

USER MANUAL\_ELDERLY

# Teleconsultation (EN)



**Roessingh**  
Research and Development



## Introduction

The Teleconsultation module is a program to bring you in contact with your (in)formal caregivers. With this program you can make video calls, a combination of telephon and video. If you have an appointment with your caregiver to use Teleconsultation, this manual will help you to succeed.



**Caution!** This program does not work with products of the brand Apple or on the browser Internet Explorer

## Starting the program

1

Start your tablet or computer and click on one of the following icons to start the internet:



2

Click on the search bar (long, white bar at the top of your screen) and type in: **portal.rrdweb.nl/inlife-teleconsult/**

Click on **Enter**. You will now see the following screen:

3

Gebruikersnaam:

Wachtwoord:

4

Fill your received username in at 'username' and your received password at 'password'.

5

Now click on the button:

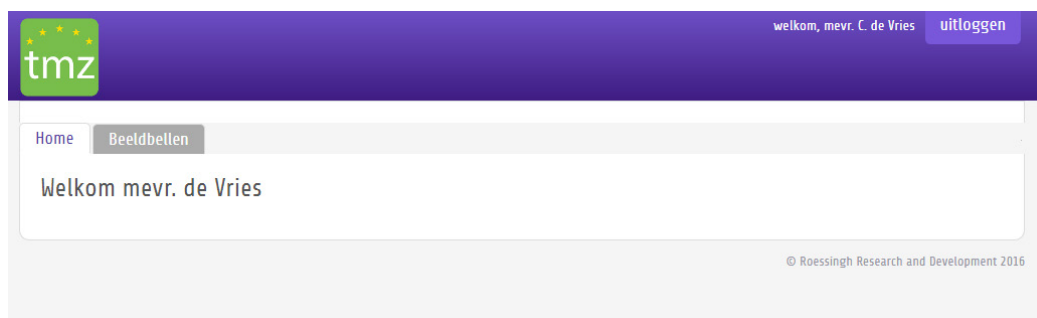
**Inloggen**

You are now logged in and reachable for your caregiver.

## Accept/ignore an incoming call

When you are logged in, you will see the following screen:

1



With this program you can only receive calls. When you receive a call, you will see the following popup at the bottom right corner of your screen:

2

**Click on this popup:**



You will now see a screen where you can accept or reject the call.

3

**Select your choice:**



4

When you click on **Accept**, the video call will start automatically. It is also important to click on **Accept** when your computer asks for your permission to use the webcam and microphone.

Ending the call will be done by the caregiver. You do not have to do anything.



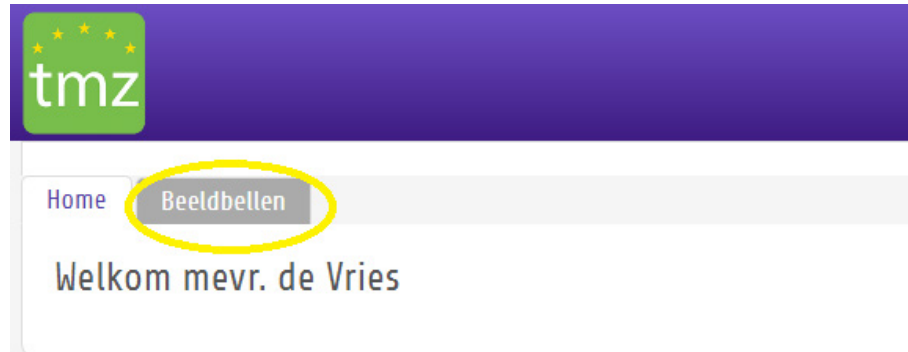
**Caution!** Make sure you are logged in before your appointment with your caregiver. You will not receive calls when the program is not started.

## Call history

On the main page you will find the tab **Video call** below the green TMZ logo.

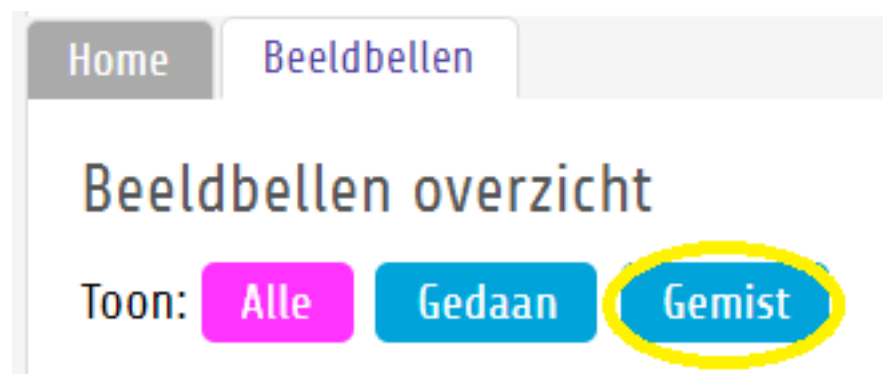
**Click on this tab** for an overview of your call history.

1



In this tab you will find an overview of all your received and missed calls. If you want to make a selection of e.g. all missed calls, then click on the button **Missed:**

2



## Exit the program

1

If you want to completely exit the program, click on **Logout** in the upper right corner of the screen.

**uitloggen**

2

To completely close the website, click on the **X** in the upper right corner of the screen.