

How to Video Chat With a Participant

Q. Is it possible to video chat with my participant?

- A. Your trial may utilize AiCure's secure and encrypted video chat capability for a virtual clinic visit, or as another option for connecting remotely with your participant.
- AiCure secure video chat requires the patient connect app to initiate from site staff. This requires you to download the AiCure Patient Connect app onto your personal smartphone device, or to use an AiCure provisioned device that is not currently in use with an active participant
 - Prior to initiating a video chat, be sure to communicate to your participant that this is coming up and that they should use the patient connect app to accept the video chat call (see Part 2).

See below for steps on initiating a video chat session with your participant through the patient connect app:

Part 1: On the Dashboard

1. Log into the AiCure portal (login.aicure.com) and select your study
2. Click on the Participant ID to get the dropdown menus
3. Click on **CONTACT PARTICIPANT**
4. A dialogue box will appear. Fill out the following:
 - Choose a reason for contacting them
 - Select "Video Chat"
5. An **Activation Code** will appear, please keep note of this code or keep this dialogue box open until after the code is used
6. Download or open the AiCure app on your personal phone, or use a spare AiCure provisioned device, if available.
7. Select the Call Participant button at the bottom of the main screen
8. Enter the activation code generated in Step 5
9. Tap **CONTINUE**

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Started 01-03-2017

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SUMMARY

CALENDAR

PARTICIPANT SETTINGS

CONTACT PARTICIPANT

0000000YHT

Local Time
21:11

Video call code: BVEQUZTR

Contact Reason

Follow up on participant

Contact Method

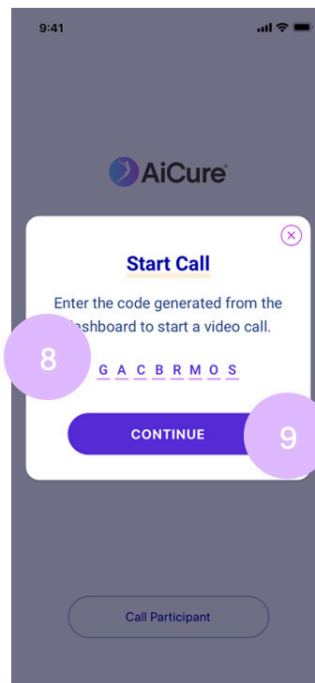
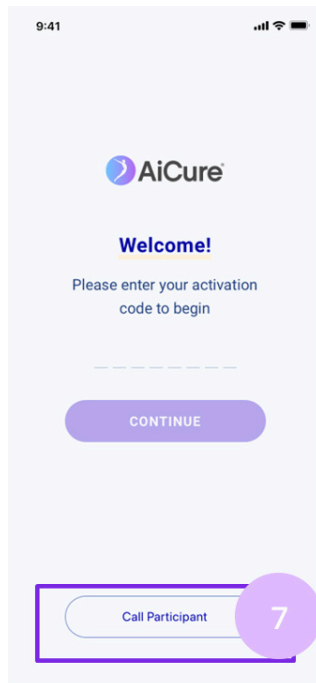
Video Call

✓

Code generated successfully

Contact History

No contact made to this participant.



Part 2: On the Participant's Device

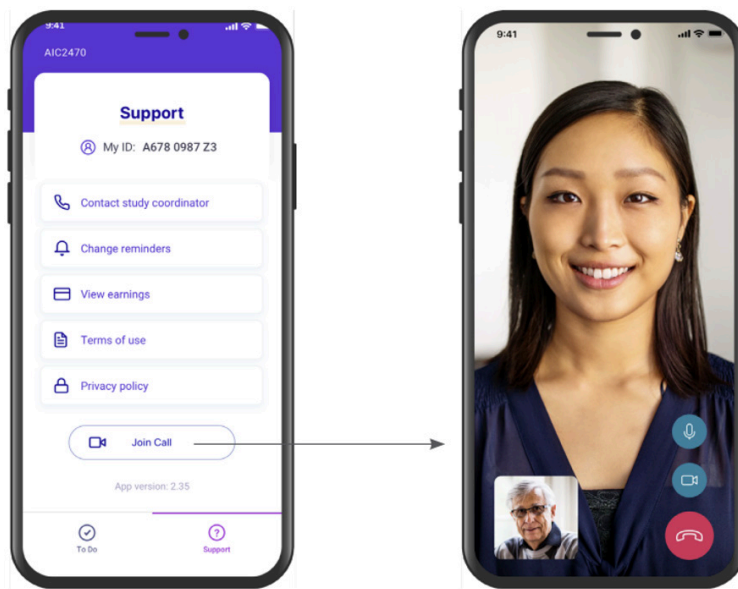
1. The participant will be notified with the following message:

You have been invited to a call with your study coordinator, <your name>. Please open the Patient Connect app, go to the Support page and press 'Join Call'

2. Open the Patient Connect App

3. Tap on the **SUPPORT** tab

4. Tap on the **Join Call** button



If the call cannot connect, the participant may see the following message. Please try placing the call again from the dashboard.

