# Visionable

## How to Use Visionable for Virtual Meetings within the Trust

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

# Contents

# How to Use Visionable within the Trust

This guide is aimed at staff who have set up their accounts (see separate guide for this) on how to manage meetings within the Trust such as Virtual Ward Rounds, Whiteboard Meetings and MDTS etc.

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.

For the RUH Clinician there are 2 parts to Visionable.

Firstly, access to Visionable website, **ruh.Visionable.com/control** We use this to manage your account the clinic, to book appointments, and set up our own accounts.

Second, an App (or programme)  which will be given (by IT) to the Clinicians. The App will be used to create and manage meetings.

Please note that you should be able to use Visionable on any PC or Desktop or any Apple (NOT ANDROID) device.
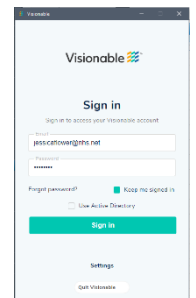
# How to create a Visionable account

Please see separate guidance "How to set up your account", everyone in the meeting must have an account.

# Logging on and off the Visionable App

Always check that the Settings are set to ruh.Visionable.com
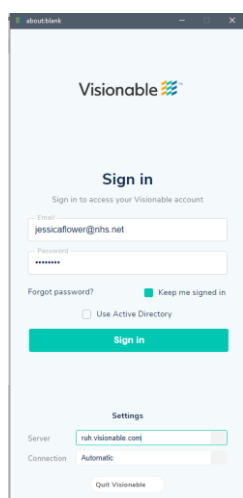
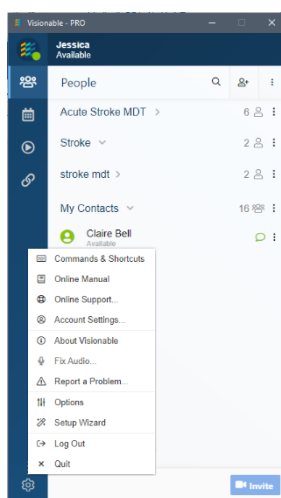Enter your Email and password.



*Figure 1 Logging on*



*Figure 2 Logging Out*

To Log Out Click settings  and then Log out.

# How to Manage Your Contacts
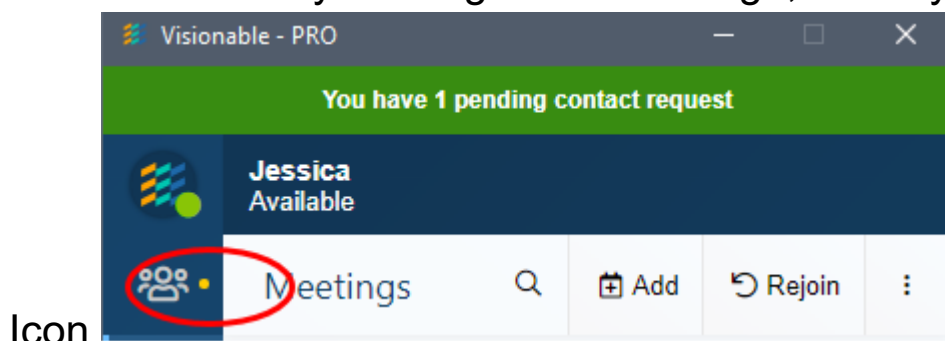
### Creating New Contacts

To invites colleagues to a meeting it is easier if they are your contacts

To create contacts click on the Contact Icon 👥 then click on the Add Contact Icon 👤+ and enter their NHS email address (please note they must have a Visionable Account[1]).  In your contacts list the user will appear with their email address until they accept your request.

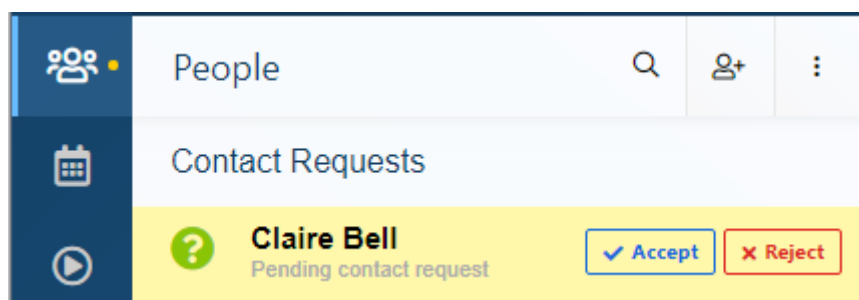👤 clairebell1@nhs.net                              ⋮
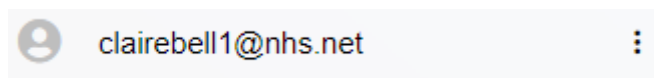
### Accepting a Request to be a contact

If someone else requests (or your contact has received your request) you to be their contact you will get this message, and a yellow dot in the Contacts



Icon

Click on the Contact Icon 👥 then click on ✔ Accept .

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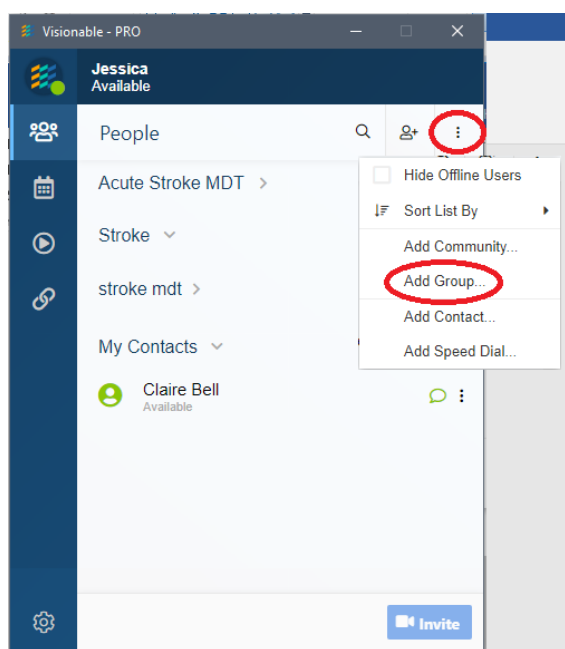[1] There are cases where this not the case – see inviting guests below

That user will now be in your contacts.

## Creating A Group

Groups are useful for inviting the same group of people to a regular meeting.

To form a group click on the Contact Icon



## Adding your contacts to a Group
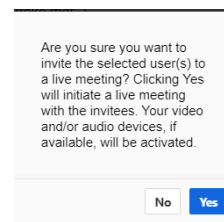
Simply drag and drop your contacts into the group.

# Managing a Meeting with one of your Contacts

Please note that your contact must be "available" ie logged into the Visionable App

Simply click on the 3 dots to the right of your contacts name

Alice Milsom
Available

and click ◻◖ Invite to Meeting

Are you sure you want to invite the selected user(s) to a live meeting? Clicking Yes will initiate a live meeting with the invitees. Your video and/or audio devices, if available, will be activated.

No    Yes

Say yes to the following questions

The system will then wait for your contact's response.

Meeting Invitation                    ✕

To: Alice Milsom           Response: ▬▬▬▬▬▬▬
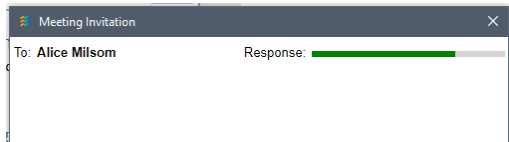
Once the contact has accepted the meeting you will be connected.

To add another person into the meeting, click on the 3 dots against another contact (that is available) and select ◻◖ Invite to this meeting .
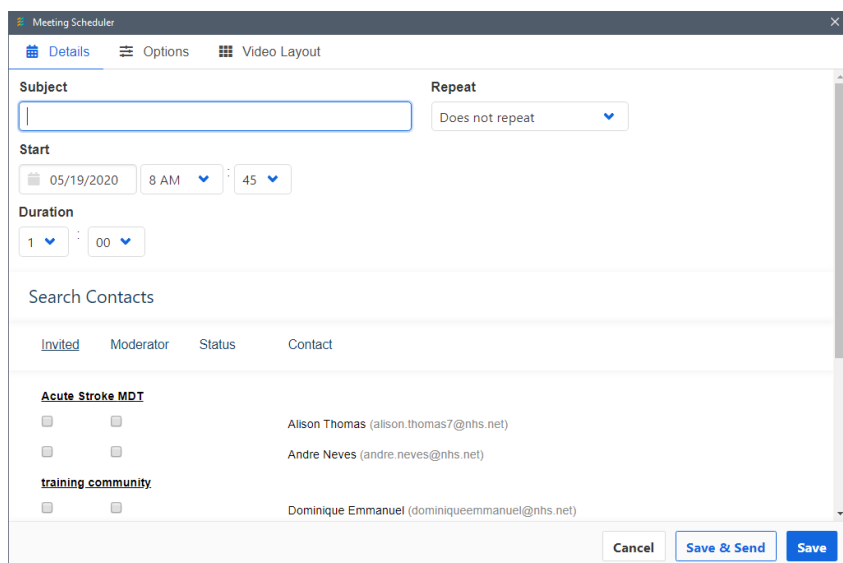
You can invite an external user (i.e. one who does not have an account click on).

During the meeting you can record the meeting, share documents and chat (see below).To end the meeting simply click the red phone.

# Managing a Scheduled meeting

## Setting up the meeting

Within the Visionable App click on [calendar icon] then [⊞ Add]. You can then create the meeting, defining the date, time, duration and participants.
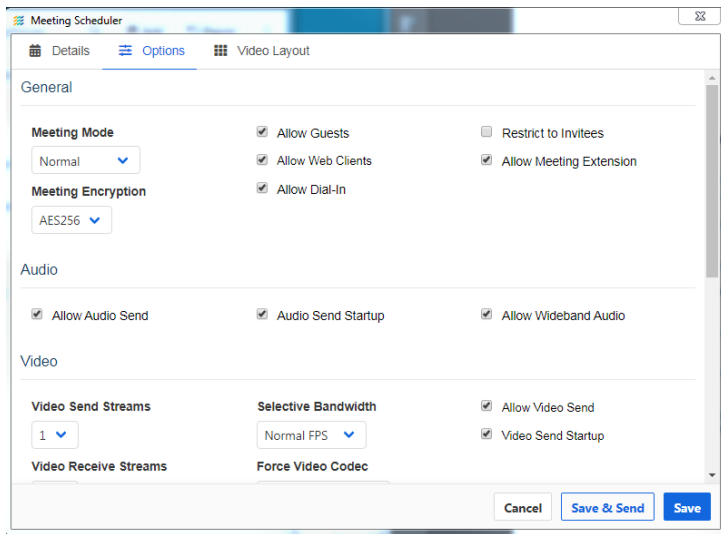


You can select "Repeat" to schedule daily weekly etc.

Click on the name of the group or community to invite all of that group/community.

Click moderator if required. Moderators and meeting host can all mute and end calls etc.

In the scheduler window, click Options or Video Layout to set some of the following:

- Video layout. Can be set to 'Presentation' mode.
- Video layout. 'Voice Activated' screen focus.
- Options: Set a welcome message
  (e.g. Short notice agenda change to focus on X).
- Options: Restrict access do not restrict invitees.
- Options: Untick 'Allow Audio Send' stops everyone starting with their Microphone switched on.

Click **Save** to send the invitation and then close the window. Or

**Save & Send** to send to someone who is not a contact, either copy ⧉ Copy and send link by email or use the sms and email link.
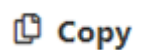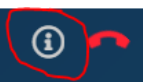
Remember that other participants can be invited during the meeting – just click on the contact and then the 3 dots the "join this meeting."

The number of participants depends on the license you have, everyone can invite 4 people, the higher license can invite 99 people.

Guests i.e. non Visionable users, can be invited. The number of guests depends on your license and range from 1 to 4.  To invite a guest click the i

**Jessica**
In a Meeting - 00:08 and send a link to the guest

## Joining the Scheduled Meeting

In the Visionable App go to then click on the 3 dots of your meeting

My Meeting
15 May 4:00 PM and select Join.

## Ending the Meeting
Click the red phone and the top of the Visionable App screen.

## Sharing Your Screen

Within the Visionable App, Click the Sharing Icon and then click on the

share Icon against the relevant document How to Use Vision... .

To stop share just click on the Icon again

Please ensure that the user can only see the document by ensuring the document fill the whole screen

## Using Chat

Within the Visionable App, you can chat to a contact, to a participant in a meeting or the whole meeting

To chat to a contact click then the chat icon Claire Bell Available

To chat to a participant in the meeting click on the icon against the

participants in the list

To chat to the meeting click on the icon

# CODE OF CONDUCT
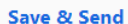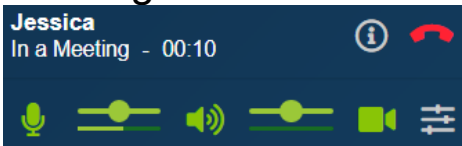
RUH staff are expected to conduct clinics and MDTs much like face-to-face clinics and MDTs. The choice of space, background noise, their professional conduct and breeches in confidentiality are handled in the same way.

NHS England Information Governance team encourage homeworking and videoconferencing.

- The consent of the service user is tacit/implied by them accepting the invite/entering the call.
- Please check what's behind you. Check what you can see over your shoulder…
    - Does NOT include non-relevant patient information. Notes and images.
    - Does NOT include people that aren't involved in the call.
    - Does NOT include any information you wouldn't want others to see.

Patients and staff are welcome to record the session, but only with each party's written consent.

# Royal United Hospitals Bath NHS
## NHS Foundation Trust

# Quick Guide to the Visionable App Controls

| | |
|---|---|
| 👥 | "People" – used to add contacts,  groups and Community<br>Please make all the people you will be regularly contacting into contacts.<br>Please create groups to manage regular meetings.<br>To add contacts to groups just drag and drop them. |
| 👥 | You can use the People pane to invite a contact to join a meeting, click on the 3 dots **Claire Bell** *Available* and then 📹 Invite to Meeting to start a new meeting or 📹 Invite to this meeting to join an existing meeting. |
| 👥 | You can use the People pane to chat to contacts, click on the speech icon **Claire Bell** *Available* |
| 📅 | "Meeting" – Used to create, manage and join scheduled meetings. |
| 📅 | Click add ⊞ Add to create a scheduled meeting.  Select which contacts, groups, communities to invite and then Save & Send |
| 📅 | To manage a meeting – change the date, invite others, Join or delete<br>Click on the 3 dots to right of the meeting<br>📅 My Meeting 15 May 4:00 PM ⋮ |
| 📅 | Meeting Controls<br>**Jessica** In a Meeting - 00:10<br><br>📞 to end meeting<br>ⓘ to invite guests<br>🎤 click to mute / unmute mic<br>━●━ volume control<br>🔊 click to switch speaker on/off<br>📹 click to switch click camera on/off |

| | |
|---|---|
| | ⛃ click to access audio/video settings |
| 📅 | The yellow dot indicates you have an outstanding meeting. |
| 💬 | You can use "Content" to chat to all or a single participants in a meeting. |
| 🖥 | "Sharing"; Click 🖥 to share a document on your screen <br> Click 📷 to share a snap shot of a screen or document. |
| ▶ | Recording is not currently available. |

# How To Videos

There are videos provided by Visionable https://www.Visionable.com/video-tutorials/ though please note that there are a few local variations:-

- Our server is ruh.Visionable.com
- Please do not download the App to your PC Service desk will do this for you (so please ignore install cloud video)
- We have the system shown on the right of the screen