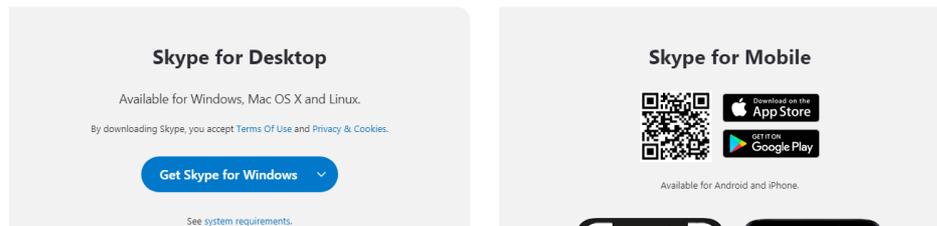


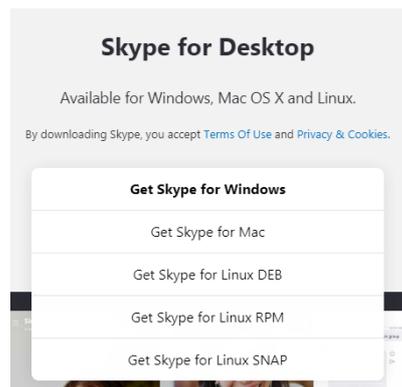
## DOWNLOADING SKYPE

1. You can download Skype to your mobile phone or computer/laptop/tablet here <https://www.skype.com/en/get-skype/>.

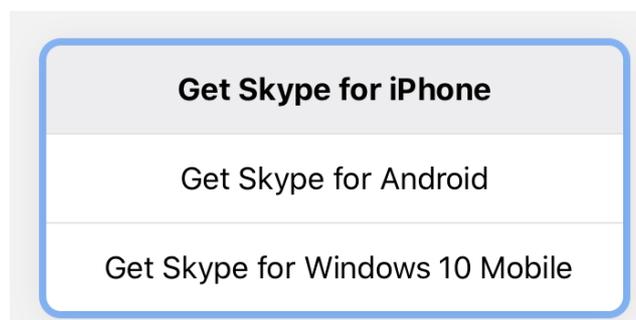
### Download Skype



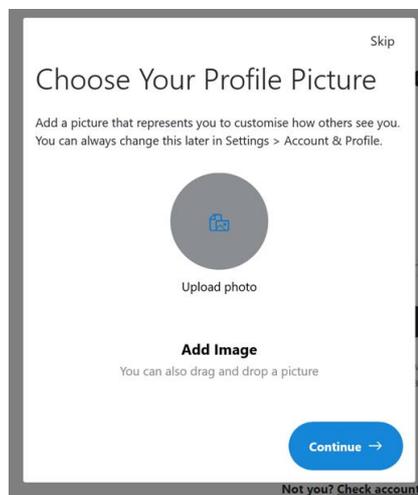
If you are downloading Skype to a desktop computer or a laptop, you will be able to choose the operating system (Windows / Mac etc.).



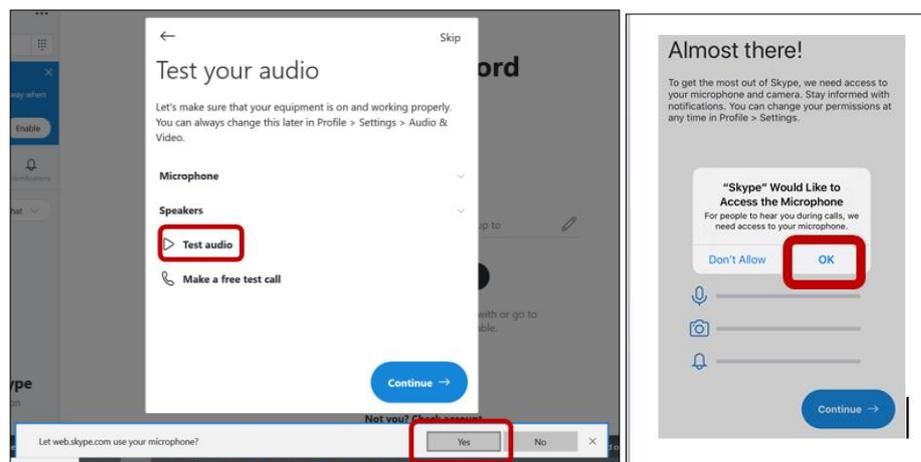
If you are downloading the software to a smartphone, you can do this via the App Store or Google Play. The service is available for Android & iOS. Before downloading Skype, it is advisable that you ensure your phone is up to date with the latest version of its operating system.



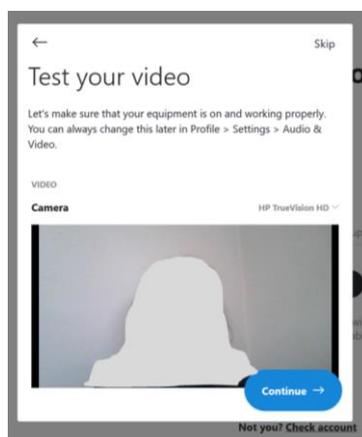
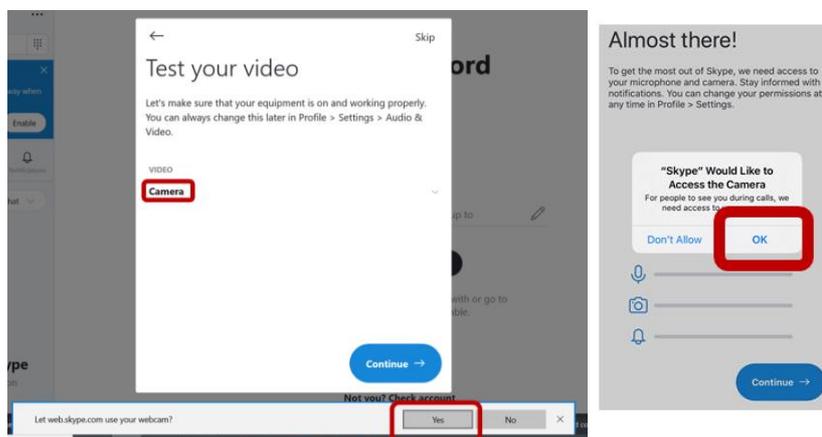
2. Once you have downloaded Skype to your device, you will need to create an account. You have the option of using your mobile number or email address.
3. After you have input your mobile number or email address you will be asked to create a password for your account.
4. You will be asked to record your name, your country/region and your date of birth.
5. A code will be sent to your mobile number or email address. Use this code to verify your phone number/email address.
6. You will be given the opportunity to add a profile picture. **This isn't mandatory and will not affect your ability to participate in a remote medical consultation.**



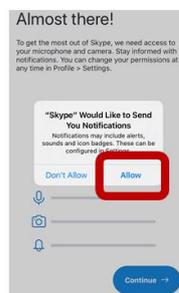
7. You will then be asked whether skype can have access to your microphone. **Please select yes** as this will need to be enabled for the remote consultation. We also recommend that you use the "Test audio" functionality.



8. You will then be asked whether Skype can have access to your webcam/camera. **Please select yes** as this will need to be enabled for the remote consultation. We also recommend that you use the "Camera" functionality as this will allow you to test the video function on your device.

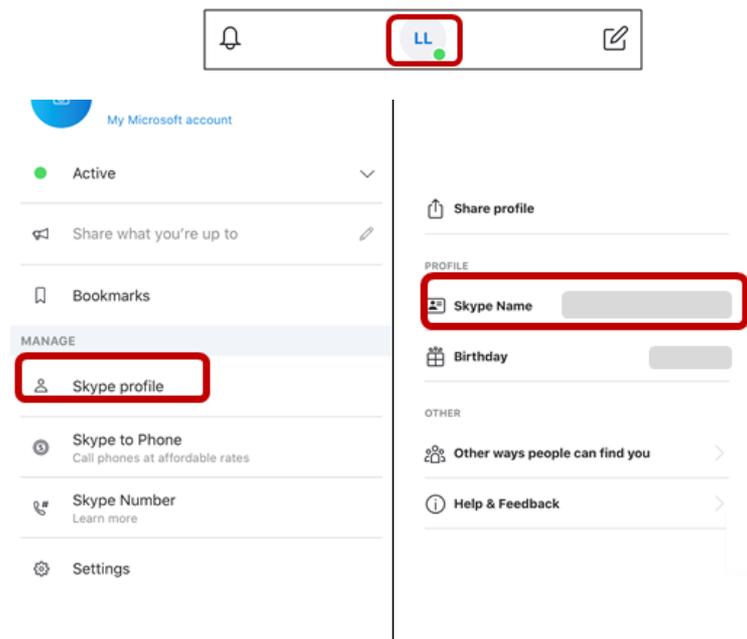


9. Your account should now be created. Please ensure that you allow Skype to send notifications to you.



10. When you have created your account, **please send your Skype name to Premex**. We will need to provide this to your allocated medical expert in advance of your consultation. Without this, the expert will be unable to contact you and your appointment may not go ahead. You will find this in

your account profile. To get to this, press on your initials which should be at the top of your screen > Skype profile > Skype Name. Please send this to [mail@premex.com](mailto:mail@premex.com) or phone 01204 478361.



11. Please ensure that your skype account is set to public so the expert can locate and contact you.
12. Once you have had the remote consultation and you do not wish to utilise skype again for any other purpose you have the functionality to delete the account, or set it to private.

## ANSWERING CALLS

1. You need to ensure that you are logged in to Skype, either on your mobile device or computer, before you can receive and answer calls. We recommend you log into the software 30 minutes prior to your appointment.
2. When your allocated medical expert initiates the call, you will see an incoming call notification on your screen.
3. Select the video button to answer with video. **You must choose the video call option.** Audio only conversations will not be accepted.

