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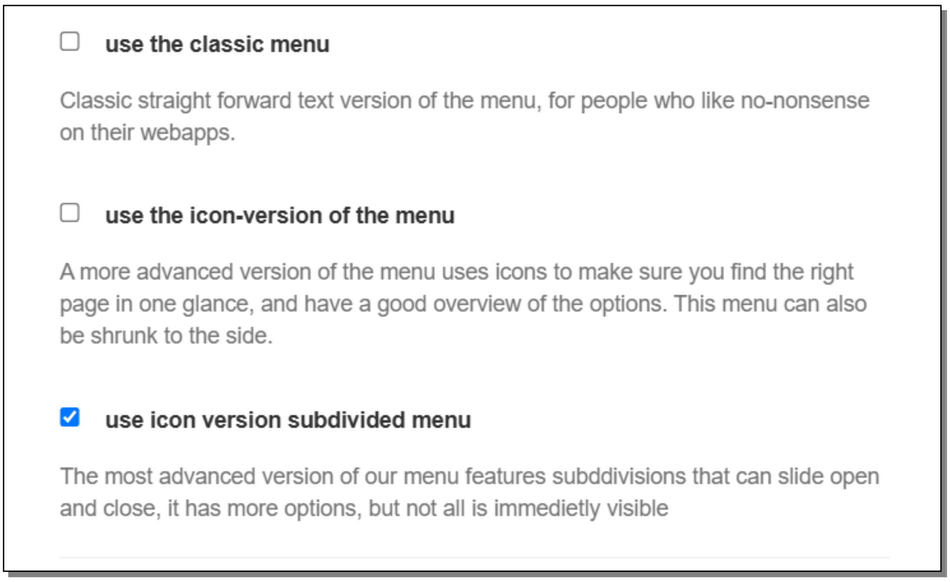
Introduction

This manual follows the latest version of the dashboard menu. Under "Advanced settings" you can choose which menu you want to use. The latest version is at the bottom. Older versions have a different layout, where the menu items are often in a different place.



The menu depends on the plan you have chosen. In this document, we show a standard version with 5 employees, where there is a distinction in roles:

- Organization administrator

- department manager

- practitioner

The organization administrator is the administrator of your Webcamconsult system and creates departments and users. The department manager (usually secretary) registers clients, makes appointments, chats with clients/patients if necessary and can enter service announcements. The practitioner or consultant is generally the doctor or consultant who does the online consultation hour, and in some cases also manages client appointments and chat messages. This will always be the case if there is the 1 – user subscription. On the left, you'll see an overview of the management features available to you.

Organization

Most of the features in this section are only accessible to the "Organization Administrator" role (for Team plans) and to a large extent also "entrepreneur" (for Professional plans)

My organization

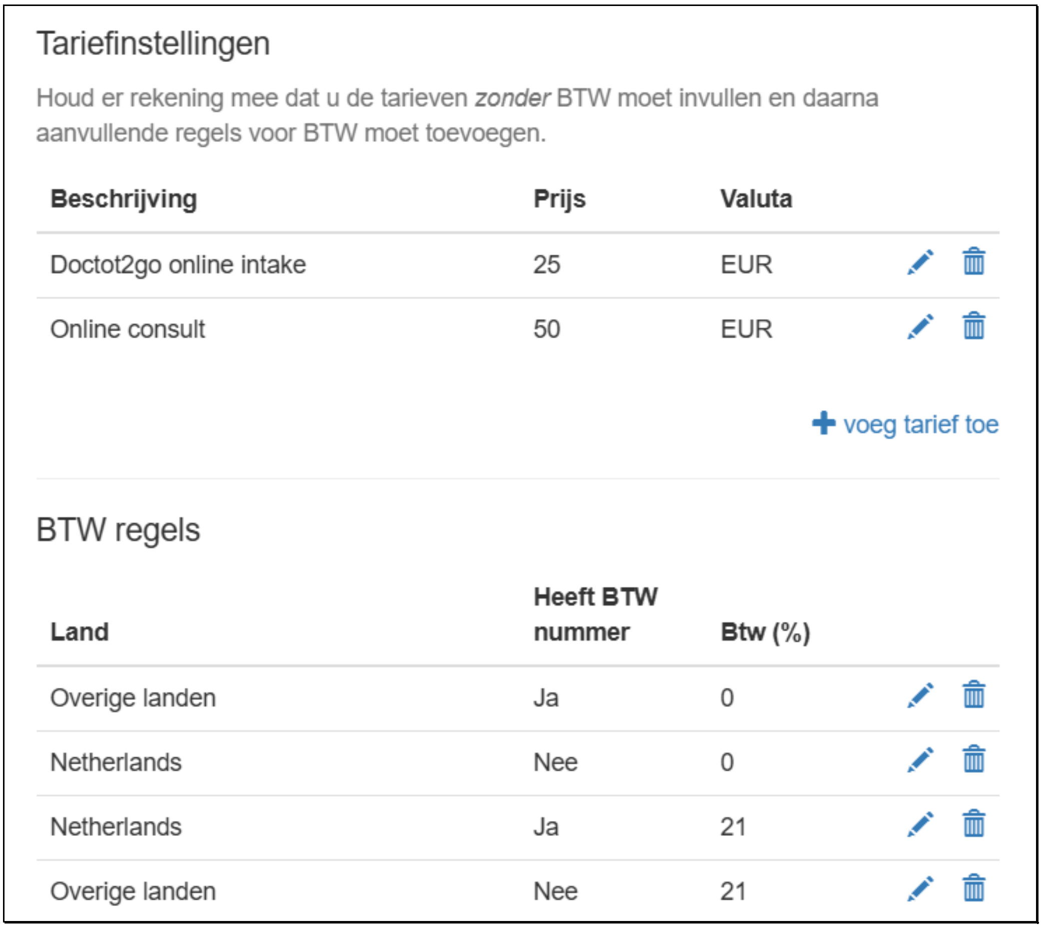
From this main menu you can change your name, logo, and settings, as well as time zone, country, default language, other supported languages, and your preferred subdomain for which the name of the organization is usually used. For example, for subdomain "Janssen" under webscamconsult.com janssen.webcamconsult.com will be used as a url.

You can also set which background images you want to make available for use in the digital consulting room, in addition to the standard backgrounds included. You can also set per language which names you want to use for the different roles, your contact information which is shown in the app and the retention period for data.

By default, it is set to 90 days, but for data protection reasons, you can set 1 day here, for example. The data will be anonymized after that period. If you want an integration for your own application, you can also see the API key on this page. You need this to be able to switch with our API. More information about this can be found on the Webcamconsult Support page.

Rates

If you want to offer paid consultations, you can enter the rates in the desired currency excluding VAT for different consultations. In addition, you fill in the VAT rules that apply depending on whether the client purchases your consultation privately or through a company (with VAT registration) and in which country he lives/is located so that it becomes clear whether there is a VAT exemption and which VAT percentage applies and is included in the calculation and invoicing.



Tariefinstellingen

Houd er rekening mee dat u de tarieven *zonder* BTW moet invullen en daarna aanvullende regels voor BTW moet toevoegen.

Beschrijving	Prijs	Valuta
Doctot2go online intake	25	EUR
Online consult	50	EUR

voeg tarief toe

BTW regels

Land	Heeft BTW nummer	Btw (%)
Overige landen	Ja	0
Netherlands	Nee	0
Netherlands	Ja	21
Overige landen	Nee	21

Payment settings

☐ Use payments

If checked, you can carry out consultations by appointment or walk-in consultation hours for a fee. You can then choose to make appointments or set up a widget that your client must pay and at what rate. Your client then pays online before going to the waiting room.

☐ Use stripe connect for payments

We use Stripe Connect as a marketplace provider for Video Consult payments. Simply request an account, fill in your details, and then come back here to fill out and link your account and start receiving payments. Stripe needs to verify you as a customer, so it can take up to 24 hours to be fully verified. Fees are charged for paid consultations; 3.5% for consultations that cost €50 or more and 5% for consultations that cost less than €50.

☐ Other payment options

Do you already have a PayPal or Stripe account? -- Would you prefer to have your invoicing done through your own bank? Then take a look at the other options for receiving payments on our platform here.

☐ Generate invoices for appointments

If you tick this box, an invoice will be issued for each paid consultation. You can also include your own extra text here which will be displayed on the invoice.

☐ Sending an invoice to the client by e-mail

If you check this, the invoice will automatically be sent to the client by e-mail. You can also download invoices for a specified period for your own administration.

Default country for payments: You can set a default country for the payment screen, leave this field blank if you don't want to use it.

Locations

If you also wish to make physical appointments, you can enter the locations where you receive patients here. When making appointments, there is a choice between physical (locations of your choice) and online consultations.

Departments

Here the organization administrator can create and modify departments. Both staff/doctors and patients can be assigned to departments. This makes it easier to separate data and link employees to doctors to handle appointments, messages, etc.

Employees

Here the organization administrator can create or change employees (all roles: organization administrator, practitioner/doctor, department administrator/assistant). Immediately after creation, the new employee will receive an email with the request to create a password (valid for 48 hours)

My Profile (all users)

BASIC

Here you can complete your profile information:

- General data such as name and telephone;
- Changing your password and/or e-mail;
- Upload a profile photo;
- Choose your department and your role;
- Set your time zone and personal languages, main language and additional languages.

You will also see the option to create or manage a Doctor2Go or Dermatology2Go account at the top right. For more information, see:

- https://Doctor2Go.online
- https://Dermatology2Go.online

Doctor2go

If you have created a Doctor2Go account, it will appear as a menu item, so that you can directly maintain your (marketplace) data there.

My Package

Here you will find the information about your subscription and also the links to support tickets system (if you need support) and subscription settings (e.g. to change subscription).

You can also test your network and hardware here to see if it is suitable for webcam consultation.

Screen sharing is supported by most browsers. If screen sharing is not possible on your desktop/laptop, you can install a plugin for this; Please see the Settings menu of your browser. After installing the plugin, you need to restart your browser.

Subscription

If you have taken out a subscription online, you have direct access to your subscription overview where you can adjust your subscription if necessary.

Clients

Clients

Clients/patients can be created and tracked here. In addition to personal and contact details, you can also enter the time zone and language here, which is important if you have clients/patients outside your home country.

In the list of clients/patients you will see a number of icons on the right:

From left to right:

- Go directly to client/patient chat
- Make an appointment
- Start a quick consultation
- Go to Electronic Patient File of client/patient
- Go to (anamnesis) form completed by client/patient
- Change client/patient details
- Remove client/patient

Client appointment

This function offers you the possibility to proceed to make an appointment immediately after creating a new client/patient.

Calendar management

Daily overview

This is the opening screen after logging in with three windows on the right:

- My departments: with an indication of the department to which you are assigned.
- Appointments: which appointments are scheduled for today.

If you click on the "Add appointment" button, you can immediately enter a new patient and appointment. As a client number, you use the number under which the patient or client is registered in your own file.

- Active Shift Announcements: This is where the active waiting room notifications are shown for waiting patients/clients in your online waiting room.
- Status messages: Here you will find current status messages regarding the cloud service. Information about new versions is also provided here.

In the top bar you will see some frequently used menu items. At the top, you can immediately see how many people are in the waiting room and also how many new chat messages there are.

The switch next to 'consultation room' shows whether you are available for walk-in consultation hours.

NA. If you use the Electronic Patient Record function, the Daily Overview page will show three related blocks, instead of the aforementioned windows (which are still accessible via the Appointments menu). The following windows are now displayed:

- Clients/patients: you can see current clients/patients who have been contacted, arranged by department. You can also search directly for a client/patient
- Todo: an overview of to-do points that you can enter and change yourself
- EHR entries: us sees an overview of recently treated EHR data; You can also select by date from to

Consulting room

This menu item (also in the top bar) gives access to the digital consulting room.

In the consulting room, you will see the video screen in the center with which you will do the webcam consultation with the client. When connecting, you must give permission to use the webcam and microphone (Depending on the browser used, you can also set your PC to remember this). It is possible to maximize the image.

On the right you will see a clock, which also keeps track of how long the consultation with the client runs.

On the left side (in desktop view) you will see a chat window. This allows you to exchange messages with the client using your keyboard. Always handy if there is no sound. Please note: patients can only chat back from the desktop app at this time.

On the far left you can see which clients are staying in the online waiting room. A green corner means that the client is on time, a red one that he is late. A yellow corner means that it is a visitor to the walk-in consultation hour. You can now click on the desired client (the exact time of the appointment is indicated), after which it will be transferred to the consulting room. The client must give permission for a webcam and microphone on his/her side and then the consultation can begin. The name of the client is in the name card at the top left.

You can also use the chat window to pass on text messages if necessary, e.g. an internet link (url).

It is possible to share your screen (especially useful if you work with two or more screens, but it can also be done with windows) and to send files during the online consultation hour. You select the desired file from your hard disk and send it directly (only during the session) or by e-mail to your client.

Please note that the files are only available during the consultation. After the consultation is closed, they are immediately removed from the server.

You can set your background during the call (Background effects), where you can choose between blurring or an image that has been preset by your administrator.

Real time translation and subtitling is immediately available via the cc button in the black toolbar at the bottom of the video consultation screen. The language of the practitioner and the patient can be set. The subtitle functionality is also available for the deaf and hard of hearing. Again, any desired language can be set and the person with hearing problems can follow the conversation through the real-time subtitles in the video consultation screen. Real-time translation and subtitling only works if the practitioner and patient both use Google Chrome. The Webcamconsult system automatically checks this for you. The translation and subtitle functionality with other browsers may follow at a later time. It is recommended to use a headset, and not to turn up the sound volume (especially for the deaf/hard of hearing). It is possible that sentences are translated twice if the sound is played through normal speakers.

During the consultation, you can reduce the size of the browser screen by means of PIP (Picture in Picture) and in the meantime consult or update your patient file (this can of course also be done after the consultation, if you like). You can also enlarge the screen to include your entire screen,

In addition to file sharing, you can also share your screen with your client. For this, it may be necessary that you first install a plugin for your browser. If you click on screen sharing, an extra small video screen is created on your client's screen that he can enlarge by clicking on it. This way he can watch what you are showing on your screen. This can be useful if, for example, you as a doctor want to show MRI scans, or if you want to explain your client's financial statements as an accountant.

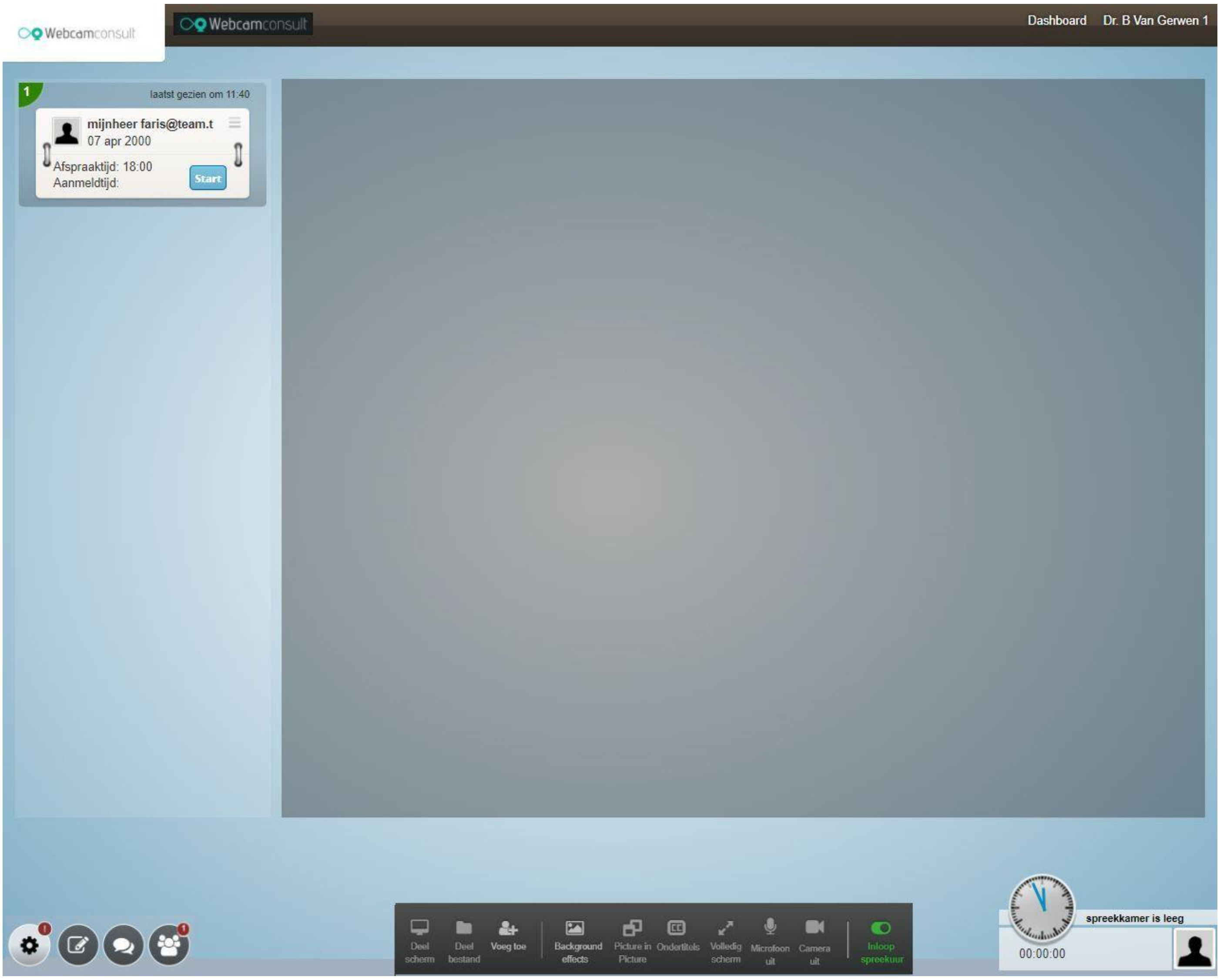
It is also possible to add an extra person to the conversation to the current conversation. If you have invited several people in addition to your client, a small image of each person present will appear on the video screen, which can be enlarged by clicking on the mouse. Tip! In an empty consulting room, it is also possible to add a user and start a quick consultation

Of course, you can also temporarily mute your webcam and/or microphone, for your privacy, e.g. if you take a phone call during a consultation.

When the consultation is over, click on "end the consultation" that is on the client's card, after which you can click on the next client if desired.

After the end of the consultation, the patient will receive a screen with an announcement where he can go for a follow-up appointment (usually telephone number) if indicated by you.

NB A new flexible template has been available for some time now. You have better opportunities to consult with multiple people, and screen sharing becomes much easier to use. The screen adjusts fully automatically to the number of participants and offers the possibility to increase parts. The new template also offers the possibility to edit shared (large in view) documents, for example via Google Docs (you copy the link of shared documents) where you can sketch together during a Webcam consultation session.



At the bottom left, you'll see four icons, for successively: hardware/network/background/image resolution settings, editing shared documents, online chat, and the online waiting room. If someone appears in the waiting room, a 'number of balloons' will appear on the icon. Clients obviously do not see the waiting room icon.

In the bottom center you will see a number of instruments that you can use during the session. Screen sharing, file sharing (via your explorer you choose file from your hard drive), add participants to the current session, Background effects, Picture in Picture, Full screen switching (your conversation partner large in view), and mute functions for microphone and camera (for privacy when needed). On the far right you will see the button for walk-in consultation hours, with which you indicate whether or not you are available for the walk-in consultation hours where you are assigned. Your client can only share screen and file, switch to full screen and also has the mute function for microphone and camera.

At the bottom right we see the clock and the duration of the consultation, as well as any photo and name of your conversation partner.

Appointments

Here you will find an overview of the appointments that have been booked in your department. You can also book new appointments here. If you click on the "New appointment" button, you can select practitioner, enter (new) client and appointment by choosing date and time. As a client number, you use the number under which the client is registered in your own system (EPD, CRM, etc).

When making an appointment, you can provide a specific message, which will be included in the e-mail for your client and any additional invitees.

Immediately after you have saved the appointment, an email will be sent to your client containing the access link. On the day of the appointment, a reminder email will be sent to your client. The access link only works for a limited time: from one hour before the appointment to one hour after the appointment.

It is also possible to book a group appointment. To do this, it is necessary that you have first created groups and participants under "external participants". For more information, see the relevant item in the manual.

If you have created external participants, you can make an appointment with a client and invite additional participants. It is necessary that the client is present during the online consultation hour, otherwise the extra participants cannot enter.

If you (organization administrator in "my organization") have strictly separated departments, it is automatically possible to make agreements between clients and departments. This will then appear as an option in the form for making appointments.

If a client is invited for an appointment with a department, he or she will be taken to a department waiting room via the link in the invitation email. All practitioners belonging to that department can then bring in the client.

Paid consultations

When making a new appointment with your client, you can choose a paid or a free consultation. If you tick the paid box, you can choose from the rates previously entered by the organization administrator ("my organization" menu). Your client will receive an email (you can set the text yourself) and before he enters the digital waiting room, he will be asked for online payment via PayPal. He can use his own PayPal account or a credit card as a guest.

ical events in the appointment mails

The emails to clients include an invitation that can be recorded in his/her calendar.

Walk-in/Booking

You can set everything up via this menu if, in addition to regular appointments, you also want to offer your clients/patients the possibility to book an appointment yourself via an online calendar or even facilitate a walk-in consultation hour directly. You need to create widgets that are placed on a page of a website or platform. This allows you to enter what is presented to the visitor. In addition, it is important to enter your availability in a calendar. This is used to show so-called time slots in a calendar on the website or platform, which can be selected and then booked by the visitor. Availability for walk-in consultation hours can also be scheduled, but can also be turned on or off manually via the black button in the consultation room.

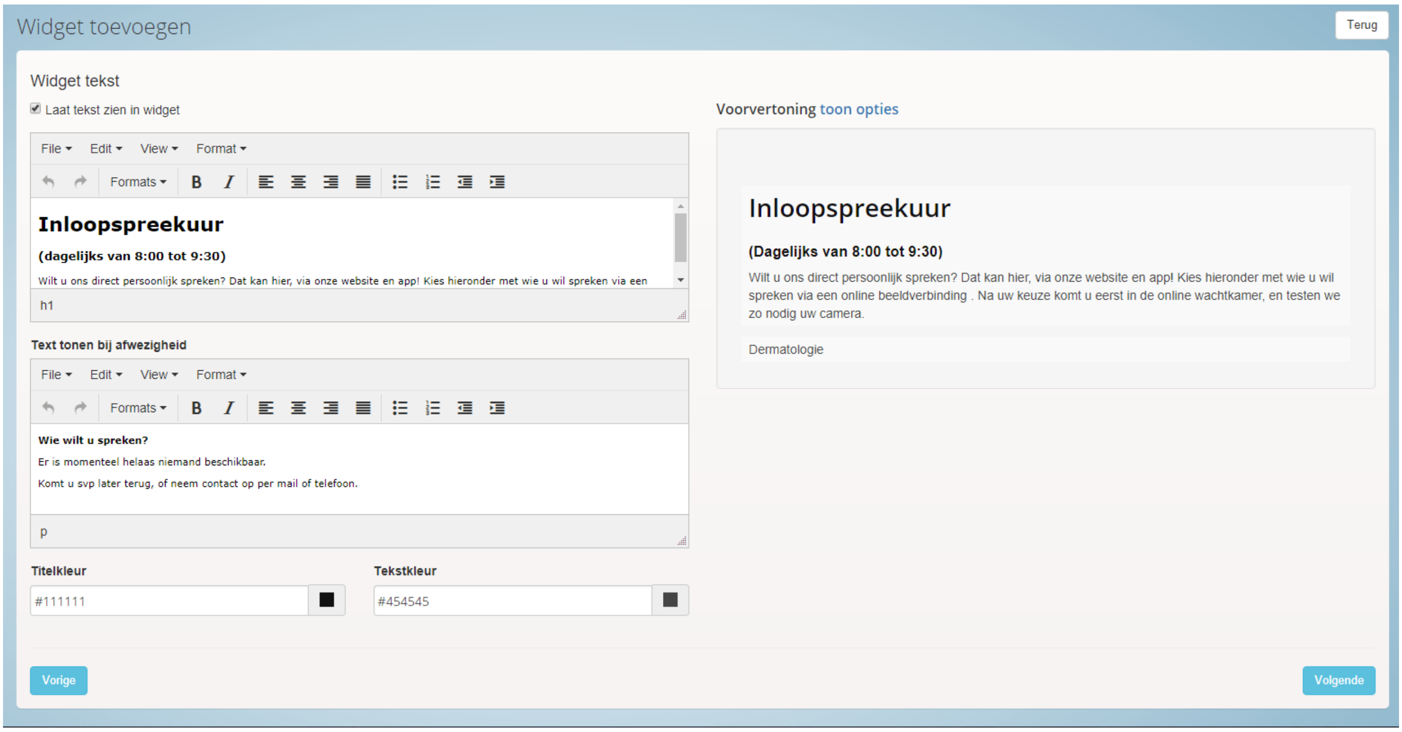
NA. A special plugin is available for Wordpress websites, which automatically presents doctors and offers booking options. You can download this plugin from the WordPress website (wordpress.org), on the plugin or extensions page (search term Webcamconsult or Dermatology2Go)

Would you like to make use of a walk-in consultation hour? This can be done by creating a new widget or changing the default one; this widget generates an iframe within which Webcamconsult screens become visible. Your website administrator can place this widget on any page in the desired layout, so that visitors to your website can immediately see who is available for your online walk-in consultation hour. Each practitioner can indicate whether he is available in his own consulting room with a mouse click.

What is shown?

On the first page:

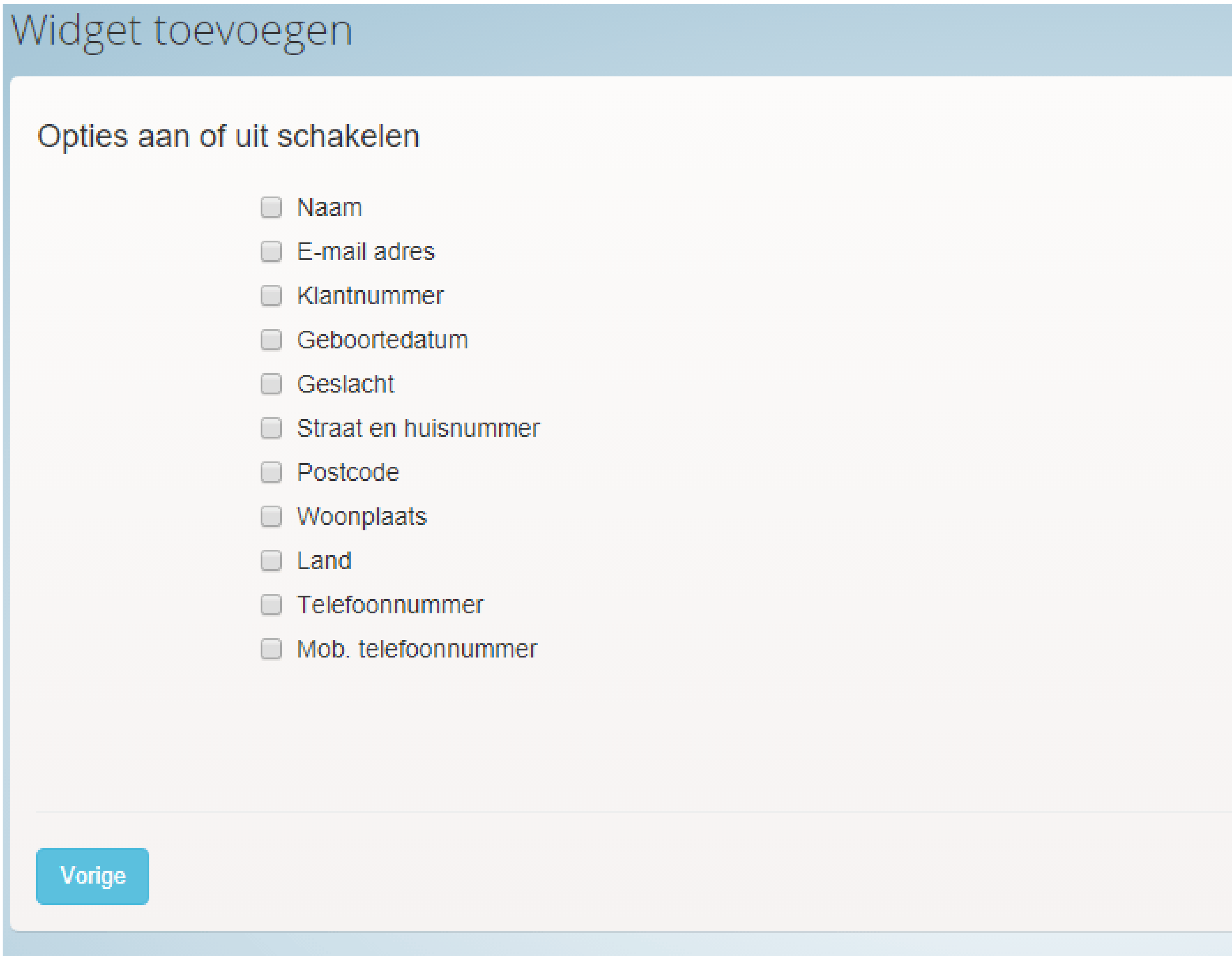
- Name of the widget
- Departments to display



On the second page:

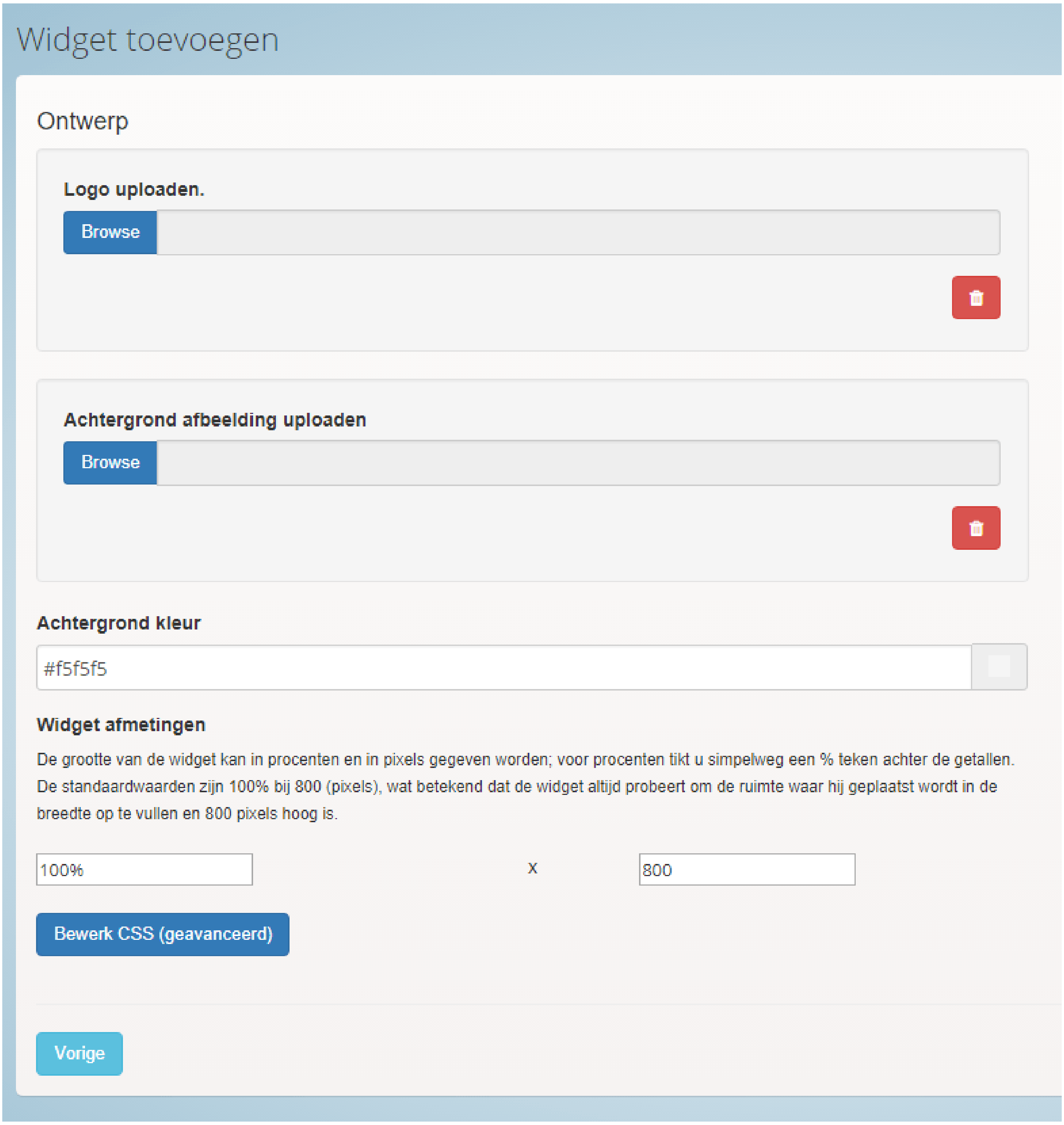
- Widget text: this concerns information about the walk-in consultation hour

- Widget text in case of absence
- Title and text colors can be specified
- Preview: Shows how the text will appear in the iframe



On the third page:

- Here you can indicate which information the patient/client must enter before appearing in the digital waiting room.



On the fourth page:

- Here you can upload a logo and background image and possibly adjust CSS for a better connection with your own website.

You can then save the widget.

You can place the widget on any desired (html) page of your website (including behind a possible login).

Each practitioner can indicate in his consulting room with an on/off button whether he is available for walk-in consultation hours. When it is on, it becomes visible within iframe under department. A visitor can then go directly to the waiting room of the practitioner in question, after e.g. having entered name and date of birth as well as having ticked a box to accept conditions. The practitioner sees walk-in clients in his waiting room just like the other clients. Walk-ins can be recognized by a yellow corner.

The following submenus give direct access to specific parts:

Booking

Walk-in

All widgets

Additional participants

If you want to make use of multi-calls (for example, in addition to your client, family and any home care worker must also be present in the online consultation hour), you can fill in the necessary information here (same fields as client) and assign the persons to a logical group that you have previously created via menu "Employees" tab Groups.

Report

Chat

Convenience serves people, and that is certainly the case when it comes to chatting or texting. Patients who need long-term care feel the need to be able to easily contact the practitioner. Consulting the healthcare provider via chat or app is then a solution. Webcamconsult responds to this and has developed a secure chat service. In this way, patients and caregivers can stay in touch with each other throughout the care process.

Activate chat

As a healthcare provider, you must first enable the chat function before it can be used. When you're in **Dashboard**, go to **My Organization**. From there, go to **Advanced Settings**. You open the **Chat** tab and check that you want to use the persistent chat.

Then you have even more options that you can enable. For example, you can choose to:

- chat by department.
- messages in the waiting room. In addition, the possibility is offered to activate the chat box in the waiting room. In this way, patients can be informed and questions can be asked in advance.
- messages visible after the webcam consultation. After the consultation, the chat remains 'open'. People can still get information or ask questions in this way. Nurses and the secretariat also have the opportunity to speak to the patient.

- Delete messages after the consultation. With this option, you choose to delete messages immediately after the consultation. When this feature is enabled, the chat cannot remain open.

Enable chat for patients

To make the chat available to patients, you can do the following. In the Dashboard, go to **Calendar Management** and then go to **Clients**. Here you click on the calendar icon for the person in question and schedule an appointment. As soon as the appointment is made, it is possible for the patient to chat with the healthcare provider.

If you want to chat directly with the person, without scheduling an appointment. Then click on the edit icon (pencil) in the client overview. You will then open the window with the client's details. In the **Chat Channels** plane, click **Show More,** and then **click Create Chat Channel with [Patient Name].**

Chat in patient portal

Each patient has their own patient portal, where patients can find information about appointments, but also chat with the healthcare provider. The portal can be found in both the internet browser and the client app. The link to the patient's portal can be found in your patient's details and can be sent by secure e-mail. You can also send the QR code or create and send the PIN code. To do this, click Show more **under Remote Access Codes** in the client 's area. A QR code will appear or you can have a PIN code created. You can send one of these directly to your patient by clicking on the Email **QR token/ Email PIN button**. Please note: the PIN code is only valid for 30 minutes.

Client app

More information on this page. The client app is easy for patients to download from Google Play or Apple Store.

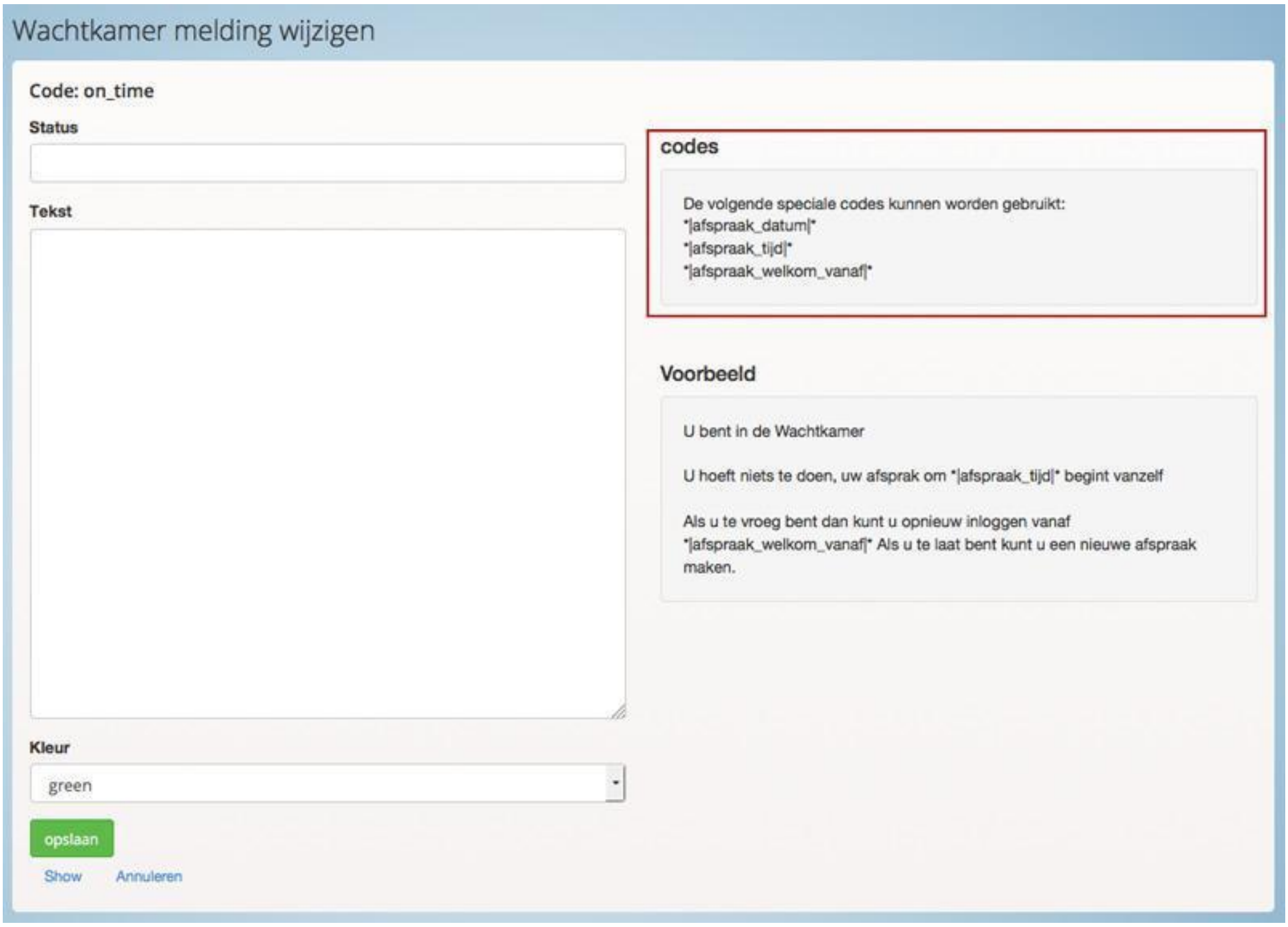
Service announcements

You can set these announcements yourself, after which they will be visible to waiting patients in the online waiting room. This is useful if, for example, you have a 10-minute delay. You must delete the message afterwards.

It is also possible to show a message for department appointments. In addition, it is possible to set an expiration date for a service announcement. After this expiration date, the announcement will still be saved, but will no longer be displayed. In addition, a button has been added to remove all announcements at once.

Waiting room info

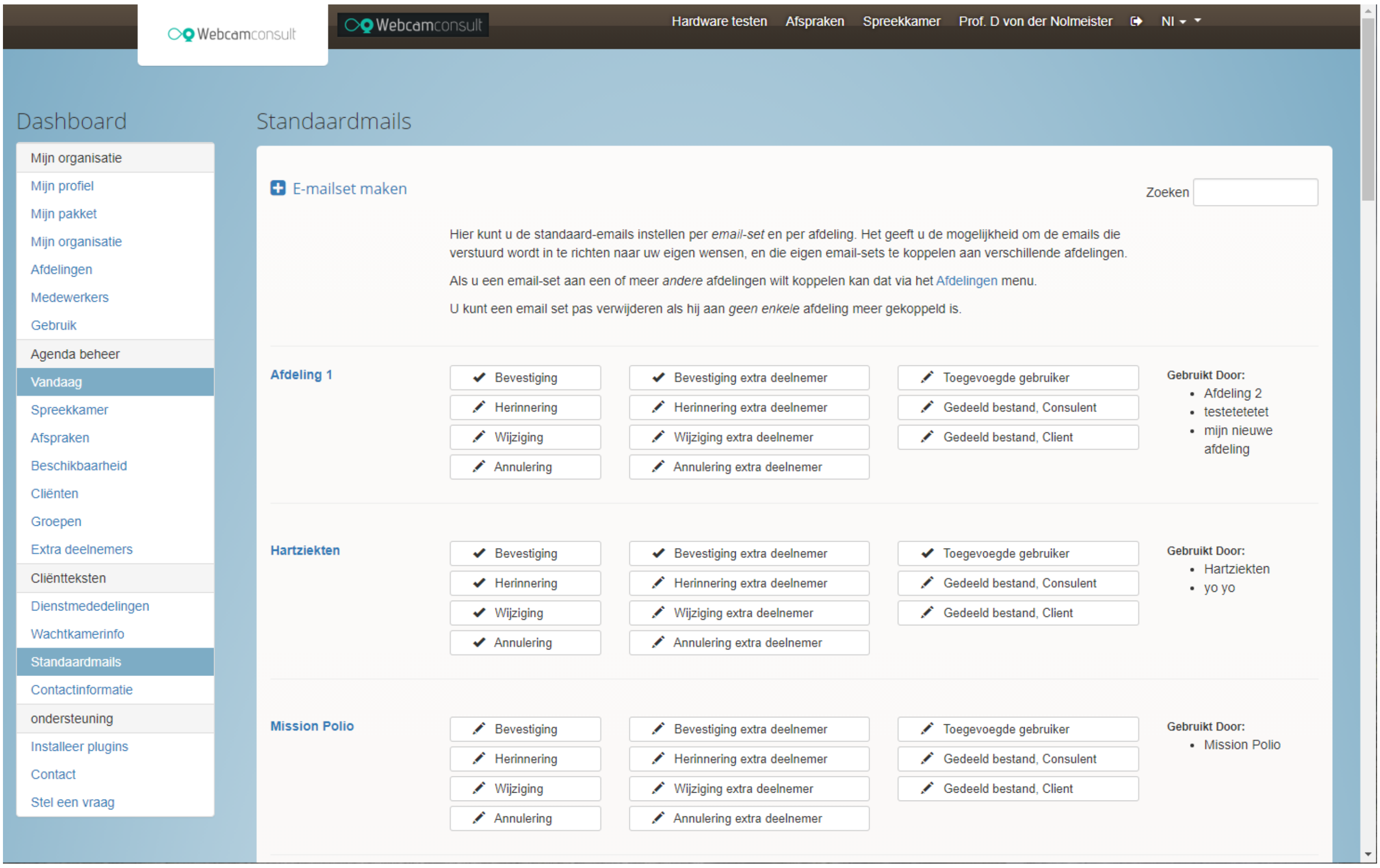
Your client will receive various reports before and after the webcam consultation. You can adjust this to your liking. In this menu item you can adjust the message "You are on time". You can use special codes in the text that are converted to date and time data for your client. "|afspraak_welkom_vanaf|" stands for the time that your client can go to the waiting room. This is usually half an hour before the time of the appointment.



Standard emails

Your client will be notified by e-mail regarding appointments made. In the event of a confirmation (after making an appointment) and reminder (the day of the appointment), the client will be sent a link that gives him access to the waiting room (from half an hour before the time of the appointment). You can adjust the content of the (standard) messages per department to your liking. For each email, you can customize Subject and Content, including useful codes in the text that automatically fill in text depending on the appointment. The examples are on the right. Make sure that the codes remain intact, so with *| before the code and |* after the code.

Mailsets. It is now possible to provide all departments with good emails with a few mail sets. These can be set and assigned dynamically. Each department can have its own email set. But it is also possible to manage multiple departments with a few sets. Finally, it is easy to search and filter by email sets. They can also be easily created and deleted.



Setting up emails for chat function via browser / client portal

The patient can chat at any time as long as he/she is authorized for the client app as described above. Even without the client app, there are options for the patient to use the chat option.

If there is an appointment for a video consultation, there is a link (URL) to the waiting room, where the chat option is available for the patient.

If there is no appointment or the appointment has already passed, you can use the link for the patient that is visible in the patient's data (via menu clients). You can copy this link and email it to the patient. If he/she clicks on the link, he/she will be taken to the login screen of the portal and he/she will automatically receive an email with a PIN code that gives access so that he/she can chat. This procedure can be used by the department administrator if necessary, since the client records are also accessible to them. Of course, a chat channel must be activated as described above.

If you use appointments for webcam consultation by email: You have a number of standard emails for appointments, and these can differ per department. In the body of the invitation email and modification email, you can include the following codes

|consult_deeplink|

|portal_deeplink|

The first contains the link (URL) to the waiting room, the second the link (URL) to the portal when the appointment is over.

For example, the text in the email then becomes:

You can chat from one hour before the appointment via *|consult_deeplink|*

If you also want to chat after the appointment, you can visit the portal page via *|portal_deeplink|*

Reports

Use

Here we offer a usage overview in a graph and a number of monthly reports. The reports are updated every night and provide an overview of activity for the past 40 days (until yesterday).

- Error logs
- Appointment overview
- Appointments duration
- Overview of users

Paid Appointments

Here you will find an overview of paid appointments by date.

Settings

Only for organization administrators (Team) and entrepreneurs (Professional)

Payment settings

Use payments

If checked, you can carry out consultations by appointment or walk-in consultation hours for a fee. You can then choose to make appointments or set up a widget that your client must pay and at what rate. Your client then pays online before going to the waiting room.

Use Stripe Connect for payments

We use Stripe Connect as a marketplace provider for Video Consult payments. Simply request an account, fill in your details, and then come back here to fill out and link your account and start receiving payments. Stripe needs to verify you as a customer, so it can take up to 24 hours to be fully verified. Fees are charged for paid consultations; 3.5% for consultations that cost €50 or more and 5%

for consultations that cost less than €50.

Other payment optionsDo you already have a PayPal or Stripe account? -- Would you prefer to have your invoicing done through your own bank? Then take a look below at the other options for receiving payments on our platform.

Default country for paymentsYou can set a default country for the payment screen, leave this field blank if you don't want to use it.

Questionnaires

It is possible to submit a questionnaire to your patients when invited for a video consultation. As an organization administrator, you can create, edit and delete forms via menu item 'Questionnaires'. Different types of fields are available for these forms, including, for example, uploading images. By default, we provide an extensive anamnesis form that can serve as a template. When scheduling an appointment, you can choose which questionnaires should be completed by the patient.

It is possible to create a standard email text for invitations and add a dynamic link (placeholder) in it. This link takes the patient to a patient portal page. Here the patient can fill in the form requested by the practitioner. If this is more than an hour outside the appointment time, a button will be shown to request a PIN code for security. The patient receives the PIN code by e-mail with which they can log in to the patient portal and fill in the form.

Characteristics of questionnaires

Dashboard menu Questionnaires

- dynamic questionnaire editor (menu 'Questionnaires')
- Questionnaire components:
  - Title, paragraph, text area, select, date, drop down selector, country, image
- Edit questionnaire (editor)
- questionnaires per department
- Download questionnaires in PDF or TXT format
- Copy/duplicate questionnaires
- questionnaires previews
- All answers have symmetric encryption (encrypted 'answer set')

Dashboard menu Appointments, Clients, Waiting room, Consultation room

- Questionnaire selection option when creating an appointment

- Questionnaire announcement in appointment e-mail
- Questionnaire visible in different screens in the backend (clients, appointments)
- Questionnaire accessible from the consulting room
- Status of questionnaire in all screens (new, started, ready)
- Default questionnaire can be created at each organization
- A log is kept of which employees have viewed the questionnaire. This log can be consulted by organization management

Patient portal

- There is now an 'appointment portal' for patients
- This is of course encrypted, mailable, with temporary PIN code for access to the patient portal
- Questionnaires are always available via the portal
- Other agreements can be viewed via the portal.

Background images

During consultation sessions you can change your background. In the "My organization" menu, you can upload images yourself in advance, so that you can choose them later during a consultation via the cog (settings) in the consulting room.

Widgets

You will only get an overview of widgets that are available and the possibility to create new widgets. Widgets make it easy to create iframes that appear anywhere on your website. This facilitates walk-in consultation hours and booking appointments, but also chat and email advice. More information about this can be found under Walk-in/booking.

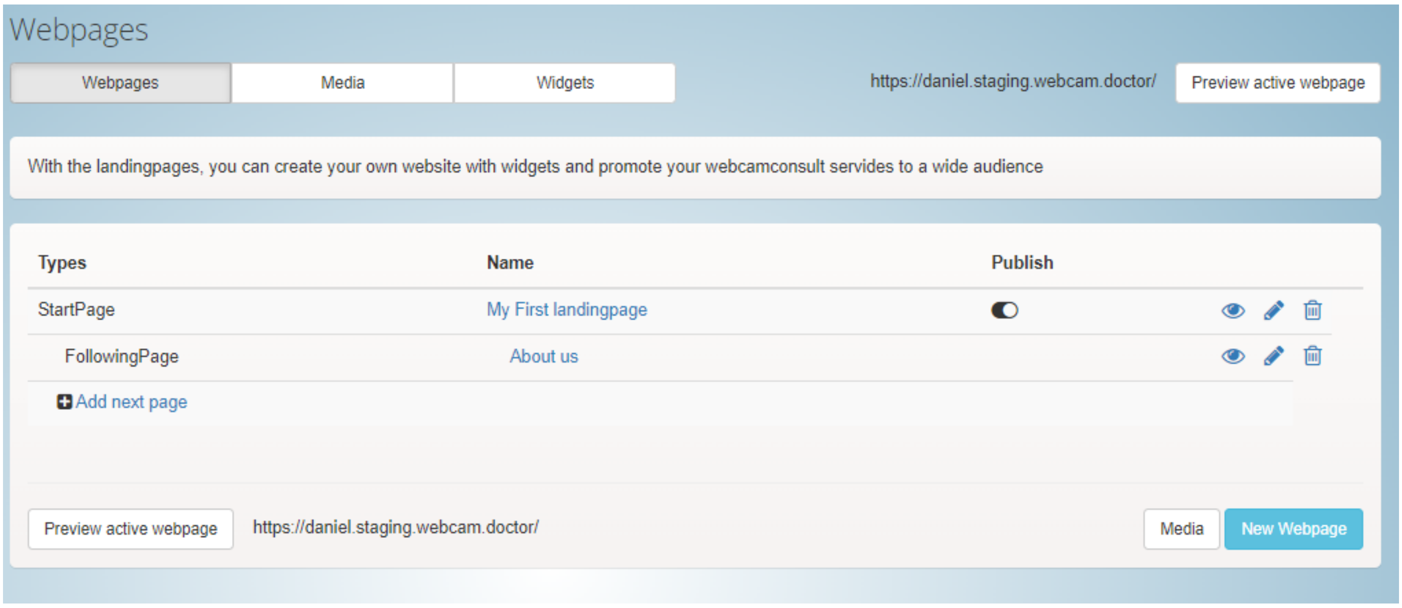
Webpages

Create web pages for walk-in consultations and bookings

Webcamconsult already offers widgets for walk-in consultations and appointment bookings, both based on the availability of practitioners (via switch in the consulting room or scheduled via dashboard menu). The intention is that these widgets will be included in websites of (medical) practitioners.

It is now even easier to create web pages with Webcamconsult.This allows you to include the url (link) in the text in your own website or in other forms of communication such as stationery, recipes, promotional materials, other websites etc. Via the webpage, patients/clients can therefore:- Choose walk-in consultation hours with available practitioner of choice, for direct consultation- Choose to book a consultation at a later date/time- If paid consultations, pay online- If booking: fill in optional anamnesis form

The web page will have a url (link) as a subdomain under webcamconsult.com (e.g. drjanssen.webcam.doctor).



By default, a web page is already preset with one follow-up page. A total of 3 follow-up pages are possible. You can create it yourself (click on "Add page"). You can also create a completely new set (click on "New web page").

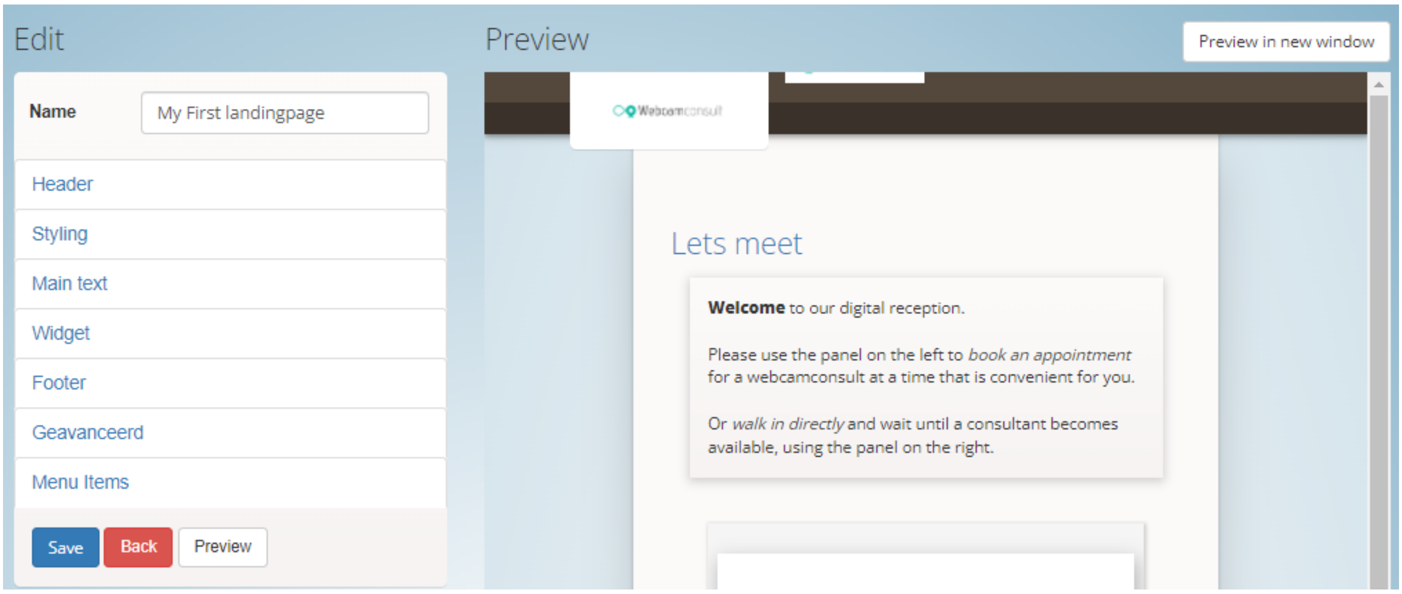
Under the "Media" button, you can manage your images that you want to use for your web pages. The "Widgets" button will take you to the menu where you can create or change widgets for walk-in consultations or bookings.

Via the switch "publish" you determine whether and which web page set will be available under the url (link) with which visitors can go directly to the pages on the internet.

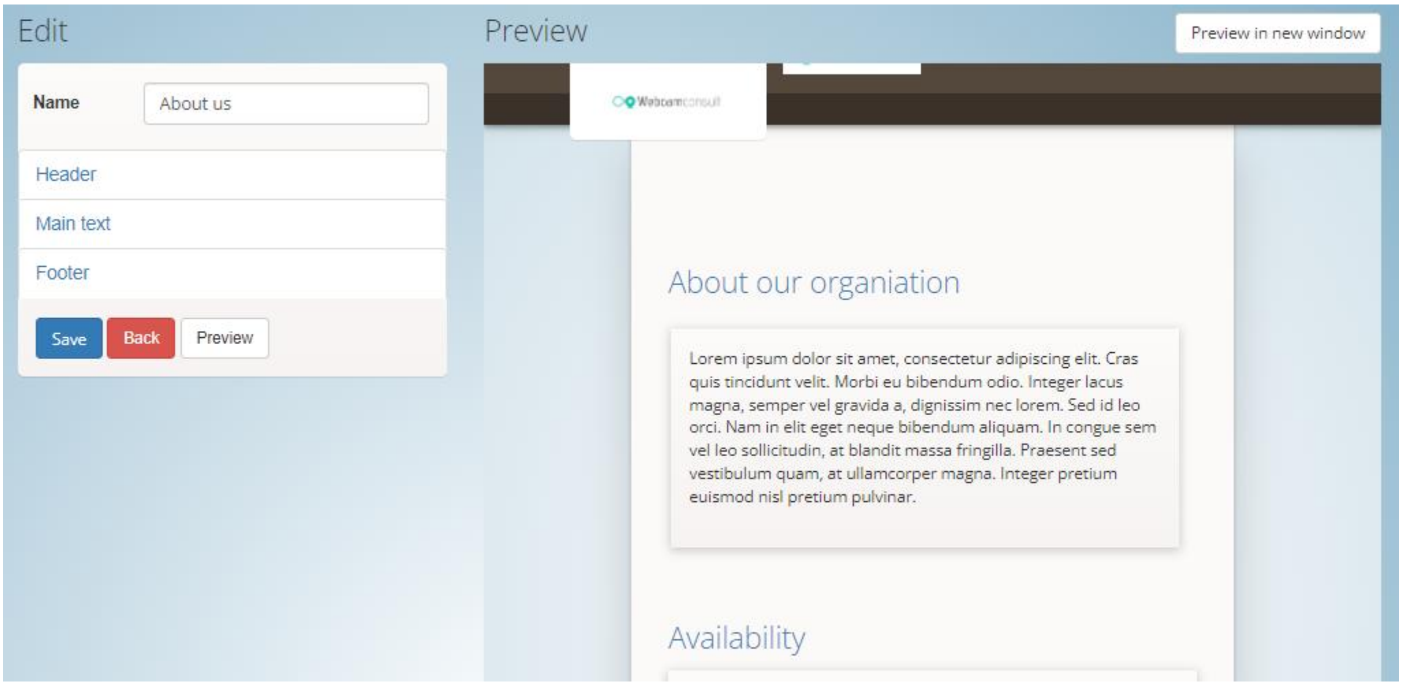
You can see the preview via the button at the bottom left ("preview active web page")

Via the icons on the right you can see the page in question (eye), change it (pen) or delete it (trash).

If you want to edit or create the main page, you will see a menu that allows you to customize each section to your liking. On the right you will see a live preview (in narrow format; for full view click on "Preview in new window")



- Image header: choose from images that you have previously uploaded via the media manager
- Styling: choose colors for the different backgrounds
- Body text: Title and text and choice of color of the text; You can also add an image in the text that was previously uploaded through the media manager.
- Widget: choose which widget you want to show on the page: one for walk-in consultation hours and or one for online bookings
- Undertext: Title and text at the bottom of the page.
- Advanced: if desired, you can enter css code here to further customize the layout to your desired style.
- Menu items: Choice of the color of the menu items on the page, as well as an overview of the subsequent pages. If you click on it, you can immediately edit the follow-up pages.



Menu continuation pages:

- Image header: choose from images that you have previously uploaded via the media manager
- Body text: Title and text and choice of color of the text; You can also add an image in the text that was previously uploaded through the media manager.
- Undertext: Title and text at the bottom of the page.

Advanced Settings

These settings are set by the organization administrator, often once and in consultation with Webcamconsult. There are 4 tabs: Management, Consultation Room, Chat, Technical and Extras

Management tab

Strictly separate departments. If you select this option, clients are strictly separated between the departments. It will then also be possible to make agreements with departments instead of just individual practitioners. NOTE: if a client has not been added to a department, they will not appear again, except for organization administrators.

Strictly separated clients. If you select this option, clients are strictly separated between the practitioners. This means that only specific practitioners can see specific clients, only appointments between that practitioner and his 'own' patients are possible. Note: With this option enabled, it is no longer possible to book an appointment for others.

Consolidate and anonymize appointments: If you check this option, the client information will be removed from all appointments, older than the set number of days, so de facto the appointment will be 'anonymized', only the time, date and consultant information will remain available. PLEASE NOTE:

If you anonymize and 'consolidate' an appointment, there is no way to retrieve the information about the client!

Allow two-factor authentication (TFA):

Allow users to set up two-factor authentication on their own.

Enforce two-factor authentication

Enforce 2fa blocks users after a certain period of time, the default is two weeks, but you can change this here. After that, users are automatically forced to their profile page. You can set the maximum time allowed for users to enable two-factor authentication.

Standard appointments duration

Adjustable: A newly entered appointment takes that long by default (in number of minutes).

The default view of the calendar in Events

Select the most convenient view for your appointment calendar on the Appointments overview page. You can choose between a view for the current month, current week, or current day. This can also be changed on the page itself, this only determines the default.

Allow only one session per user

This option automatically selects all users when they log on to another computer. This is an additional privacy and security measure, but some may not find it very user-friendly.

Choice of dashboard menus

> **Use the classic menu**
>
> Classic, straightforward text version of the menu, for people who like a no-frills style in their web apps.
>
> **Use the icon version of the menu**
>
> A more advanced version of the menu uses icons to ensure that you find the right page at a glance and have a good overview of the options. This menu can also be reduced to the side.
>
> **Use icon version divided menu**
>
> The most advanced version of our menu has subdivisions that can slide open and close, it has more options, but not everything is immediately visible

Use of client portal

The client portal gives the client a page with an overview of their appointments, upcoming meetings and more. The information is safely stored behind a PIN code that is sent to the client via e-mail if necessary (on request).

Consolidate and anonymize appointments

Consolidate after … days (adjustable)

If you check this option , the client information will be removed from all appointments, older than the set number of days, so de facto the appointment will be 'anonymized', only the time, date and consultant information will remain available

IMPORTANT: When an appointment is anonymized and 'consolidated', we cannot recover the client data in any way. To protect against misuse and errors, please confirm this choice by sending an e-mail to support@webcamconsult.com .

Allow remote support access: This option allows the platform administrator, or tech-support to log in as one of the organization's employees. This can be useful if there is a problem with the system, or if it is necessary for the administrator to be able to 'look over the shoulder'.

Use web for iOS

When this choice is selected, the search for an app on iPhones is no longer done, but the consultation opens directly in the browser.

Show number of remaining booking options: In the top bar, below the menu, show how many options (time slots) there are in the availability for the booking widget

Email notifications to your consultants.

Send notifications via email to your consultants to remind them of important events on webcam consultation. You can check the following options:

- Send a notification when a client makes an appointment.
- Send a notification when a client deletes an appointment.
- Send a notification when a client arrives in the waiting room.
- Send a notification just before the appointment to remind the consultant.
- Send a notification when a consultant runs out of booking slots
- Send a notification if a consultant has not logged in for more than 2 weeks
- Send a notification when a consultant has an account, but has never logged in after 2 weeks
- Send a notification when there are still unread messages for the consultant

Use audio alarms

A doorbell chime will play when someone enters your waiting room

Access only with SSO

This option disables password and email login for all users with the "consultant" role. They can then only log in via SSO (Single Sign On via other software).

Tab Consulting Room

Use Replace or Blur Background

Additional options are available to replace the background of the video with a photo or blur it. Some find this confusing, or it doesn't work well. This option allows this possibility to be hidden

Allow file sharing

File sharing is convenient, but there are some minor risks, especially if the practitioner and the client don't know each other. There is a chance that the client or practitioner is sending malware.

Frame Video Playback

If you want to fit the video as large as possible in the frame, without black bars, select 'cover', if you want a clear frame with black bars for the remaining space, choose 'contain'

Always show the settings first

If this option is selected, the settings screen will always be shown first in the consulting room, instead of the waiting list. This forces users to double-check their webcam settings before starting their appointments, minimizing the risk of malfunctions.

Allow to change the resolution

If you want to be able to adjust the resolution of video, enable this function, In the consultation room you will then be given the opportunity to change the resolution of your webcam signal during the consultation. NOTE: If the webcam does not support the specified resolution, no image will be transmitted at all.

Chat tab

Use persistent chat

The persistent chat feature adds a chat box that exists independently of any appointments. The conversation can take place before, after and during appointments. With the new client app or widget, it is even possible to extend the conversation between appointments.

The chat box is not intended for emergency care or alerts

In principle, a consultant only has access to his own clients. There are cases where a client has an emergency – although the chat was never intended for that – and urgently needs a response. In those cases, we will show unread messages to consultants from other divisions. Organization admins have access to all messages.

Chat messaging options

Show messages in the waiting roomWe offer the possibility to activate the chat box in the waiting room. You can use the chat box to inform those waiting, previous messages can be read back and questions can be asked in advance.

Show messages after the webcam consultationAfter the conversation, the chat remains 'open', people can still get information (also from a nurse or the secretariat) or ask questions they have forgotten.

Delete messages after webcam consultationAfter the conversation, all messages are deleted immediately. (Note that the chat cannot remain open after the conversation.)

Webcamconsult has the role of department management and organizational management in addition to that of practitioner.

The role of department administrators varies per organization. Department administrators can reply to certain messages. Department admins can also control who has access to a chat channel and give clients access to chat channels.

The institutions such as "strictly separate departments" and "strictly separated clients" will remain present. The organization administrator sets the authorization levels. A department then only sees the chats of patients to which it has access.

Enable chat only for this department(s)

You can enable continuous chat for each department. If you leave a department disabled, it will simply fall back to the previous chat we already offered. The default is that continuous chat is enabled for all departments. You can shift left-click, to select multiple divisions. Use ctrl a to select all.

Enable the chat widget

The chat widget allows you to create a simple public chat window on your site. You can record the messages directly from the back, in a separate public chat messaging channel

Technical tab

Using the client app

With this app, you can let the client use the Webcamconsulting app on their mobile phone or tablet. Chat channels are created when you make an appointment with your clients. Then, authorize the client app with the QR code on the client management page.

Please let me know if there are any issues with the email.

This option ensures that a message is sent to the department administrator. If it is not available, a message is sent to the organization administrator. The email mentions the error message, and the reason for the refusal, for example. You can then re-enter the appointment with a different client email address.

Stops the consultation, if the webcam is not working

This option redirects anyone with a webcam issue to another page, where the webcam is checked and turned back on. Only when the webcam is working is the user sent back to the consultation

Do not send emails

This option will stop sending reminder emails. This can be useful if you want to use SMS, for example. Or if you already use your own system or our API.

Tab Extras

Use Doctor2Go

Doctor2Go is our platform that allows medical professionals to easily connect with patients around the world, and offer their services for a fee

Use Dermatology2Go

Dermatology2Go is our site for dermatologists, which allows them to easily connect with patients all over the world, and offer their services for a fee. Dermatology2Go also includes a multilingual database of skin conditions, including the dermawizzard to make an initial diagnosis step by step.

PLEASE NOTE: To use the following features, please contact info@webcamconsult.com

Use the electronic patient record

The Electronic Health Record is a total solution for maintaining medical records for your clients, fully in line with European privacy legislation. It's easy, safe, and secure. Options:

> **Automatically open an electronic health record**
>
> automatically open the Electronic Health Record for this specific client in the consulting room, if available.
>
> **Automatic forwarding to electronic medical record**
>
> automatically referred to the Electronic Medical Record for this particular client, if available, immediately after the consultation, allowing you to make some final changes and complete the record before proceeding.

Use explainer animation

When selected, an animation is shown in the waiting room A file name of the video and a still frame is specified by the staff. Public video platforms such as Youtube and Vimeo are not allowed due to privacy. You can provide the URL of the video and of the poster file.

Use Short Messaging Services

By enabling SMS or Short Messaging Services, the system can send messages to mobile phones to notify them of the appointment, including a direct link to the waiting room. Additional costs apply for this service

Use evaluation

If the evaluation is selected, an iframe with survey will be shown after the consultation that the client can complete. The doctor can see it. The questionnaire is entered via google forms or similar service.

Use your own iframe

Use your own iframe in the waiting room where, behind a button for more information, can be made available. Note that X-frame options must be enabled to enable embedding

Use Custom consulting room

Customized consultation rooms add your own consultation room that can be included. With your own brand and configuration. They are separate HTML files that live separately from our main application and can be customized as desired.

Use disclaimer

If this option is chosen, a disclaimer will be shown for the waiting room. Not accepting the disclaimer will prevent access to the waiting room. The file name is specified by the staff.

For Single Sign on and two-factor authentication settings and actions, please refer to the separate manual.
