

How to test your technology before the virtual event

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 below:

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

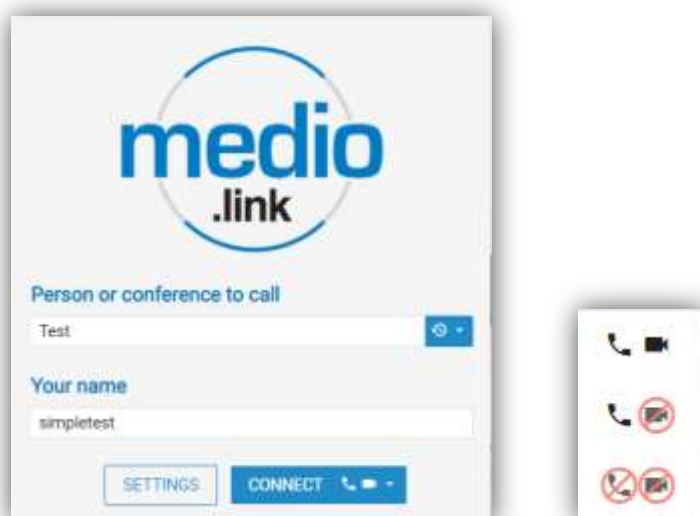
- <https://meet.yhtelemed.nhs.uk/webapp/>

3. The screen will look like this:



4. To test your equipment please type the following in the boxes so it looks like the screen below:

- Type **TEST(not case sensitive)** in **Person or conference to call** box
- Type **SIMPLETEST(not case sensitive)** in **Your name** box



- Hover over the **CONNECT** box and click on the black camera and telephone. If you are connecting with audio only, choose the single black telephone.

- 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
 - If your camera is working you should be able to see yourself and your screen will look like this:

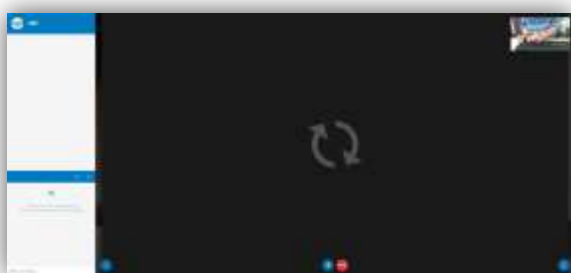


- Click on **PLAY TEST SOUND** and you will hear a series of notes through your speakers or listening device
- Press the green **OK** button and you will return to the previous screen (**see 4. above**)
- Press **CONNECT** and your screen will look like this:



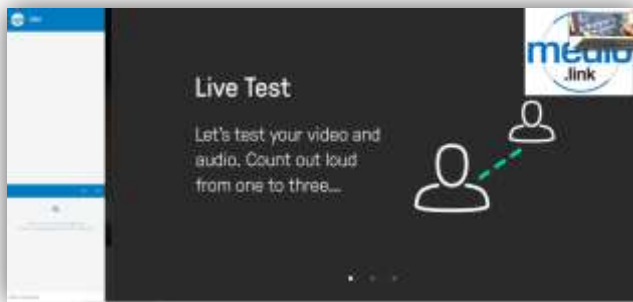
6. Once connected this will take you to a **series of screens**:

- Timer screen with rotating arrows with a small screen from your camera on the top right. On the left-hand side you will see a 'chat box' column where you can ask questions during the event



- **Live Test**, the following will appear on your screen. Please follow the instructions that you will hear through your headset or speakers:

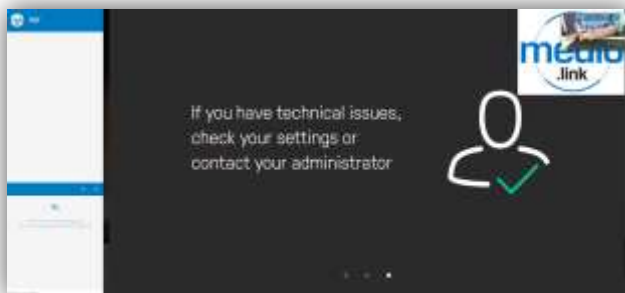
'Let's test your video and audio. Count out loud from one to three'



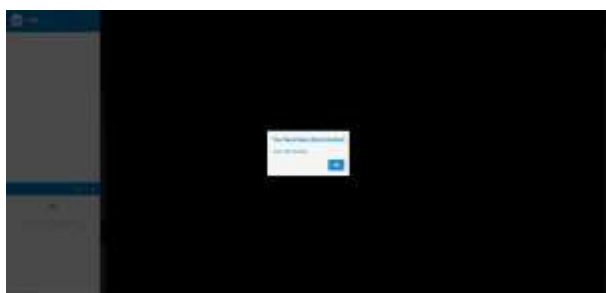
- **'You will see and hear yourself with a two second delay'**



- **'If you have any technical issues check your settings or contact administrator'**



- **'You have been disconnected' Test call finished.'**



- Click **OK** and you will return to the homepage ready to enter details for the virtual event (please **see 3 above**)
- The **test is now complete** and you are ready to **log on with confidence** on the date, time and with the PIN number provided to you by your host
- If you need further assistance please use the **'How to join virtual support group' on the Fern Centre website**, which is a step by step guide to help you join one of our virtual events.

If you are having problems connecting please check **all leads/connections** to the device you are using and make sure the device **is not** on 'mute'.

If you are still having problems please contact the Fern Centre 01271 311855

