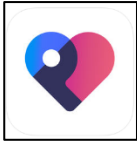


Online Services – Joining a Video Consultation

1. Open the **Patient Access App**



If you do not have this installed, download this from the relevant app store below:



2. Once the app has launched, **login using your ID or Email Address and Password**

A screenshot of the Patient Access app's login screen. At the top, it says "Patient Access" with a heart icon. Below that, there are two input fields: "Email or User ID" and "Password". There is a "Remember Email or User ID" checkbox. At the bottom, there is a pink "Sign in" button.

Patient Access

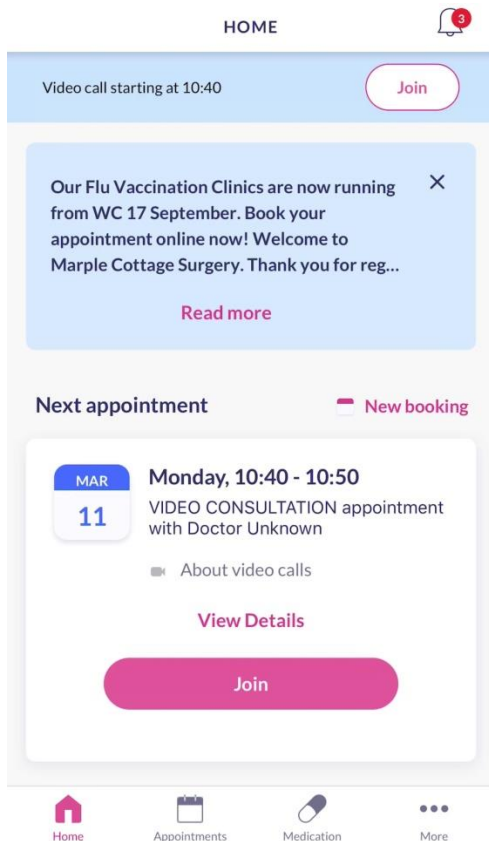
Email or User ID No User ID?

Password

Remember Email or User ID

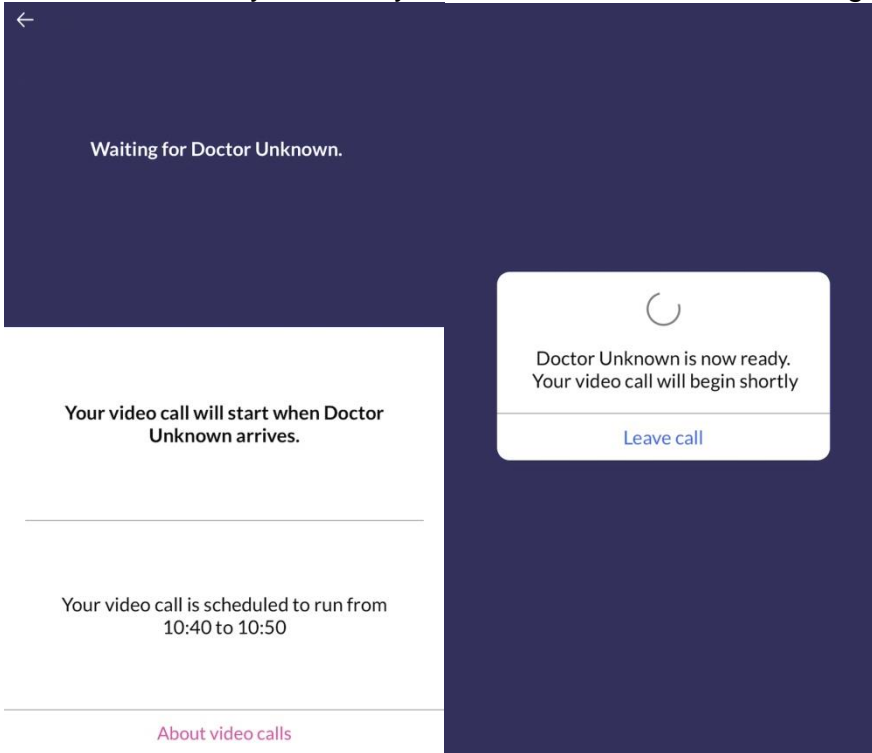
Sign in

3. Once you have logged in, your appointment for today should be displayed
4. Select **Join**



Online Services – Joining a Video Consultation

5. You will now be connected to the Video Consultation.
6. You will need to wait until the Doctor or Nurse is ready. The first screen will tell you to wait, once they are ready, the Video Consultation will begin shortly.



7. Once the Video Consultation has loaded, you will see the following screen. You should be able to see the Doctor or Nurse on screen and yourself at the bottom-left corner.
8. You also have a button to mute/unmute your microphone and to change your camera.

