

# Visionable

How to set up your account

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Support available through:

IT Service Desk for IT issues:

Tel: 01225 82 **5444**

Email: [ruh-tr.ITServiceDesk@nhs.net](mailto:ruh-tr.ITServiceDesk@nhs.net)

or

Millennium Trainers:

Tel 01225 82 **4431**

Email: [ruh-tr.IT-Training@nhs.net](mailto:ruh-tr.IT-Training@nhs.net)



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## Background

This guide is aimed at staff setting themselves up to use Visionable

Visionable 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 Clinicians and Administrative staff there are 2 Visionable parts

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

Second, an App (or programme)  which will be given to the Clinicians (please note that at the RUH you cannot download this IT need to add it to your account). 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 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



# Creating a New Visionable Account

## Stage 1 Signing Up for an Account

**Step 1.** Go to the Visionable website [ruh.visionable.com/signup/ruh](http://ruh.visionable.com/signup/ruh)

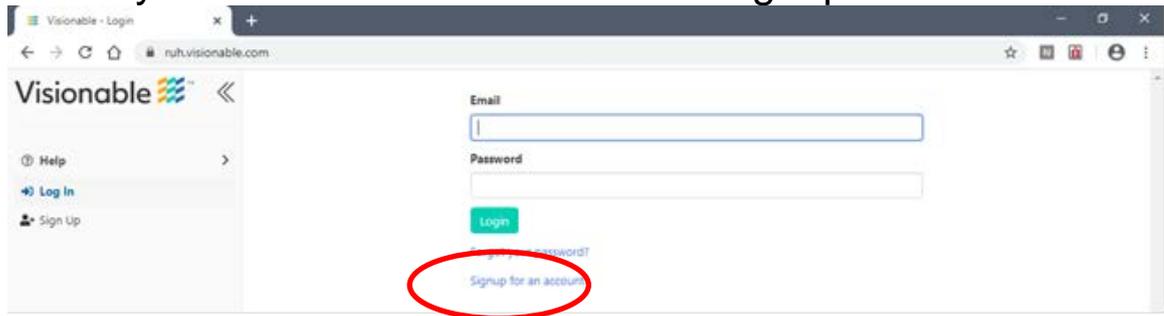
**NOTE –** Visionable **does not** work with Internet Explorer or Microsoft Edge.

Visionable recommend using either:

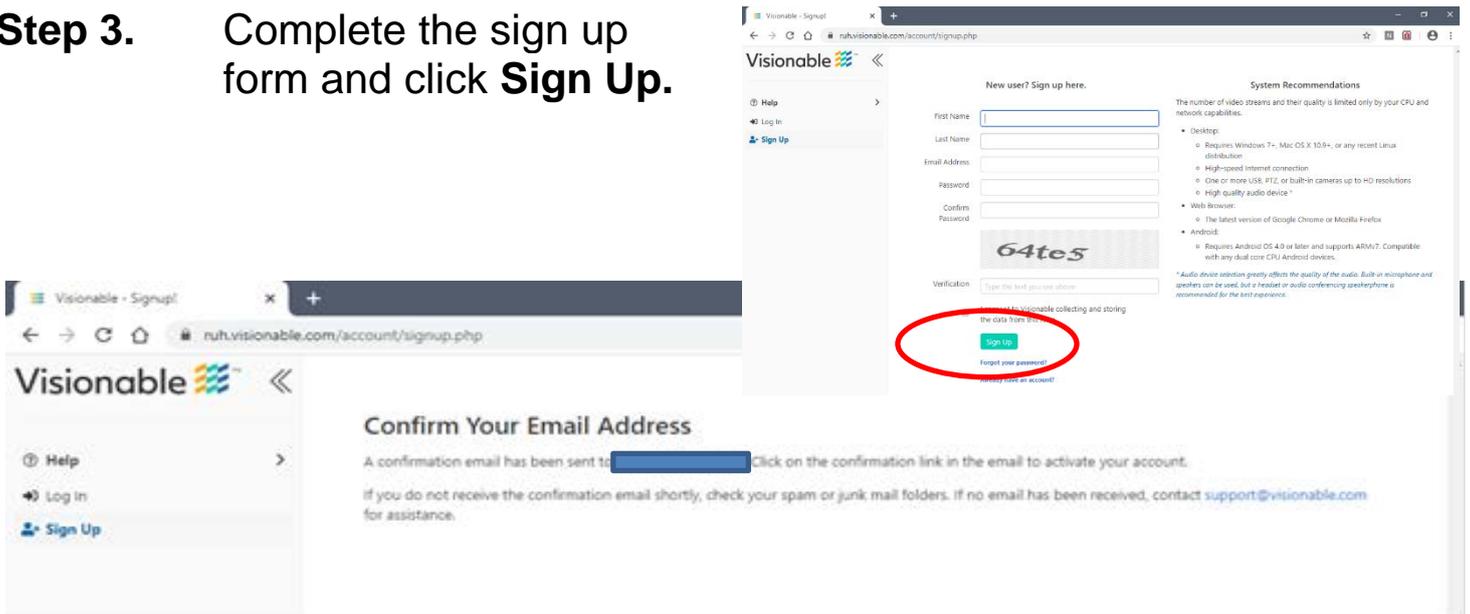
[Chrome](#) [Firefox](#) [Opera](#)

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**.



## Stage 2 Confirming your Account

- Step 4.** You now need to confirm your registration
- Step 5.** Check your emails open the email from Visionable
- Step 6.** Click on Activate Account 

**Just one more step...**

Welcome to Visionable, Visionable!

Please click on the link below to activate your account.

 Activate account

Then you can download the Visionable client software and login using your credentials below

**Email:** [ruh-tr.eprchangeteam@nhs.net](mailto:ruh-tr.eprchangeteam@nhs.net)  
**Server:** ruh.visionable.com

See you soon,  
the Visionable team

Visionable | Powering the future of global healthcare

By confirming your email, you accept that we may need to send you occasional emails about the Visionable service. You can change your email settings at the link at the bottom of this email.

- Step 7.** On the next screen DO NOT DOWNLOAD VISIONABLE just close the screen. Here at the RUH we have a slightly different system.

## Stage 3 Contacting IT to activate your account

- Step 8.** Email [ruh-tr.EPRChangeTeam@nhs.net](mailto:ruh-tr.EPRChangeTeam@nhs.net) to say that you have completed the registration. We will ensure that you get access to the software and finish setting you up as a use.

Please note that this can take a day or so to complete

## Stage 4 Signing into the Visionable APP (Clinicians only)

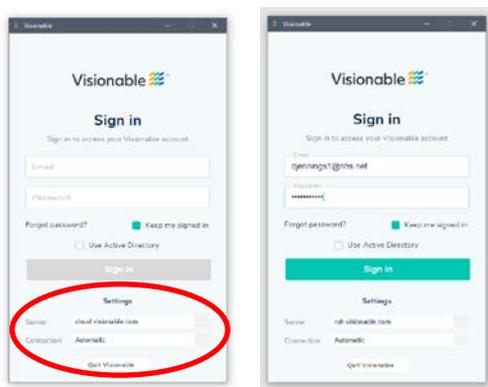
**Step 1.** You now need to set up the Visionable App

**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](mailto: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 search for it (depending on the Windows version you have either the magnifying glass  or click on the start  )

**Step 4.** Click on the icon to open Visionable

**Step 5.** Enter your email address and password



**Step 6.** Click on Settings

**Step 7.** Change the Server address from cloud.visionable.com to ruh.visionable.com

**Step 8.** Click on **Sign in**