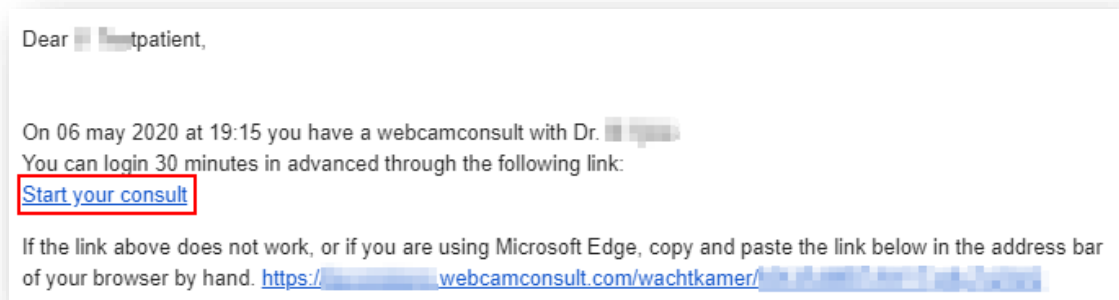


# Webcamconsult Guide

You have a Webcamconsult planned with your practitioner. A Webcamconsult is a remote consultation by means of a video connection. In order for the consultation to run as smoothly as possible, we recommend that you read this instruction carefully and follow the advice.

1. **You will receive an email** from your practitioner or secretary with a link (Fig 1). This link gives you access to the webcam consultation. You don't need to create an account for this. Just click on the link. If you haven't received an email? Please check your email program's SPAM folder.

**Attention! You don't need to download the Webcamconsult App. Just use the link in the email.**



*Fout! Bladwijzer niet gedefinieerd. Example email*

## 2. Before you click on the link, it is important to take the following into account:

- a. Your device (phone, computer or tablet) with which you open the webcam consultation must be equipped with a camera and microphone. Nowadays these are present on many devices, but on a desktop computer a separate webcam often needs to be connected and properly installed.
- b. The webcam consultation opens in your internet browser.

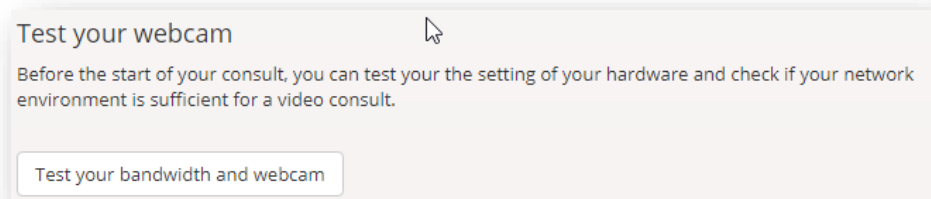
The following browsers are supported:

- **Windows:** Where possible we advise to use Google Chrome and. Microsoft Edge and Internet Explorer do not always work properly.
- **Mac:** Where possible we advise to use Google Chrome and Firefox. Safari unfortunately sometimes causes connection problems (no sound or video).
- **Android:** smartphone/tablet: Where possible we advise to use Chrome and Firefox.
- **Apple: smartphone/tablet:** Where possible we advise to use Safari. Other self-installed browsers do not work.

Do you have an Apple smartphone or tablet and use the Gmail app? Then copy the link from the email and paste it into your Safari browser. Or click the open in Safari button. If you click directly on the link, the website opens not in Safari but in the Gmail app. This is not supported by Webcamconsult.

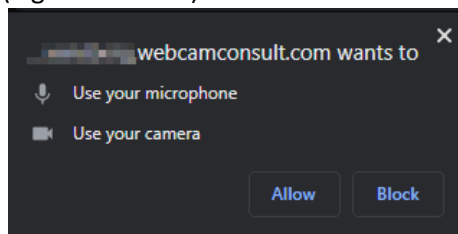
### 3. Opening the webcam consultation

- a. Click on the link in the email message or copy and paste it into a suitable Internet browser.
- b. The link gives you access to the digital waiting room from half an hour before your appointment.
- c. You must give your consent for processing your information by placing a checkmark at the checkbox at privacy statement message. The privacy statement states that your data is treated confidentially according to the GDPR (EU General Data Protection Rule) and that this data is necessary to do the webcam consultation. If you reject the privacy statement, no webcam consultation can take place.
- d. You have the option to test whether your device and internet speed are adequate for a webcam consultation. We strongly recommend to do this well in advance before your consultation so you have plenty of time to adapt to the requirements if necessary. Click on the link to open webcamconsult, and then press the "Test your bandwidth and webcam" button and "Start hardware test" or "Start network test". (Figure 2)

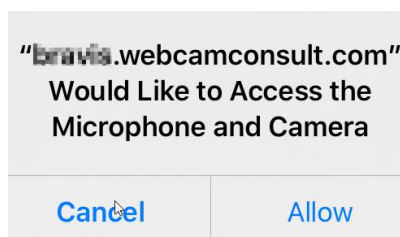


*Fout! Bladwijzer niet gedefinieerd. Test your bandwidth and webcam*

- e. It is important that you grant permission to webcamconsult to use your camera and microphone. Your practitioner cannot see or hear you if you do not grant permission. (Figures 3 and 4)



*Fout! Bladwijzer niet gedefinieerd. Chrome consent dialogue example*



*Fout! Bladwijzer niet gedefinieerd. IOS Safari consent dialogue example*

- f. The link to your Webcamconsult appointment is for single use only and only valid for that specific time and date. You can use the link half an hour in advance for testing your bandwidth and camera.
- g. Pay attention! Depending on your time of entering the Webcamconsult waiting room and due other consultations belated practitioner, you may have to wait a while. Do not click away the screen. As soon as you click the screen away, your practitioner will be notified that you are no longer present.
- h. Sometimes it happens that your webcam does not work. In the case of Windows computers this will have to do with the fact that the webcam is blocked by something. Check the Microsoft support page about webcam settings on Windows 10:  
<https://support.microsoft.com/en-us/help/13753/windows-10-camera-does-not-work>
- i. **Frequently Asked Questions**  
<https://www.webcamconsult.com/en/support-for-webcamconsults>

#### **4. Your practitioner starts the webcam consultation**

The practitioner will get you out of the digital waiting room, after which your consultation will start.