

WE NOW OFFER  
**TELEMEDICINE**  
WITH VIDEO  
CONFERENCING



# The How To Telemedicine Guide for Clients

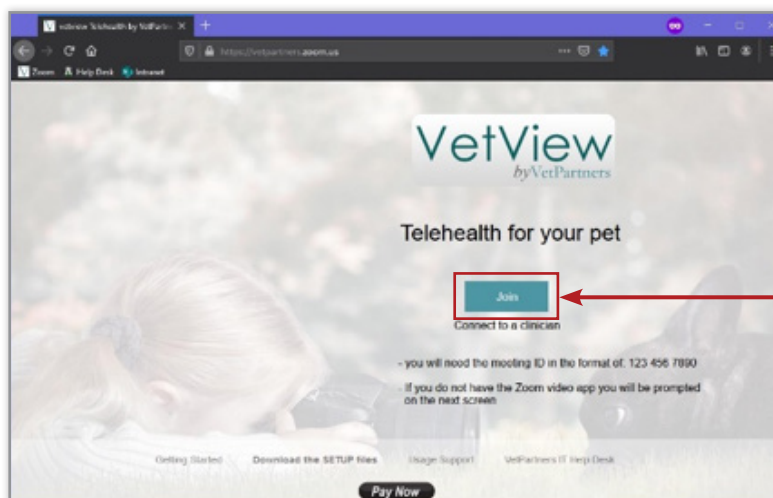
In order to keep servicing our pet owners and their furry friends we have introduced telemedicine. This guide walks you through all the steps you need to complete, in order to successfully connect with your vet online through our telemedicine platform – Zoom.

If you are new to Zoom at least 10 minutes before the call, get comfy with a cup of tea, in front of your laptop or mobile. Have your pet with you and follow the set up instructions below.

1. **At least 10 minutes** prior to your scheduled appointment time review the email sent to you.

The email will include a **meeting ID** and a link to join the consultation.

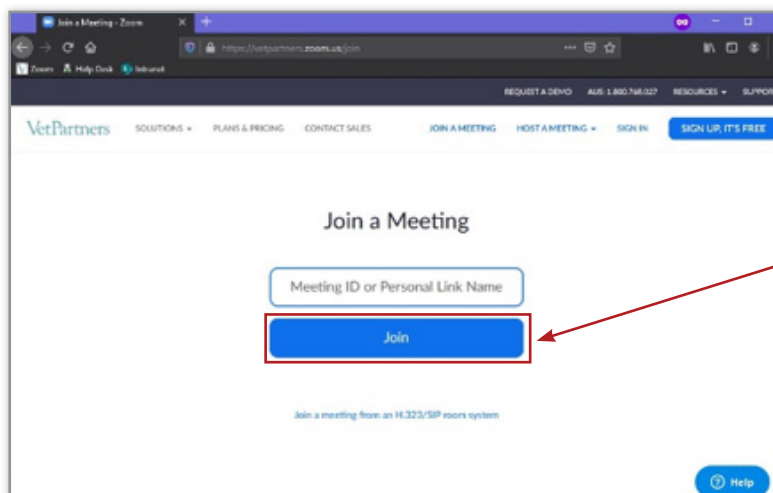
2. After clicking the link, **select the "Join" button**



3. Enter the meeting ID you received via email and **select "Join"**.  
Then enter your name (first and surname) when prompted and select "Join" on either a computer or mobile device.

*Computer screen view*

- i) Enter the meeting ID



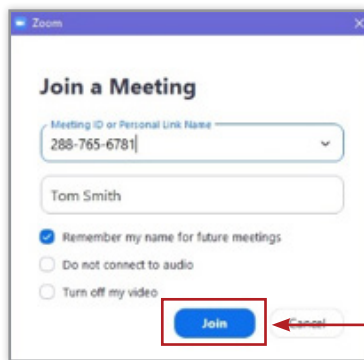
A download should start automatically in a few seconds.

If not, [download here](#).

If you cannot download or run the application, [join from your browser](#).

- ii) You can either download and run the software or if you are unable to download the software, select "join from browser".

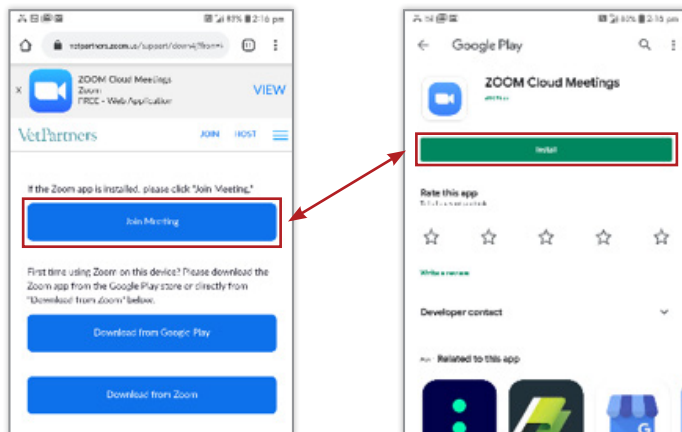
iii) Enter the meeting ID and **select Join**.



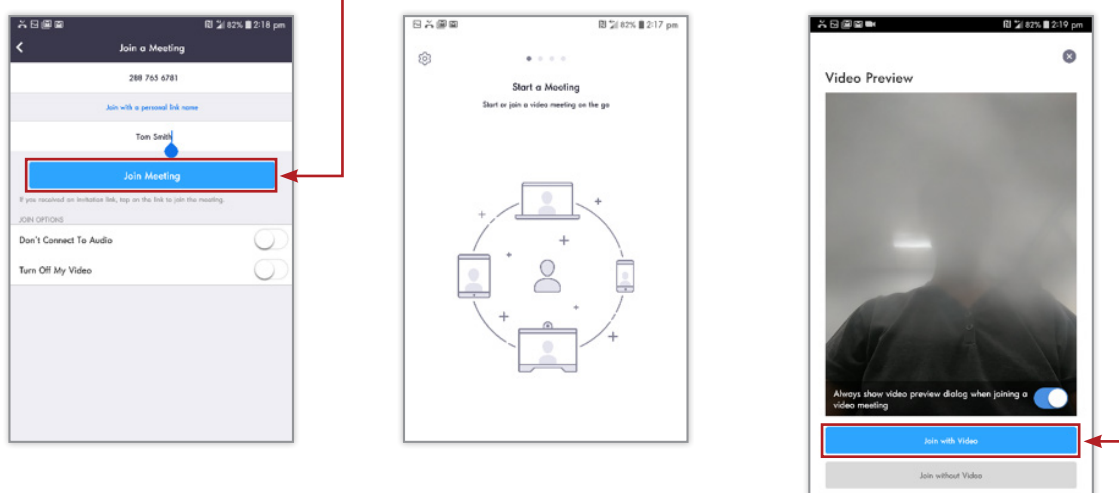
### Mobile phone screen view

Or to join via **mobile phone** you need to

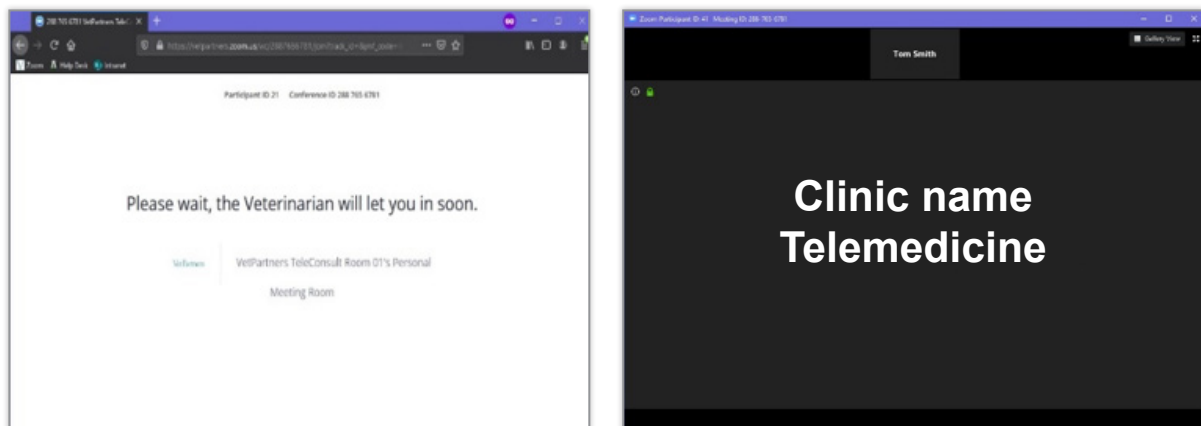
i) **"Join a Meeting"** and then install Zoom by selecting **"Install"** as shown on the right below.



ii) Then click **"Join Meeting"**, then add your name and select **"Join with Video"**.



4. Once you have successfully joined the meeting, you will be held in a waiting room, until the vet is available. When video consultation commences and you are no longer in the waiting room, your screen will appear like the right screen below.



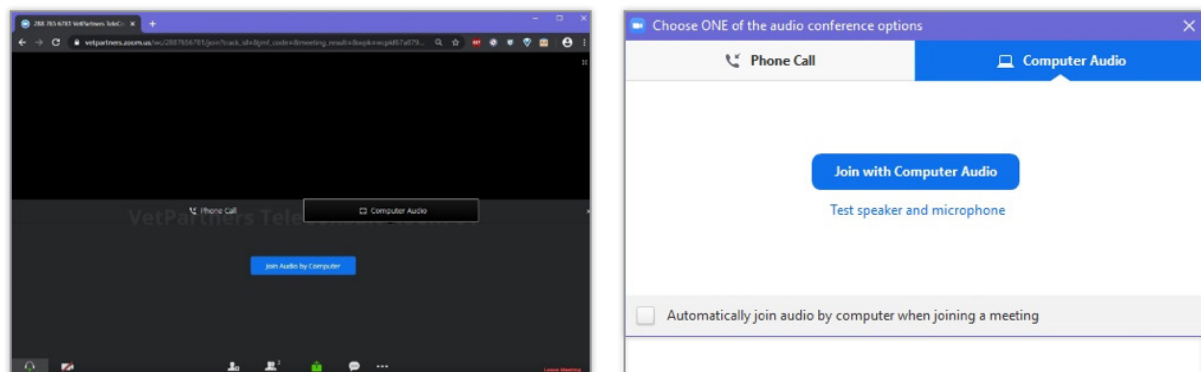
5. If you are joining from a computer, select if you want to use the Computer Audio (preferred) or dial in via phone. Select either **“Computer Audio”** or **“Phone Call”** at the top of the screen.

*Please note: This step is not applicable for mobile phones.*

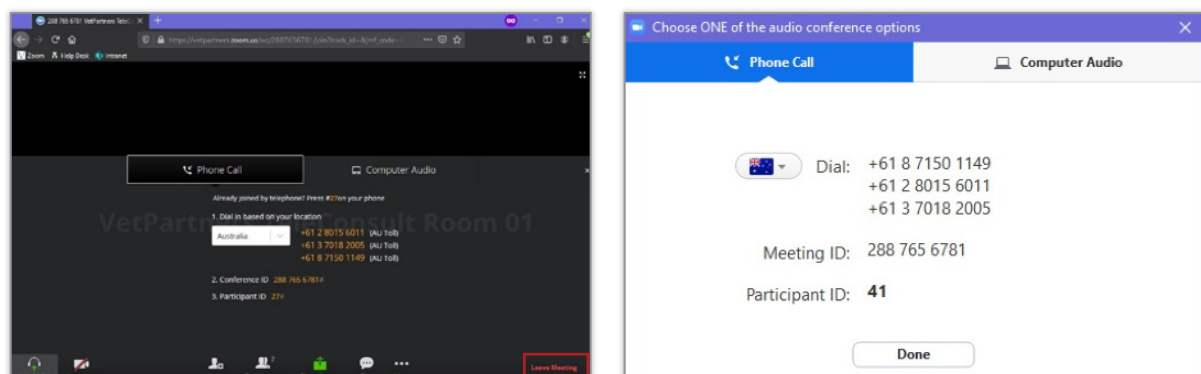
If you select audio, please test your speakers to check that the vet can hear you.

If you select phone call, you will need to dial one of the numbers listed and enter your conference ID code listed on your screen, followed by #.

#### Audio



#### Phone call



6. To end the call, click red **“Leave Meeting”** in the bottom right hand corner.

Then select **“Leave Meeting”**.

