

National Neuroscience Institute (NNI) Video Consultation (VC) User Guide

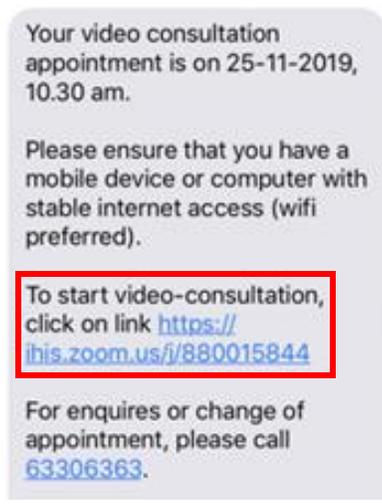
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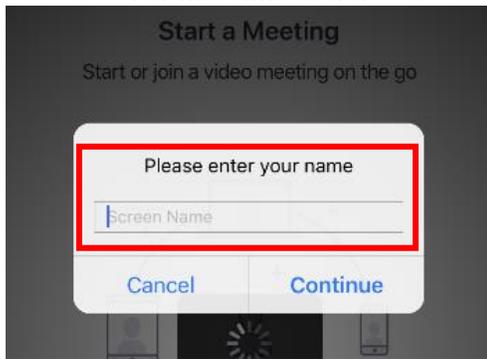
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A. Using a Smart Device (Phone / Tablet)

 <p>zoom cloud meetings [Cancel]</p> <p>ZOOM Cloud Meetings Meet Happy ★★★★★ 706</p> <p>Start or join a meeting instantly Stay connected with instant messaging Amazing video and audio quality</p>	<p>1.</p> <p>For first time users:</p> <p>a. Search for 'ZOOM Cloud Meetings' on App Store (Apple) or Google Play Store (Android). b. Download the App.</p> <p>For repeat users:</p> <p>Go to Step 2.</p>
 <p>Your video consultation appointment is on 25-11-2019, 10.30 am.</p> <p>Please ensure that you have a mobile device or computer with stable internet access (wifi preferred).</p> <p>To start video-consultation, click on link https://ihis.zoom.us/j/880015844</p> <p>For enquires or change of appointment, please call 63306363.</p>	<p>2. Select the link in the SMS / email to launch your online video consultation.</p>



For first time users:



3.

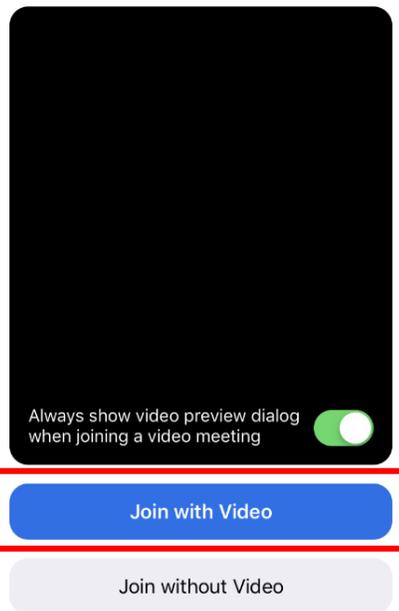
For first time users:

Enter your name to continue.

For repeat users:

Go to Step 4.

Video Preview



4. Select **Join with Video**.

To hear others
please join audio

Call using Internet Audio

Dial in

Cancel

5. Select **Call using Internet Audio**.



If you see your healthcare provider:



If you do not see your healthcare provider:

XXXH, Epilepsy, Dr A [Leave](#)

☀️ Waiting for the host to start this meeting

Meeting ID 768-564-155

Time 10:00 AM Singapore Standard Time

6.

If you see your healthcare provider:

You are now connected. Start your video consultation!

If you do not see your healthcare provider:

Wait – He/she should connect within 3 minutes.

Our staff will call you if there is a delay.

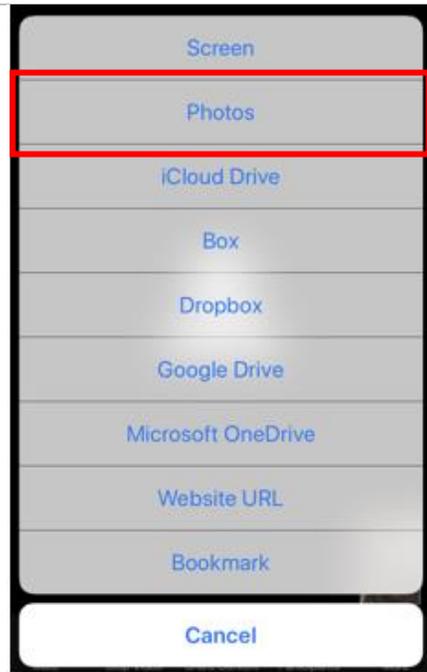
**If you need help connecting or are unable to attend the video consultation,
contact the NNI Neuroscience Clinic at 6330 6363.**



Sharing a Document / Photo on your Smart Device

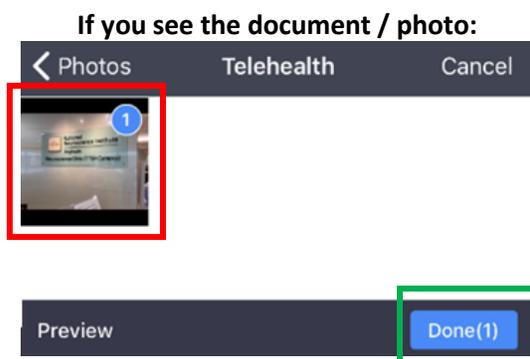


1. If you are asked to share a document / photo, select **Share Content**.



2. Select the folder where the document / photo is stored.

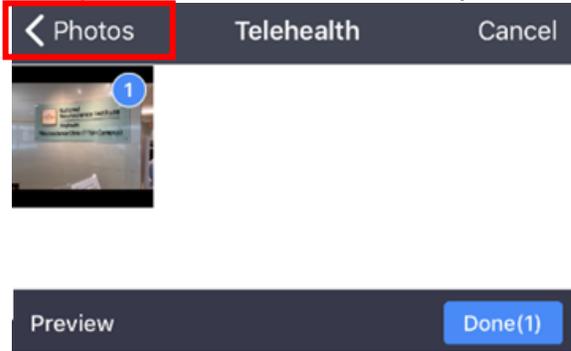
For example, if the photo is stored in 'Photos', select **Photos**. You will be redirected to your Gallery.



3.
If you see the document / photo:
a. Select the document / photo to upload (Red Box).
b. Select **Done** (Green Box).

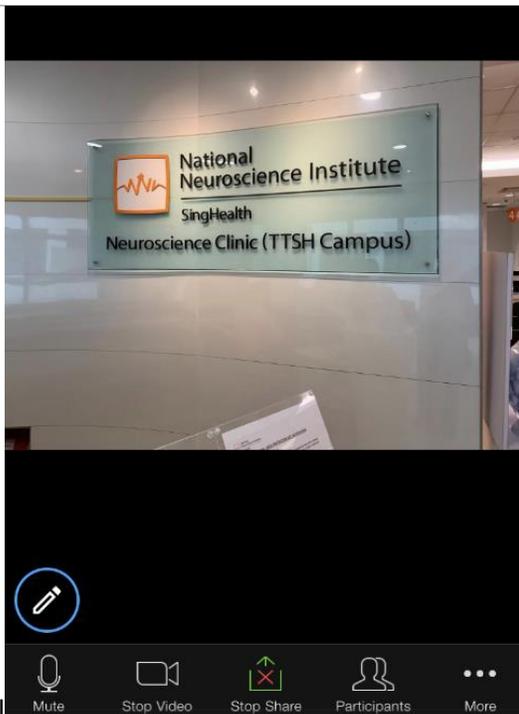


If you do not see the document / photo:

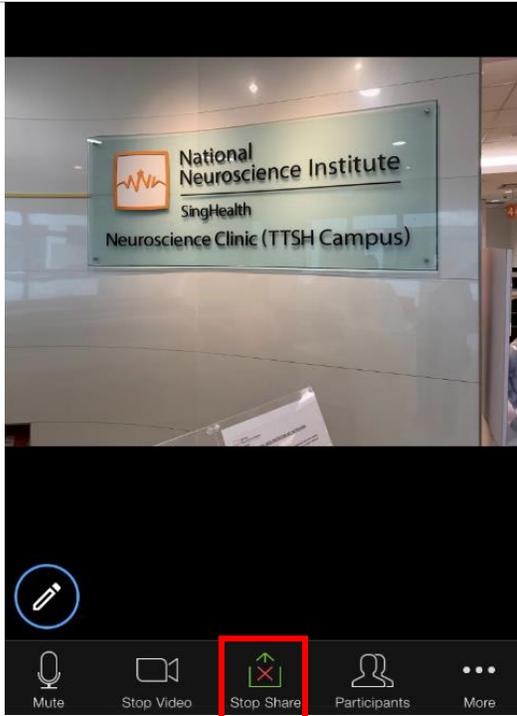


If you do not see the document / photo:

The document / photo may be saved in a different location. Select the back arrow and go back to Step 2.



4. You have successfully shared the document / photo if it appears on the Zoom app.

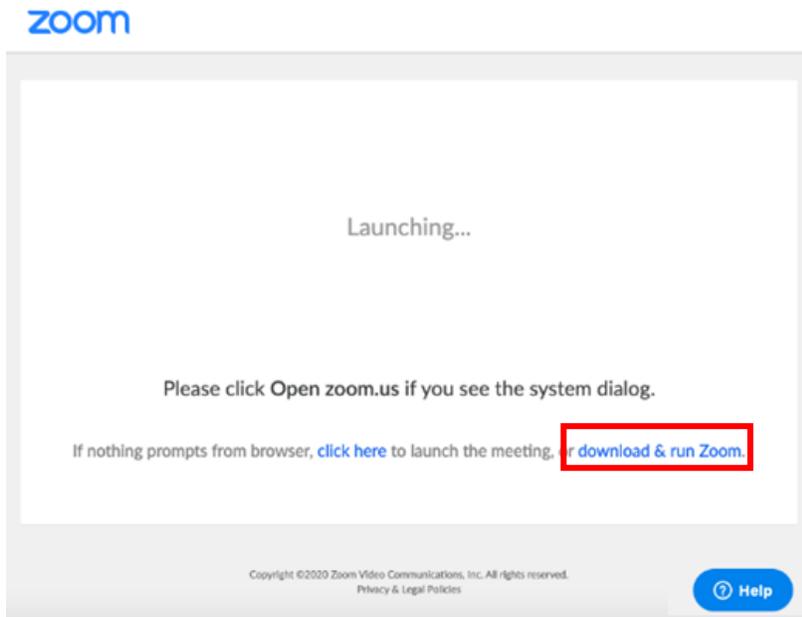


5. When asked to stop sharing, select **Stop Share**. You will see your healthcare provider as in Step 1.



B. Using a Computer / Laptop

For first time users:



1. **For first time users:**
 - a. Select the link to download the Zoom App: <https://zoom.us/support/download>
 - b. Select **Download & Run Zoom** to install.

For repeat users:
Go to Step 2.



Tue 26/11/2019 17:14

RE:

To

Your video consultation appointment is on 25-11-2019, 10.30 am.

Please ensure that you have a mobile device or computer with stable internet access (wifi preferred).

To start video-consultation, click on link <https://his.zoom.us/j/880015844>

For enquires or change of appointment, please call 63306363.

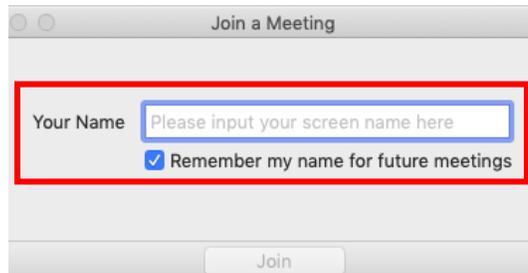
This is a video consultation, DO NOT go to NNI for your appointment.

From National Neuroscience Institute (NNI)

Please do not reply to this computer generated message.

2. Select the link in the email.

For first time users:



3. **For first time users:**
 - a. Enter your name to continue.

For repeat users:



Always show video preview dialog when joining a video meeting



For repeat users:
Select **Join with Video**.

 Phone Call

 **Computer Audio**



Test speaker and microphone

4. Select **Join with Computer Audio**.

Automatically join audio by computer when joining a meeting

If you see your healthcare provider:



If you do not see your healthcare provider:

The meeting is scheduled for 30/11/2020.

Start: 10:00 AM

XXXH, Epilepsy, Dr A

5.
If you see your healthcare provider:
You are now connected. Start your video consultation!

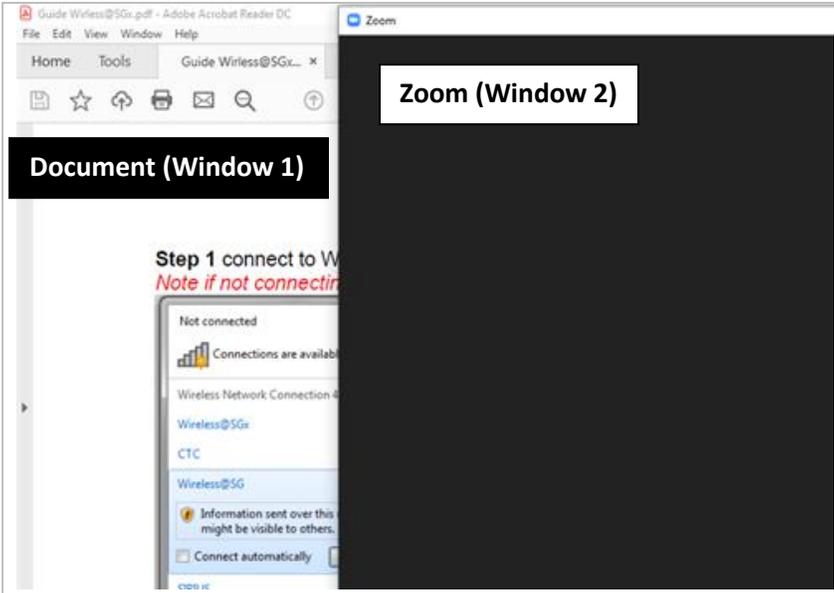
If you do not see your healthcare provider:
Wait – He/she should connect within 3 minutes.

Our staff will call you if there is a delay.

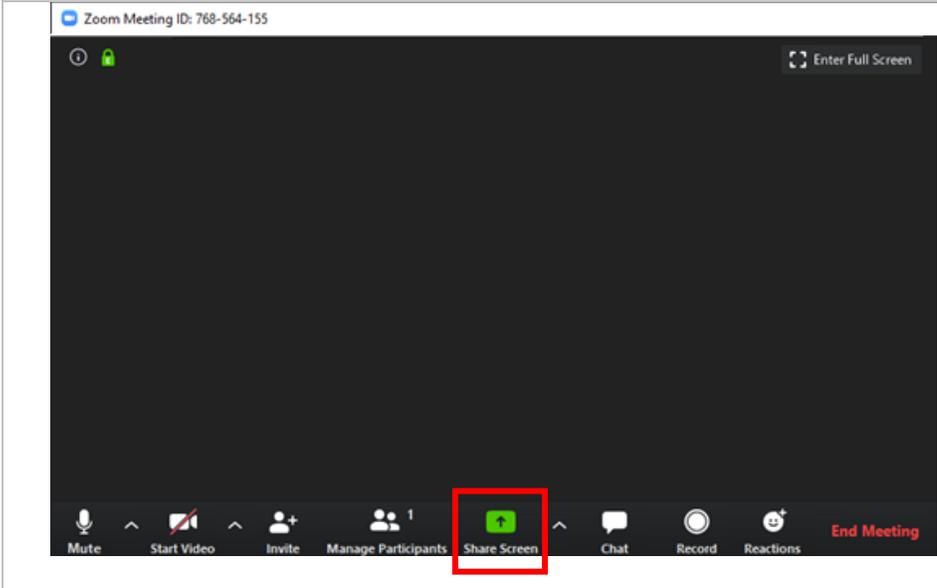
If you need help connecting or are unable to attend the video consultation, contact the NNI Neuroscience Clinic at 6330 6363.



Sharing a Document / Photo on your Computer / Laptop



1. If you are asked to share a document / photo, open the document / photo on a separate window (Window 1) without closing Zoom (Window 2).



2. Select **Share Screen**.



Select a window or an application that you want to share

Basic Advanced Files

Screen Whiteboard iPhone/iPad

Guide Wirless@SGx.pdf - Adobe ...

Share computer sound Optimize Screen Sharing for Video Clip **Share**

Guide Wirless@SGx.pdf - Adobe Acrobat Reader DC ID: 768-564-155 **Stop Share**

File Edit View Window Help

Home Tools Guide Wirless@SGx... x

Step 1 connect to Wireless@SG and wait until it fully
Note if not connecting at first try to disconnect and cc

Not connected

3. Select the document / photo you want to share from the pop up window (Red Box).

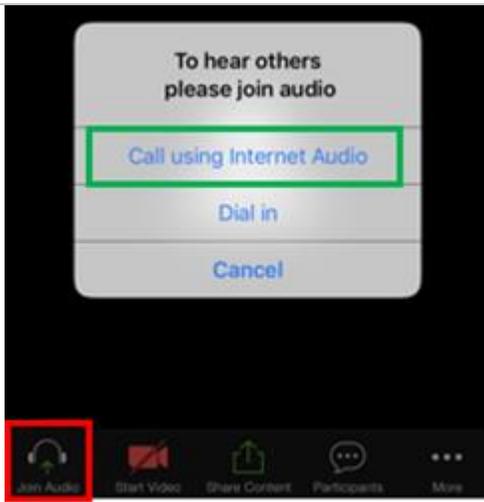
4. Select **Share** (Green Box).

For example, if the Document **Guide Wireless@SGx** PDF is what you want to share, click on it and select **Share**.

5. Select **Stop Share** when asked by your healthcare provider to do so.

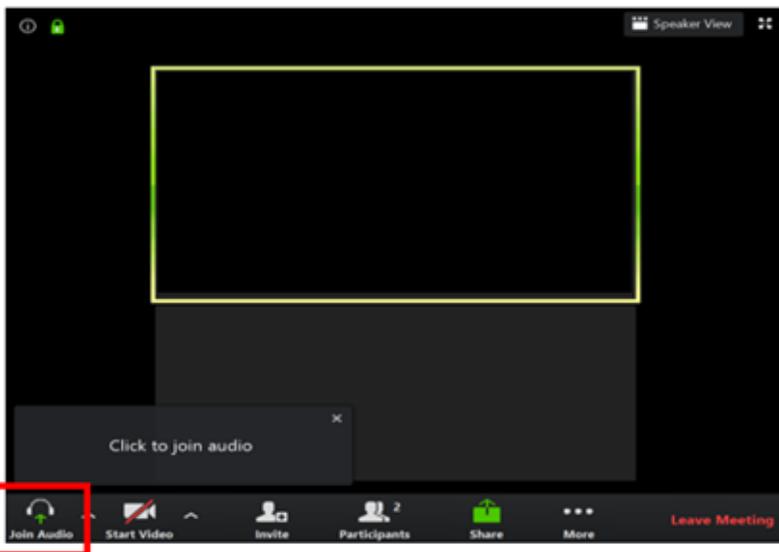
C. Video Consultation Tips

1. Go to a quiet and well-lit room.
2. Use a headphone or earpiece with a microphone.
3. Place your phone / tablet on a stand to keep your hands free.
4. Link to a stable WiFi connection.
5. Check your device battery life and charge if needed.
6. Do not type on your keyboard if you are using a computer / laptop.
7. If you are disconnected from the video consultation, wait for our staff to call you.
8. If you cannot hear clearly,
 - Increase the volume of your device.
 - Check that your audio is not muted.
 - Check that you have selected:



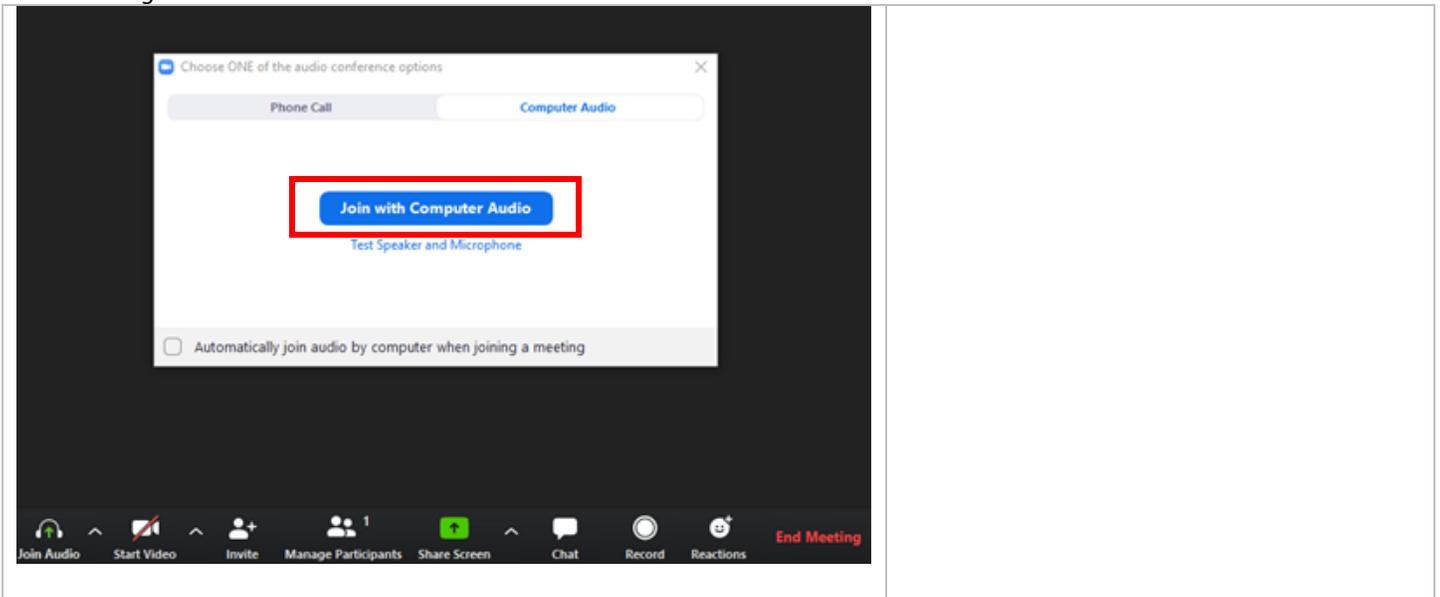
For Phone / Tablet

1. **Join Audio** (Red box).
2. **Call using Internet Audio** (Green Box).



For Computer / Laptop

1. **Join Audio**
2. A new window will open. Select **Join with Computer Audio**



**If you need help connecting or are unable to attend the video consultation,
contact the NNI Neuroscience Clinic at 6330 6363.**