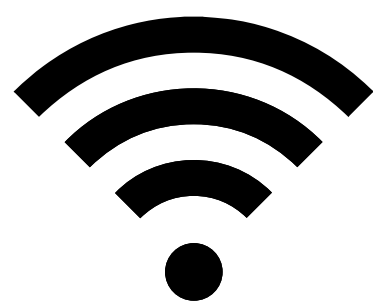
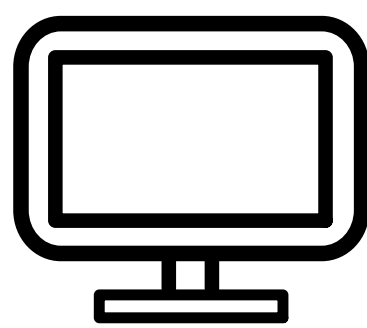


How to enter a Video Consultation

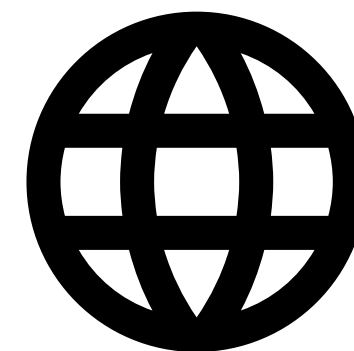
What you need



Internet connection



A device with a microphone and webcam (computer/laptop/Phone)



A compatible browser (Chrome, Safari, Edge)

Entering the call:

By text message

- Open your text messages from your clinic/healthcare provider.
- Click on the link to enter the secure videocall.

By email

- Open your **email** from your clinic/healthcare provider.
- Click on the [SEE MY PROVIDER](#) to enter the secure videocall.

During the call:



Press Green to start the call



Press Red to end the call



Press the card button to pay

Safety Recommendations

Multi-Factor Authentication

To further increase the safety of your account, we strongly recommend to enable MFA (Multi-Factor Authentication). This will send a PIN to your phone when logging in, so your account can only be accessed when in possession of the linked phone.

Emergencies

Do not use the Wellola app in case of a medical emergency. Features like Messaging or Forms are intended for personal counselling only and do not provide the rapid response time or out-of-hours service that emergency services do.

Email Communication

In order to prevent miscommunication between you and your practitioner, make sure to add the Wellola mail address to your safe-senders. If you should not receive an email within 48 hours, check your spam / junk folder.

Screen Lock

To prevent unauthorised persons from accessing your account, make sure not to leave your device unattended while logged in. Additionally, you can activate screen lock so your device locks itself after a certain amount of time.