

Visionable

How to set up your account

Support available through:

IT Service Desk for IT issues:

Tel: 01225 82 **5444**

Email: ruh-tr.ITServiceDesk@nhs.net

or

Millennium Trainers:

Tel 01225 82 **4431**

Email: ruh-tr.IT-Training@nhs.net



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Background

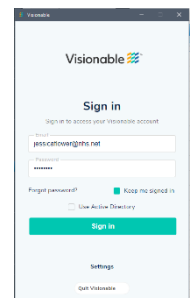
This guide is aimed at staff setting themselves up to use Visionable. Visionable was purchased by the RUH in March 2020. It is a “cloud based” video consultation service and software used to conduct remote clinics, consultations and meetings between staff and patients, and reduce the need for travel for both staff and patients.

Because it is cloud based the patients do not need to “download” any programmes to use it – they simply click on a link sent to them by email or text.

For the RUH Clinician there are 2 Visionable parts

Firstly, access to Visionable website, to set up the account we use ruh.visionable.com/signup/ruh. After setting up your account you will use ruh.visionable.com, to create clinics to book and manage appointments

Second, an App (or programme)  which will be given (by IT) to the Clinicians. This is used for the actual video conferencing with the patient. It can also be used to create meetings for MDTs, Ward Rounds, Whiteboard rounds etc. **Please contact IT (ext 5444) if you are not a doctor to get the App downloaded to your account**



Please note that you should be able to use Visionable on any PC or Desktop. You can download the Visionable App on any Apple (NOT ANDROID) device. You can though on an android get to the APP via the web site

Setting up a New User

Stage 1 Signing Up for an Account

Step 1. Go to the Visionable website ruh.visionable.com/signup/ruh

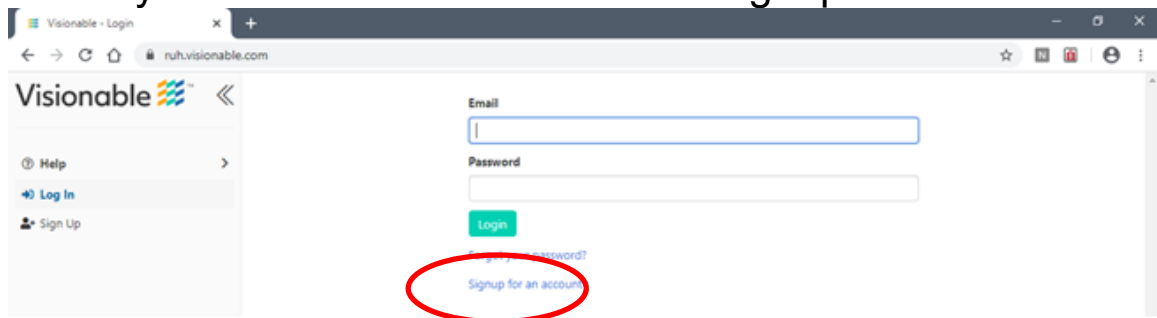
NOTE – Visionable **does not** work with Internet Explorer or Microsoft Edge.

Visionable recommend using either:

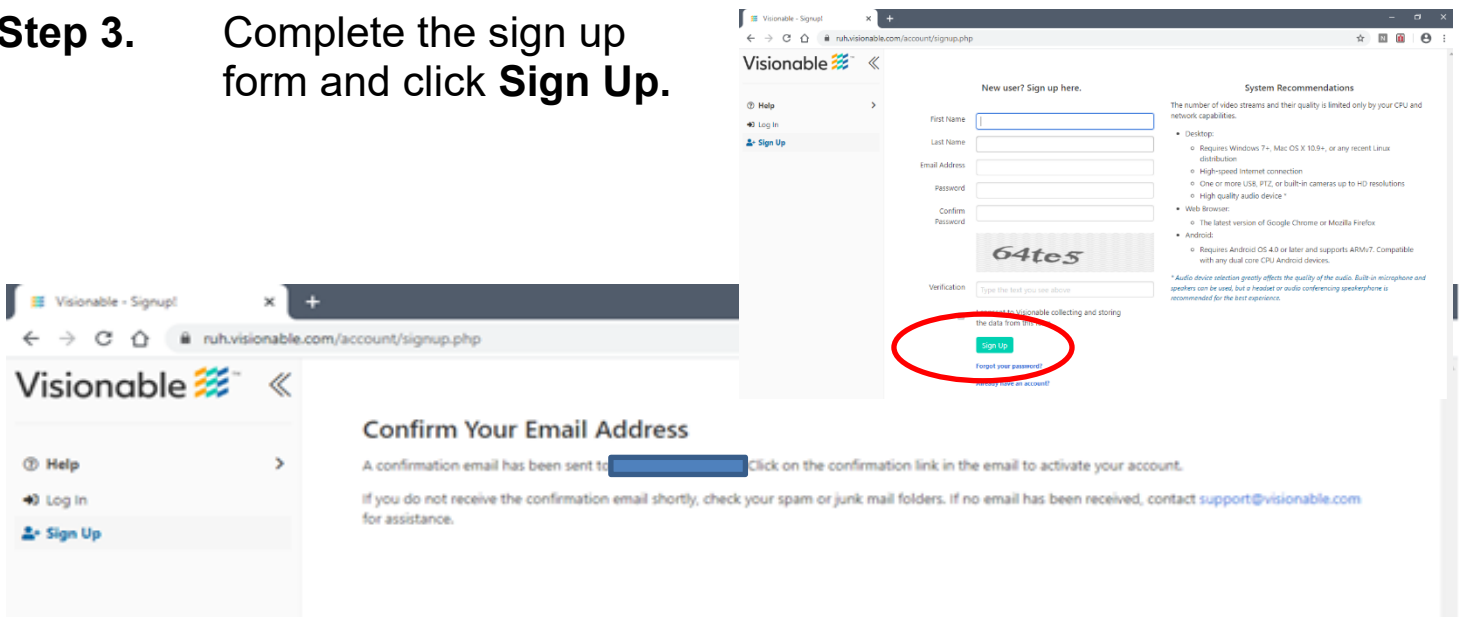
[Chrome](#) [Firefox](#) [Opera](#)

You can also use Safari on a Mac platform

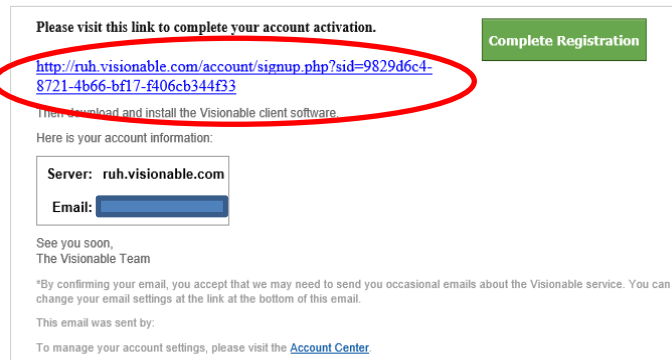
Step 2. Enter your NHS Email and Click on “Signup for an account”



Step 3. Complete the sign up form and click **Sign Up**.

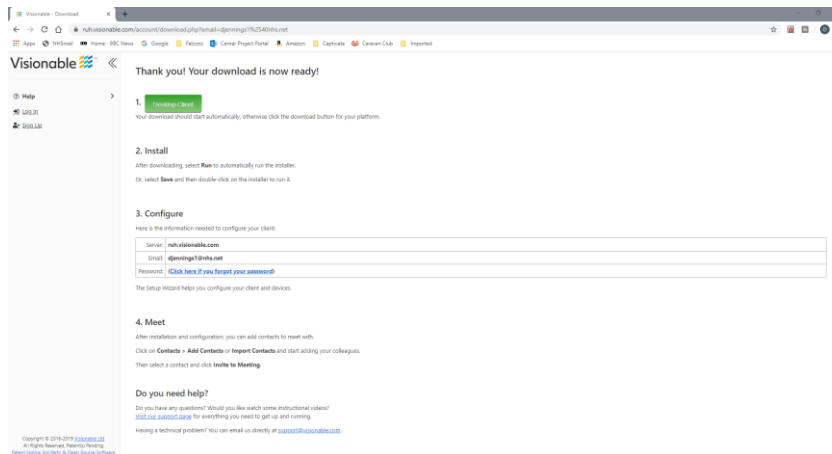


- Step 4.** Check your emails open the email from Visionable
- Step 5.** Click on the link (in Chrome, one way is to copy the link open chrome and copy it in)



- Step 6.** Once you have clicked the link in the email please email ruh-tr.EPRChangeTeam@nhs.net to say that you have completed the registrations

- Step 7.** You may be taken to the window below but **PLEASE CLOSE IT DO NOT DOWNLOAD THE APP !!!**





- Step 8.** EPR Change team will add suitable roles to your account and confirm back by email when this is done and this point you can go onto stage 2


Stage 2 Signing into the Visionable APP

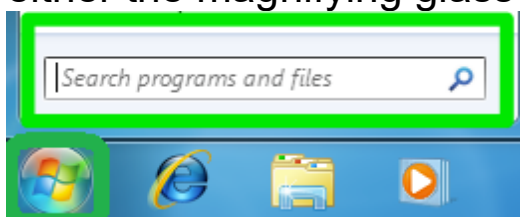
Step 1. You now need to set up the Visionable App

Step 2. We have already added the Visionable APP to all doctors accounts, if you are not a doctor when you emailed ruh-tr.EPRChangeTeam@nhs.net we will make sure the Visionable APP is added to your account

Step 3. When you log on to your computer the App should appear in your Task bar at the bottom of the screen . If not go to the small up arrow on the task bar  and Click on the

Visionable Icon 

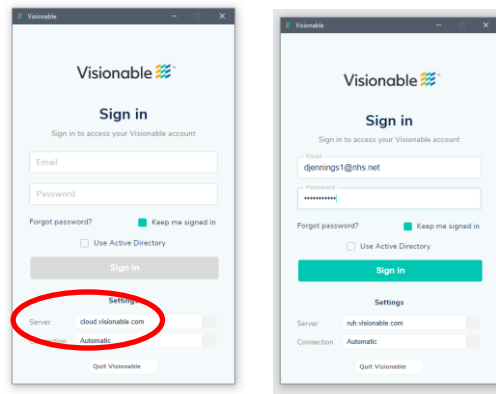
Step 4. Or Search for it (depending on the Windows version you have either the magnifying glass  or click on the start



Step 5. If you have an iPhone you can download the APP from the APP store

Step 6. If you have an android you can go to the Visionable Web Page – log in and then click on the camera to open the WebClient

Step 7. Click on the icon to open Visionable



- Step 8.** Enter your email address and password
- Step 9.** Click on Settings
- Step 10.** Change the Server address from cloud.visionable.com to ruh.visionable.com
- Step 11.** Click on **Sign in**

You will now see a Setup Wizard screen where you can test your speaker and microphone levels. If there is a camera connected to your computer you can select or deselect the camera

Please disconnect any other audio equipment such as Dictaphones when using Visionable

- Step 12.** Click on **Save**
- You have now completed the setup of Visionable