

## Online Services – Joining a Video Consultation

1. Go to [www.patientaccess.com](http://www.patientaccess.com)
2. **Login** using your ID or Email Address and Password



Email or User ID No User ID?

  

Password

  
 Remember Email or User ID

Sign in

3. Once you are logged in, your Video Consultation for today will be shown.
4. Select **Join**

**MAR**  
**11**

**Monday, 11:00 - 11:10**  
VIDEO CONSULTATION appointment w...  
Marple Cottage Surgery

Join

YOU CAN NOW JOIN YOUR CALL

5. You will need to wait until the Doctor or Nurse is ready. Once they are ready the Video Consultation will begin shortly.

Waiting for Doctor Unknown to join...

Your video call will start when  
Doctor Unknown arrives

---

Your video call is scheduled to run  
from 11:00 to 11:10

[About video calls](#) ▼

...

Doctor Unknown is now ready  
Your video call will begin shortly.

6. Once connected, you will be able to see the Doctor or Nurse on the screen and yourself in the bottom-left corner.
7. You will also have a button to mute/ unmute your microphone and to change your camera.