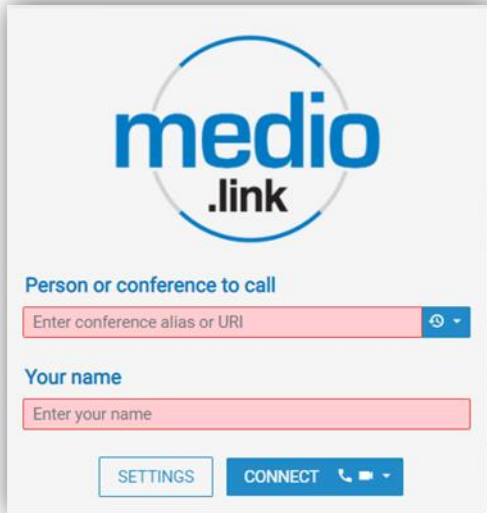


## How to join the virtual support group or event via Mediolink

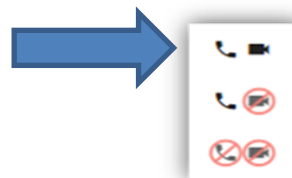
1. You will be signing in as a **guest**, the host will be the person who has organised the event.
2. We recommend that you **test your technology prior to the meeting** to avoid delays and frustration on the day. **To do this please follow the instructions attached to this email prior to the event or on the Fern Centre website**

3. Click the link highlighted below and this will take you to the Mediolink Homepage:

- <https://meet.yhtelemed.nhs.uk/webapp/>
- The screen will look like this:



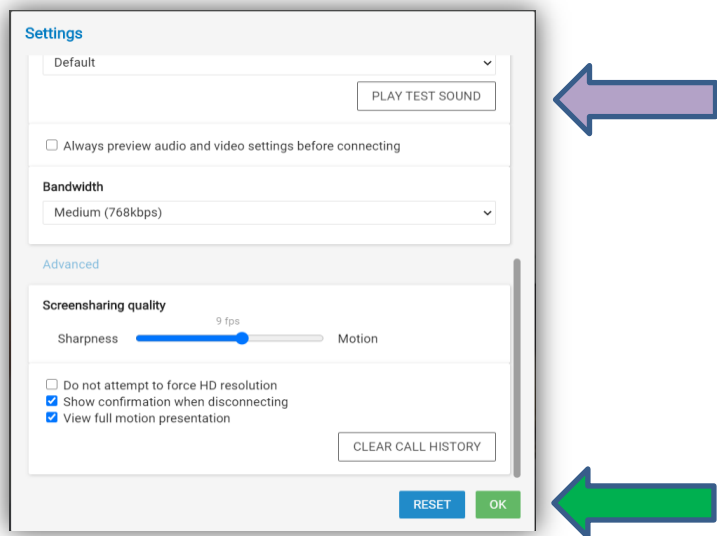
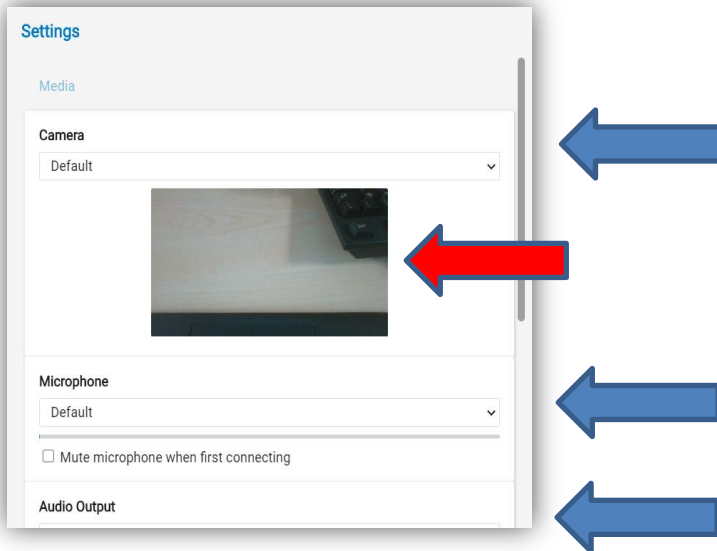
4. Please type the following in the boxes so your screen looks like the screens shown below:
  - Type the **PIN number** you have been given/sent by the host in **Person or conference to call** box
  - Type **your name** in the box below, you can just use first name if you prefer



- Hover over the '**CONNECT**' box and by default this will connect to the video (black camera) and audio (black telephone) as indicated by the blue arrow
- If you have done the **TEST** your device will be set up please **GO TO Section 6**
- If not continue following the instructions below

5.

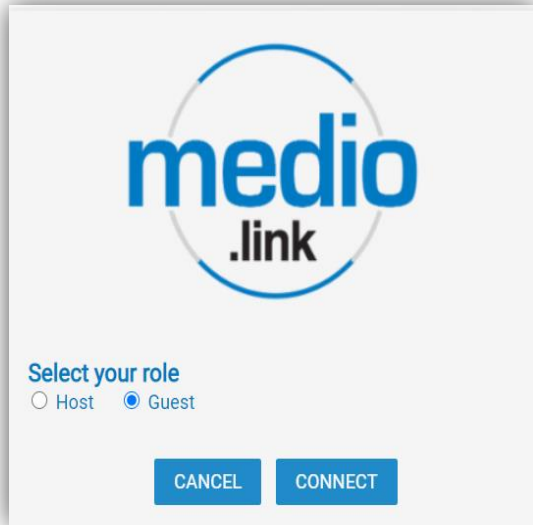
- Click on the **'SETTINGS'** box
- The first time you use Mediolink you will be asked to select your **Camera, Microphone** and **Audio Output** from the drop-down lists, thereafter it will be automatic. If you are unsure use **default**. These are indicated by the **THREE BLUE ARROWS**
- If you have a camera on your device you will be able see yourself in a small window as indicated by the **RED ARROW**



- You can use **'PLAY TEST SOUND'** to test out your headset or speakers. Click on the box indicated by the **PURPLE ARROW** and you will hear a series of notes. You can adjust the volume on your device accordingly
- Click **OK** indicated by the **GREEN ARROW**
- The screen will return to the one shown in **Section 4**

6.

- Click on the blue **'CONNECT'** box
- You will be asked if you are signing as a **'Guest'** or **'Host'** please select **'Guest'** as shown on the screen below:



- Click on the blue **CONNECT** box

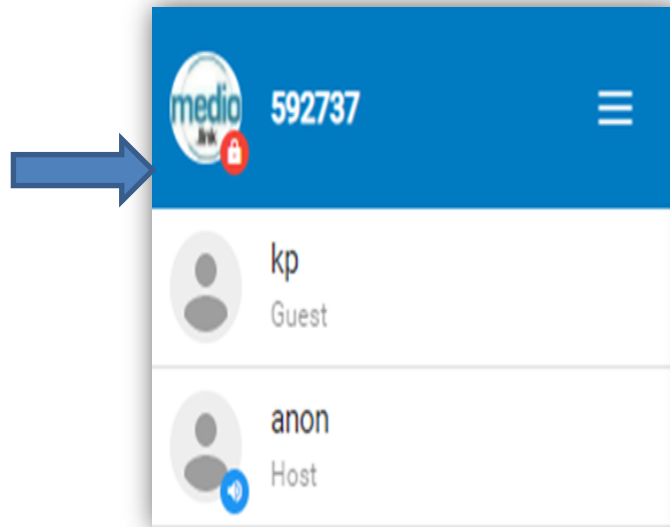
7. If you are 'early' you will get a message like this on your screen:



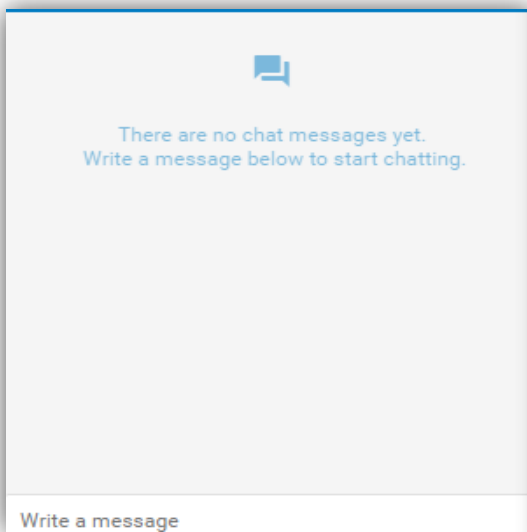
- You will hear a person saying '**Waiting for the conference host to join**'
- If your device has a camera and you are using it, you will see a small image of yourself below the wording '**Waiting for the conference host to join**' and also in the top right hand corner



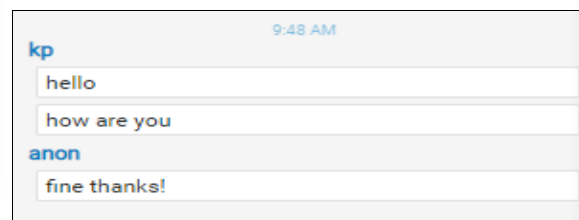
8. As soon as the host has opened the meeting you will connect to the event and will see your name appear above the host's name on the top left hand side, as shown on the screen below:



- This may take a couple of minutes so don't worry if it isn't instant
- The **red padlock** indicated by the **BLUE ARROW** means that the host has locked the event after all expected attendees have joined - for confidentiality, only people who are invited can attend
- Below the list of attendees you will see a box that you can type a message in, this can be seen by the whole group



For example:



9. At the bottom of the screen from left to right you will see a number of icons. The icons of use to you are **emboldened** in the key:



	<p><b>Key:</b></p> <p><b>A. Hide the side bar i.e Chat Box      B. Mute my microphone      C. Disable my camera</b>  <b>D. Disconnect/Leave the meeting      E. Keypad      F. Volume Control</b>  <b>G. Change camera/microphone      H. Call statistics      I. Go full screen</b></p> <ul style="list-style-type: none"> <li>• If you are experiencing difficulty hearing anything in the meeting please check the <b>Volume Control(F)</b></li> <li>• If you are not speaking you may be asked to <b>Mute your microphone(B)</b> to stop feedback or background noise</li> </ul>
10.	At the end of the meeting please click on <b>Disconnect (D)</b> – the red telephone receiver icon to leave the meeting.
	<p><b>We would appreciate it if you would take the time to fill in the Smartsurvey online for your opinion on the Virtual Event that you have just attended. The form can be found on the Fern Centre website and will take about 5 minutes to complete. It will help us to shape the services offered to you, the patient.</b></p>