

DrDoctor Video Consultations

How to: Access Clinical Portal to launch a video consultation (remotely)

If you are not set up on TrueVPN (Forticlient/PulseSecure), you can still access video consultations remotely via Citrix (VPN). To do this, you will need to copy & paste the URL link from Clinical Portal into a separate browser. A step by step guide is detailed below:

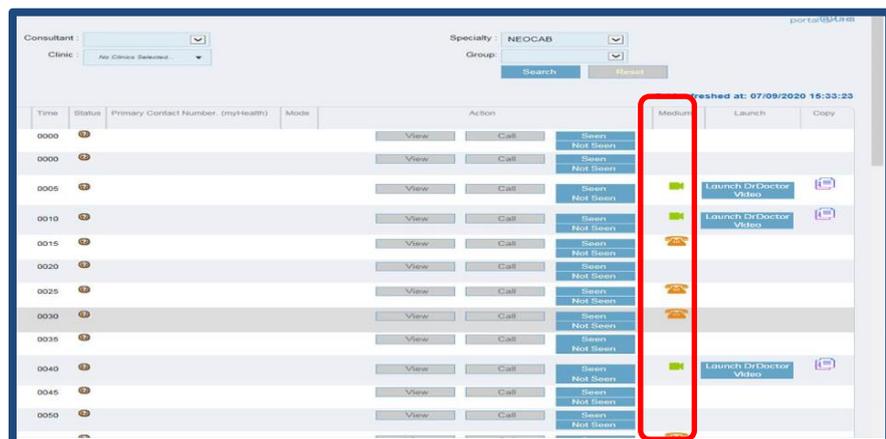
[1] Open and log into Clinical Portal using **Citrix (e.g. from home)**

Users can access this via the Desktop Icon or through Intranet pages:

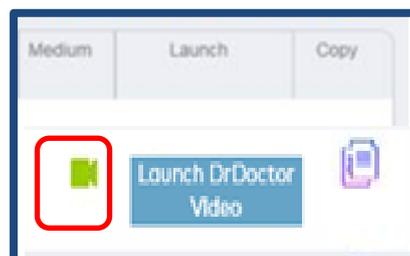
[Systems > Clinical Portal](#)



[2] Review your clinic list and view patients to be seen as **video** appointment.



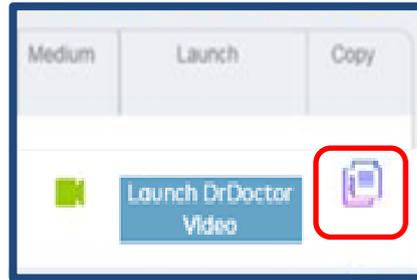
[3] Any video appointments will have the icon for video.



[4] Click on the 'Copy' icon

This will copy the video URL link ready for you to use.

Note: at this stage of copying the URL, you are within your VPN environment on Citrix



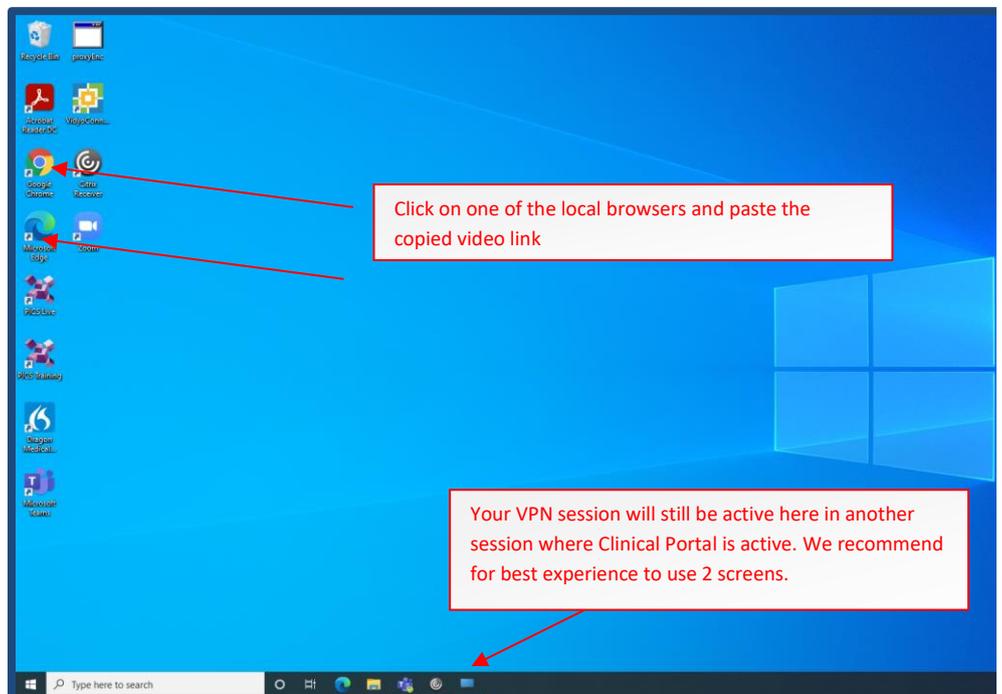
If you have logged onto the Citrix environment using your laptop at home or a work laptop, please minimize your Citrix session by clicking on **Home**. This will take you to your local desktop view with its own browser icon e.g. Chrome/Edge/Safari.



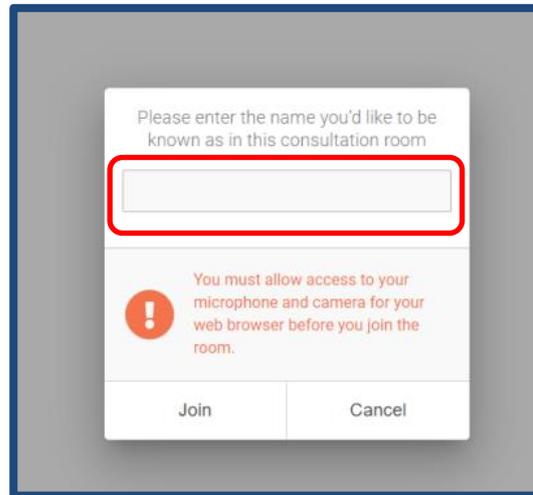
[5] Open a browser window on your local laptop desktop and **copy & paste** the video URL link into a browser.

Handy hint: If you right click in the browser bar you can choose the 'paste & go' option.

*Please remember that **IE11 is not supported** and you will need to use Google Chrome, Edge or Safari.*



[6] Enter your name and click join.



[7] Conduct the consultation as usual. You will have an improved quality of sound and video with this method where you are working remotely.

