

## ASK Physio - video messaging instructions.

Choose which form of video messaging suits you best, and let us know which you would like to use;

- FaceTime (must have Apple product, i.e. iPhone or iPad)
- What's App video messaging. What's App is a free to download app, available on Apple and Android.
- Zoom – Zoom is a free to download app, on any mobile device, and can also be used on desktop or laptop, if you do not have an iPad or smart phone.

The website is here:

<https://zoom.us/>

- You will be asked to sign up, *you only have to do this if you are planning on using the desktop/laptop version*. If you are planning to use an iPad or mobile phone, you do NOT need to create a login.
- When you are invited to a meeting, the desktop or laptop may ask you to download or 'run' the app. Allow this and accept terms and conditions etc.
- You will need to allow the app to use your camera and microphone. Also, when prompted, click on 'Call using internet audio'.
- If you can, it would be worth having a practice video with a family member who also has Zoom, to ensure you are familiar with how to use it.
- **At the time of your video appointment, you will need to have your device with you.**
- **We will send you an email inviting you to a 'meeting'. All you need to do is click on the link within the email. It takes 1-2 minutes, but we should then be able to see each other on screen.**
- Make sure your device's volume is turned up. Sometimes the audio connects after the video, so don't panic if you cannot hear us straight away.
- If you can, play around with where you will position your device, so that we can see you.
- **DO THIS BEFORE YOUR APPOINTMENT WITH US; IT WILL SAVE TIME DURING THE APPOINTMENT.**
- Depending on which part of the body we are assessing, we may need to see you full length, from the waist down or the waist up only, we may ask you to perform some tests and exercises to assess your strength and function.
- You may need a chair nearby, or a bed to lie on, possibly stairs.
- See where you can position your device to allow us to be able to see you well. This will save time during the actual appointment.