

Video Consultations - Tablet/ Smartphone Instructions

What is VidyoMobile?

VidyoMobile 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 VidyoMobile?

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 5 minutes to install the software. (See Guidance Below)

How to Join Consultation?

Once you have installed the VidyoMobile, 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.

VidyoMobile Installation Instructions

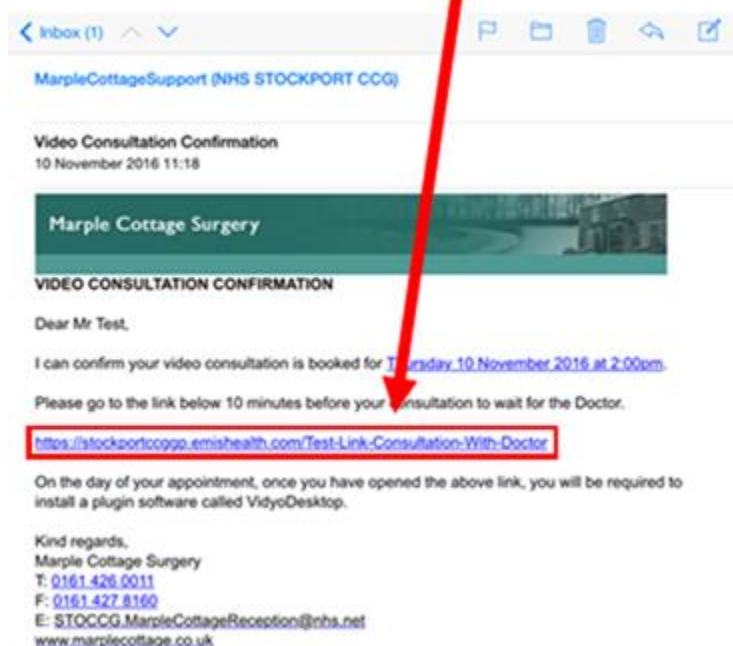
1. Select the relevant download button (iOS/ Android).



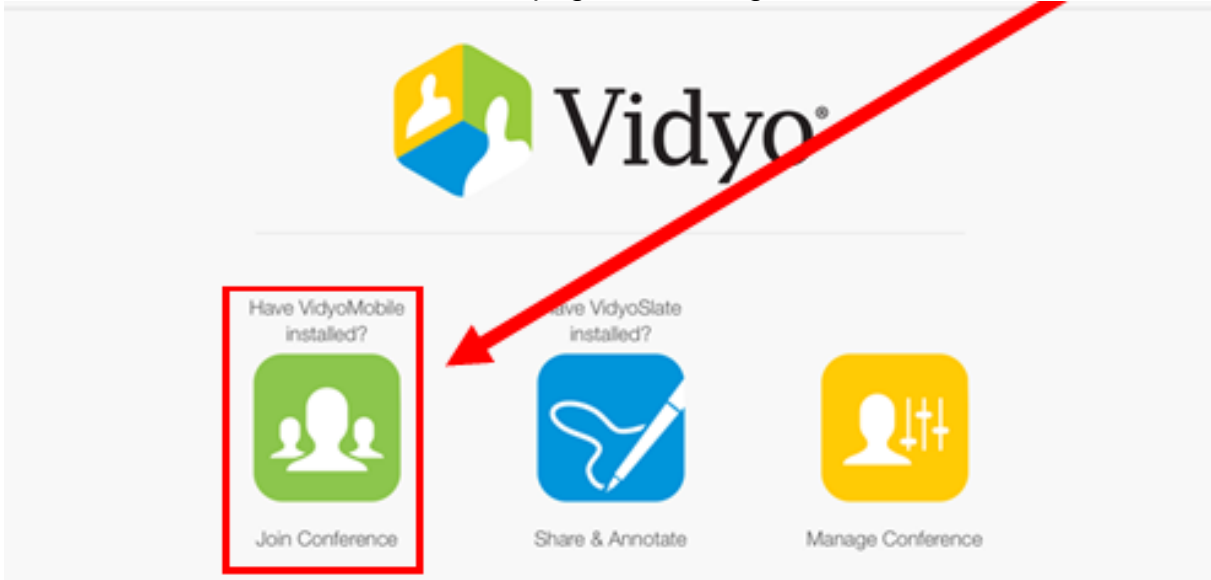
2. On the App Store, Select Download
3. Once the Vidyo Mobile app has downloaded, you need do nothing further with it.

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.



4. You will then be redirected to this page, click the green icon to '**Join Conference**'



5. Enter **your name**, and select **Join**

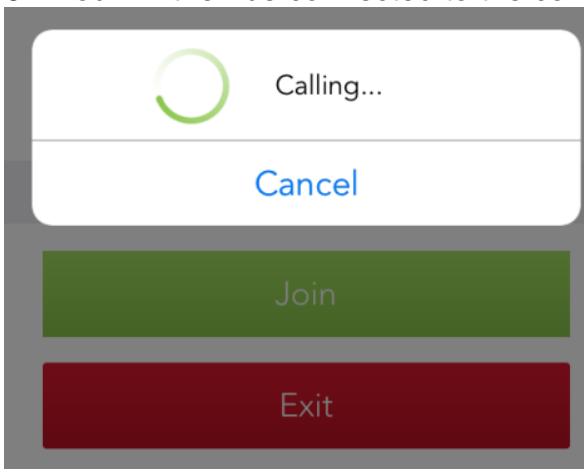
Welcome back!
Please enter your display name
before joining the room

Display Name Patient Name

Join

Exit

6. You will then be connected to the consultation, where you can 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.