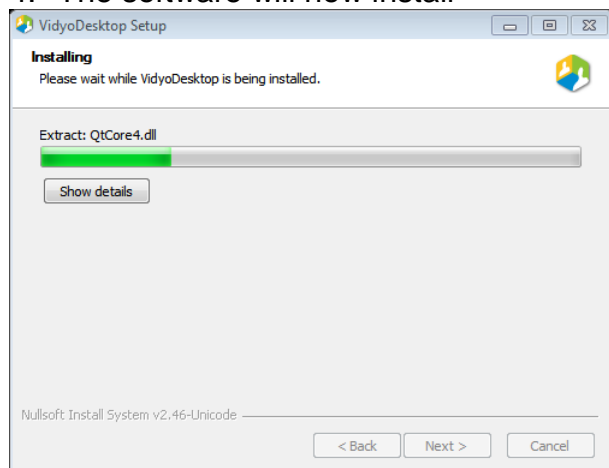
2. Select **Download Vidyo Desktop**



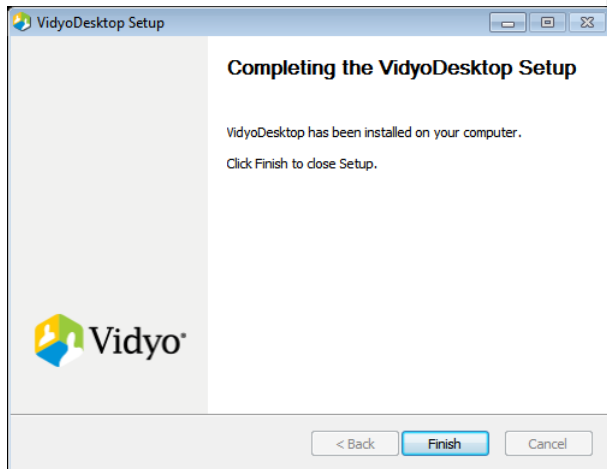
3. On the prompt, once the file has downloaded, Select **Run**



4. The software will now install



5. Once the software installation has completed, **Select Finish**



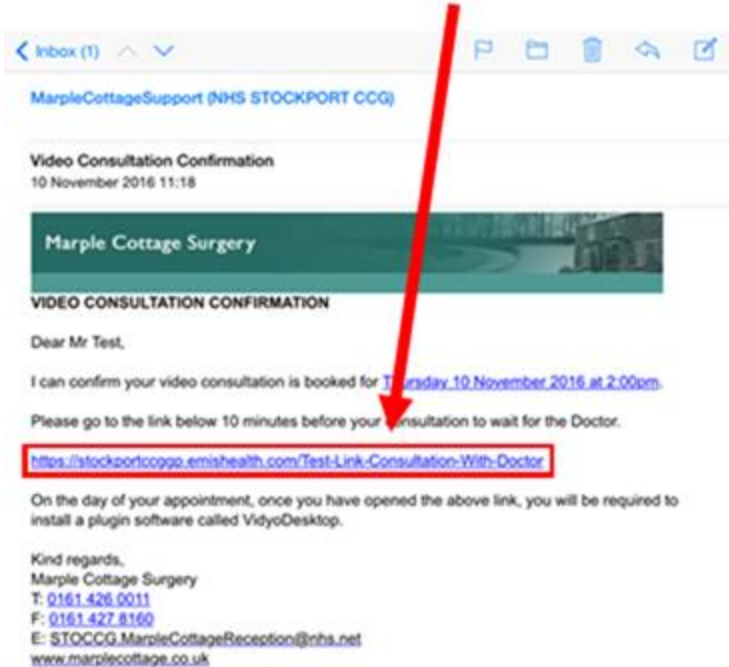
6. The below screen will now be displayed showing that it has been installed successfully

7. **You do not need to login to Vidyo, please ignore it. Follow the consultation instructions below, on the day of your appointment.**



Joining Video Consultation Instructions

1. Go to your email confirmation around 10 minutes before your appointment time.
2. Make sure that you have installed VidyoMobile. If not follow the steps above.
3. Select the Appointment Link in your email confirmation.



8. Enter your Name into the box below.
9. **MAKE SURE** Share Screen Upon Connection **IS UNTICKED**

Vidyo

Welcome!
Enter your name before
selecting an option to join.

Name

Connect

Share screen upon connection

Video, Microphone, Speaker icons

10. Select '**Connect**' and wait for the Doctor.

PROBLEMS / ISSUES JOINING VIDEO CONSULTATION

If you encounter any problems, please call us as soon as possible, to avoid delaying your Consultation on 0161 426 0011.