

Accessing Video Group Clinics on a mobile

Mobile phones work smoother and better when using apps rather than mobile browsers.

When opening a video platform within a mobile browser **you will often be diverted to downloading an app**. Depending on the mobile device (android and apple) you are using, some will be diverted to downloading an app and others won't.

For your own ease and so that your patients to have the best experience, ask them to download the video platform app beforehand. **This does not mean they need an account!!**

They will then be able to join the call by:

- **Clicking on the link** (that you created and sent in the invitation)
- **Opening it within the app rather than the browser**
- **Joining as a guest – inputting their first name only**

This means none of your patients will be blocked from joining on a mobile browser and will all have the same experience.

You will need to let your patients know **in advance** they need to download the app.

If your patients already have the app downloaded and an account on the platform, ask them to log out of the account beforehand so they can join as a guest.



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