



vCreate Clinical Video Service - Guide for Patients and Carers

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Introduction

This document outlines the process of registering for an account, recording and uploading video clips, uploading photos and sending / receiving messages.

Account Registration

You will receive an email / sms message inviting you to register for an account from your clinical team. Click the link to load the registration form, some of your details will have been pre-populated.

Read the consent statements and if you agree, check the boxes to provide consent for your videos and photos to be accessed by your clinical team.

You will then be able to create a username and enter a password of your choice into the “Create a password” box, which you must then confirm. You will also be asked to create a 6-digit passcode for extra security. You will be asked for 3 random characters from this passcode each time you log in.

Enter a first and last name if needed, check the accept terms box and click “Register”. Your username, password and passcode will form your login credentials.

You will receive a notification when your account has been activated and is ready to use.

Uploading a Video Clip / Photo

Log in to your dashboard and choose whether you'd like to "Upload a Clip" or "Upload a Photo".

Before uploading your video clip or photo, you may be asked a series of questions. This is so your clinical team have as much information as possible to help them interpret your video clip or photo.

Please answer the questions as thoroughly as you possibly can.

Tap on "Step 1: Start" to access the previously recorded videos / photos taken on your device.

Please Note: Please try and record videos and take photos in landscape mode for better results. Go in close to the subject where possible and ensure there is plenty of light.

Confirm that consent has been granted before uploading the video or photo, if asked.

Enter a title for the video clip / photo in the "Step 2: Enter title" box.

Click "Step 3: Upload" to upload your video clip / photo to the vCreate system.

You and your clinical team will receive an email notification when the video clip / photo has been processed. The clinical team will review your upload and respond accordingly.

You can view your video clips / photos at any time under "View My Clips / Photos" from your dashboard.

Receiving Messages

You may be sent a message from the team regarding your uploaded video clip / photo.

You will be alerted by email and/or SMS of any new message.

Tap the "Login" button within the email or the link with the SMS to login to vCreate and access your message. Tap the "Login" button within the email or the link with the SMS to login to vCreate and access your message.

If applicable, you may be able to reply to the message by entering your reply in the "Reply to Message" box and then tapping "Send".