GP2U Telehealth

ALLIED HEALTH MANUAL

Contents

WHAT IS GP2U? 3

REGISTERING WITH GP2U IS FREE FOR ALLIED HEALTH PRACTITIONERS 4

Registration Step 1: Name 6
Registration Step 2: Username and Password 7
Registration Step 3: Address 8
Registration Step 4: Phones & Skype 9
Registration Step 5: DOB, Gender, Terms of Service & Privacy Policy 9
VIDEO CONFERENCING 12
ACCREDITATION PROCESS 16
LOGGING IN 18

SETTING UP GP2U IN YOUR PRACTICE 19

INTERNET 19
COMPUTER 21
CAMERA 21
MICROPHONE 21
SPEAKERS 21
CONNECTION TO INTERNET 21
DOWNLOAD AND INSTALL GOOGLE CHROME 22
SET GP2U AS THE HOME PAGE IN GOOGLE CHROME 23
TEST VIDEO CONFERENCE 26

FORGOTTEN YOUR PASSWORD? 28

EDIT PATIENTS 30

OUR FEES 33

HOME PAGE LINKS 33

GO TO APPOINTMENT BOOK 34
PATIENT NAME 44
OPEN BUTTON 45
CONNECT BUTTON 47
OUTCOME BUTTON 49
CANCEL BUTTON 50
HELP LINK 51
REFRESH LINK 53
APPOINTMENT REMINDERS AND ALERTS 53
BACK TO THE HOME PAGE 54
REVIEW UPCOMING APPOINTMENTS 55
REVIEW PAST APPOINTMENTS 56
REVIEW PATIENTS WAITING FOR APPOINTMENTS 57
OPEN PATIENT 58
ADD NEW PATIENT 60
EDIT PATIENT 61
EDIT MY PROFILE 64
SET BILLING RATES 65

SKYPE 66

SKYPE NAME 66
SKYPE TROUBLE SHOOTING 66

CONTACTING US 75

WHAT IS GP2U?

GP2U is a service that allows patients to see Allied Health Practitioners using video conferencing, so rather than the patient going to the Allied Health Practitioner the Allied Health Practitioner comes to the patient, where ever they are.

Other than the lack of Medicare funding there are no barriers to Allied Health Practitioners offering Telehealth services directly to any patients they wish to.

The GP2U system handles all the details of scheduling appointments, taking bookings and payments, connecting video conferences and keeping notes along with a range of other features.

Our service is available 7 days a week 365 days a year.

Telehealth offers you the opportunity to explore a new way to deliver your services.

The nitty gritty about integrating Telehealth into your practice follows below. It looks long, but it's full of pictures/screenshots with step-by-step instructions in only a few words.

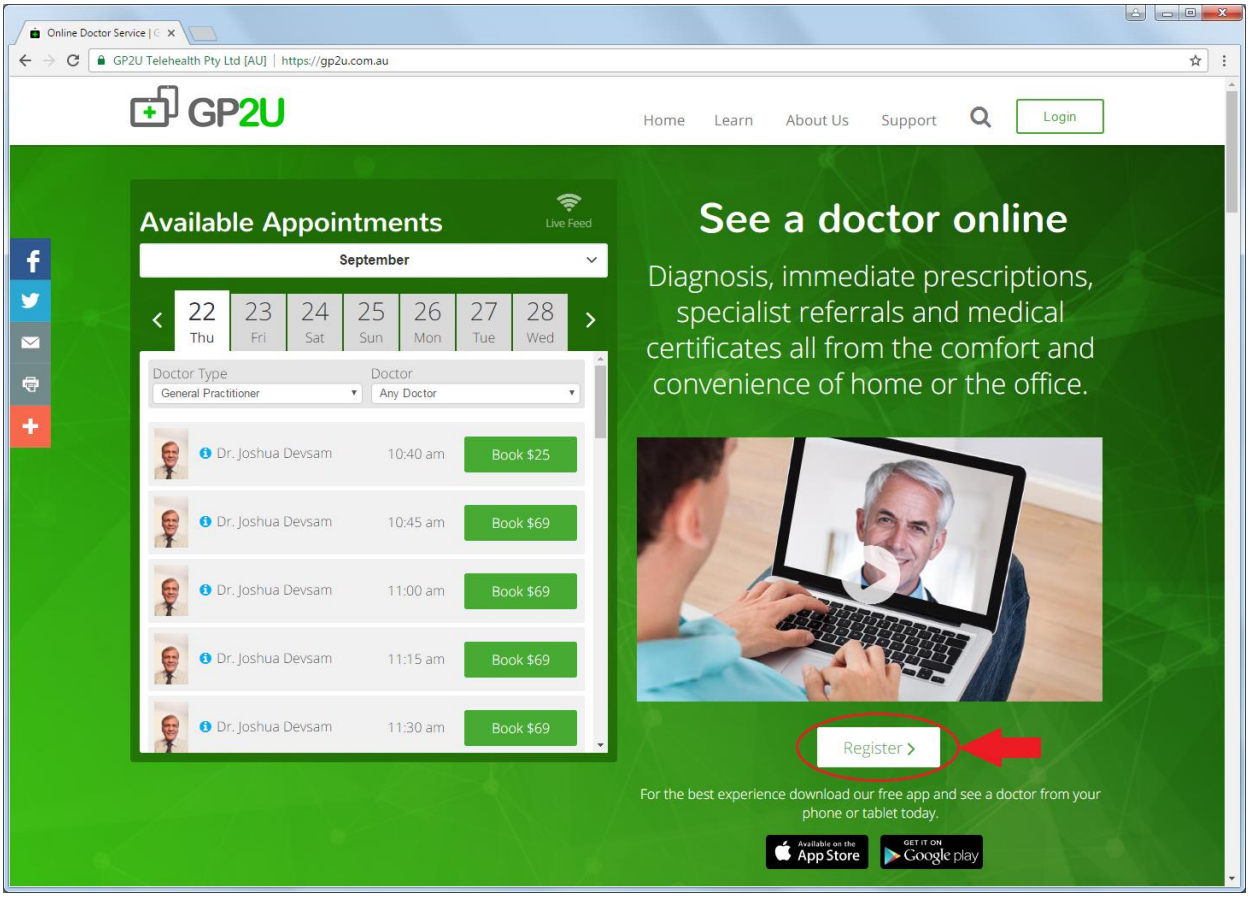
You are free to use as little or as much of the service as fits your clinical workflow.

REGISTERING WITH GP2U IS FREE FOR ALLIED HEALTH PRACTITIONERS

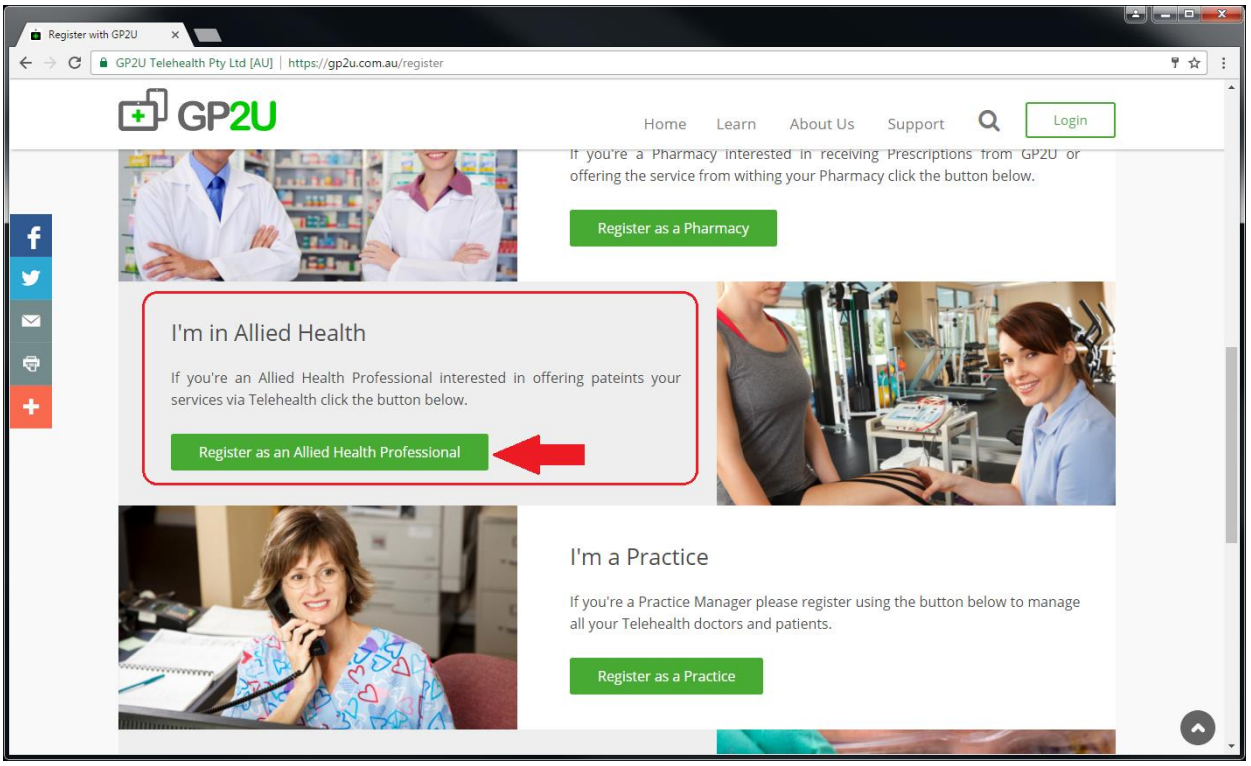
Registration as an Allied Health Professional with GP2U is easy. Simply click this link to register.

https://gp2u.com.au/registration?group=Allied+Health

Registration takes less than two minutes. Or if you want, you can head to gp2u.com.au and scroll down to find the "Register button":

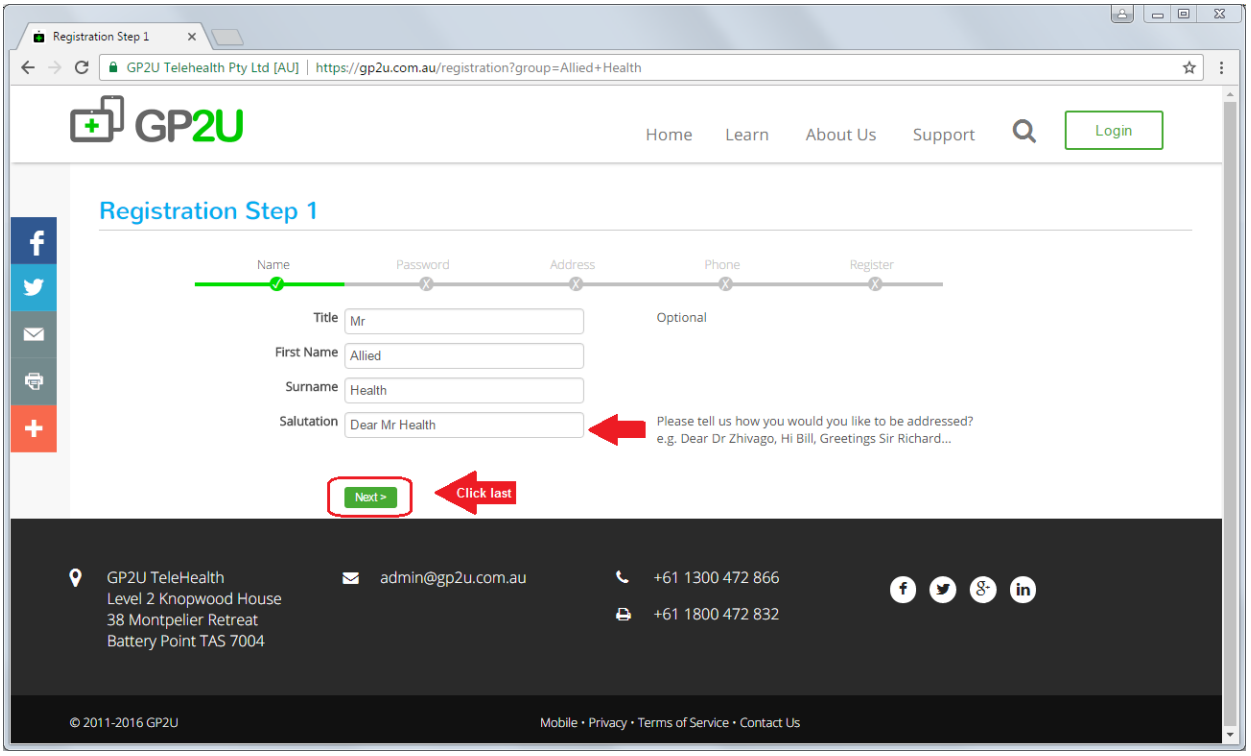


Scroll down again until you see “I’m in Allied Health”:



If you would like to select the **Full Registration option**, you will need to complete the following **5 step process**.

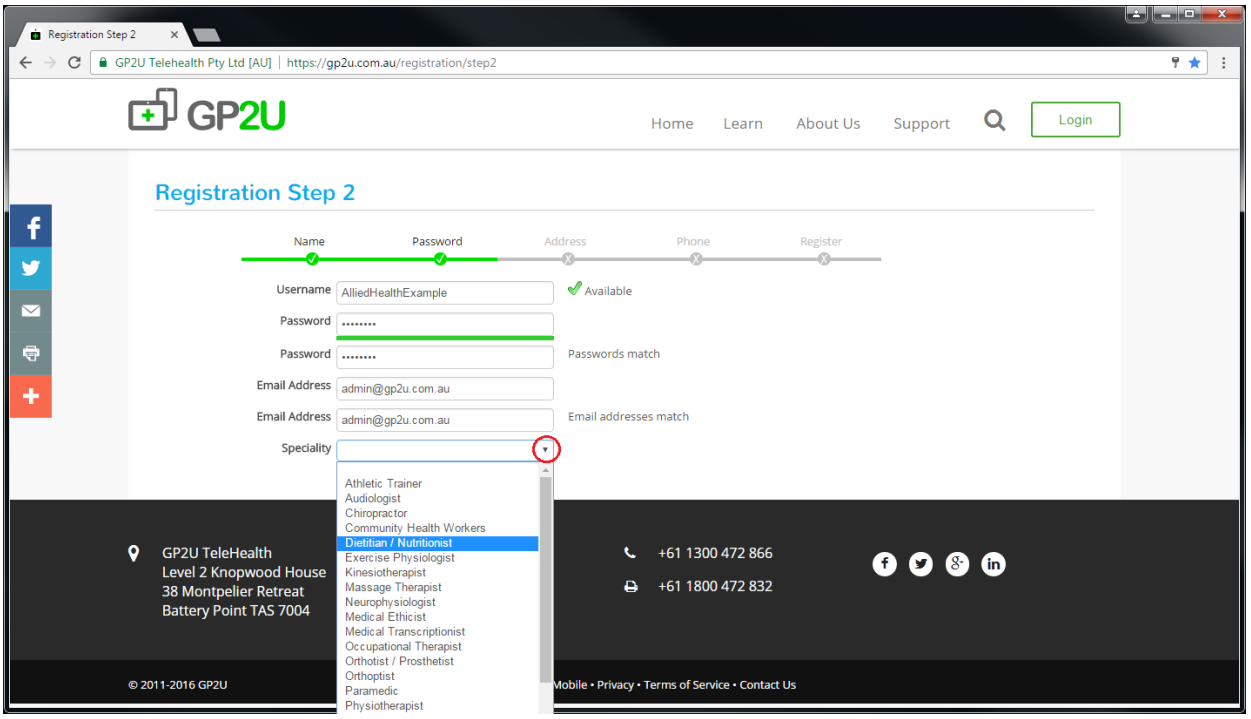
Registration Step 1: Name



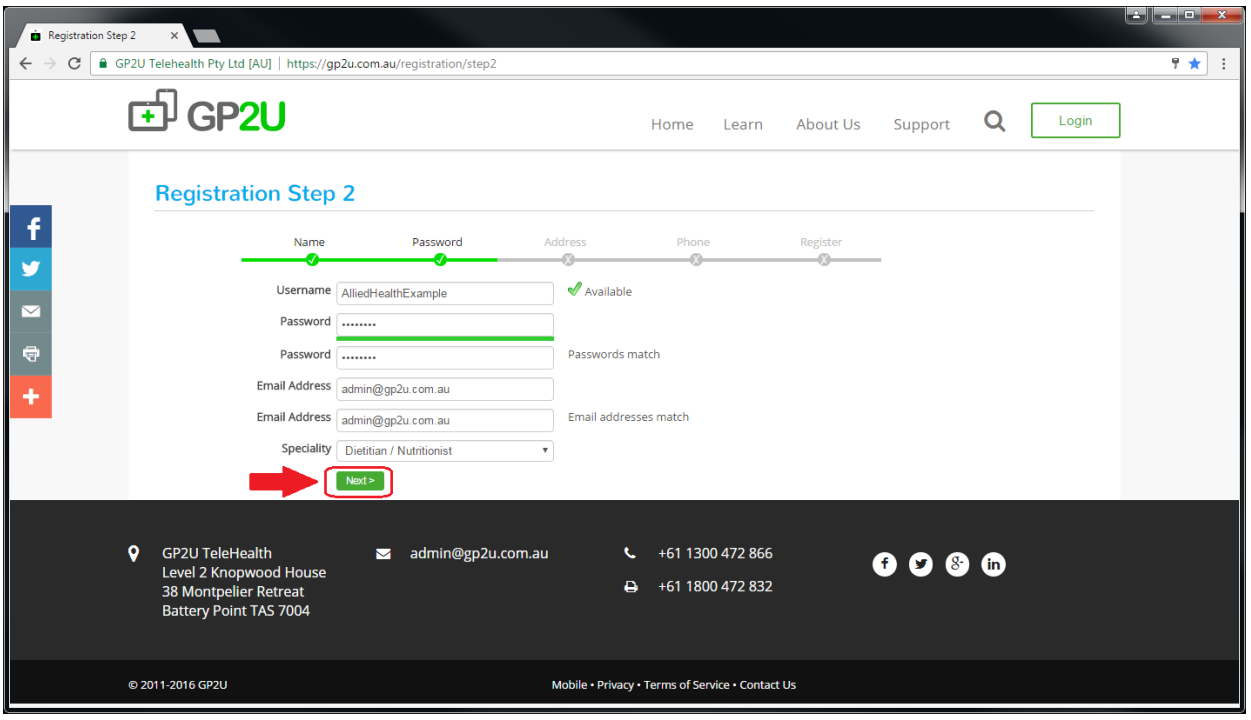
Enter the Title that you prefer to be called by (Mr, Mrs, Miss, Ms, Master, Dr, etc.) then your First Name and Surname. And put a Salutation in the final field such as Dear Mr Doe or Hello John. Then click “Next”.

Registration Step 2: Username and Password

For this step, fill out a Username you can remember (firstname.lastname for example) and an alphanumeric password and a preferrable non-hotmail email account, such as a gmail account. Then use the drop down menu in the “Specialty” field and select which field of expertise you are in, such as Psychology, etc.

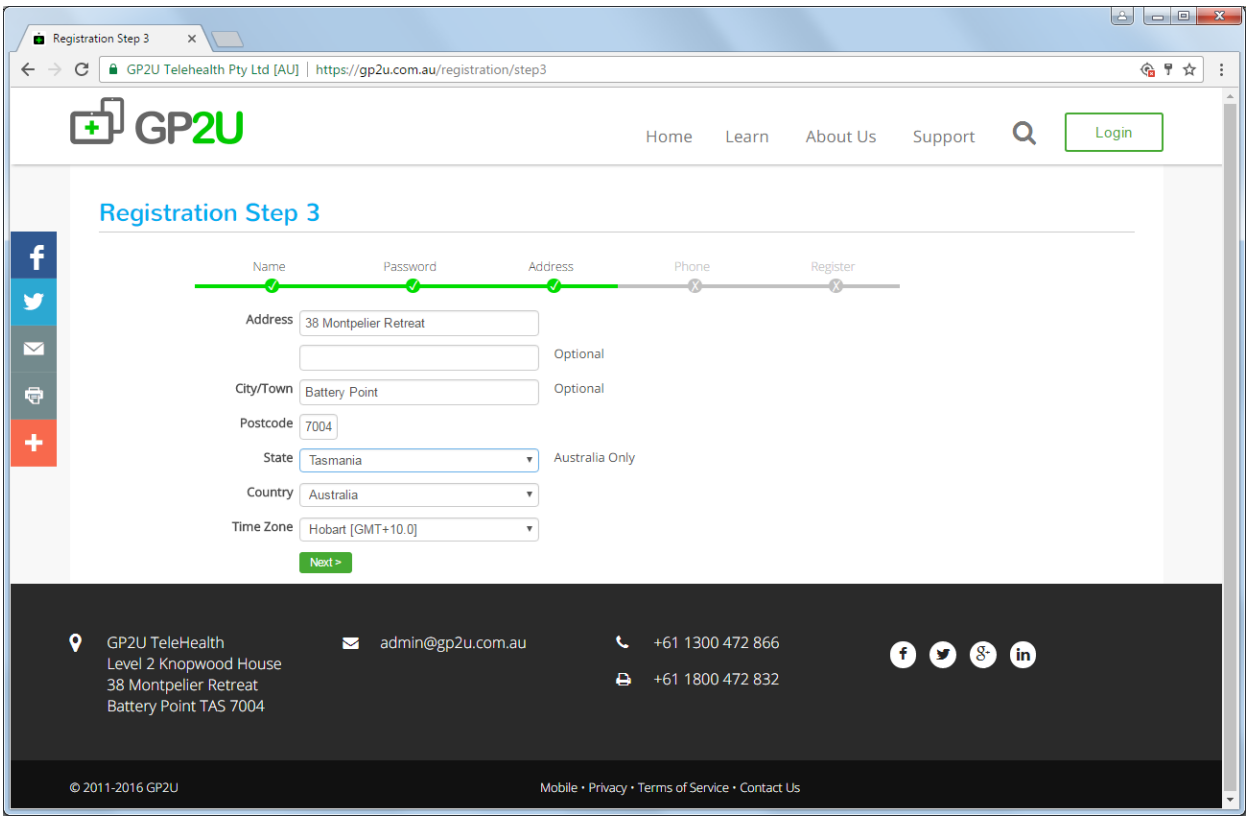


Then click Next.



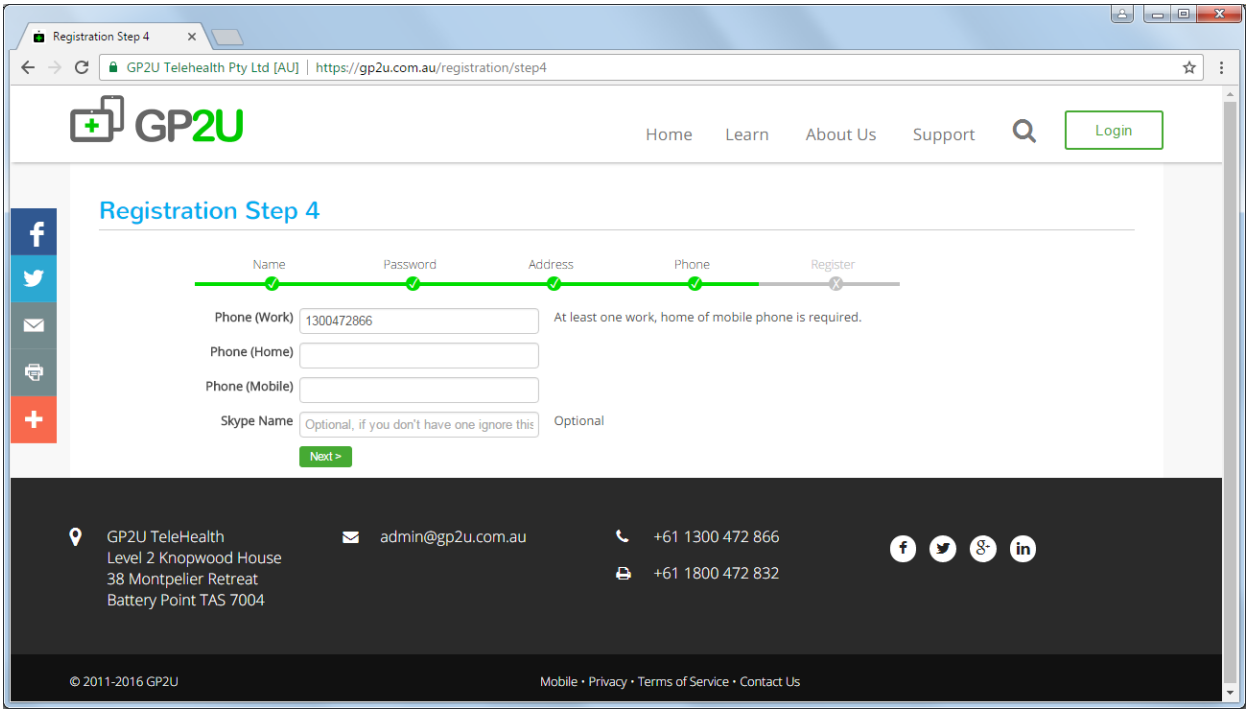
Registration Step 3: Address

For this step, please enter the address you wish to work out of. Keep in mind, this is an address that will appear on any letters that you write in the writer, so make sure it is a place you feel comfortable about patients and clients knowing where you are. When you are ready for the next step, click “Next”.



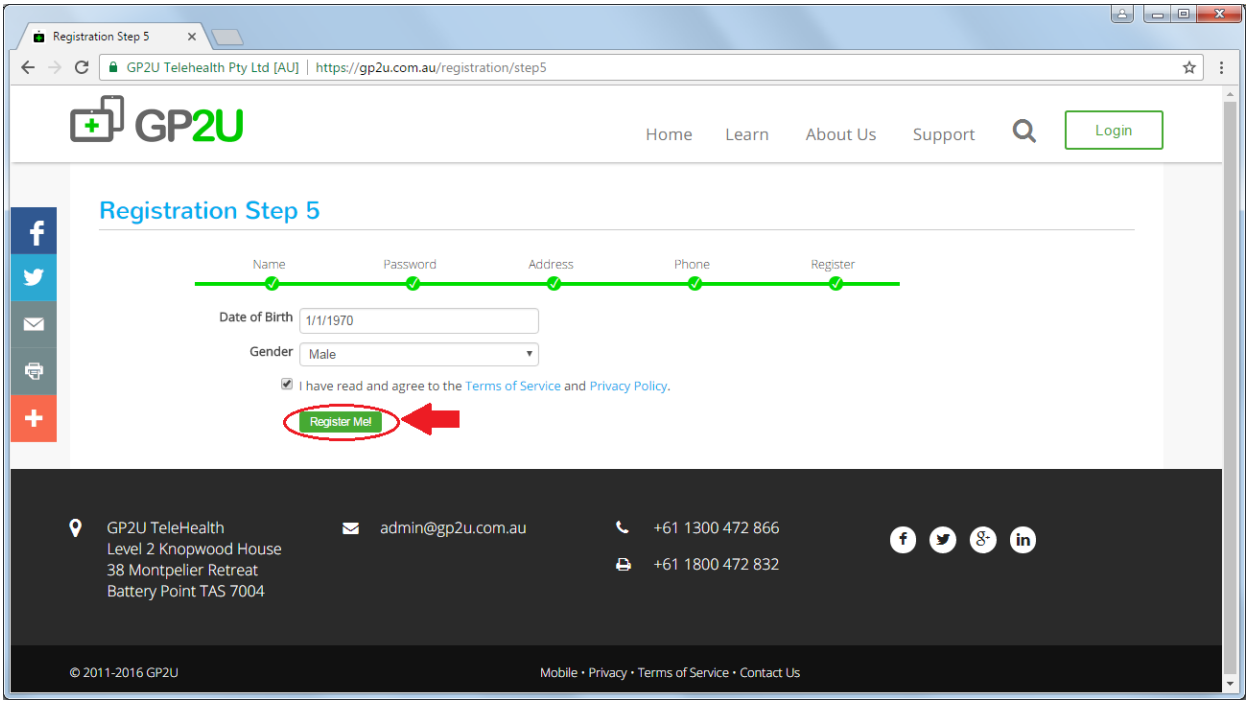
Registration Step 4: Phones & Skype

For this step, just enter at least one phone number you can be reached on. You can also tell us what your Skype name is as well, if you have one:

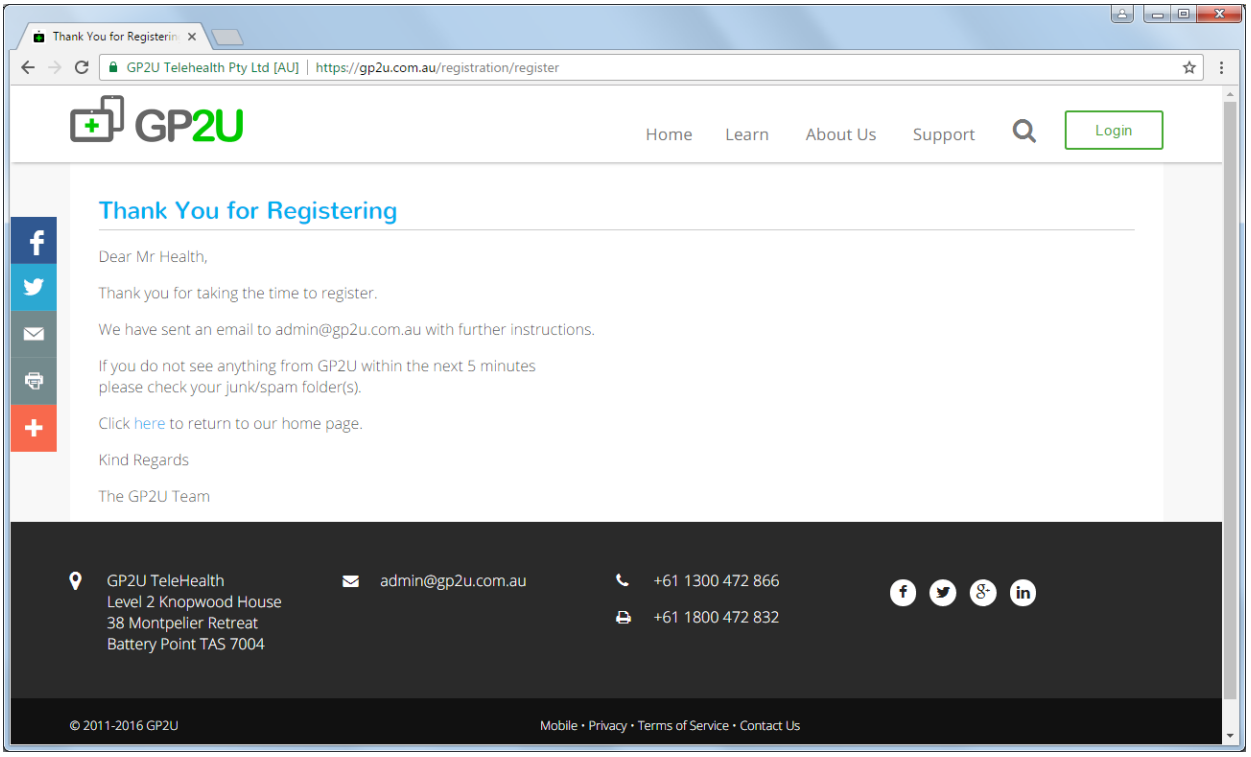


Registration Step 5: DOB, Gender, Terms of Service & Privacy Policy

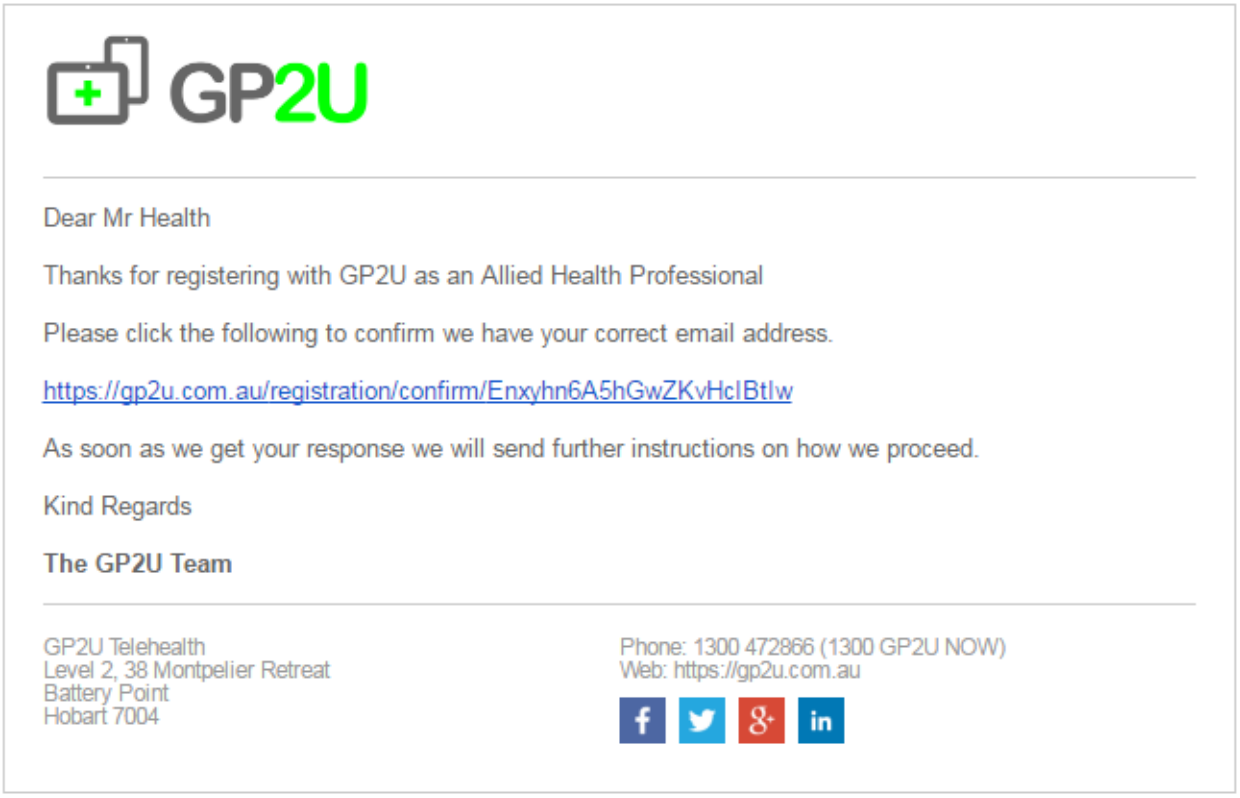
The final step is to give us your date of birth (any known format can work), a gender (Male, Female, Unspecified), and make sure you read and check the Terms of Service and Privacy Policy.



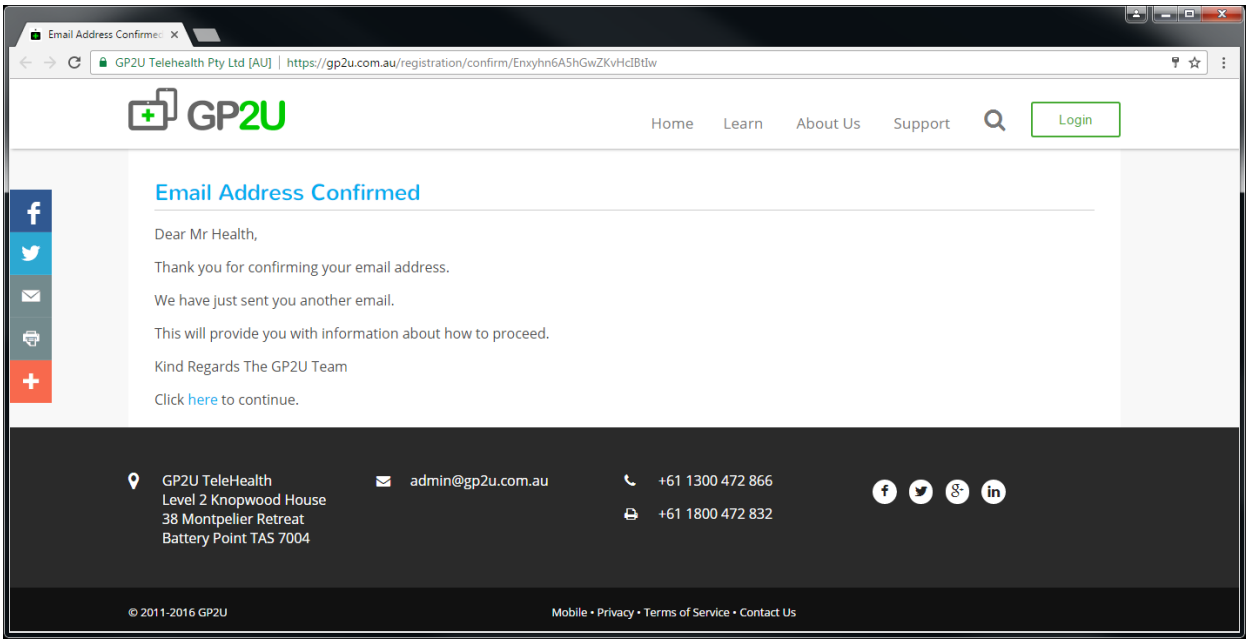
Now click the “Register Me!” button.



On completion of your registration you will get an email from us asking you to click a link to confirm we have your correct email address.

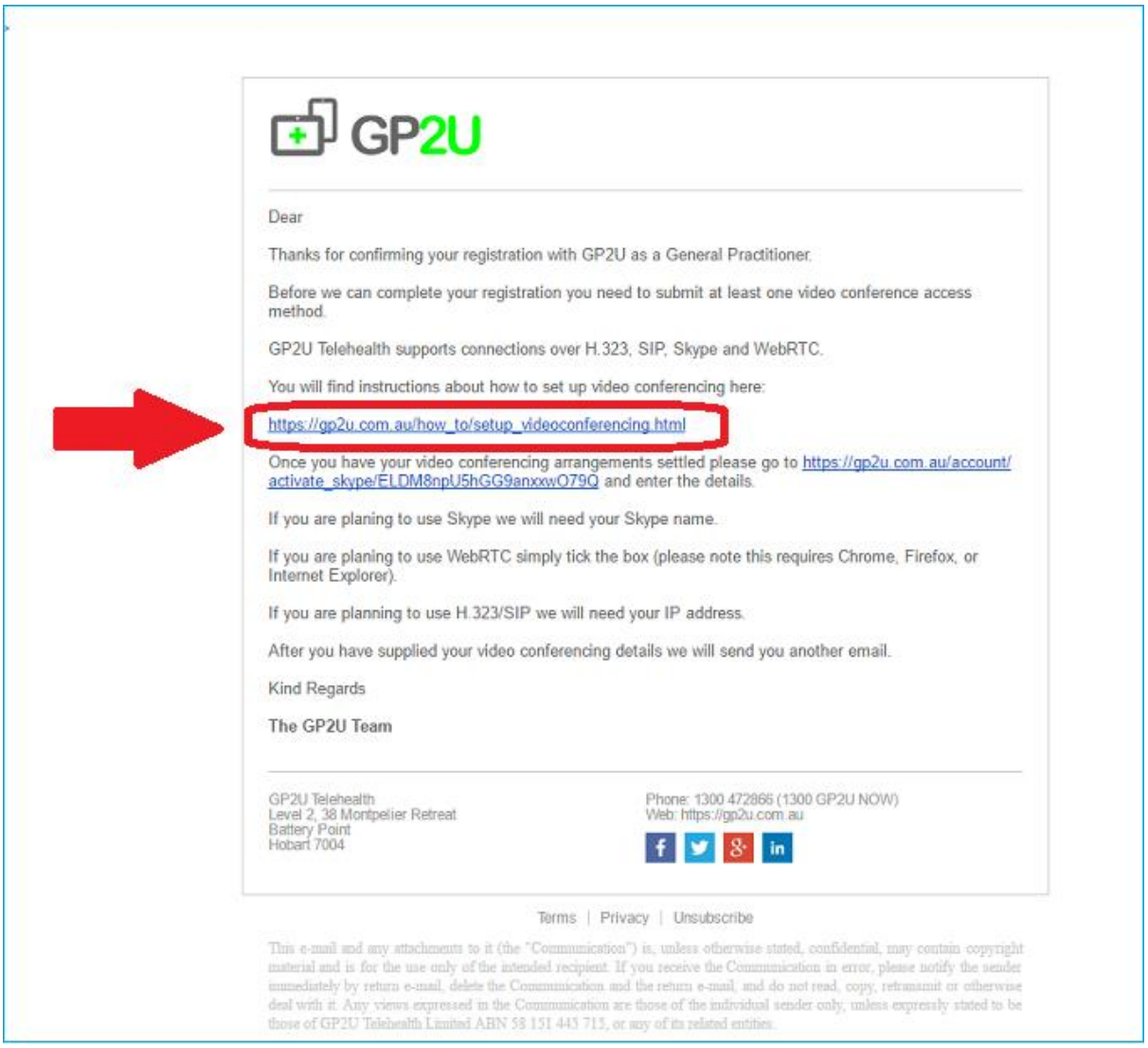


Clicking on the link will take you to this page:



VIDEO CONFERENCING

If you did not supply any video conferencing details (eg. Skype) you will get an email like this:



GP2U

Dear

Thanks for confirming your registration with GP2U as a General Practitioner.

Before we can complete your registration you need to submit at least one video conference access method.

GP2U Telehealth supports connections over H.323, SIP, Skype and WebRTC.

You will find instructions about how to set up video conferencing here:

https://gp2u.com.au/how_to/setup_videoconferencing.html

Once you have your video conferencing arrangements settled please go to https://gp2u.com.au/account/activate_skype/ELDM8npU5hGG9anxxwO79Q and enter the details.

If you are planing to use Skype we will need your Skype name.

If you are planing to use WebRTC simply tick the box (please note this requires Chrome, Firefox, or Internet Explorer).

If you are planning to use H.323/SIP we will need your IP address.

After you have supplied your video conferencing details we will send you another email.

Kind Regards

The GP2U Team

GP2U Telehealth
Level 2, 38 Montpelier Retreat
Battery Point
Hobart 7004

Phone: 1300 472866 (1300 GP2U NOW)
Web: https://gp2u.com.au

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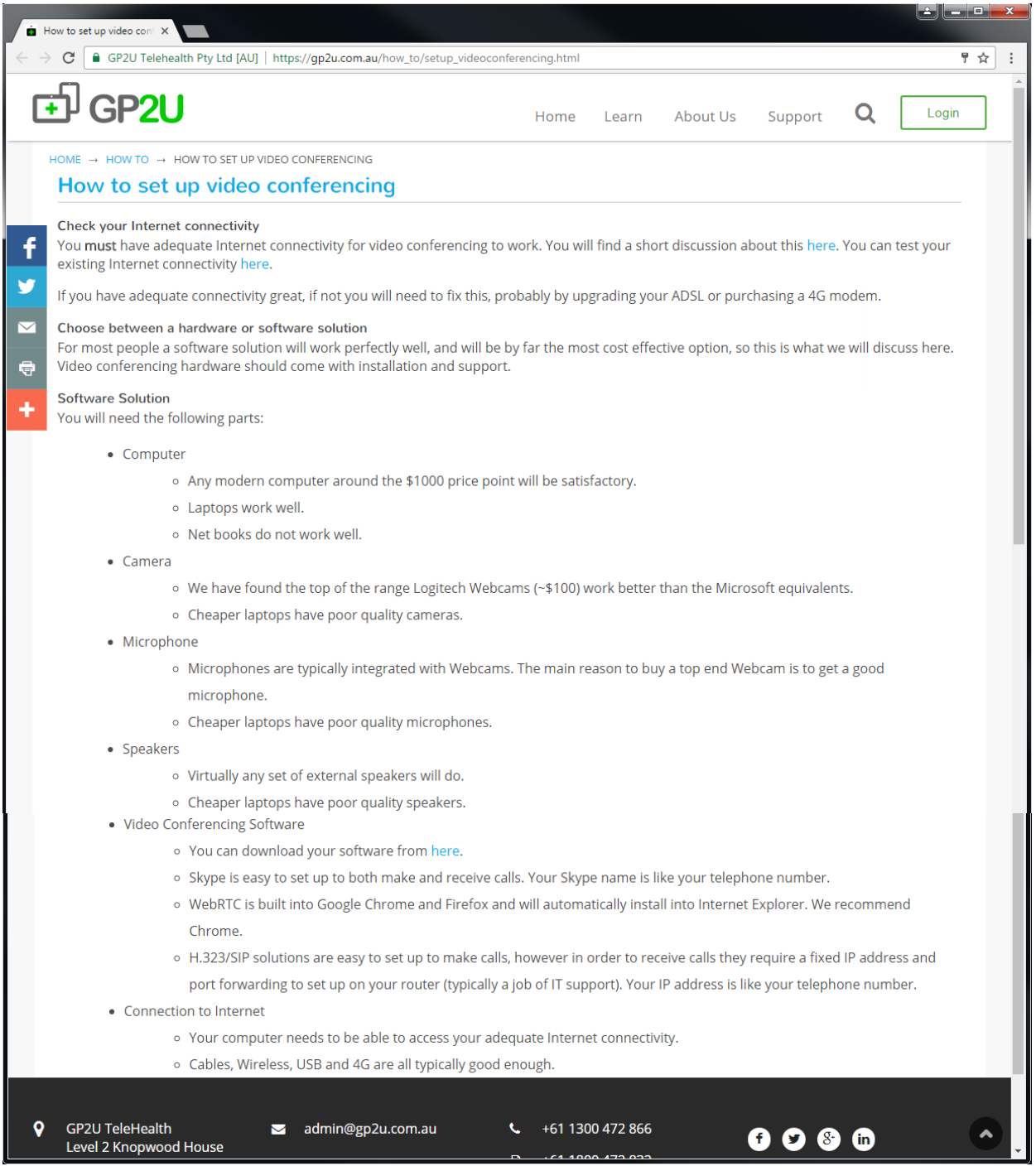
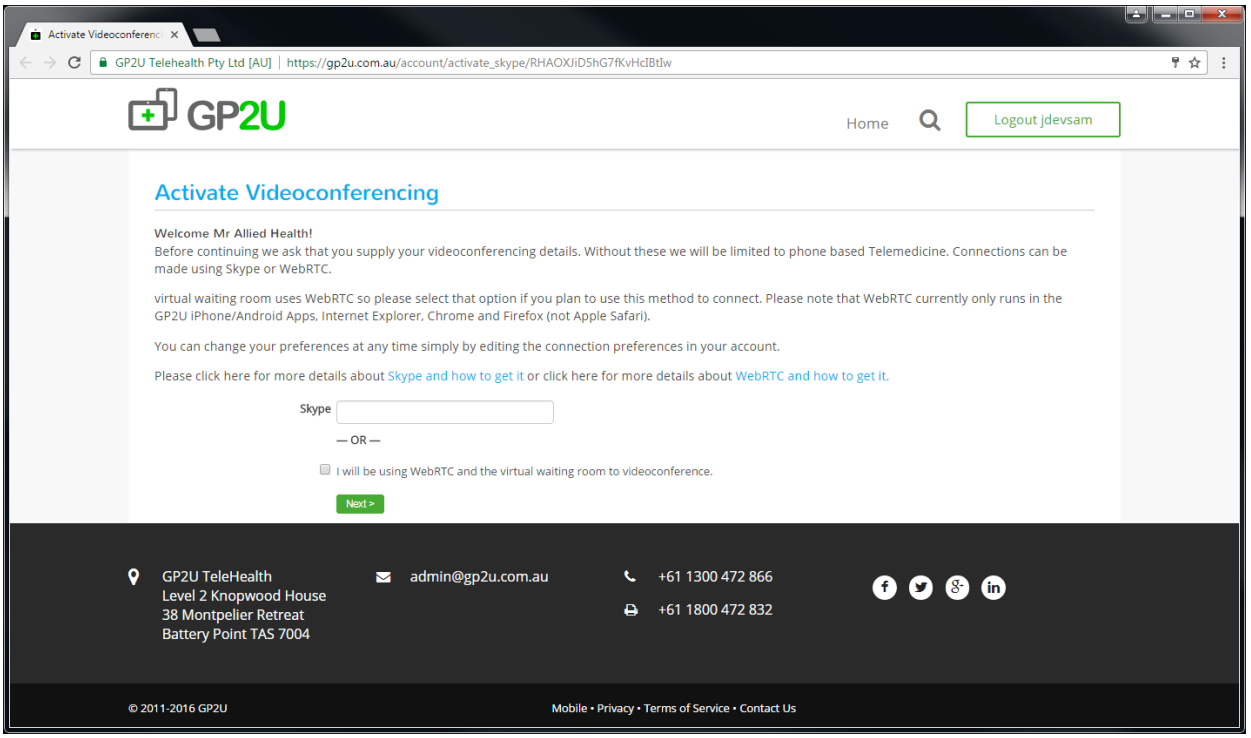
Clicking on the first link will bring you to this “How to set up video conferencing” page:

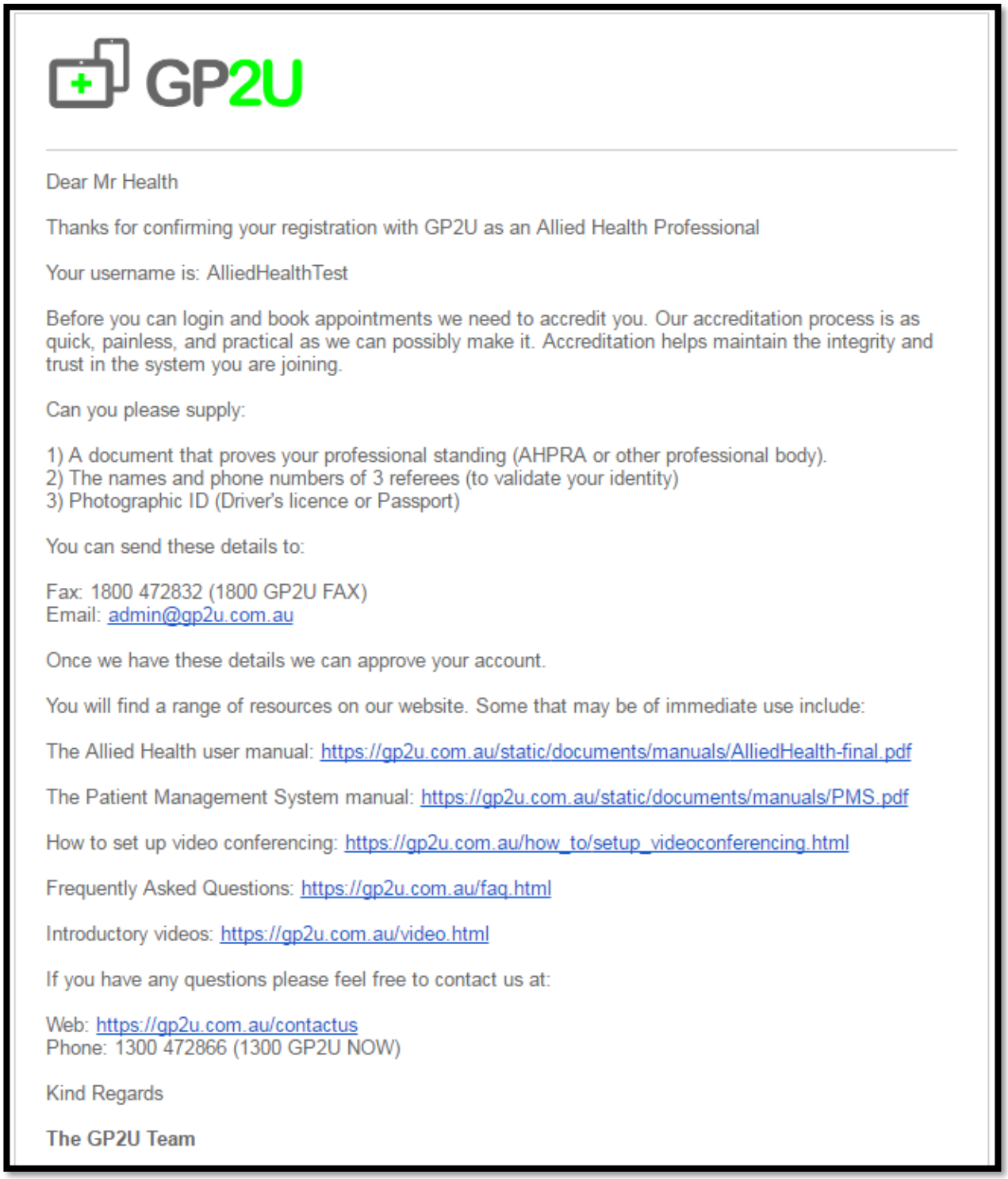


Clicking on the second link will bring you to the “Activate Videoconferencing” page:



Simply put in your Skype name or just tick the checkbox next to “I will be using WebRTC”. You can always add a Skype name later.

Once you have done this, or if you put in a Skype name originally, you will receive this email:



GP2U

Dear Mr Health

Thanks for confirming your registration with GP2U as an Allied Health Professional

Your username is: AlliedHealthTest

Before you can login and book appointments we need to accredit you. Our accreditation process is as quick, painless, and practical as we can possibly make it. Accreditation helps maintain the integrity and trust in the system you are joining.

Can you please supply:

1) A document that proves your professional standing (AHPRA or other professional body).
2) The names and phone numbers of 3 referees (to validate your identity)
3) Photographic ID (Driver's licence or Passport)

You can send these details to:

Fax: 1800 472832 (1800 GP2U FAX)
Email: admin@gp2u.com.au

Once we have these details we can approve your account.

You will find a range of resources on our website. Some that may be of immediate use include:

The Allied Health user manual: https://gp2u.com.au/static/documents/manuals/AlliedHealth-final.pdf

The Patient Management System manual: https://gp2u.com.au/static/documents/manuals/PMS.pdf

How to set up video conferencing: https://gp2u.com.au/how_to/setup_videoconferencing.html

Frequently Asked Questions: https://gp2u.com.au/faq.html

Introductory videos: https://gp2u.com.au/video.html

If you have any questions please feel free to contact us at:

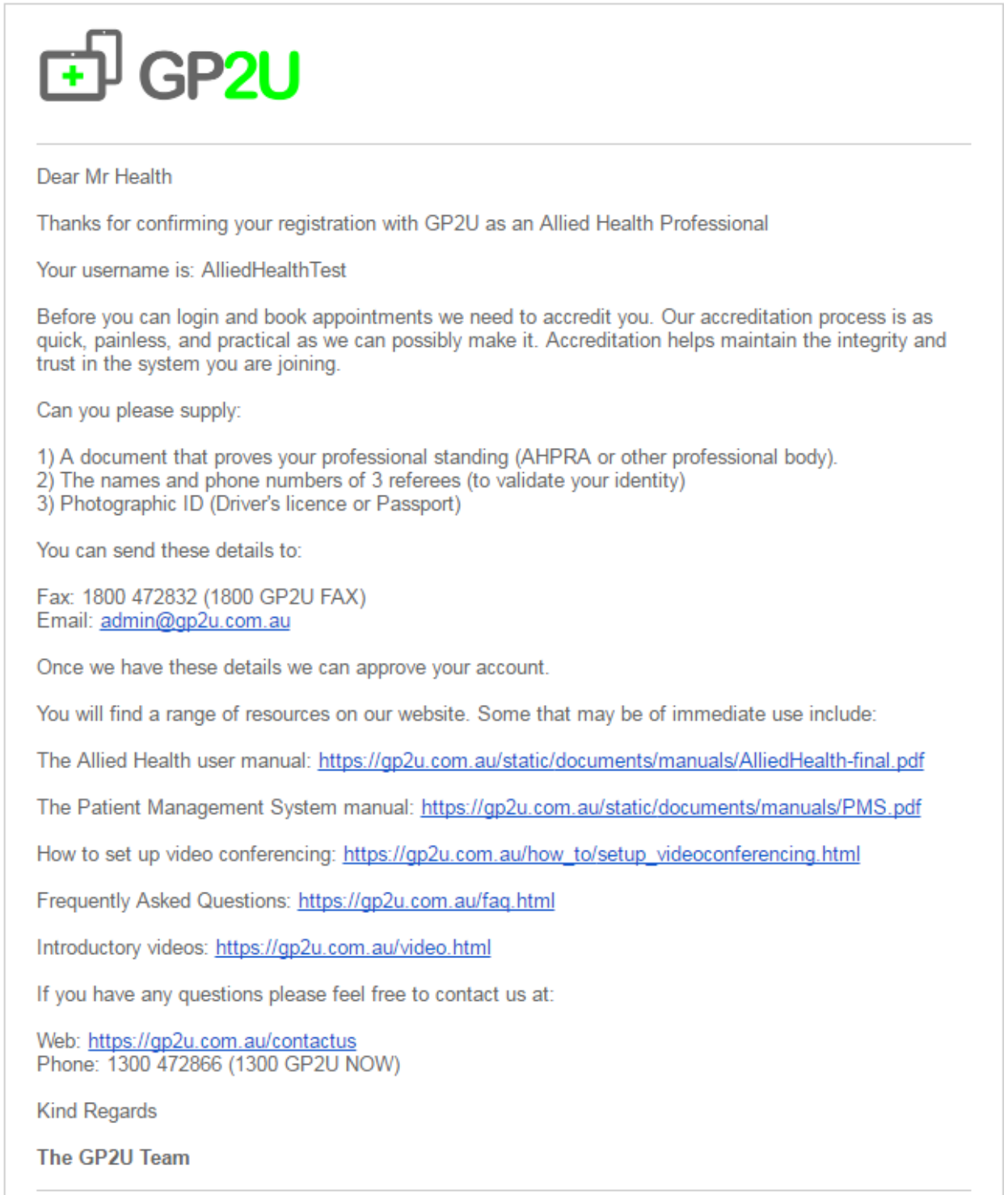
Web: https://gp2u.com.au/contactus
Phone: 1300 472866 (1300 GP2U NOW)

Kind Regards

The GP2U Team

ACCREDITATION PROCESS

You will notice we have an accreditation process and we are sure you'll understand why. It's vital that every Allied Health Practitioner we have registered on our system is who they say they are. You will receive an email that looks like this:



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How to set up video conferencing: https://gp2u.com.au/how_to/setup_videoconferencing.html

Frequently Asked Questions: https://gp2u.com.au/faq.html

Introductory videos: https://gp2u.com.au/video.html

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Phone: 1300 472866 (1300 GP2U NOW)

Kind Regards

The GP2U Team

We require you to supply:

- A document that proves your professional standing (AHPRA or other professional body).
- The names and phone numbers of 3 referees (to validate your identity)
- Photographic ID (Driver's license or Passport)
- A photo of yourself looking helpful and smiling
- A small bio (less than 1024 characters) about yourself, so that potential clients/patients would be interested in booking in with you. It needs to be eye catching and pleasing.

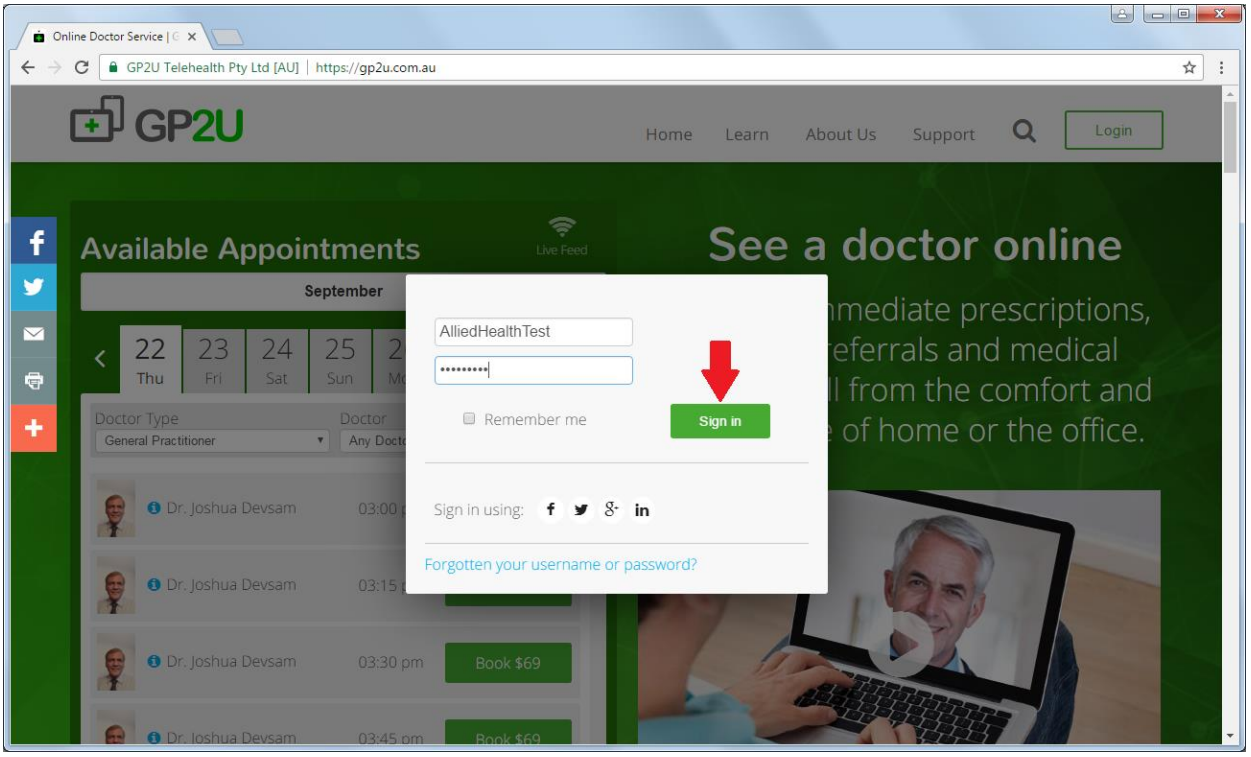
As soon as we have these details from you we will be able to make your account active. You can send these through via email or fax to:

Email: admin@gp2u.com.au
FAX: 1800 472 832

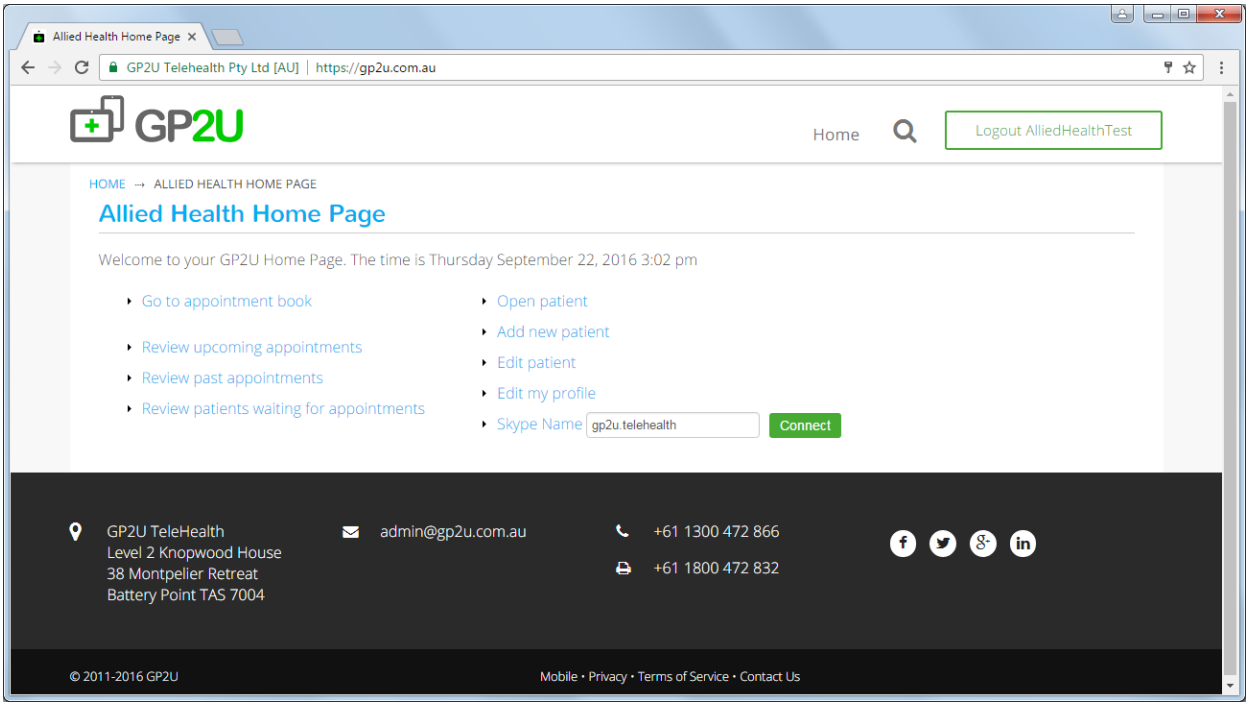
You will receive a welcome email as soon as your account is activated. Once your account is active you can login.

LOGGING IN

Logging in from our home page – enter your username and password:



This brings you to your home page:



There is quite a lot to see here but it is all quite straightforward with each link doing what you'd expect it to do with no hidden menus.

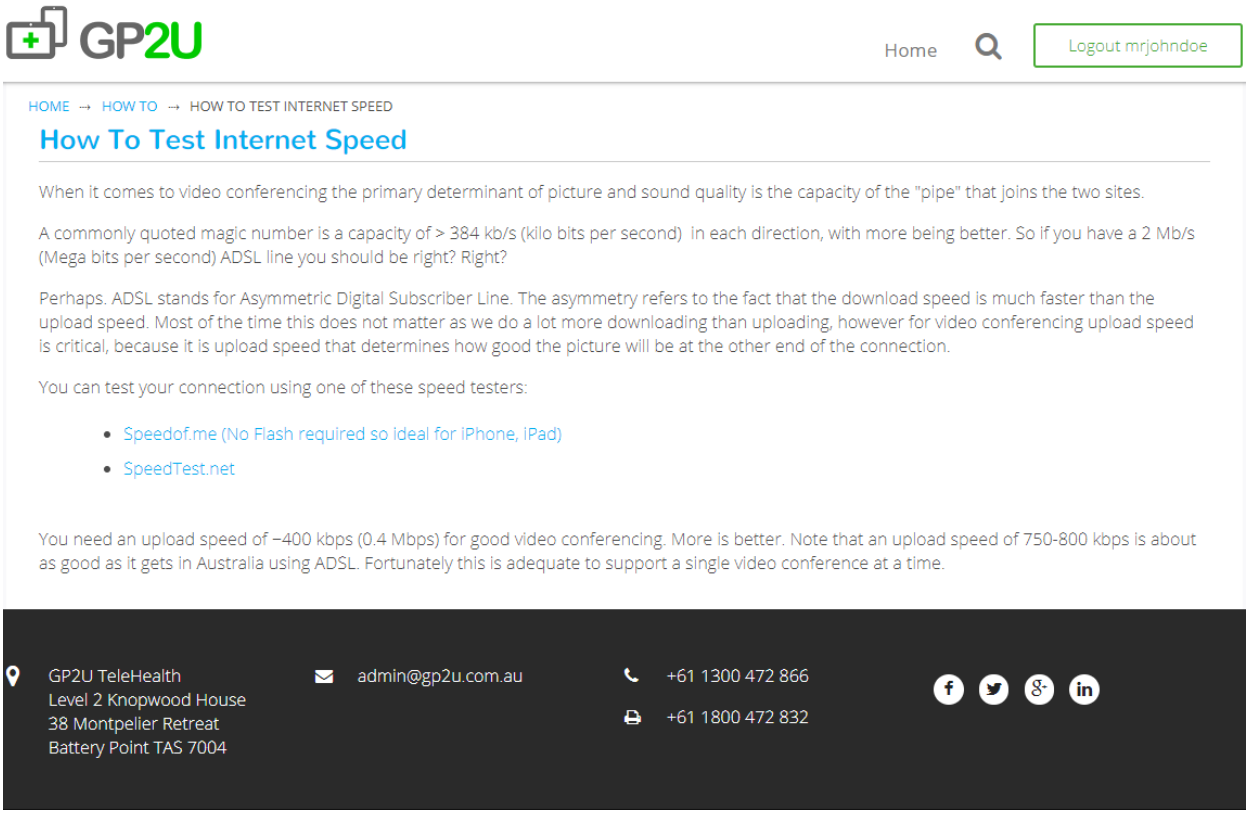
Patient's log in exactly the same way but have a different home page, appropriate to their needs.

SETTING UP GP2U IN YOUR PRACTICE

INTERNET

It will not be possible to have video consultations unless you have adequate Internet connectivity, so before going any further please go to:

https://gp2u.com.au/how_to/test_my_internet_speed.html



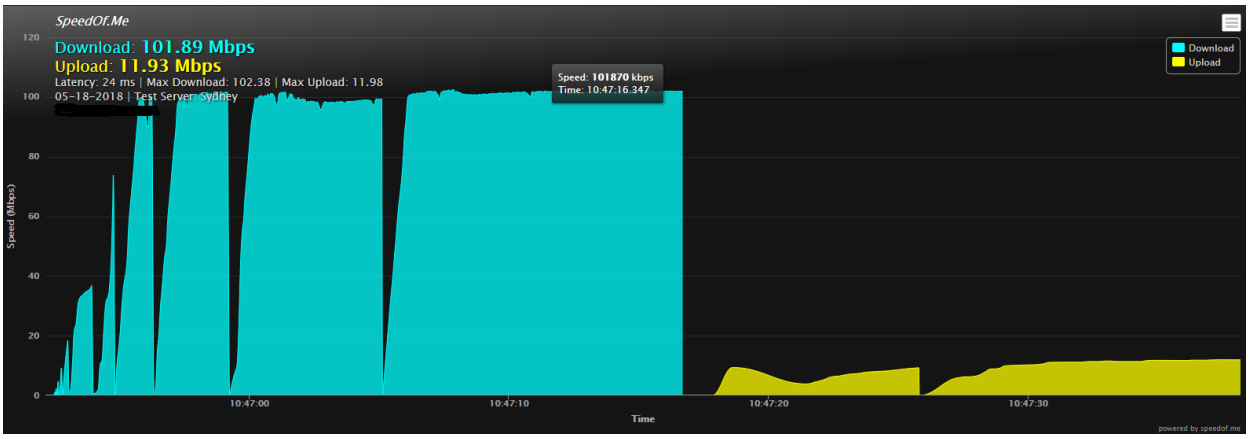
When it comes to video conferencing the primary determinant of picture and sound quality is the capacity of the "pipe" that joins the two sites. A commonly quoted magic number is a capacity of > 384 kb/s (kilobits per second) in each direction, with more being better. So, if you have a 2 Mb/s (Megabits per second) ADSL line you should be right? Right? Perhaps.

ADSL stands for Asymmetric Digital Subscriber Line. The asymmetry refers to the fact that the download speed is much faster than the upload speed. Most of the time this does not matter as we do a lot more downloading than uploading, however for video conferencing upload speed is critical, because it is upload speed that determines how good the picture will be at the other end of the connection.

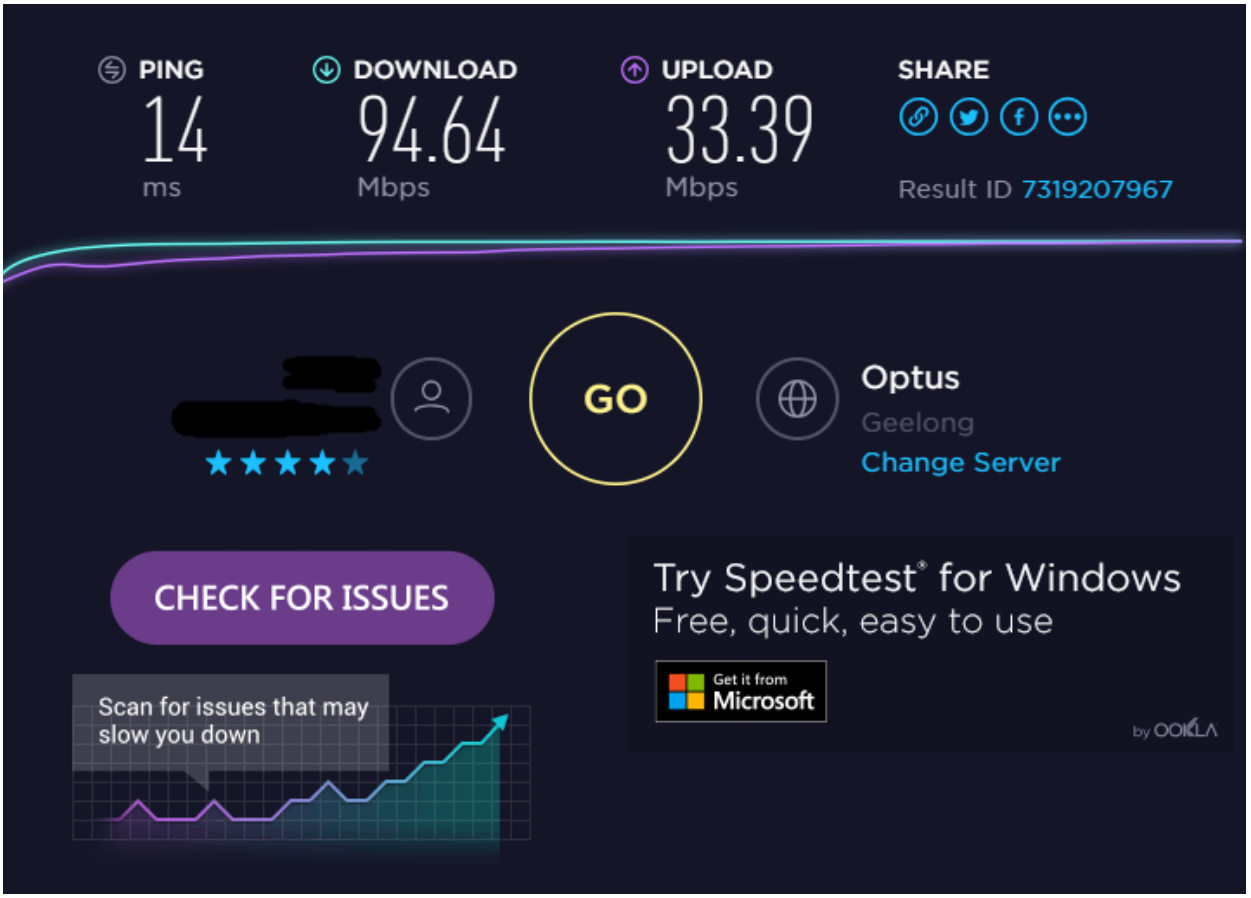
You need an upload speed of ~400 kbps (0.4 Mbps) for good video conferencing. More is better.

Here are some examples of the Speed Test.

This is what the speed test using speedof.me would say if you were on NBN, depending on your contract and service provider:



This is what the speed test using speedtest.net would say if you were on NBN, depending on your contract and service provider:



COMPUTER

Virtually any modern computer available will be adequate. We need the following components.

- A modern computer or smart device should be satisfactory.
- Laptops work well.
- Net books do not work well.

CAMERA

- We have found the top of the range Logitech Webcams work better than the Microsoft equivalents.
- Cheaper laptops have poor quality cameras.

MICROPHONE

- Microphones are typically integrated with Webcams. The main reason to buy a top end Webcam is to get a good microphone.
- Cheaper laptops have poor quality microphones.

SPEAKERS

- Virtually any set of external speakers will do.
- Cheaper laptops have poor quality speakers.

CONNECTION TO INTERNET

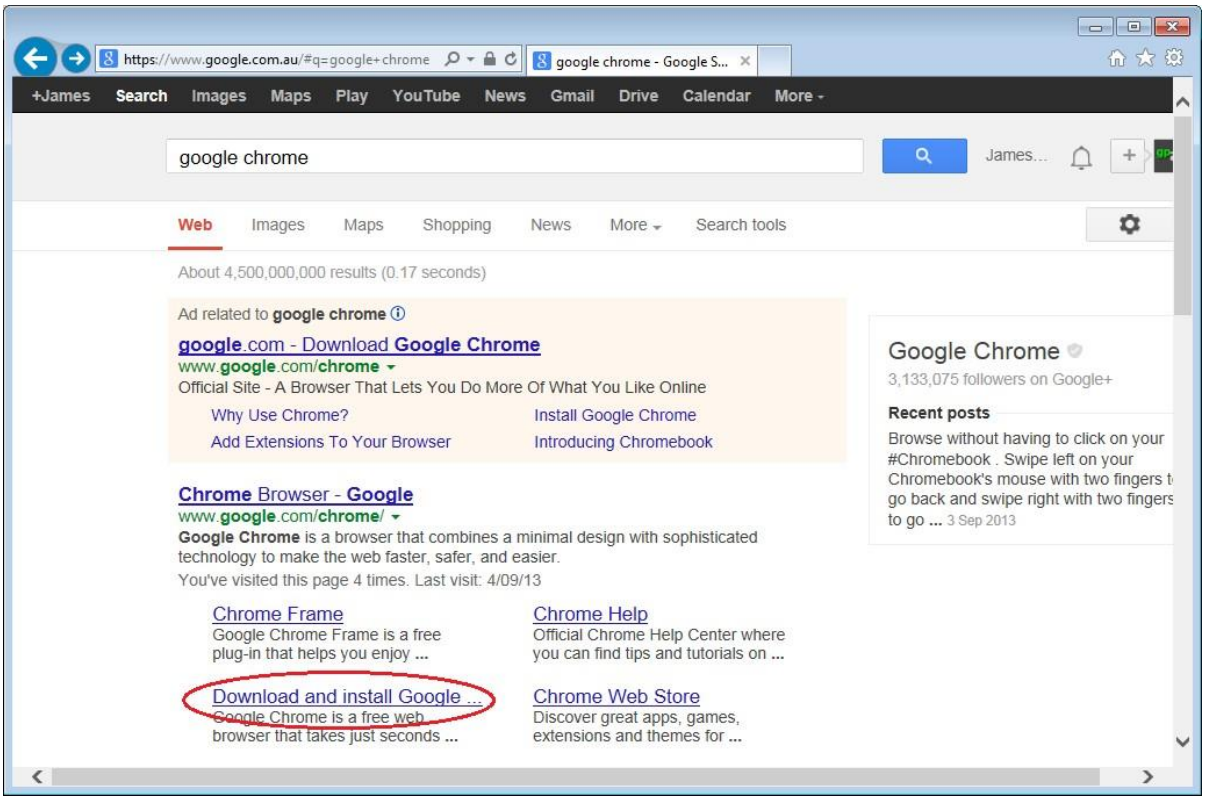
- Your computer needs to be able to access your Internet connectivity adequately.
- Cables, Wireless, USB and 4G are all typically good enough.

DOWNLOAD AND INSTALL GOOGLE CHROME

Once you have established you've adequate Internet connectivity and sourced a suitable computer, we need to make it easy to video conference. Google Chrome is Google's free web browser. As well as being faster and more reliable than Internet Explorer, it comes complete with inbuilt WebRTC based video conferencing.

While we do support Skype, WebRTC is a very convenient option for patients as all they need to do is go to our site, login and go to the virtual waiting room and everything is automatically setup for them.

Chrome is easy to find:



Just follow the prompts and Chrome will be installed in no time.

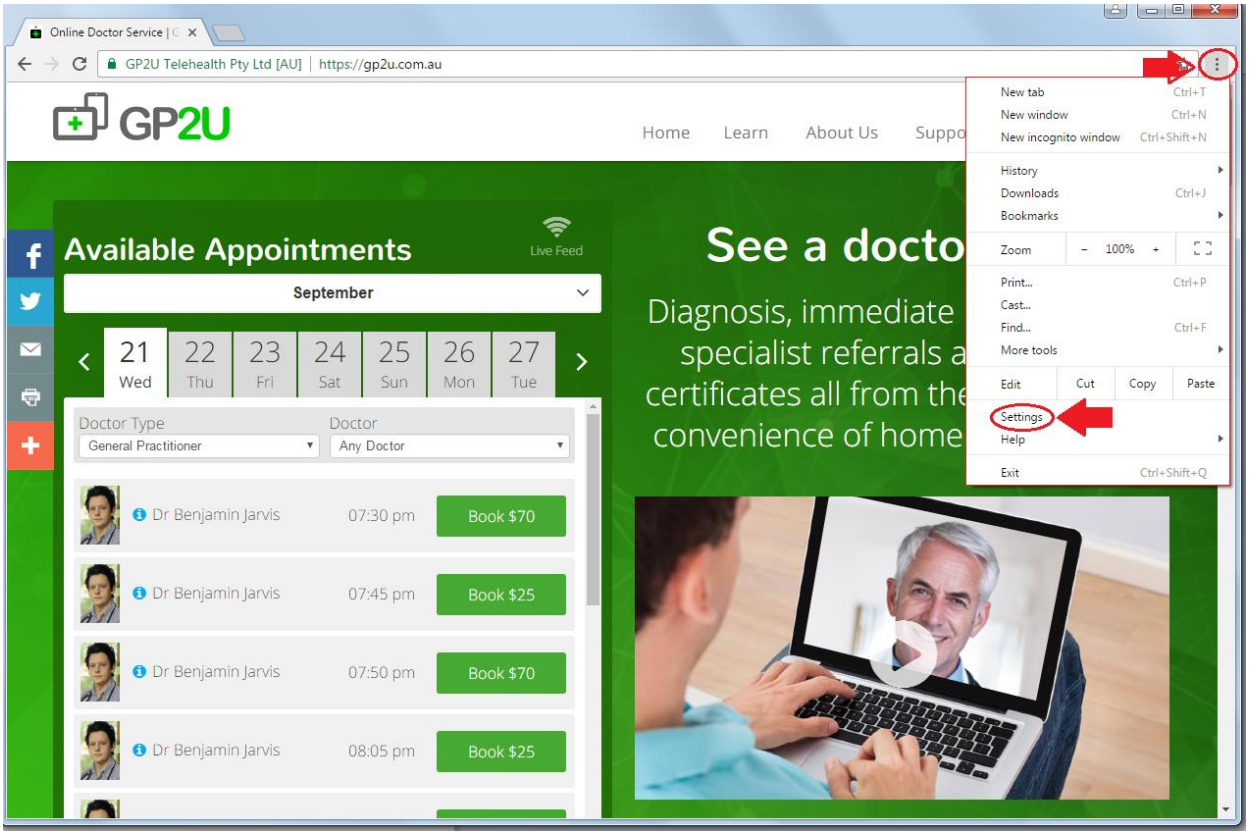
SET GP2U AS THE HOME PAGE IN Google Chrome

To make things as robust and reliable as possible it works well to set up GP2U as the home page in Google Chrome. That way all you have to do is open Chrome and things will be ready.

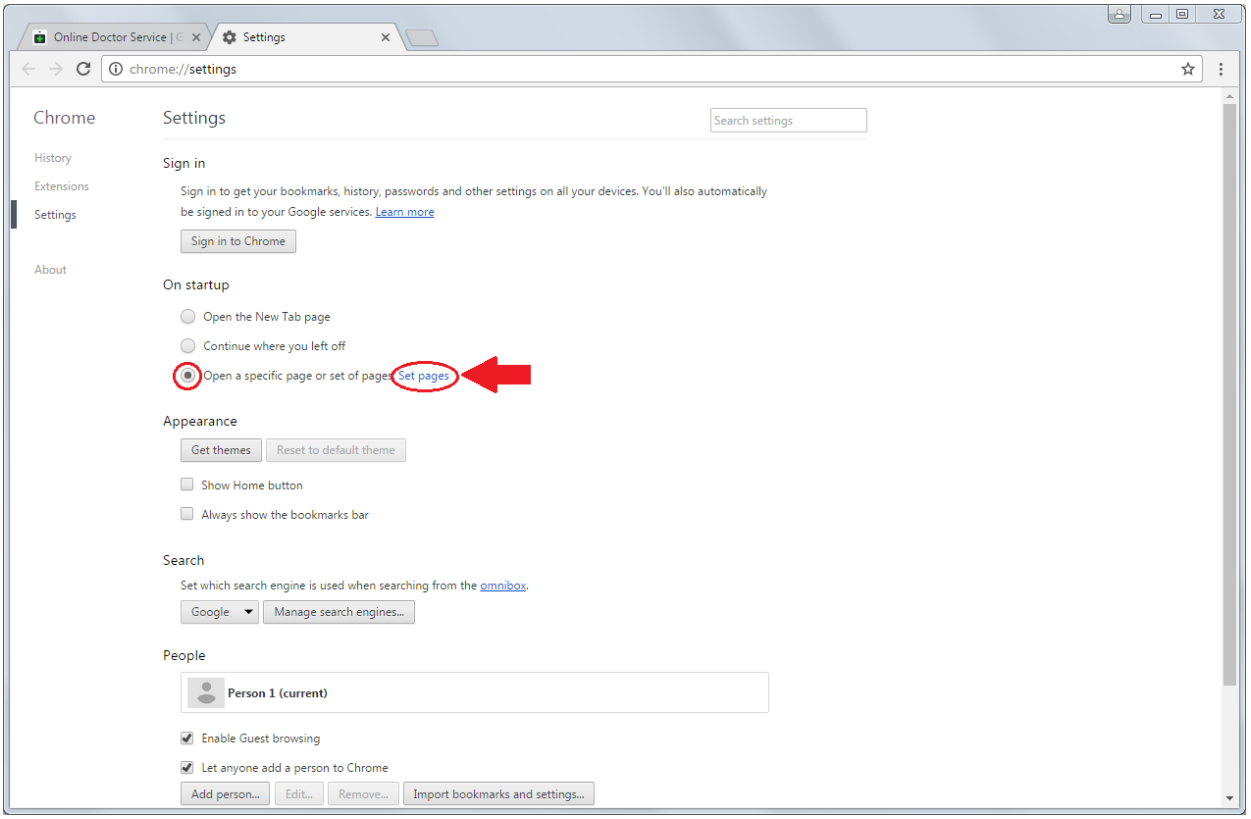
First browse to https://gp2u.com.au. Just type in gp2u.com into Chrome and our site will appear.

Now let's set this as the home page.

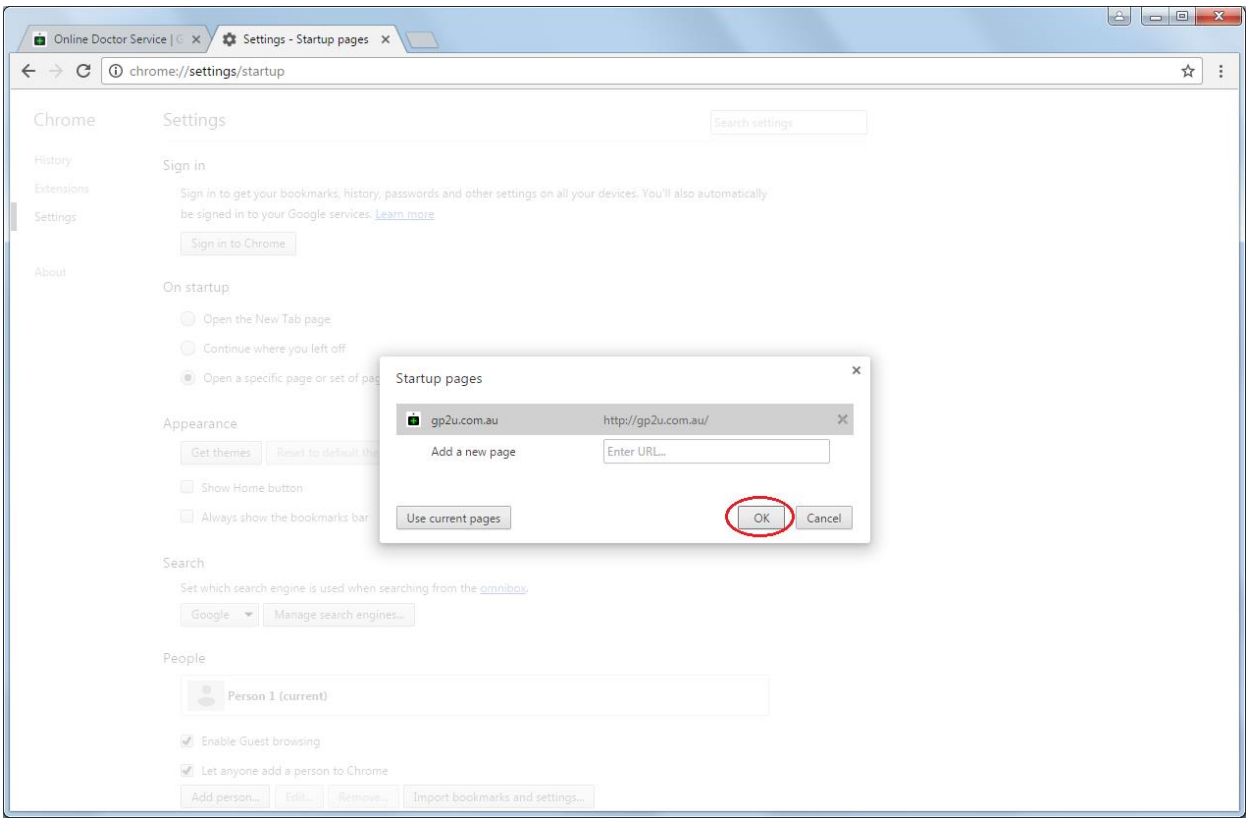
- First, click on the 3 horizontal lines near the top right.
- This brings up a menu. In this menu click on the settings link as shown below



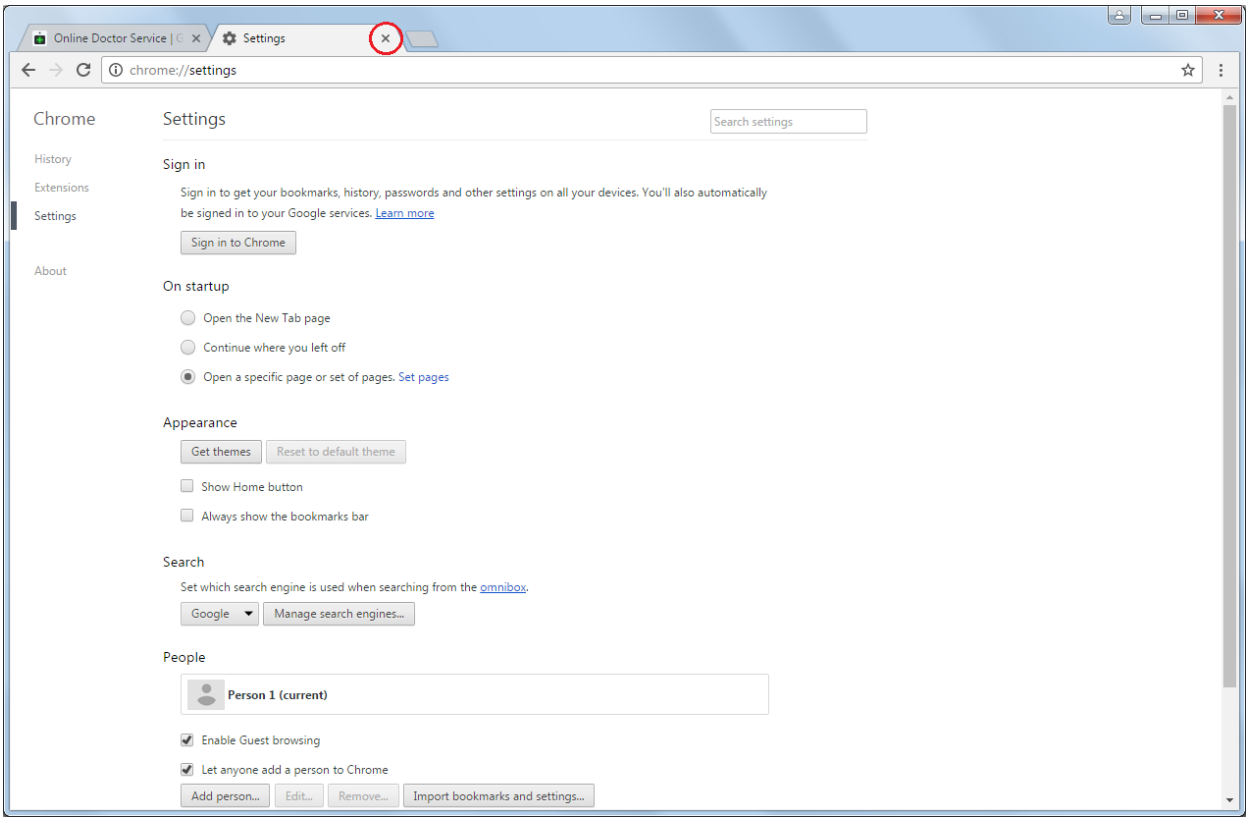
Now click the radio button next to “Open a specific page or set of pages” then click the “Set pages” link



Which will bring you to this page:



Click OK and then close the settings tab by clicking on the “X” as shown:

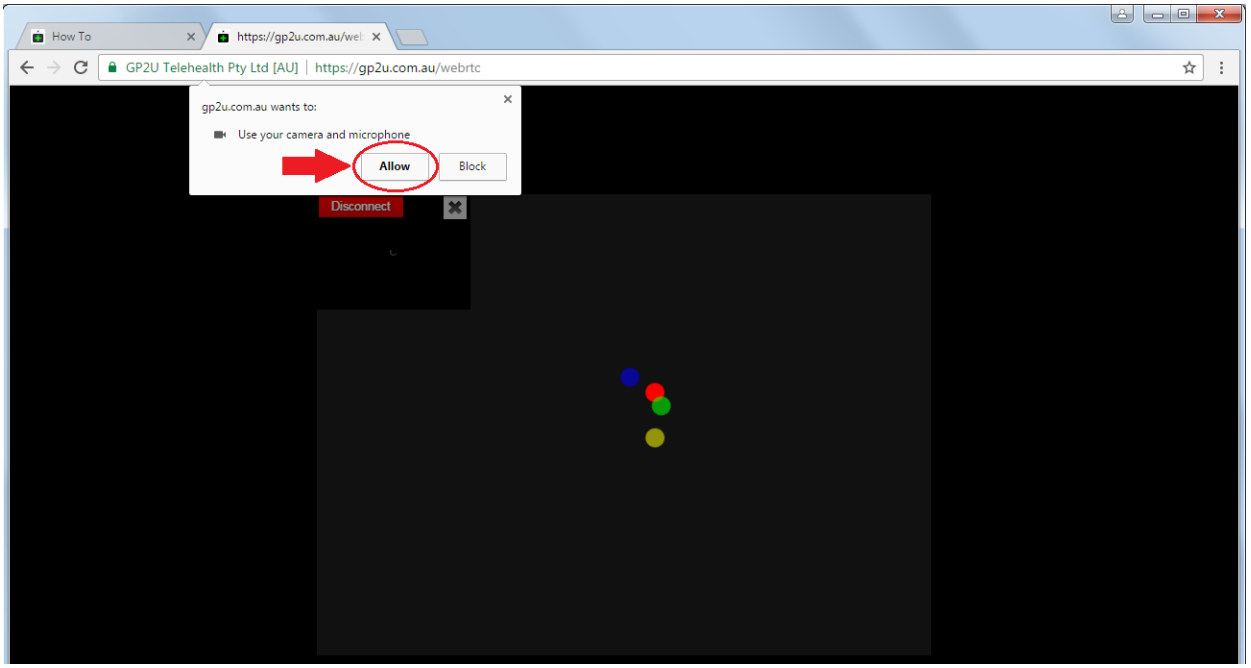


Now you can close Chrome down. When you open it again it will automatically open on the GP2U page.

TEST VIDEO CONFERENCE

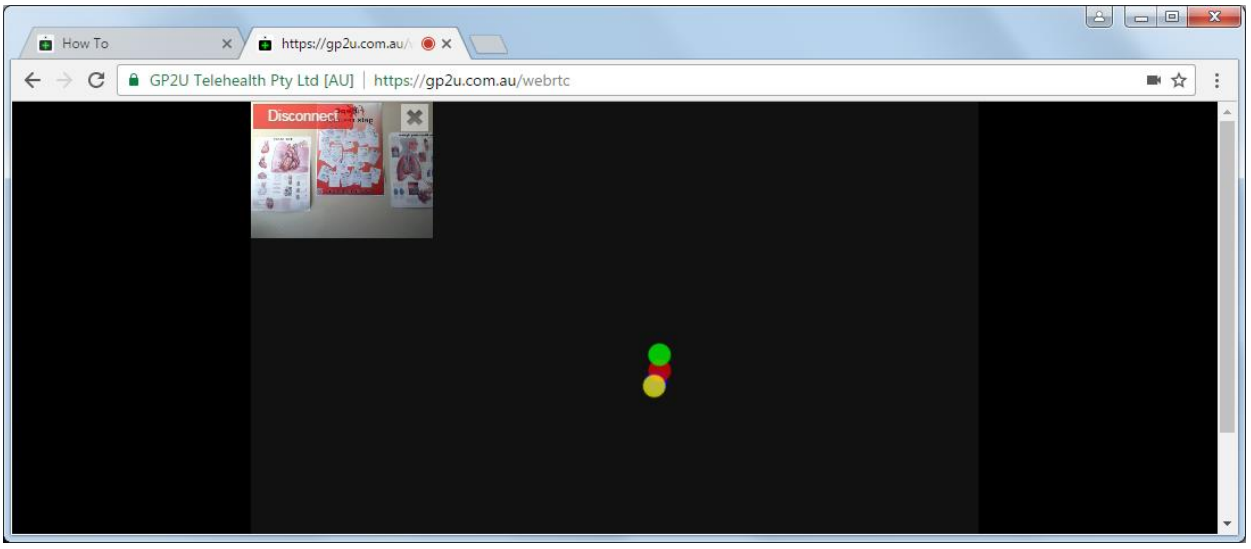
Once you have things set up please give us a quick call and go to this page https://gp2u.com.au/webrtc

There is a once off requirement to allow GP2U to use your camera and microphone. Please click the “Allow” button as shown below:

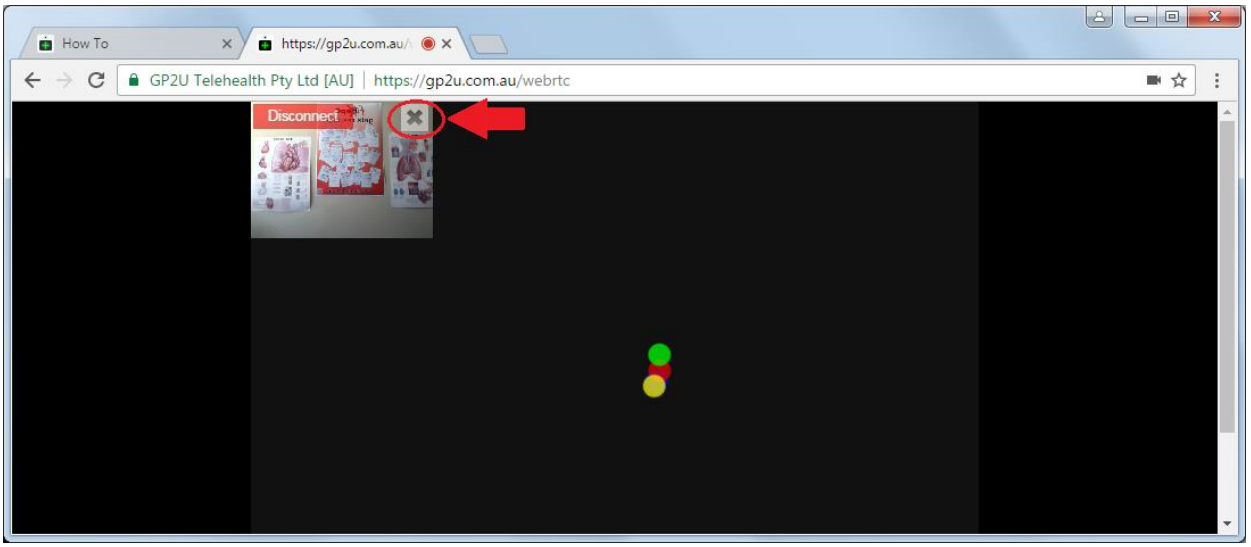


Please note that patients will also have to click this “Allow” button the first time they use the system.

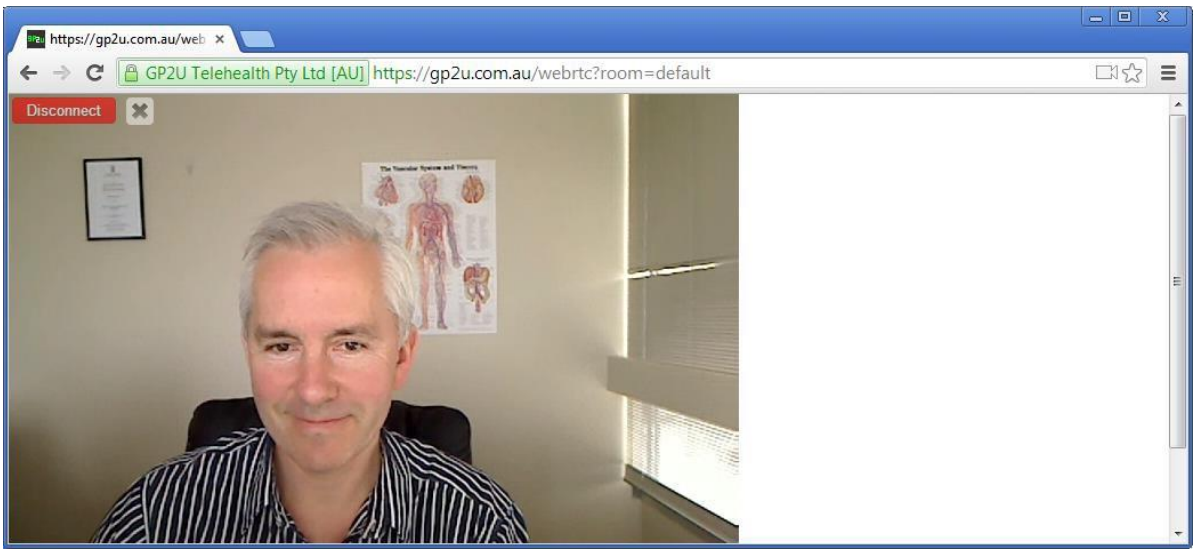
Once you have clicked “Allow” you will see a picture of you in the top left corner:



You can hide your picture using the “X” button next to “Disconnect” if you don’t want to see what you look like.



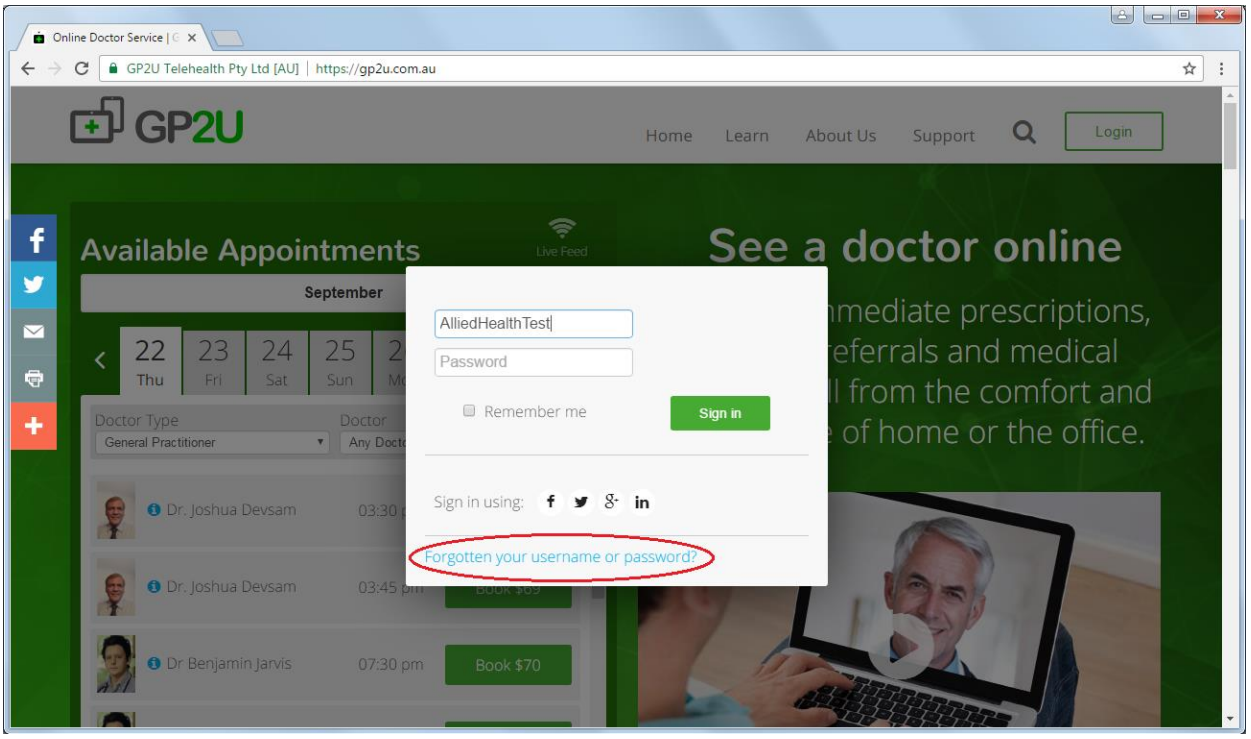
Now simply give us a call on 1300 472 866 and we will connect to the other end so you can see things in action.



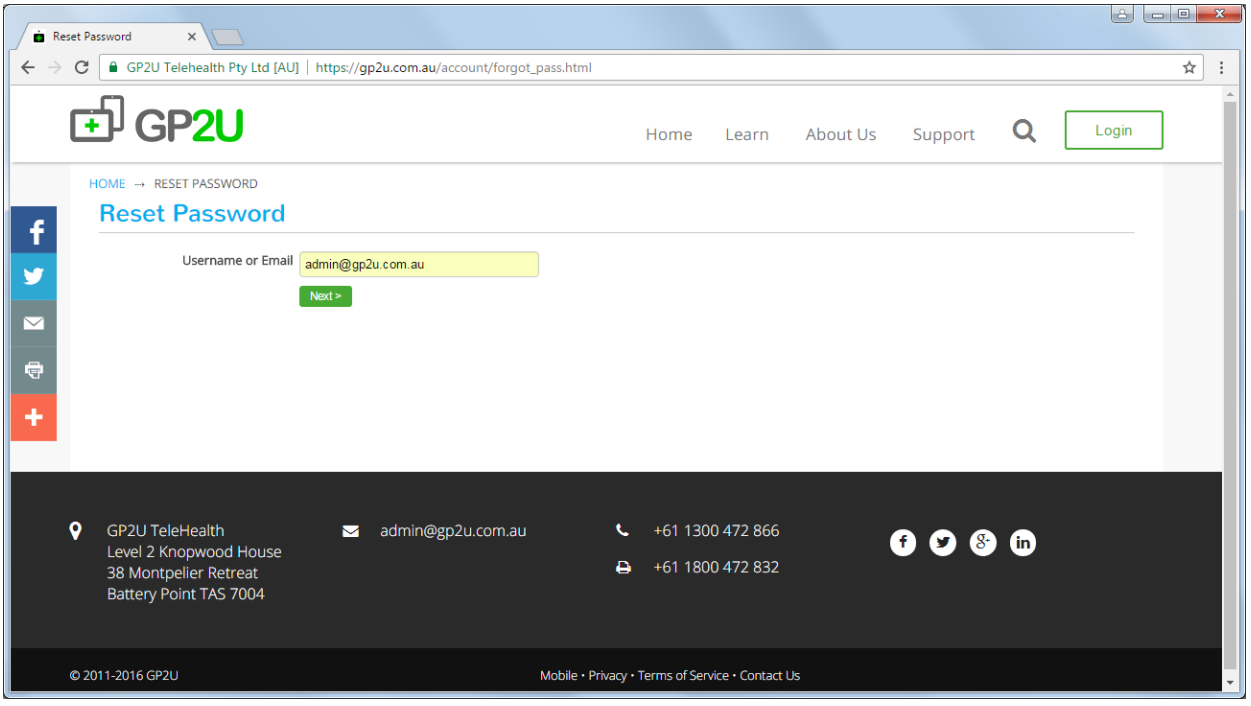
FORGOTTEN YOUR PASSWORD?

If you forget your password simply click on the “Forgotten your password?” link on your home page, just below the username/password fields. This will send an email to your registered email address that lets you reset your password.

If for some reason you can’t access that email and are having trouble just give us a call on 1300 472 866.

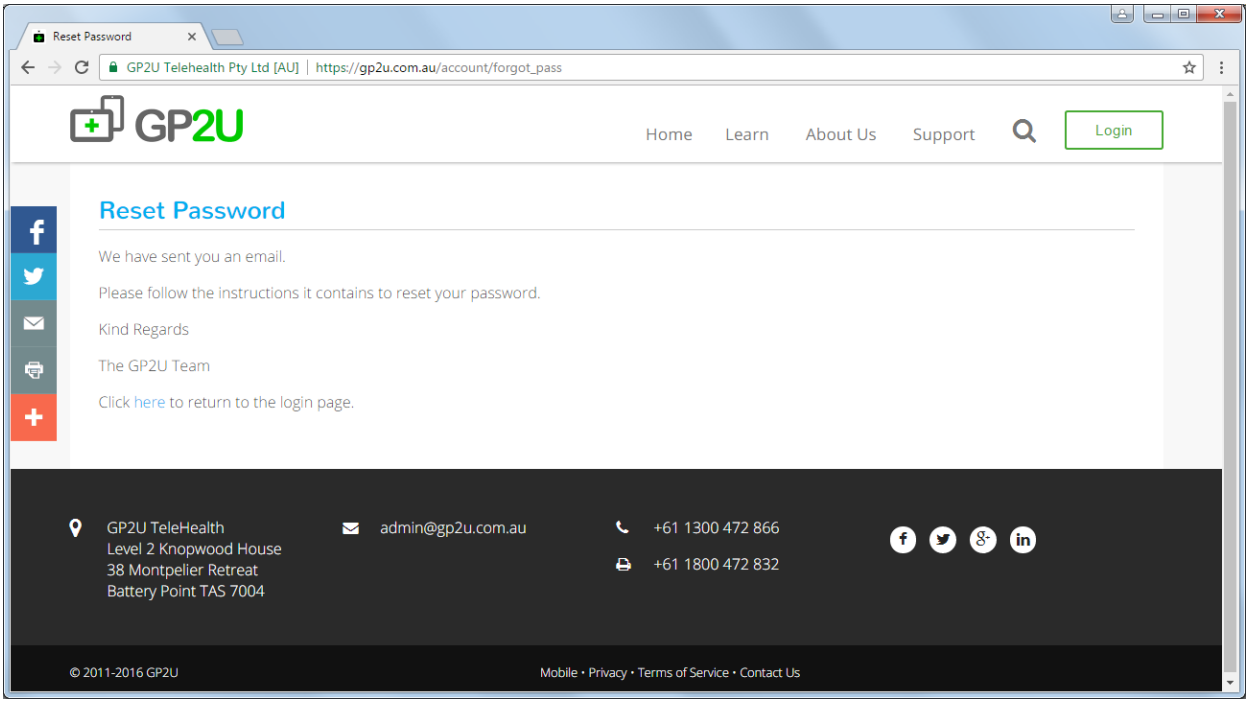


This will bring up a small screen for resetting your password, so just enter a Username or Email and click “Next”:

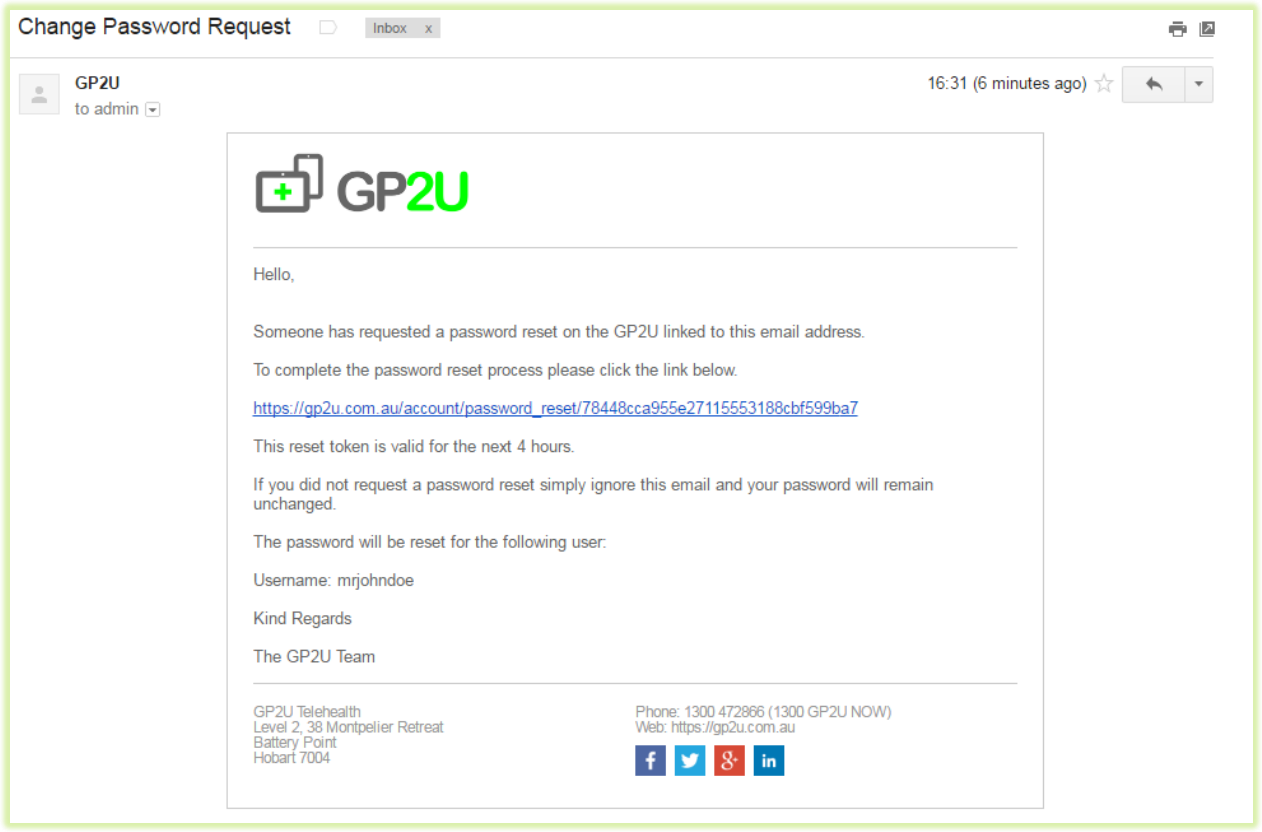


And this will send an email to your registered email address which allows you to reset your password.

You should receive a message that looks like this:



And an email that looks like this:

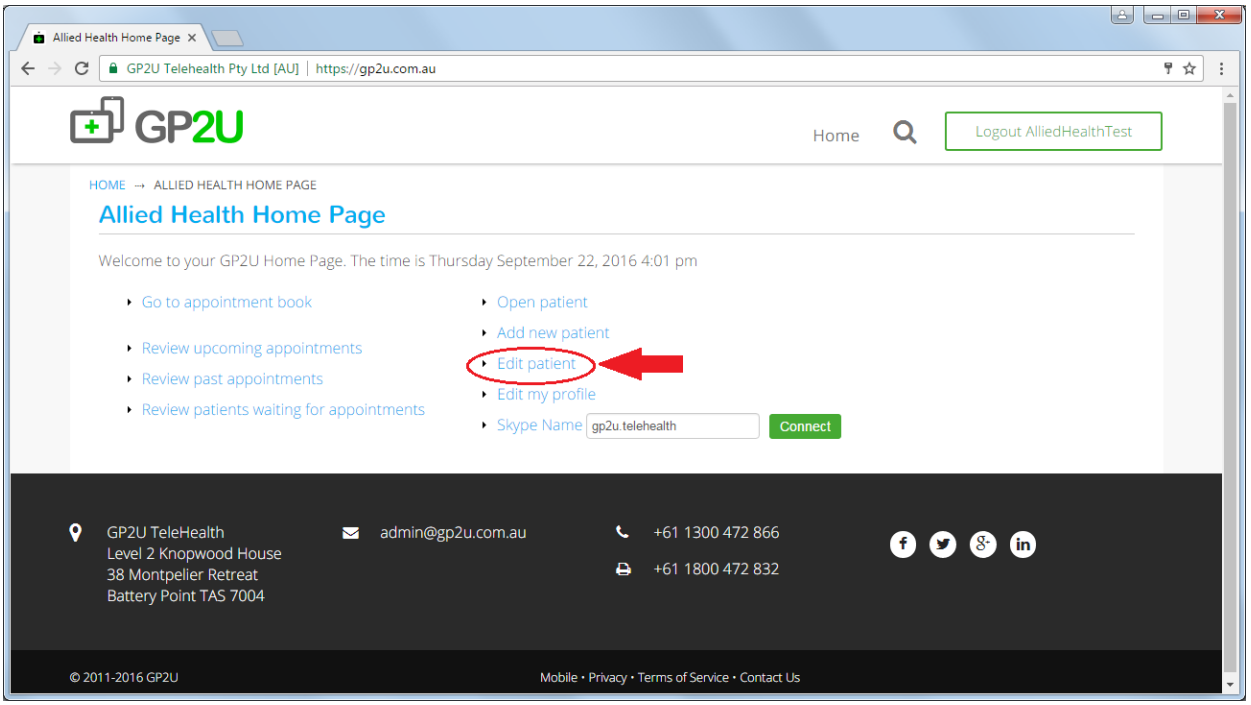


If for some reason you can't access that email and are having trouble just give us a call on 1300 472 866.

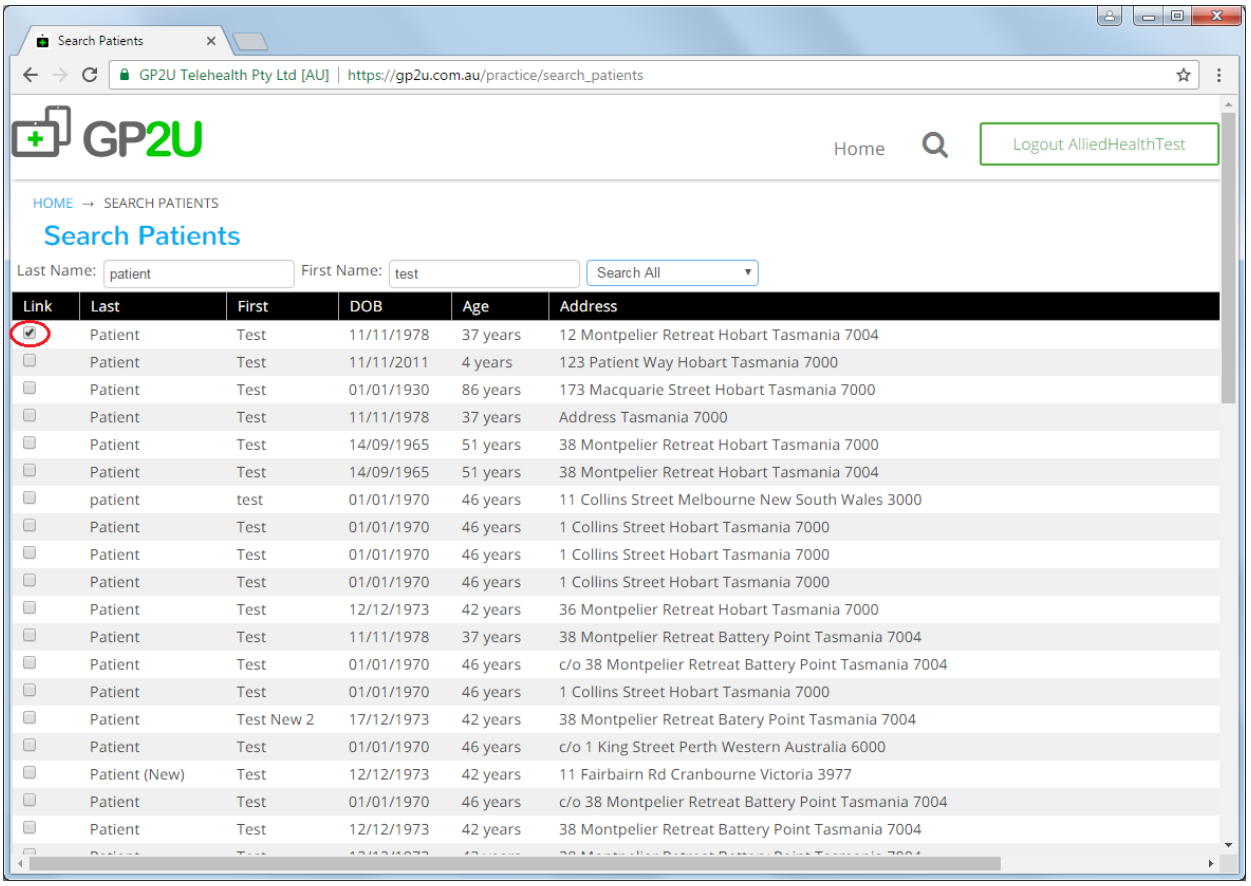
EDIT PATIENTS

Patients who have forgotten their passwords can use the same reset password link process shown above.

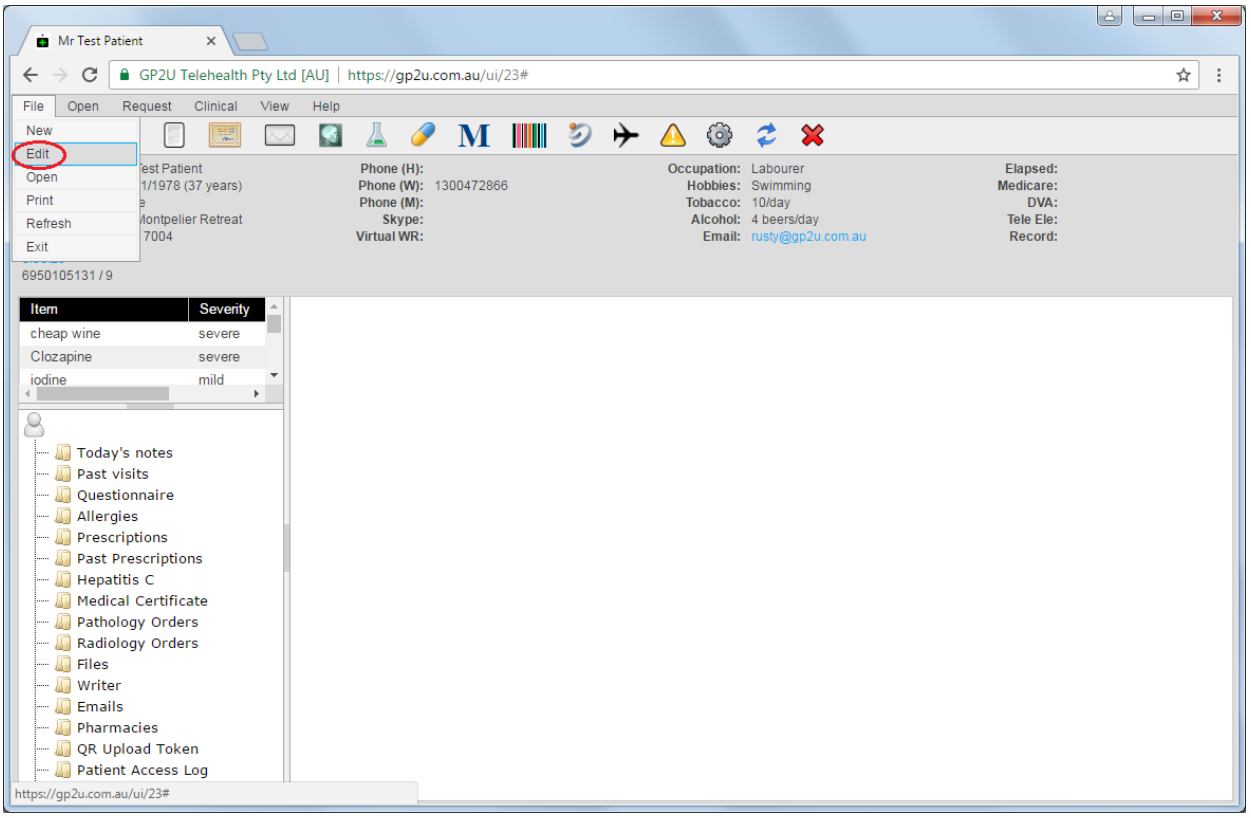
You can also reset their passwords for them should the need arise. From your home page click the “Edit patient” link:



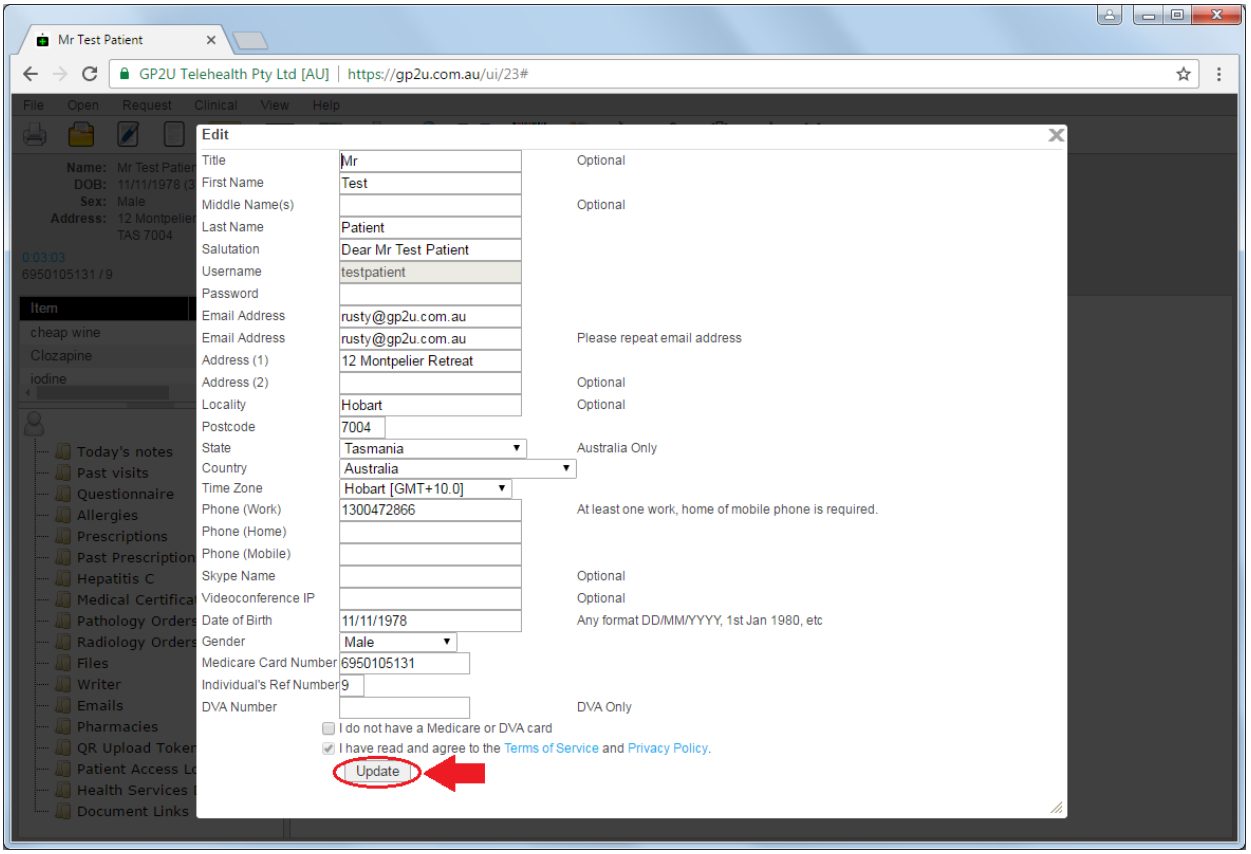
This will bring up the patient's search screen. Type in part of the patient's name and select the patient by clicking on their name, you can also link the patient to you by selecting the "Link" tick box:



Click on "File" then on "Edit"



Then scroll down to the bottom of the page and click “Update”. Note that if you update a patient’s details and do not enter a password their password will remain unchanged.



Select “Update” when you are done and head back to the gp2u.com.au home page.

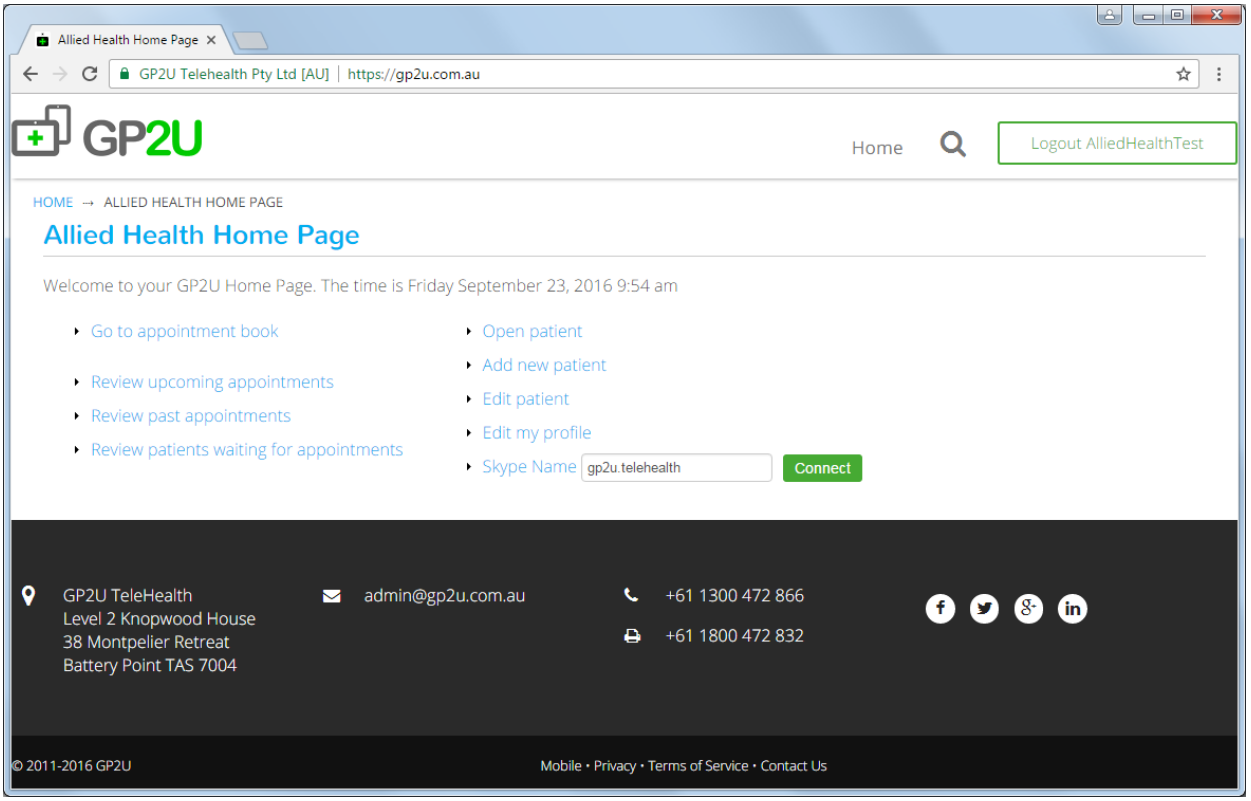
OUR FEES

We run the direct patient to GP Telehealth service and we provide all the support provided by a brick and mortar practice as well as IT support.

Our contracts do not have a lock in period so you are free to give the service a try and see if it works for you.

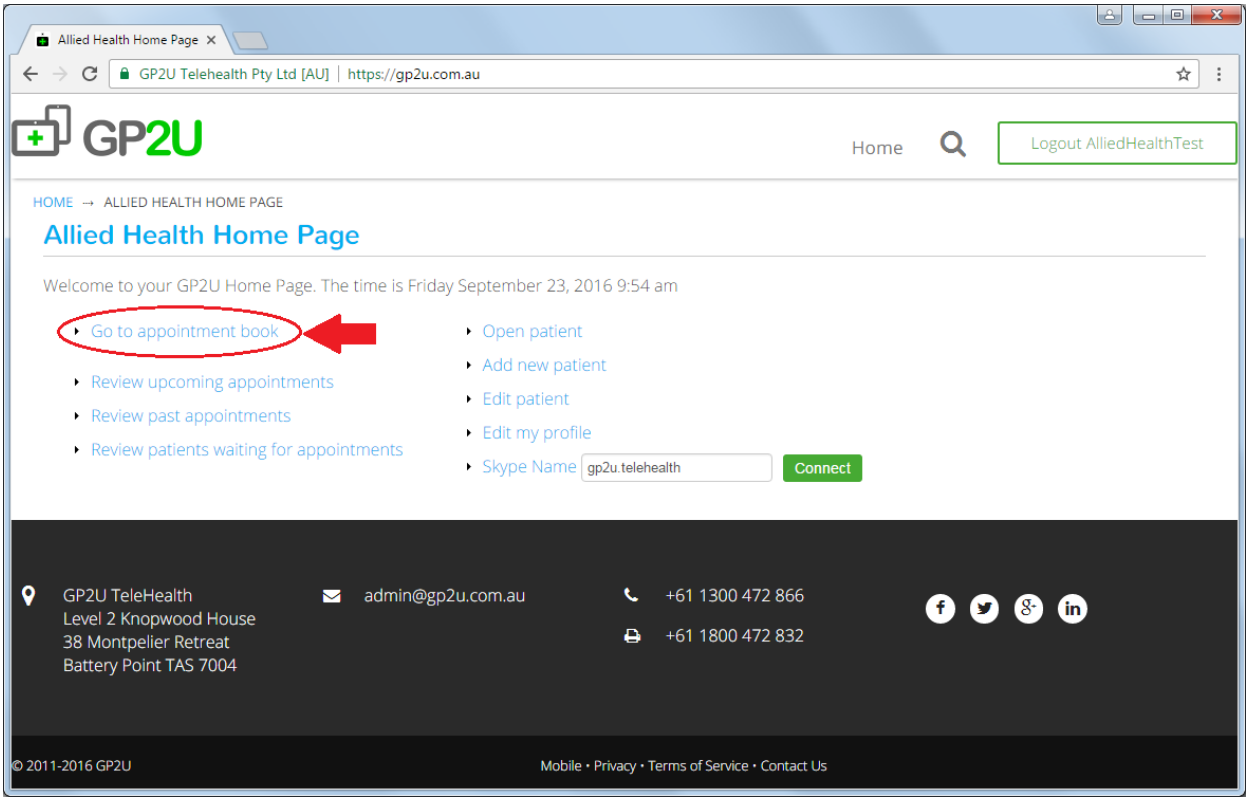
HOME PAGE LINKS

On your home page you will see a number of links. Let's walk through them one by one…..

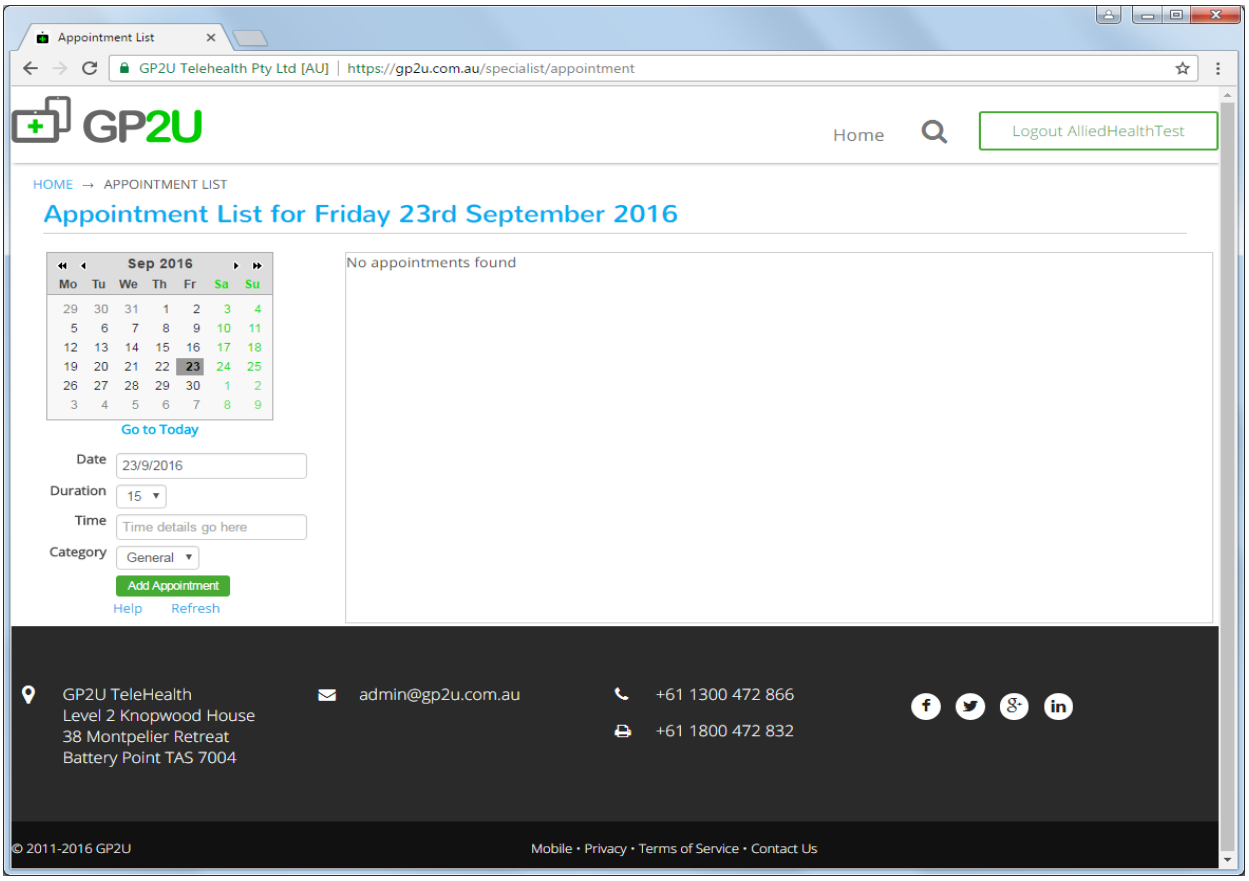


GO TO APPOINTMENT BOOK

The appointment book forms the center of the direct patient to Allied Health Telehealth service. You get to it from your home page:

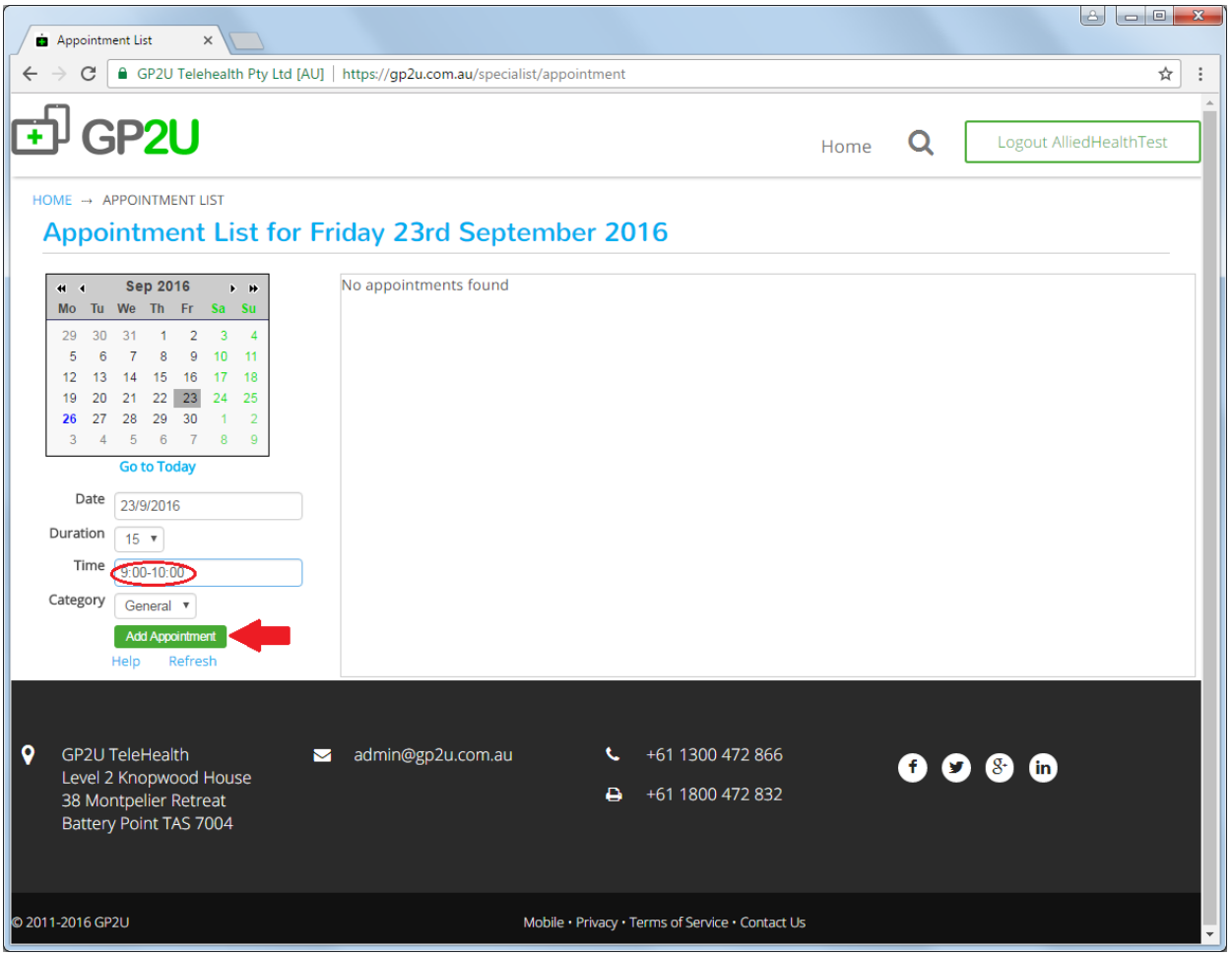


Click on this link to bring up the appointment book. As you would expect, it opens on today's date and there are no appointments found.



Now let's create some appointments.

For testing just put in (say) 9-10 for the time and click the "Add Appointment" button:


Appointment List
GP2U Telehealth Pty Ltd [AU] | https://gp2u.com.au/specialist/appointment
GP2U
Home
Logout AlliedHealthTest
HOME → APPOINTMENT LIST
Appointment List for Friday 23rd September 2016
Sep 2016
Mo Tu We Th Fr Sa Su
29 30 31 1 2 3 4
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 1 2
3 4 5 6 7 8 9
Go to Today
Date 23/9/2016
Duration 15
Time 9:00-10:00
Category General
Add Appointment
Help Refresh
No appointments found
GP2U TeleHealth
Level 2 Knopwood House
38 Montpelier Retreat
Battery Point TAS 7004
admin@gp2u.com.au
+61 1300 472 866
+61 1800 472 832
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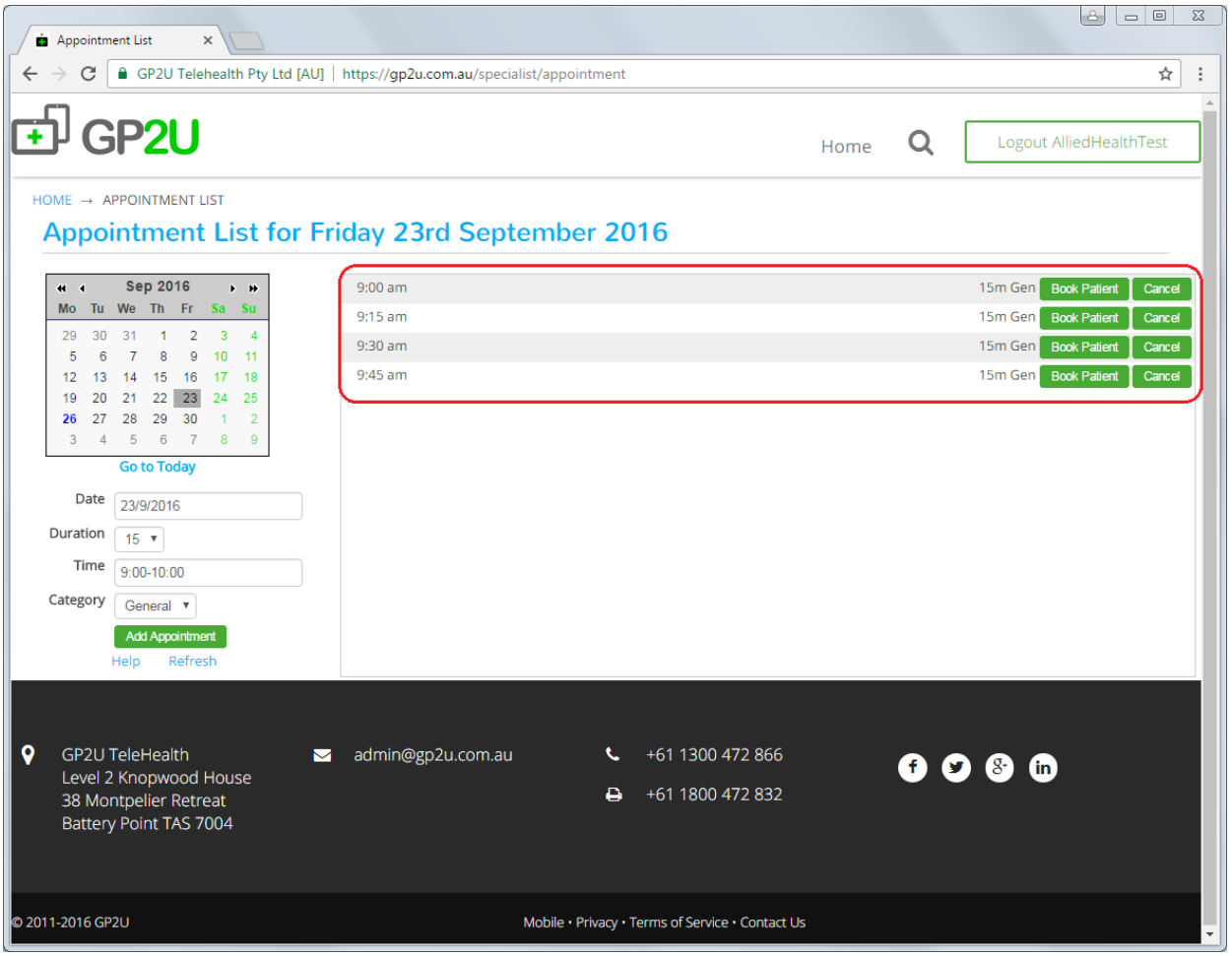
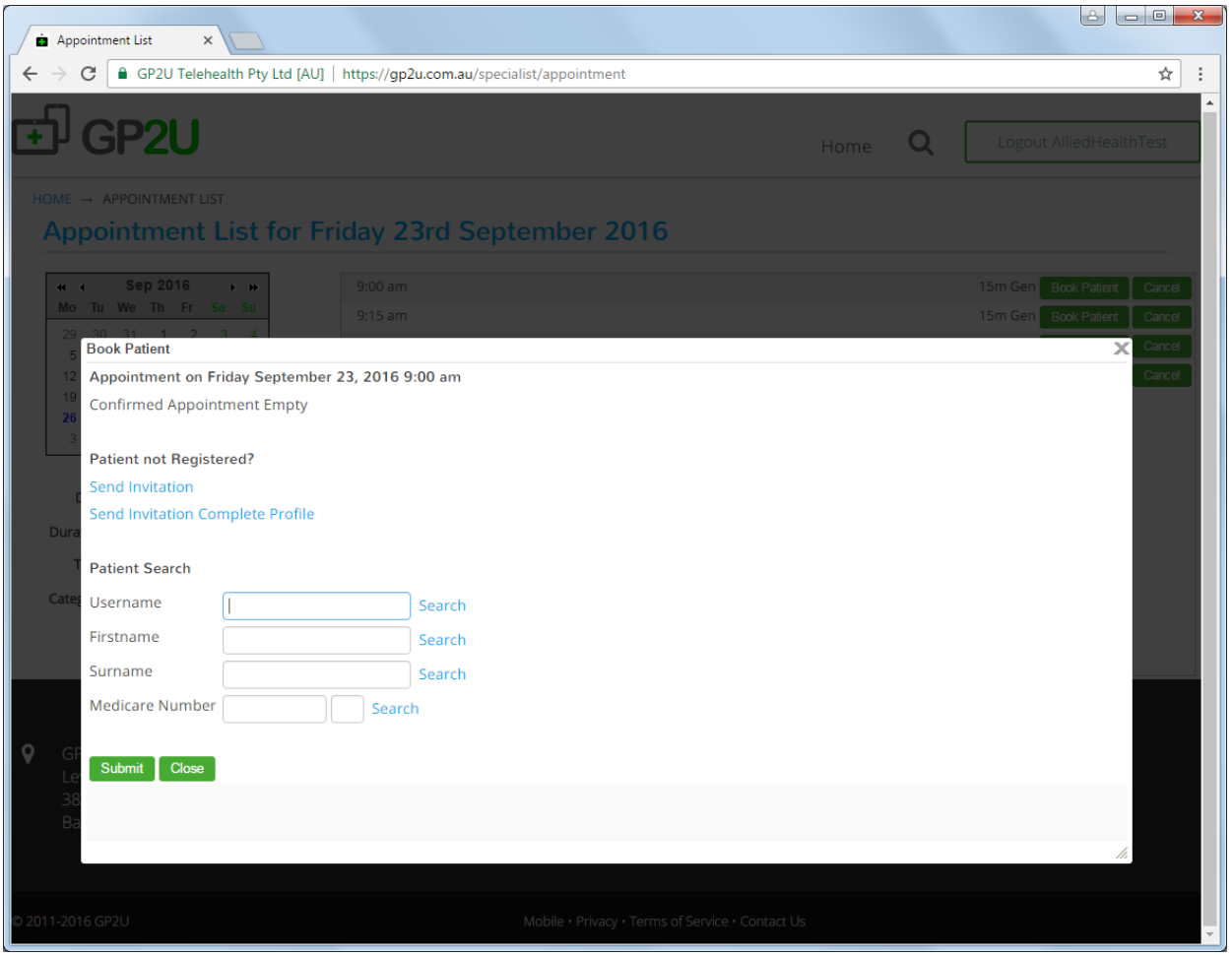
Mobile • Privacy • Terms of Service • Contact Us

As you can see this has created 4 appointments. This is because we left the default duration at 15 minutes.

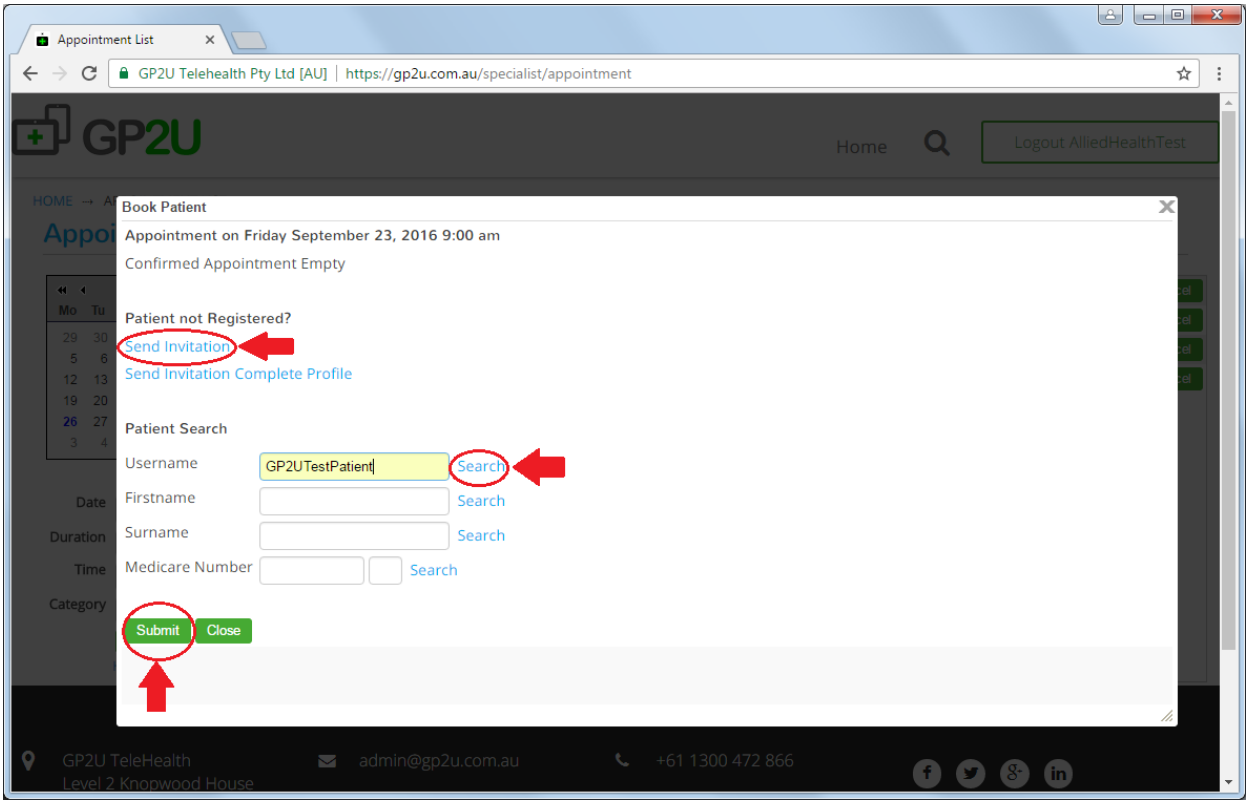


These appointments become instantly available for patients to book. Patients pay for their appointments at the time of booking so “no shows” are virtually non-existent.

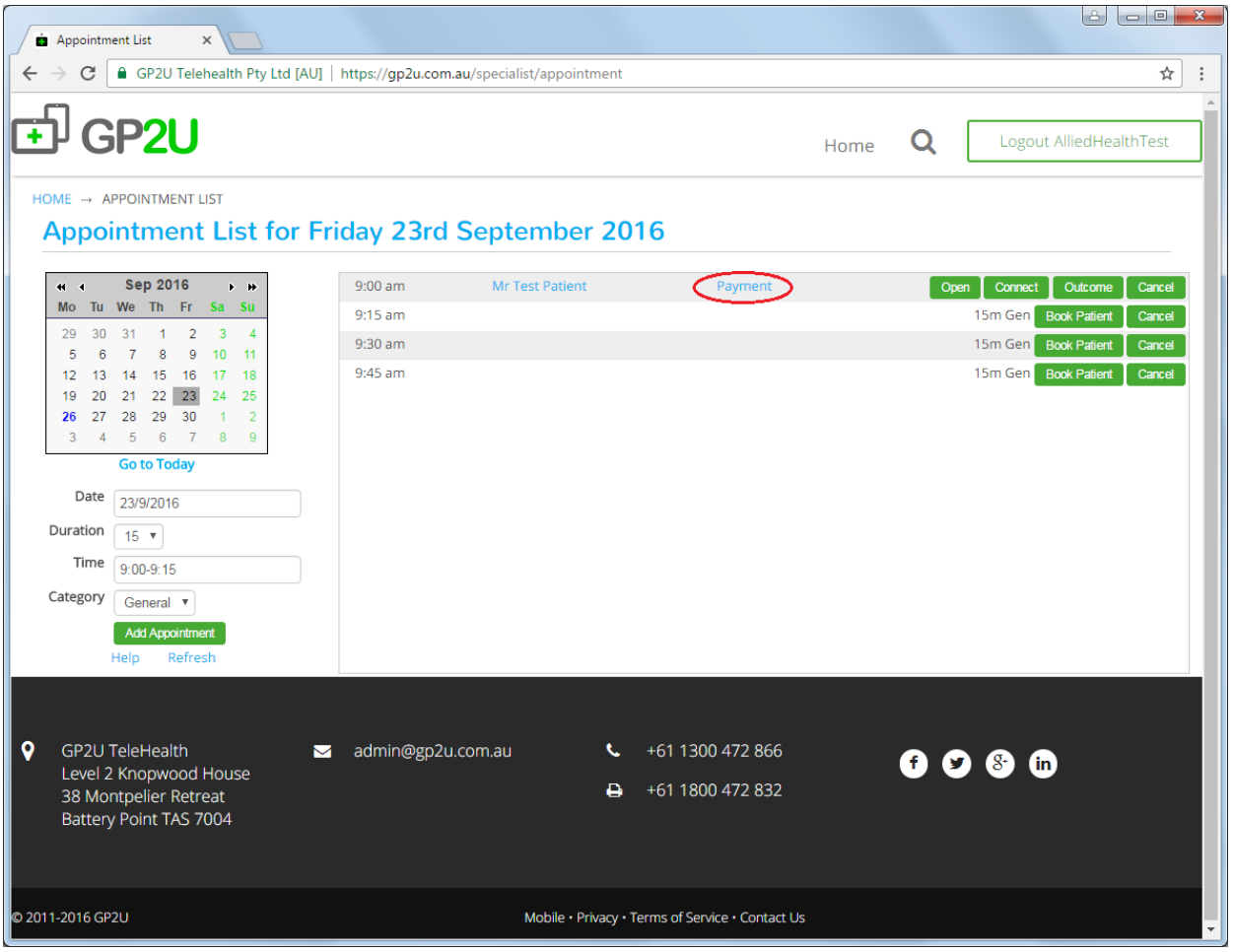
You can book in your own patients if you wish. Simply click the “Book Patient” button to bring up this screen:



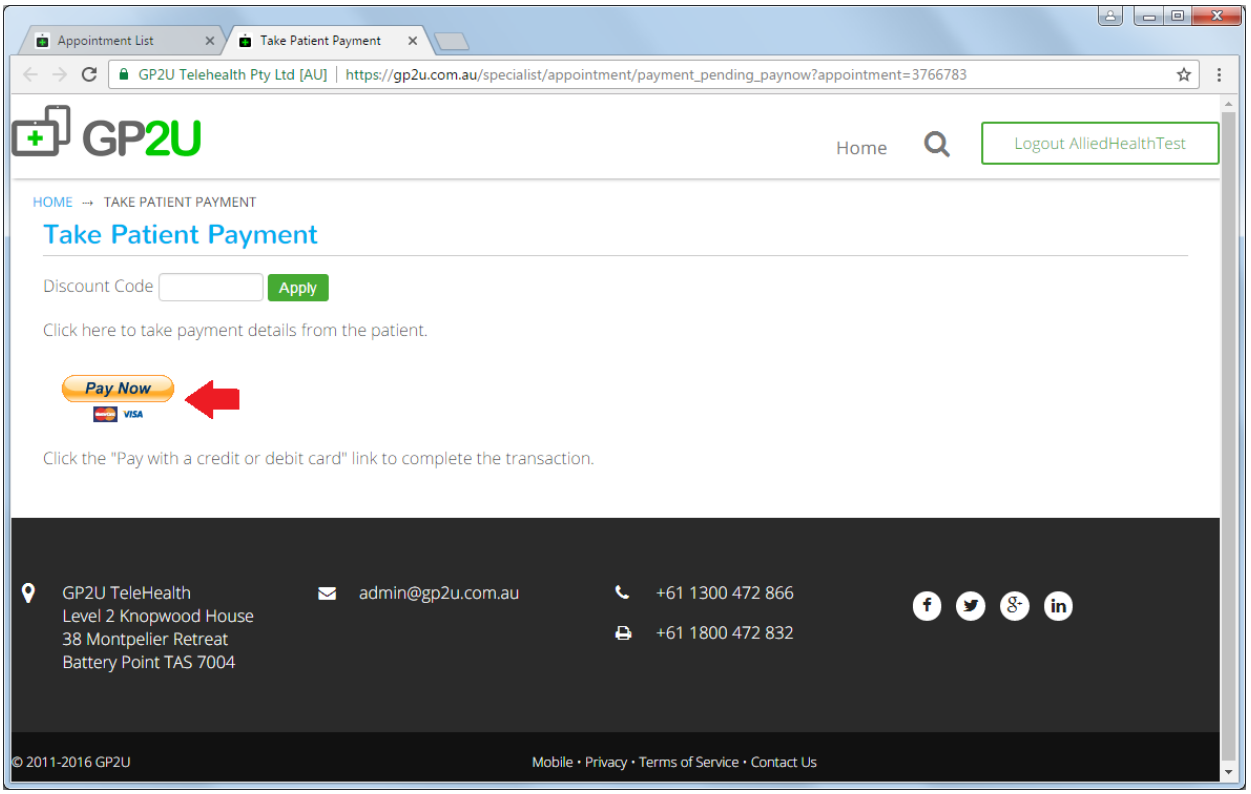
Patients can be added in the same way as you have seen previously by either the “Send Invitation” or “Patient Search” processes.



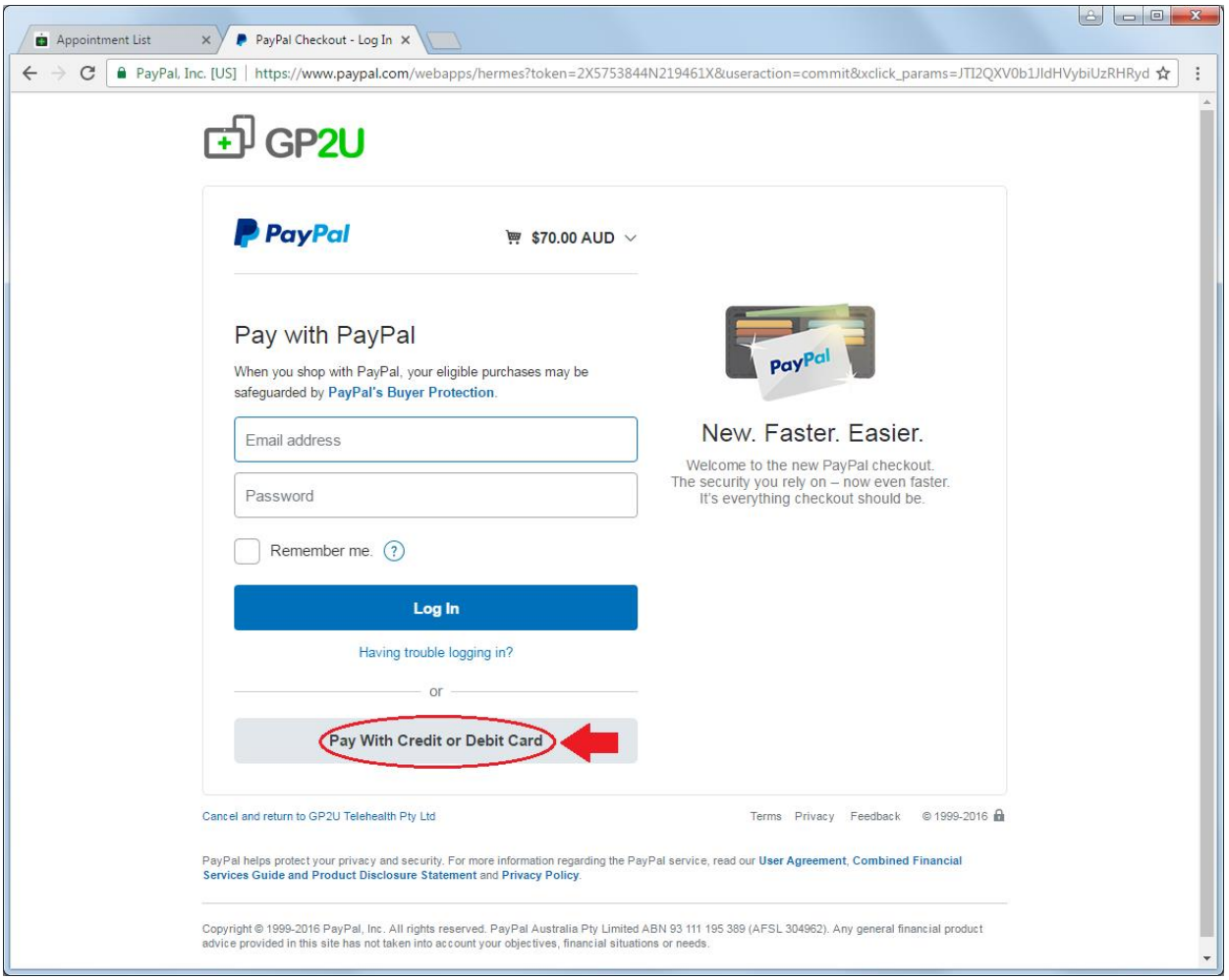
Here we have booked “Mr Test Patient”:



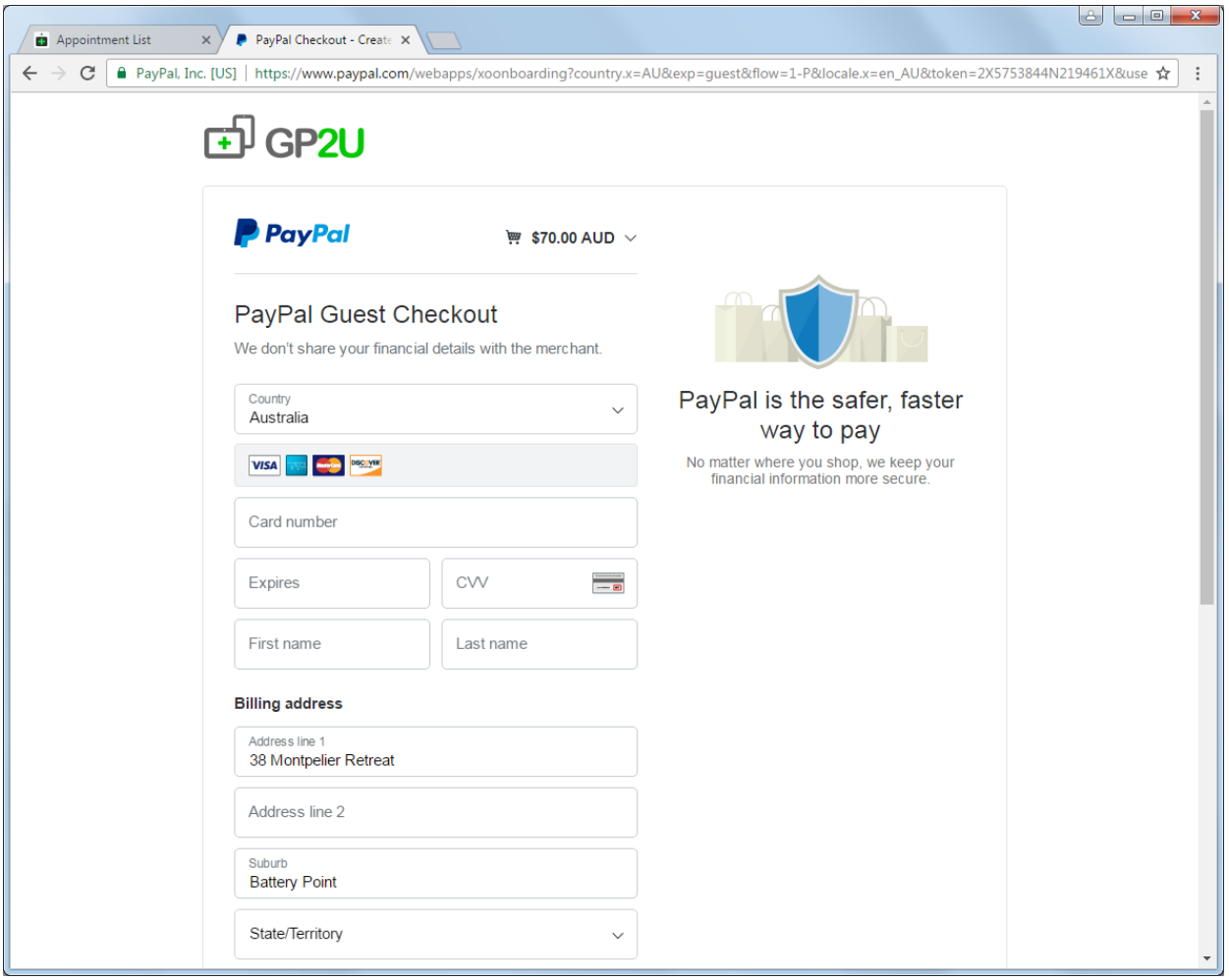
You will notice a “Payment” link. This is because the patient has not paid for this appointment. Clicking on this link brings up this page:



This allows you to take payment by credit card via PayPal:

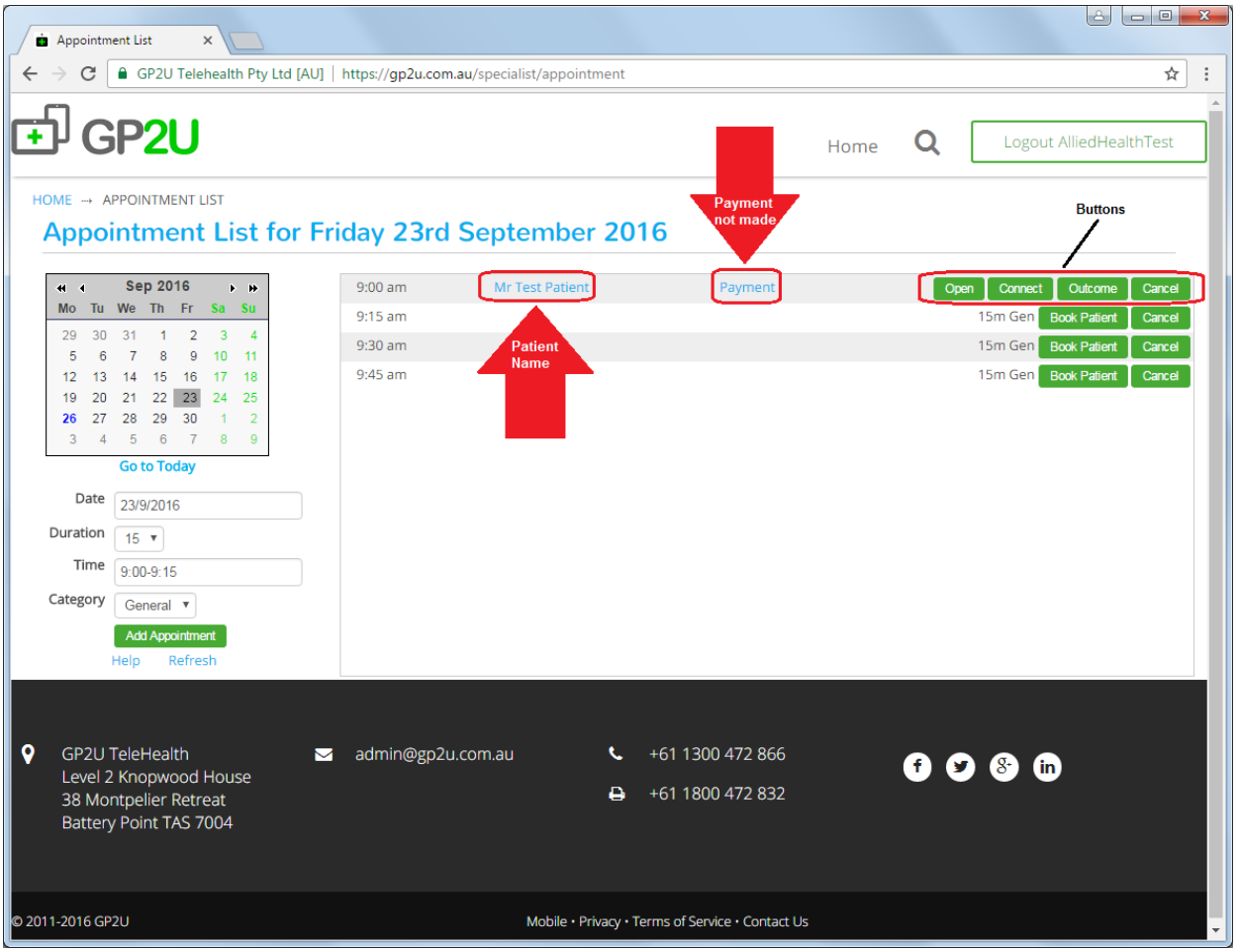


Notice that the patient's details are already filled in so all you need to do is get the CC number, Expiry date and CVV, then submit it.



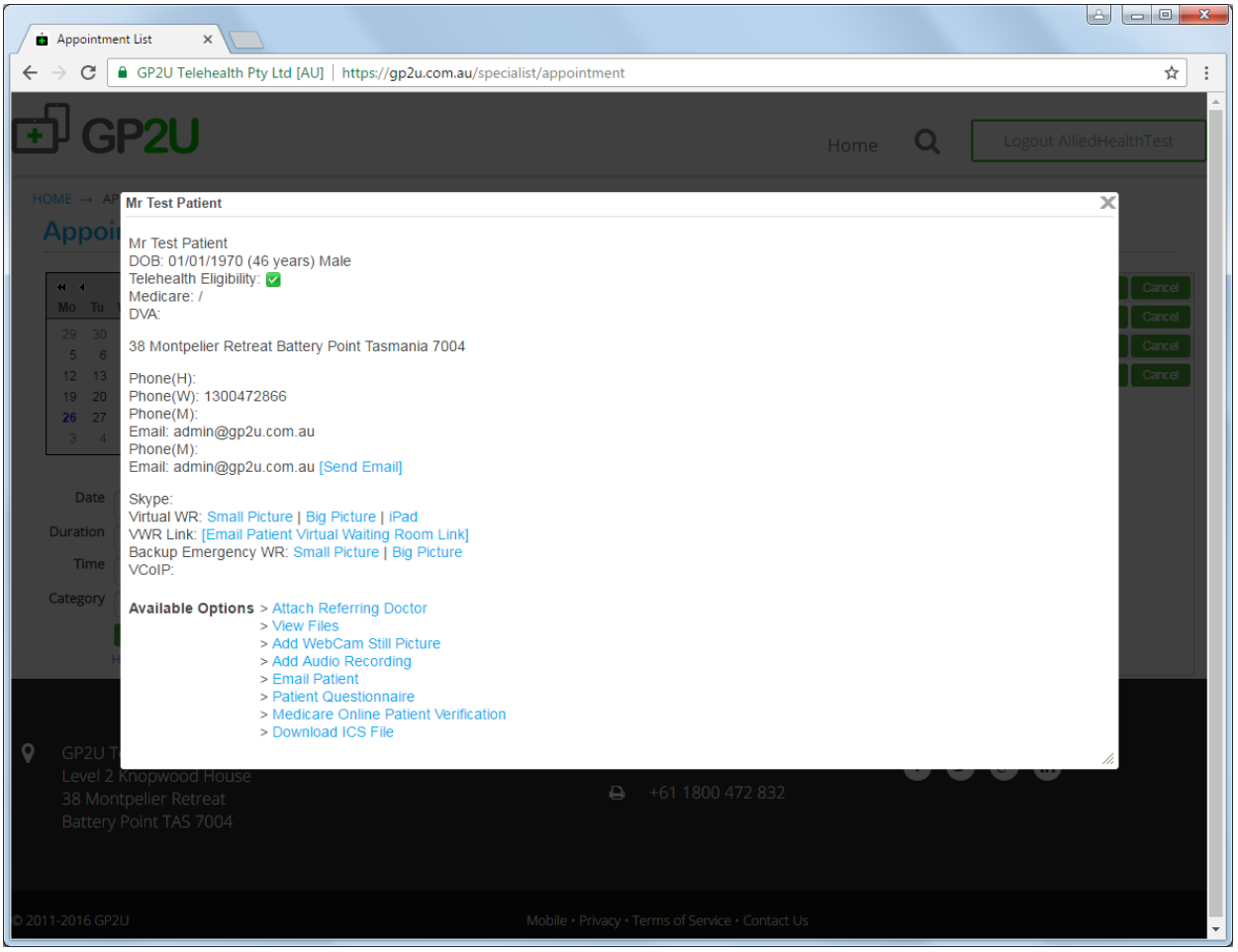
This is not the usual way that things are done as patients normally book and pay for their appointments from their accounts.

So getting back to the appointment book we see that the patient's name is a link and there are several buttons:



PATIENT NAME

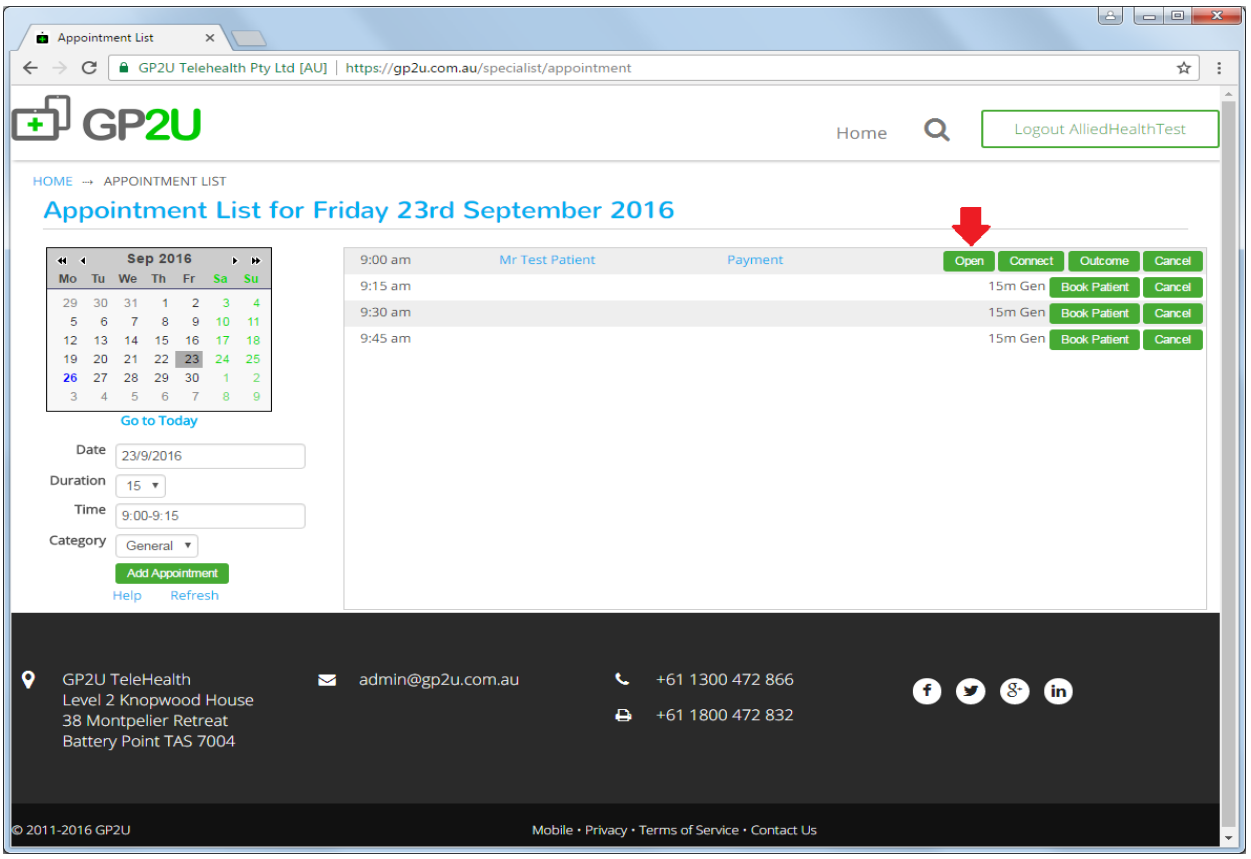
Clicking on the patient's name opens up a small window:



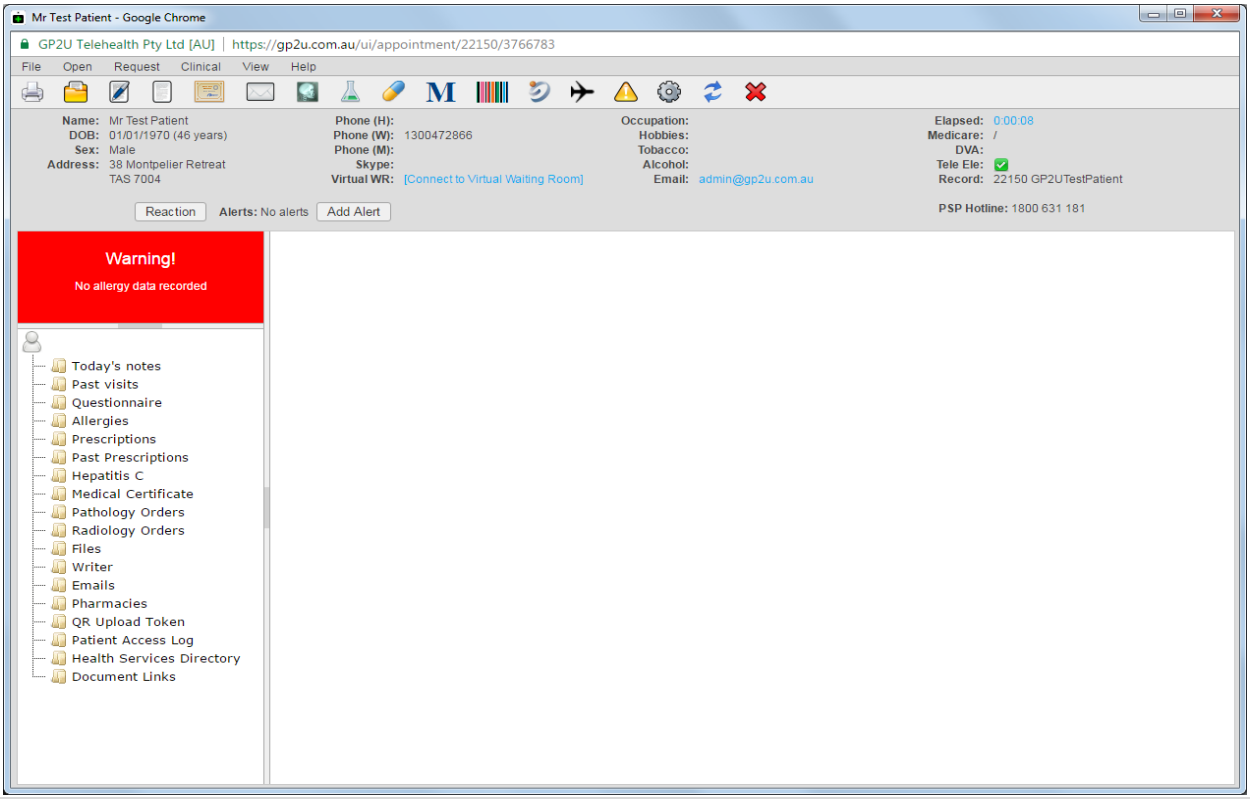
You will see a number of useful things such as the patient's contact details, links to connect to Skype and the Virtual Waiting Room and a number of options.

OPEN BUTTON

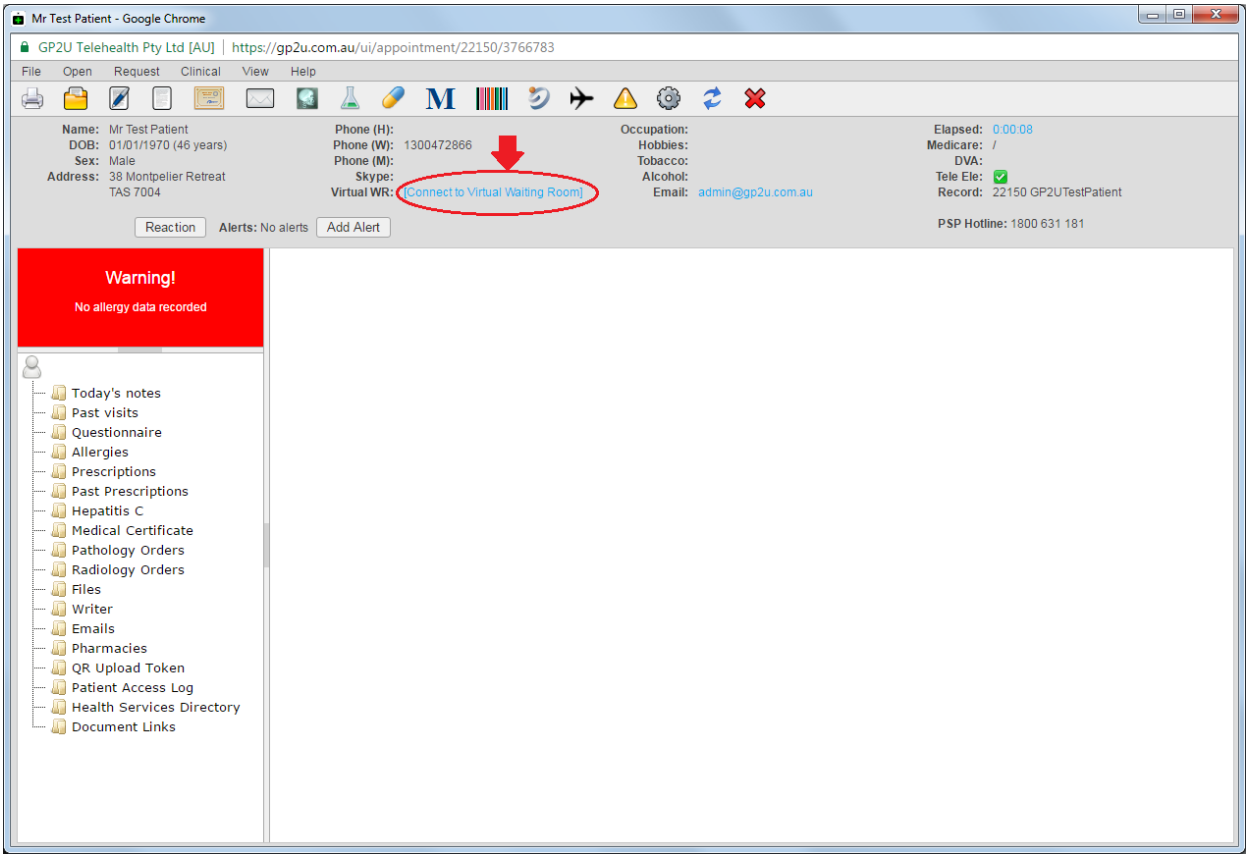
Next we have the open button. This pops up a window that may look familiar. Here you can keep notes, prescribe medications, etc. Prescriptions made through here (if you are eligible to prescribe) will be immediately available to the patient.



This will open up the Patient Cloud window:



You will also see links to connect to both Skype and the Virtual Waiting Room. If you can't find a patient in one location try the other, and if that fails pick up the phone!



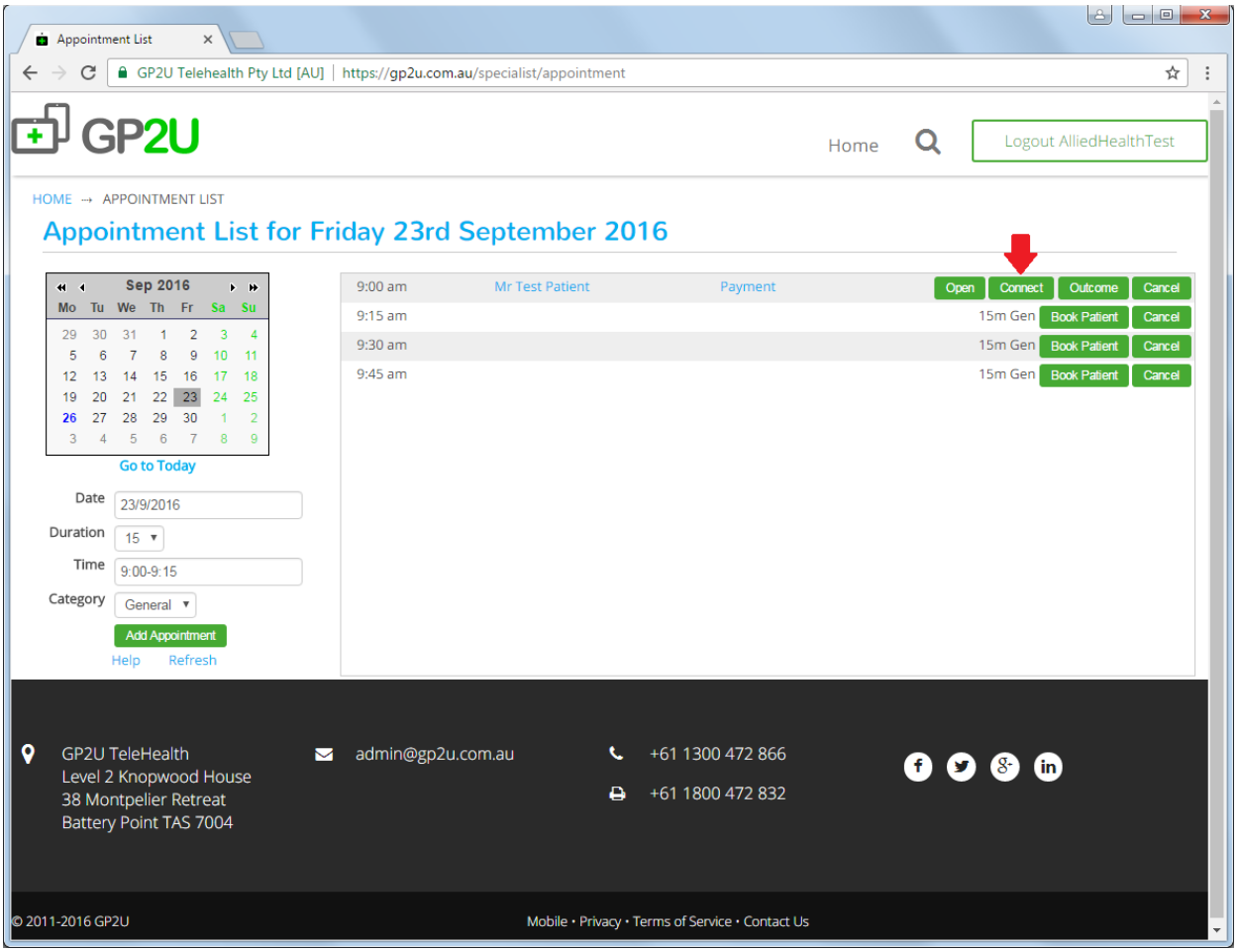
CONNECT BUTTON

The “Connect” button does what you expect. If the patient has a registered Skype address it tries to connect to that. If they don’t the system automatically tries to connect to the virtual waiting room.

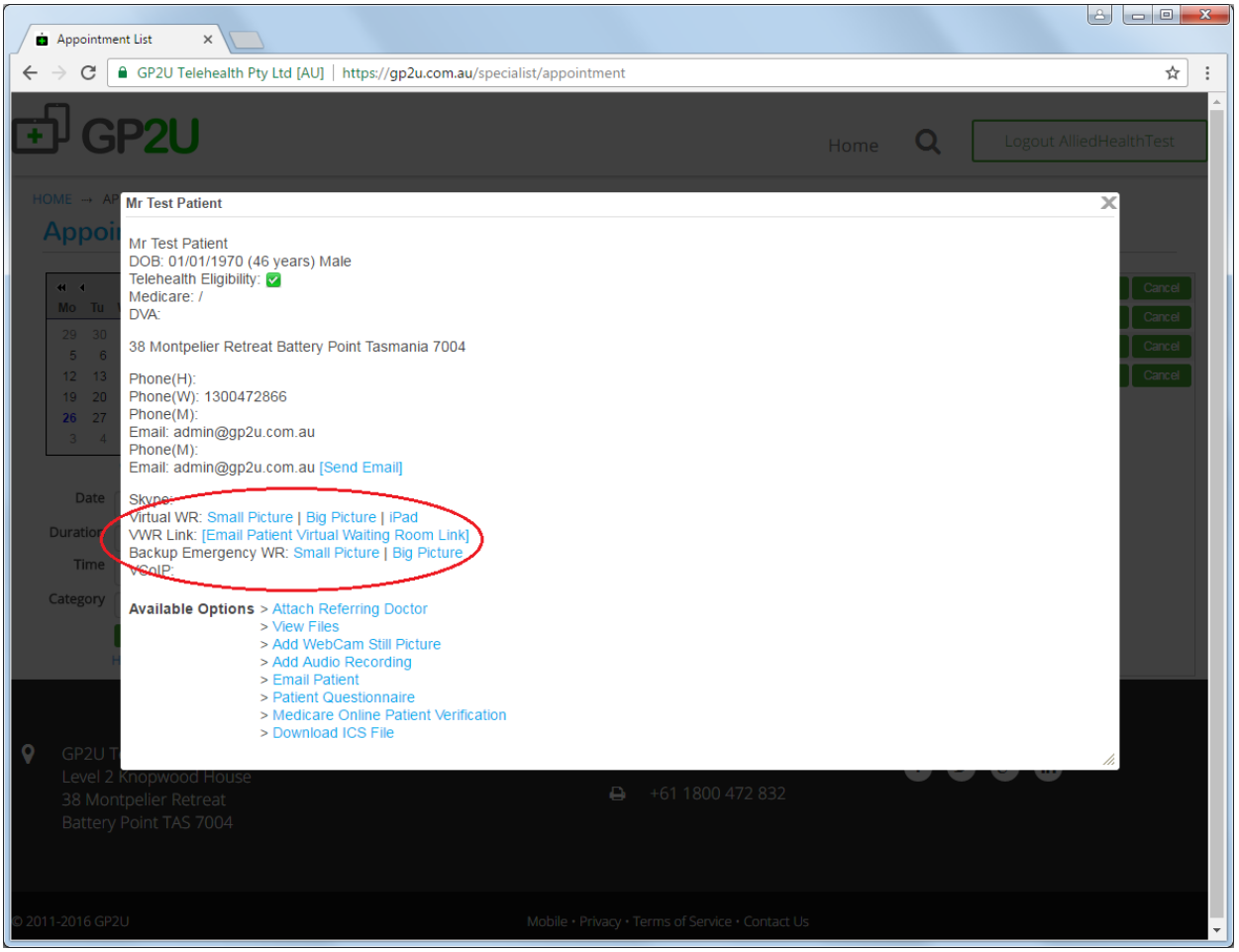
If you have a problem connecting with Skype you can simply click in the patient’s name and use the Virtual WR link to connect to them there.

If the patient can’t login, or has deleted the original appointment email, you can resend the virtual waiting room link to the patient. All they need to do is click that to be logged in and taken to the waiting room, ready for you to connect to them.

If you can’t find the patient online, their phone number(s) are also listed. Sometimes we have to talk patients through the process.



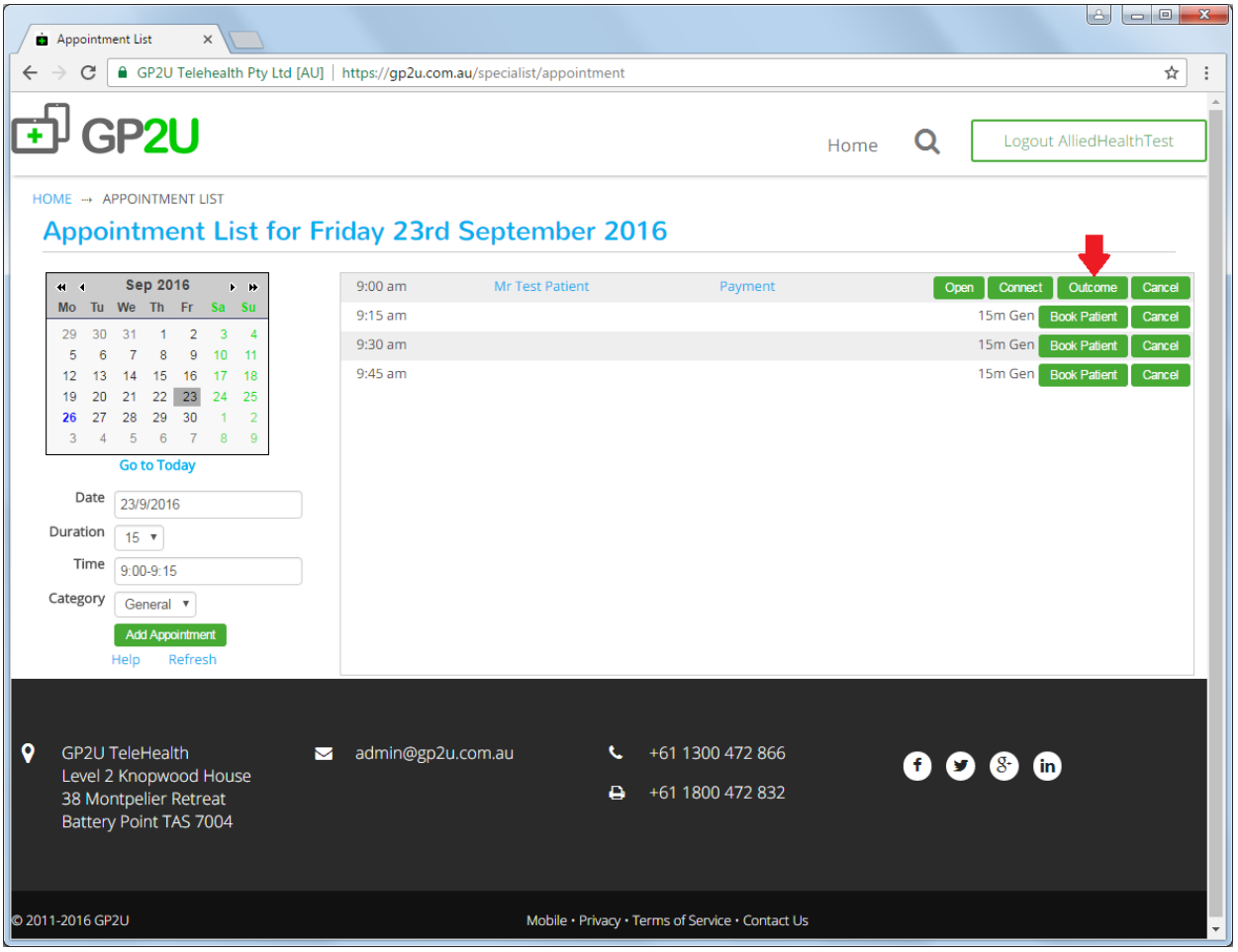
If you click on the patient's name, a small pop up window will come up. The area circled in red gives you several links that will allow you to connect to the patient.



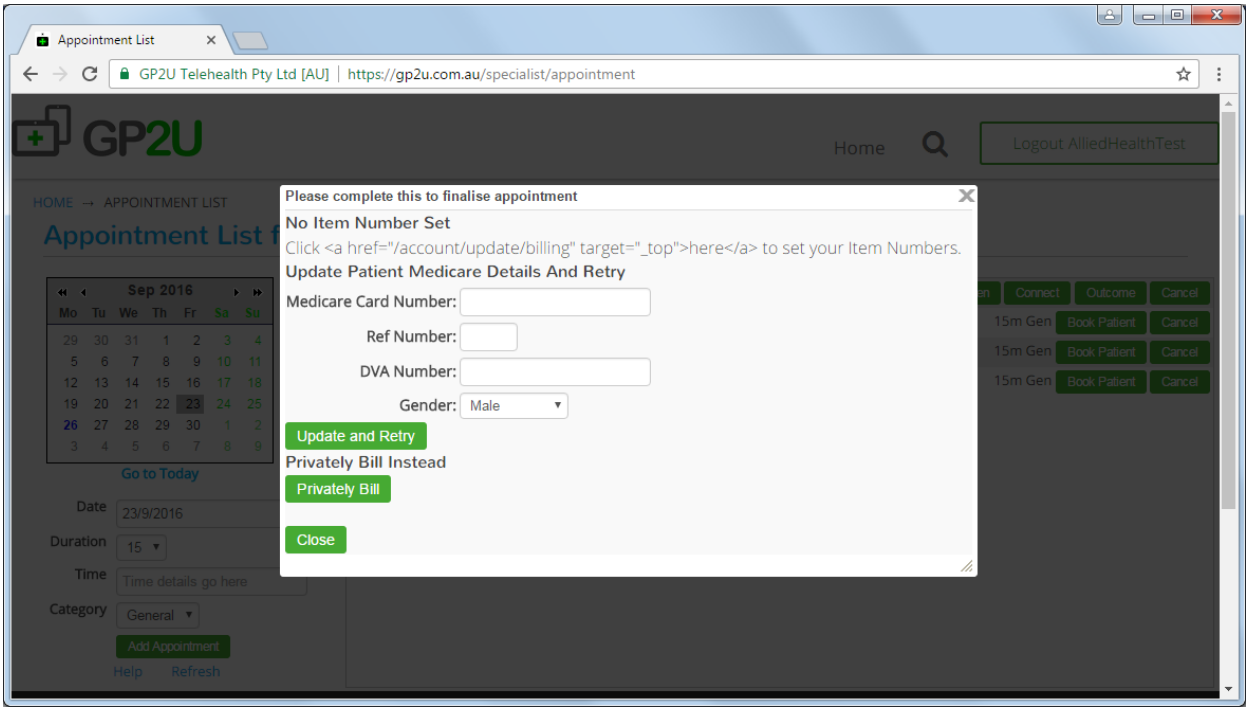
If the patient is not connected or they cannot see you, then they might have a slower internet, or are using a non-Google chrome web browser (such as Explorer, Firefox, Safari) or they have not clicked on "Start Video" from their side. Just ask them to click on "Start Video" and if they still cannot connect, ring us on 1300 472 866 and we will try to help out the patient.

OUTCOME BUTTON

The outcome button allows you to record the outcome of the consultation and is used by our Specialists to Bulk Bill via Medicare. We are just including it here to show its functionality:

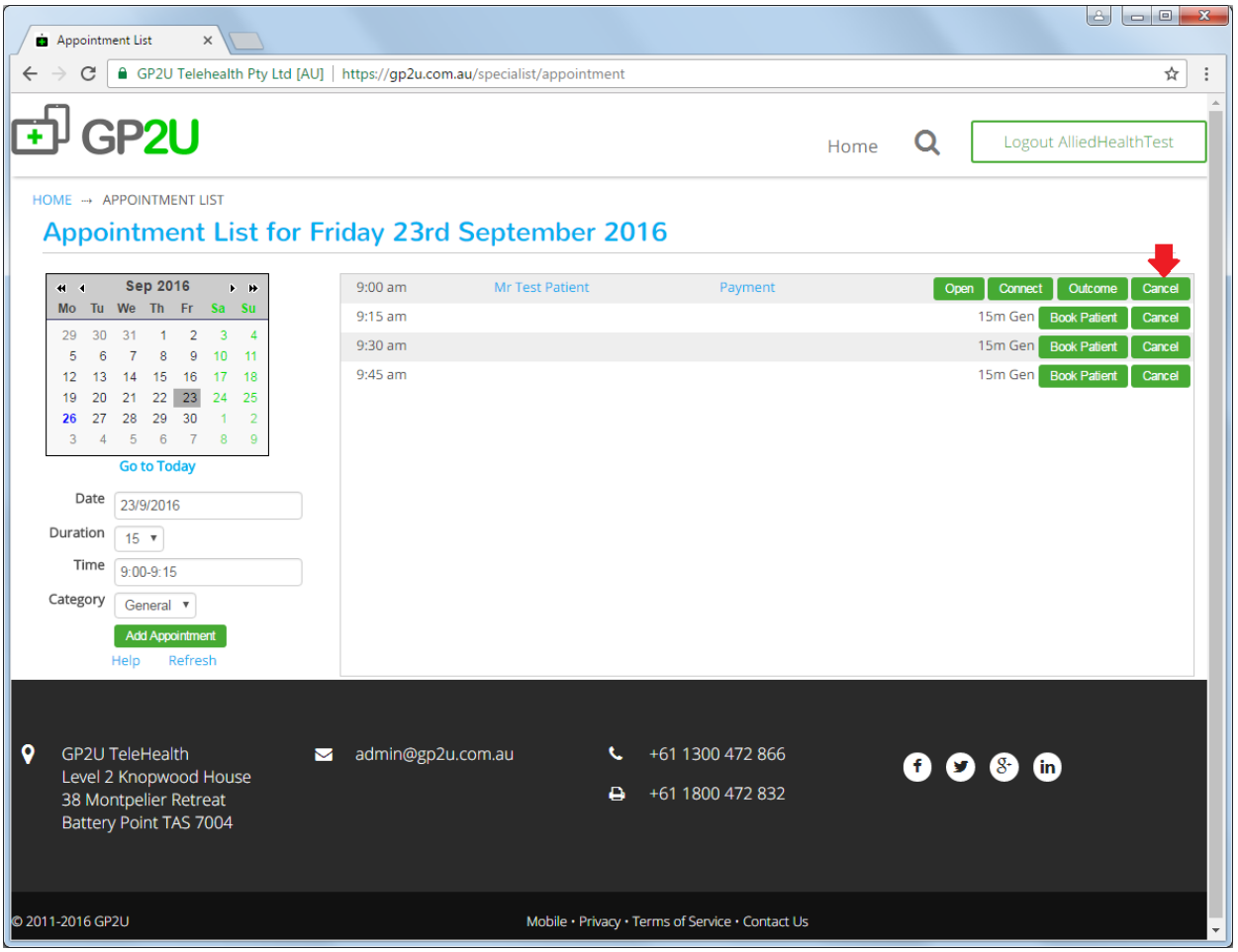


Please note this feature is used for our Specialists, so you may see some garbage since you cannot bill via Item number, to Medicare. Just select the “Bill Privately” option and/or select the “Close” button:

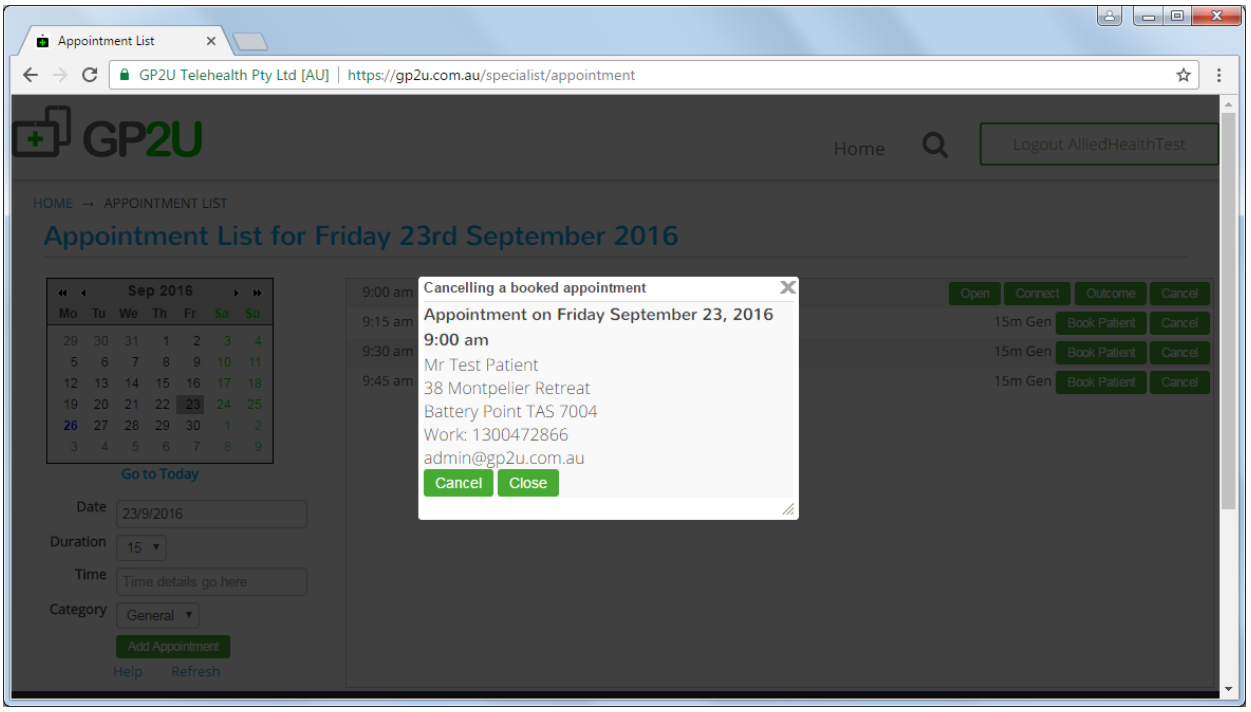


CANCEL BUTTON

The “Cancel” button cancels the appointment and will send the patient (and referring GP) an automatic email.

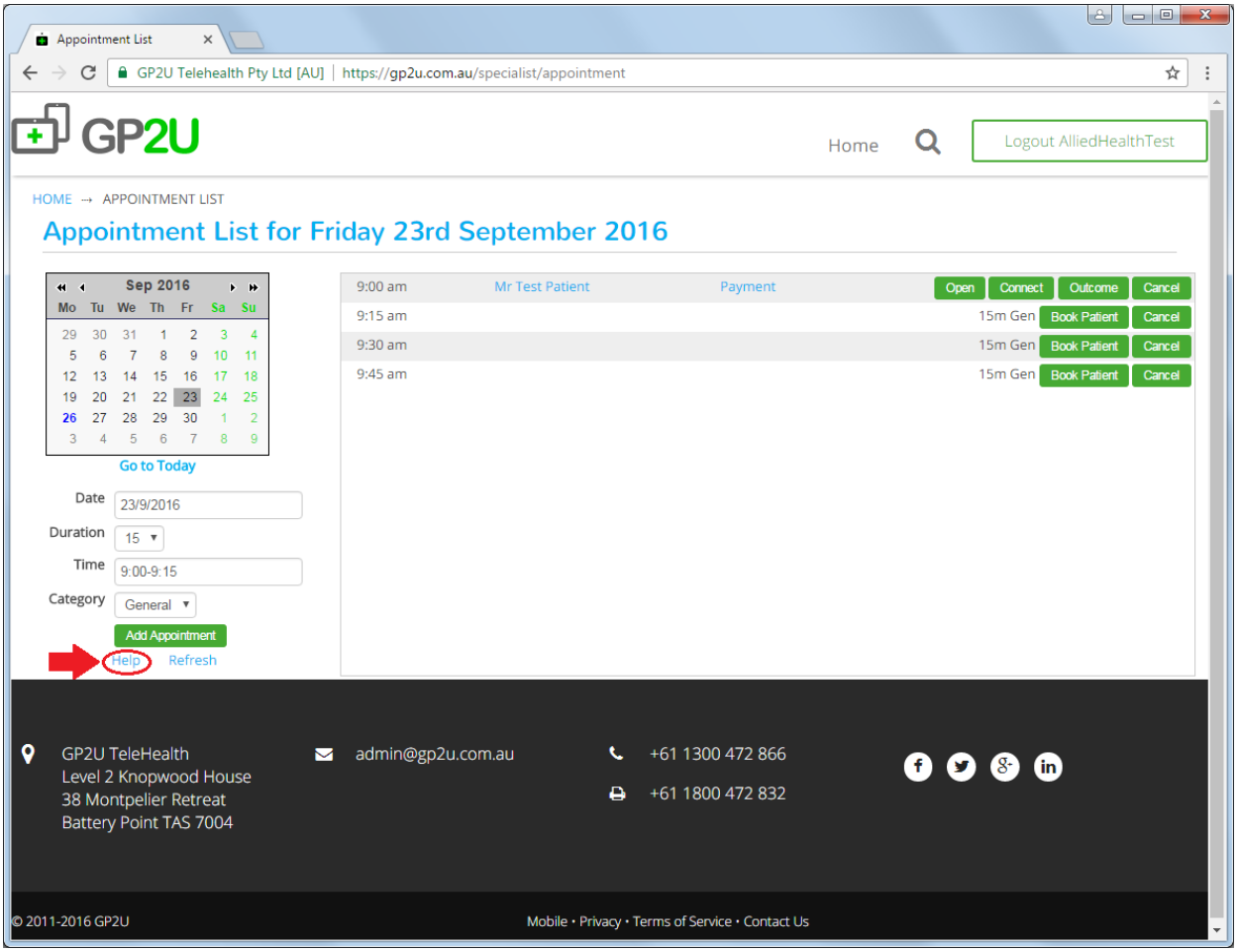


A pop up window will ask you to confirm the cancellation. If you are certain, click the “Cancel” button.

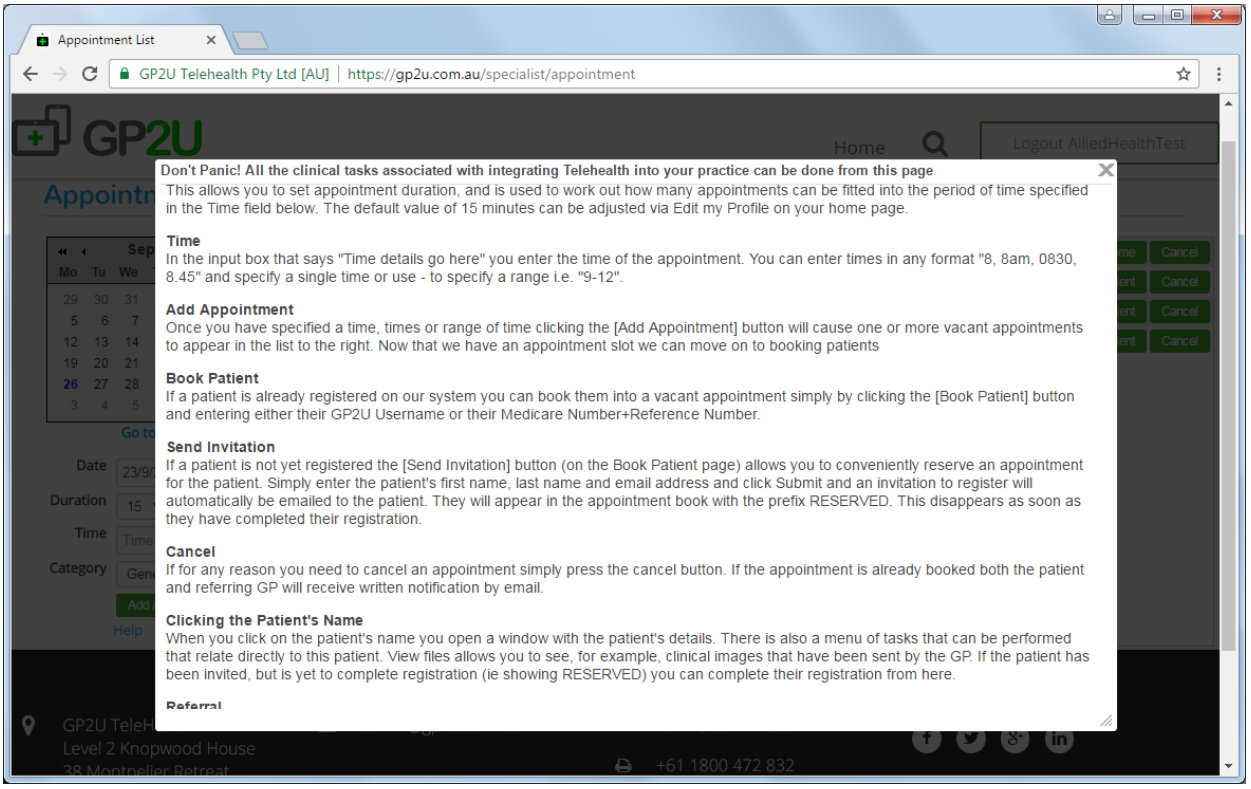


HELP LINK

Just below the “Add Appointment” button there is an option to go to “Help”. Click on it and a pop up window will appear.

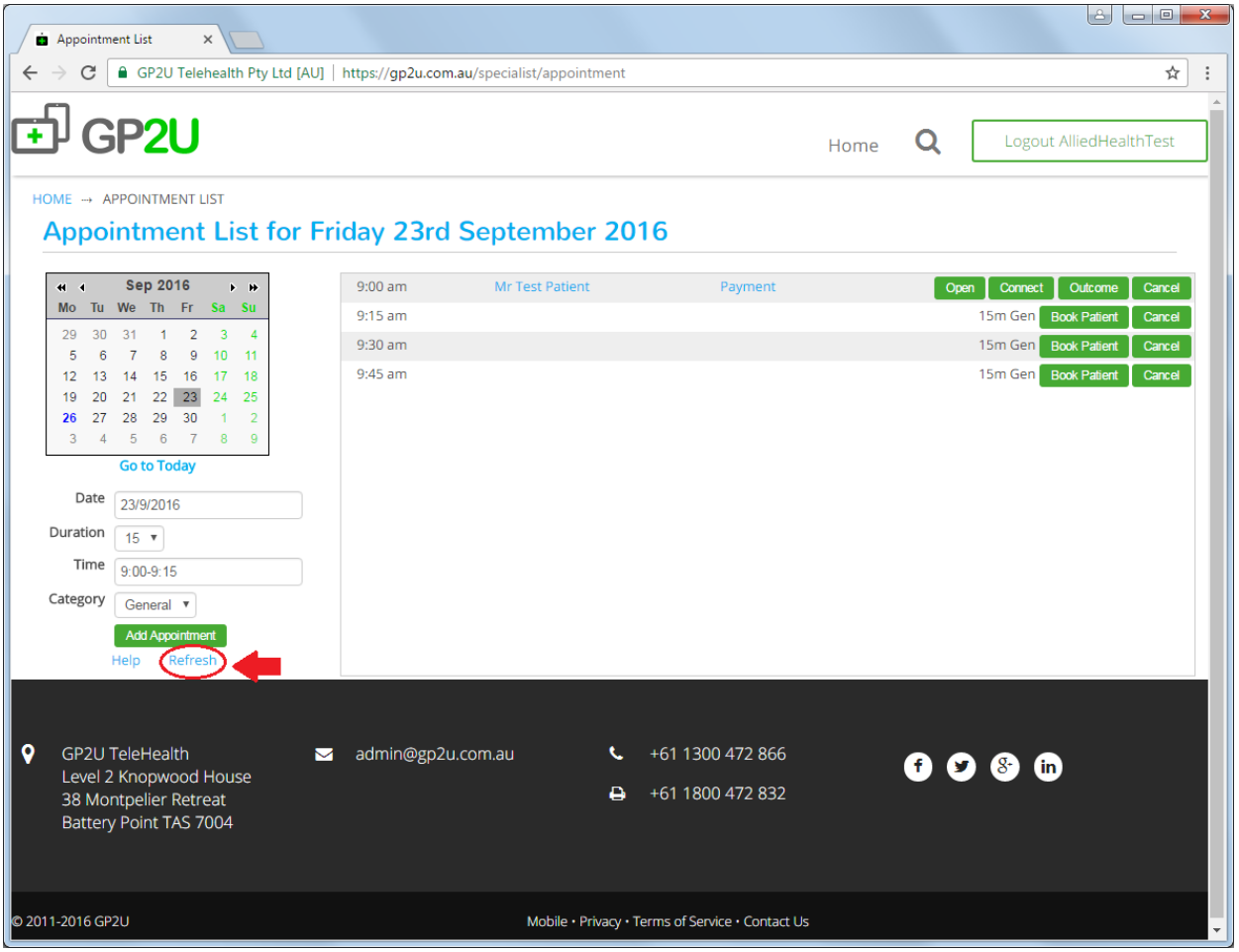


It will provide you with details about everything on the page.



REFRESH LINK

When the appointment book is displayed, it shows the appointments and patient's details as they existed at the time the page was displayed. If someone books an appointment, this will not show up until you either leave the appointment book and go back or click on the "Refresh" below the "Add Appointment" button. Similarly, if the patient adds in their Skype name, your page will not reflect that until it is refreshed.

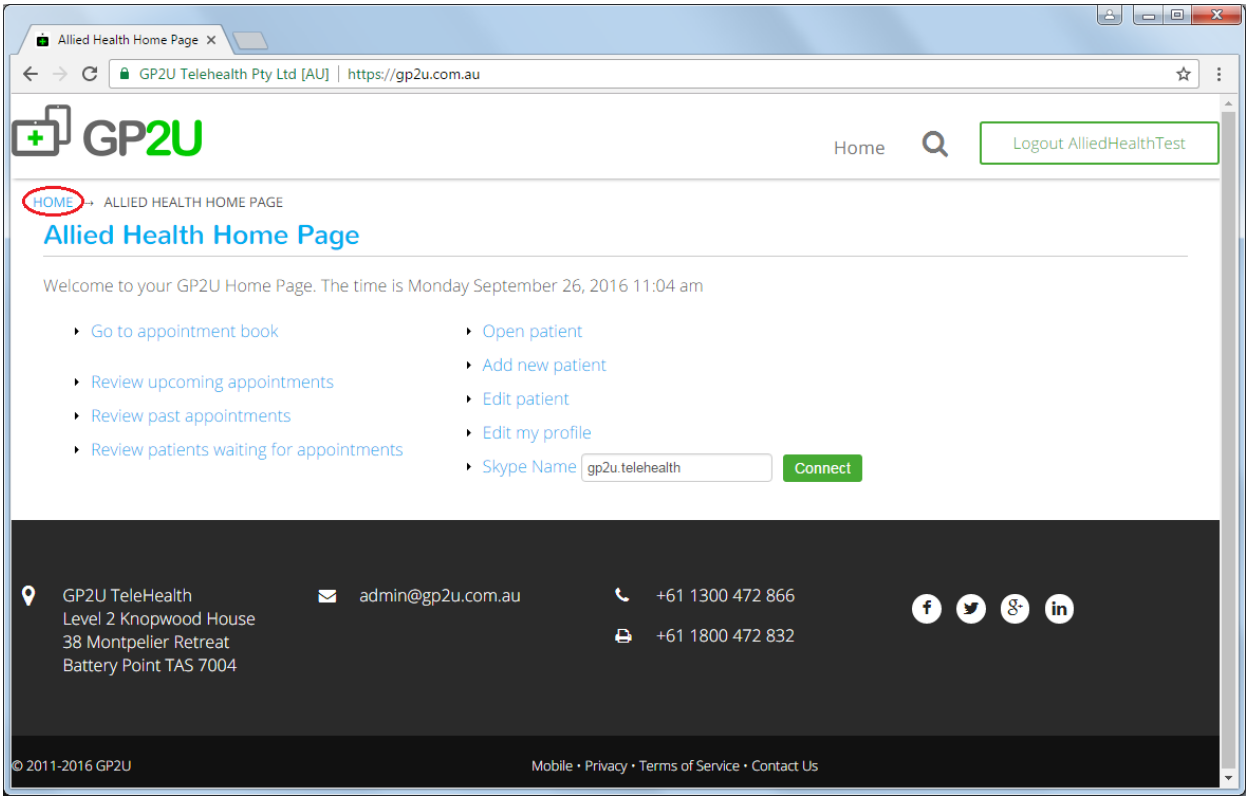


APPOINTMENT REMINDERS AND ALERTS

The system will email you about your patient bookings and if they are within 4 hours. It will also send you an SMS message.

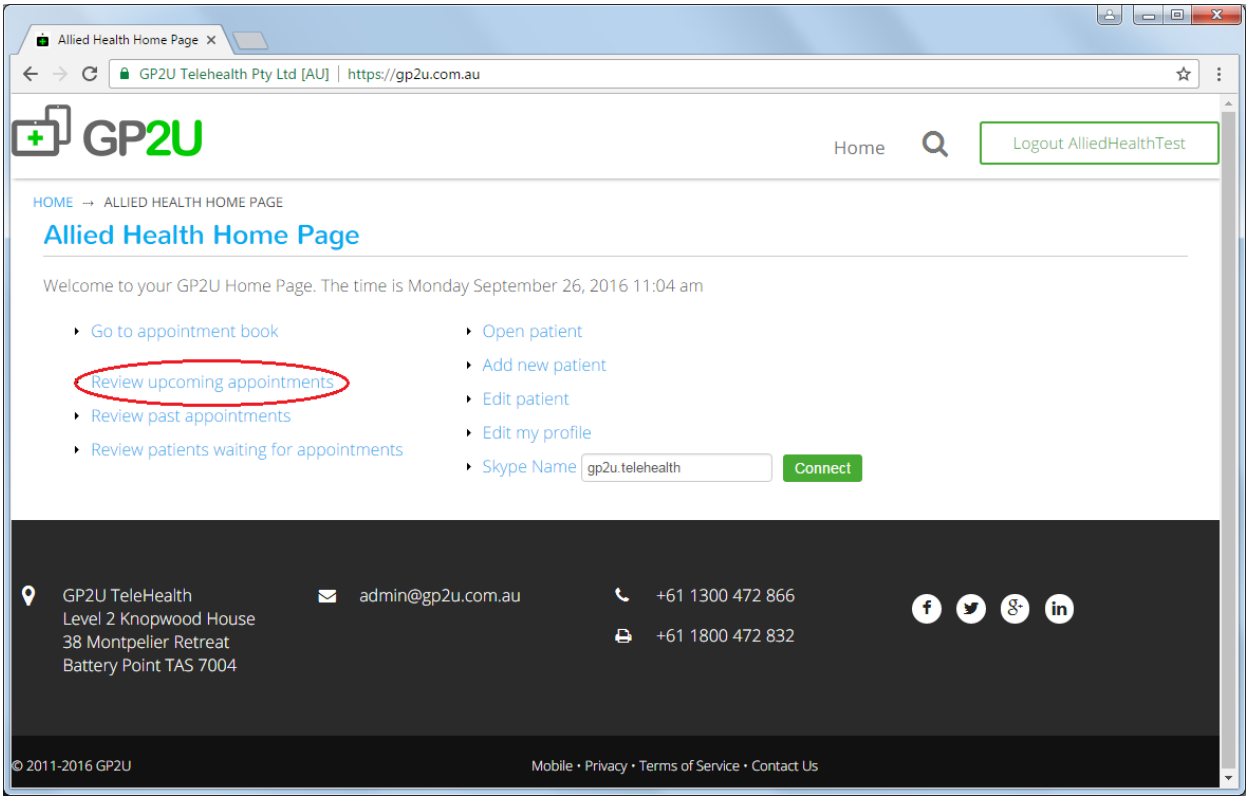
BACK TO THE HOME PAGE

Now let's leave the appointment book and go back to our home page. To get there just click the "Home" link up the top left:

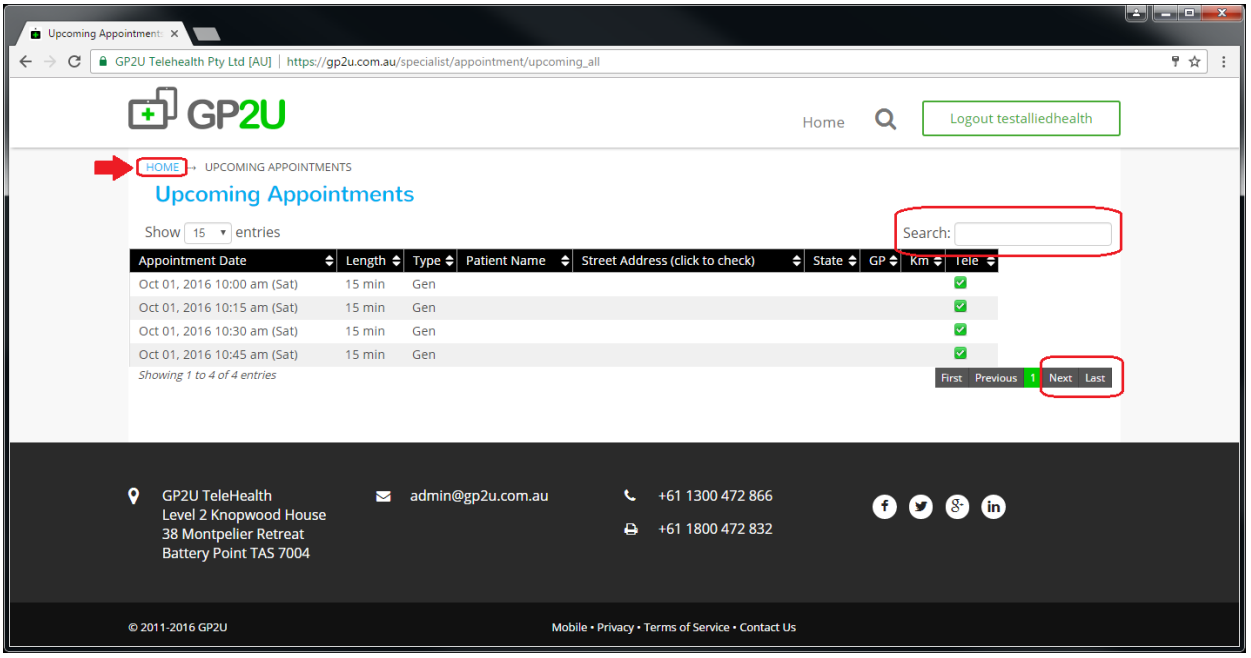


REVIEW UPCOMING APPOINTMENTS

This link gives a listing of all your upcoming appointments. The “GP/Km/Tele” fields relate to Medicare funded Specialist Telehealth access so please ignore them.



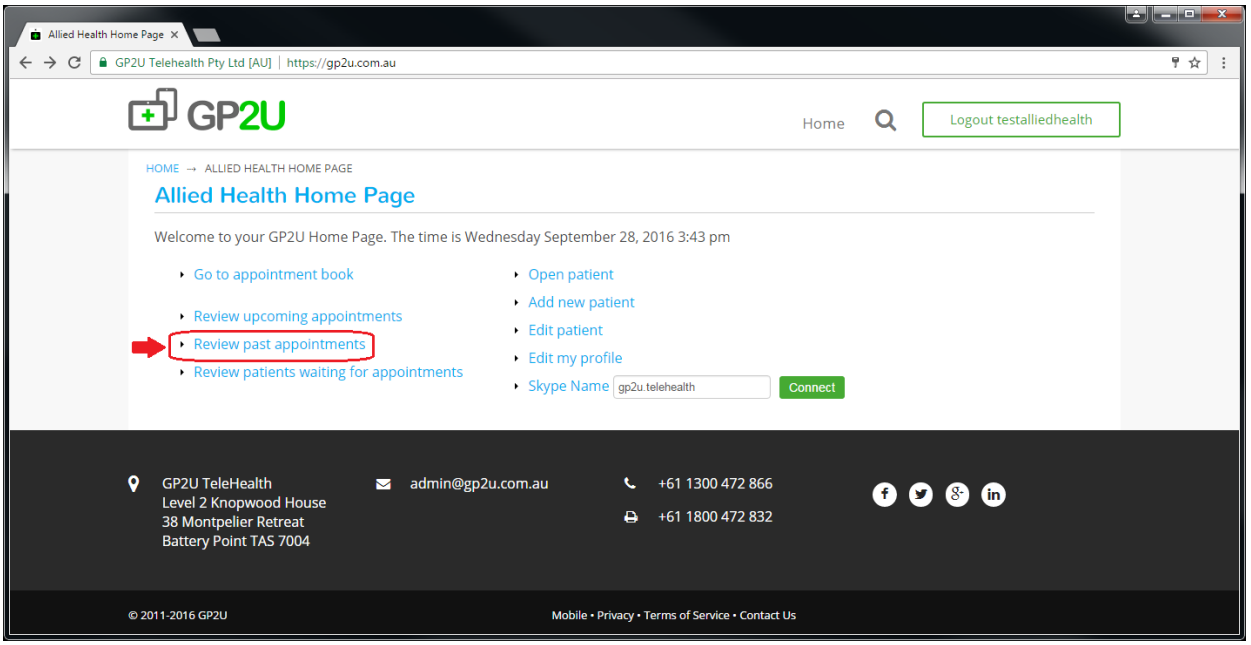
This will bring you to your upcoming appointments:



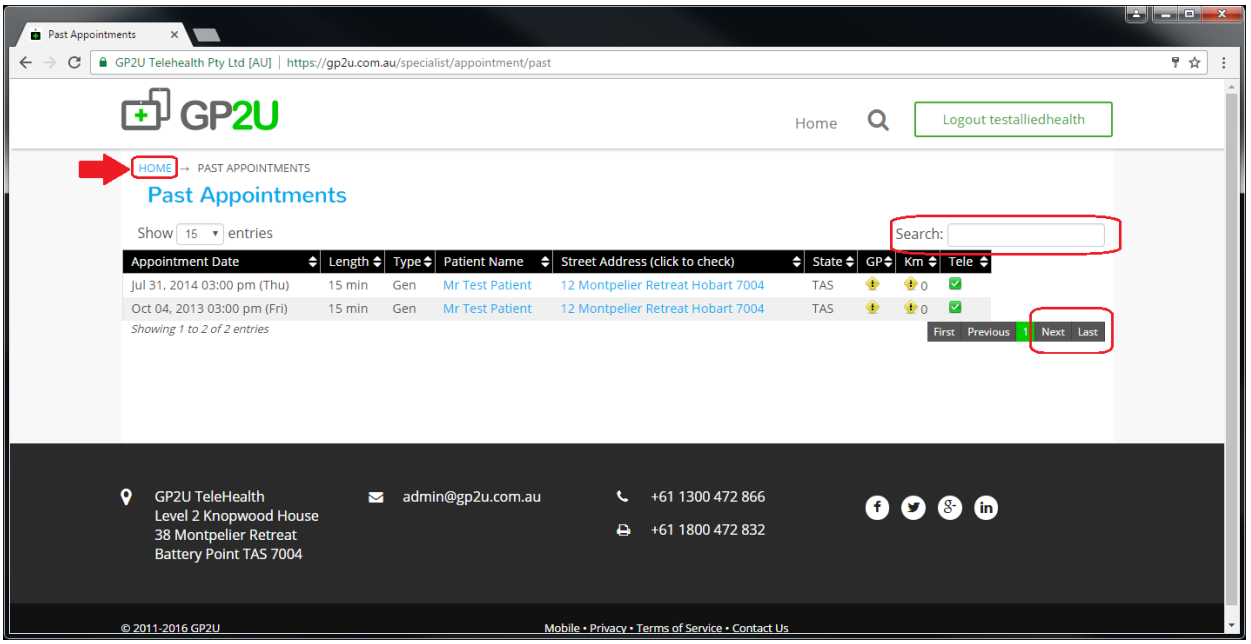
You can search for patients or by street address in the “Search” bar area, or navigate using the “Next” and “Last” buttons. When you are done, click the “HOME” link when you are ready to go back to the homepage.

REVIEW PAST APPOINTMENTS

Clicking on this link, will bring up appointments in the past:



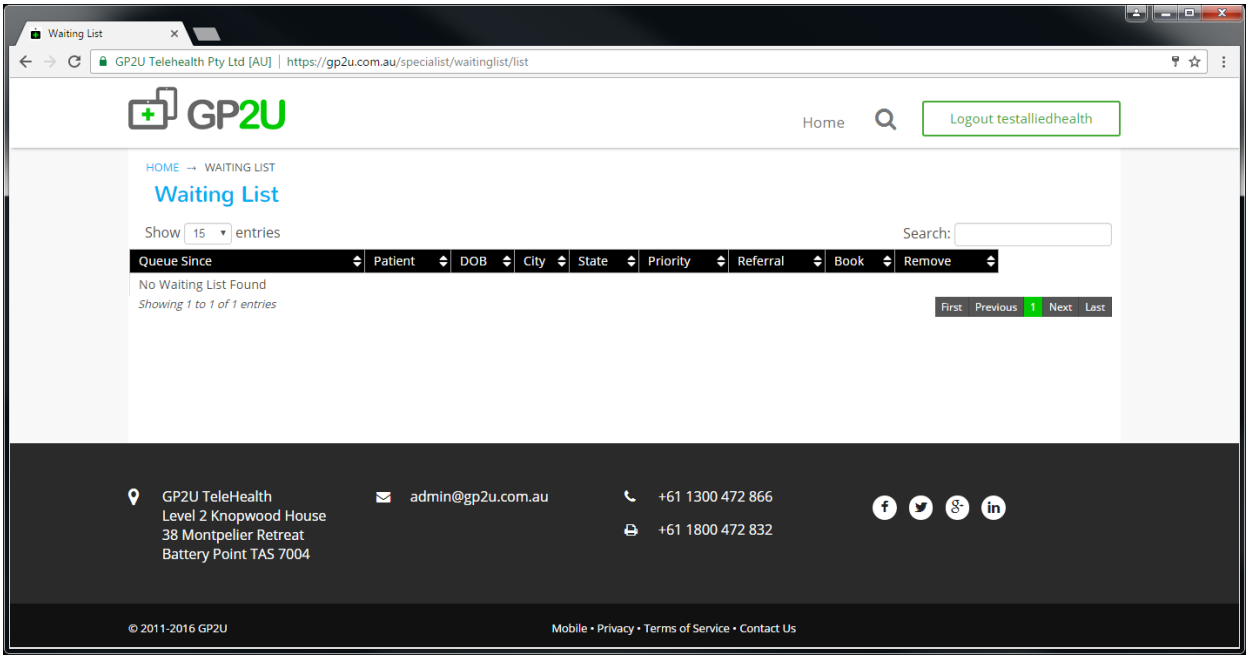
And this will bring up some past appointments:



You can search for patients or by street address in the “Search” bar area, or navigate using the “Next” and “Last” buttons. When you are done, click the “HOME” link when you are ready to go back to the homepage.

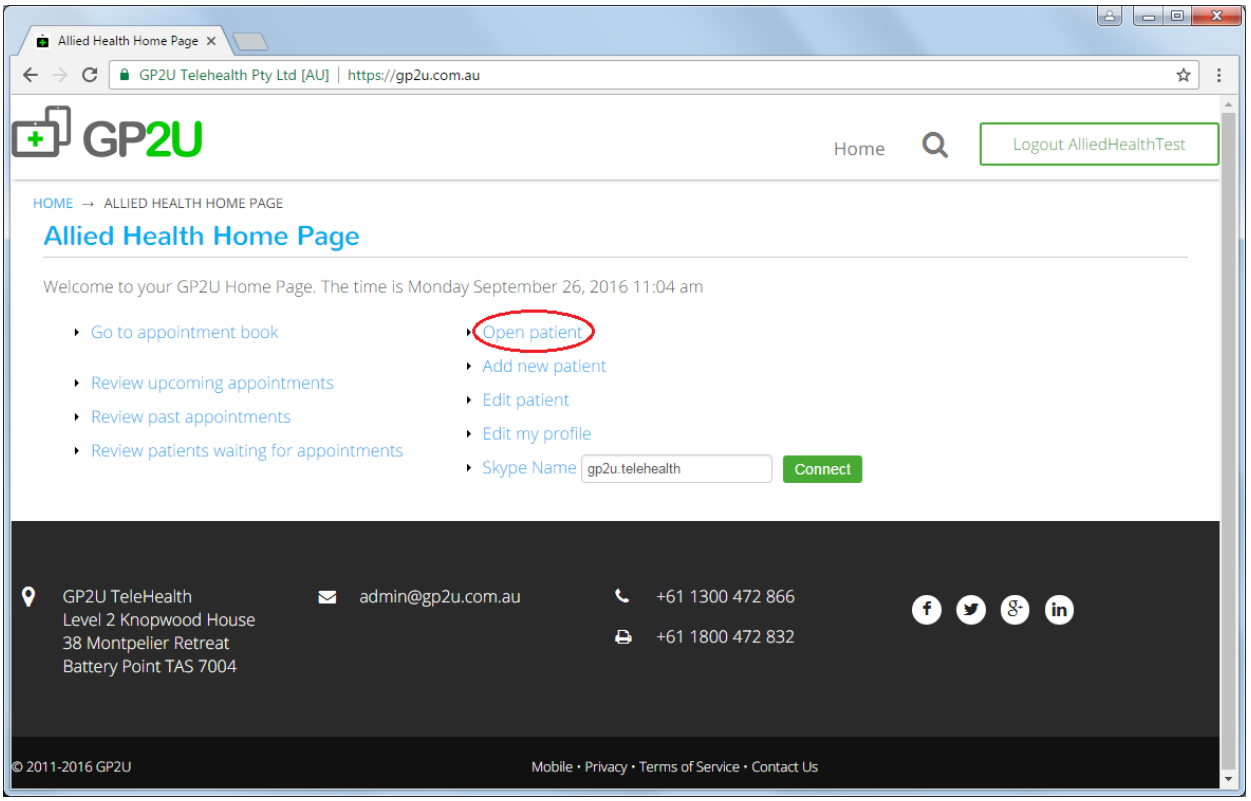
REVIEW PATIENTS WAITING FOR APPOINTMENTS

Patients can make bookings with you in the absence of any available appointments. You can offer them appointments from here.

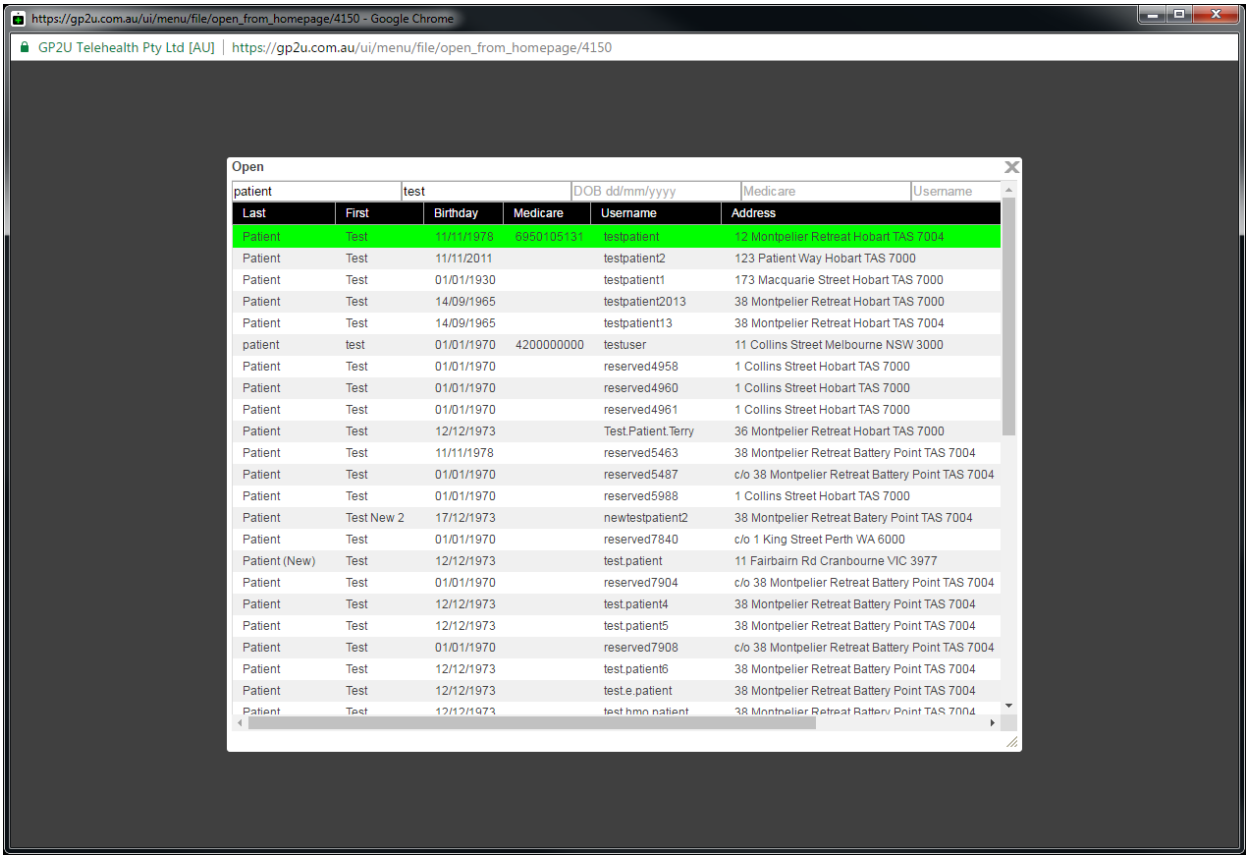


OPEN PATIENT

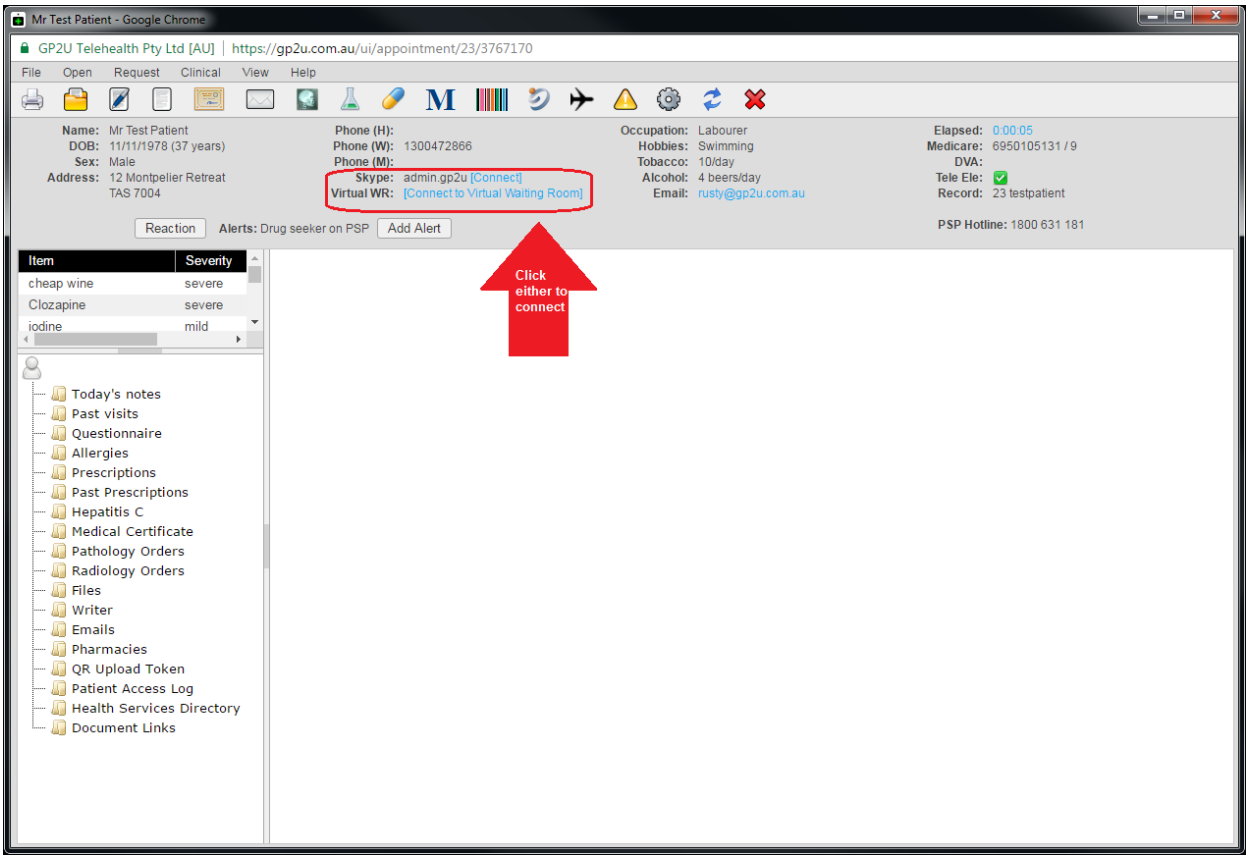
Here you can open any patient's record. Please note that for privacy purposes all patient record access is logged and this access log is available to the patient for their review.



To find a patient, simply type in some of their details in the name fields. The list will shorten as you add more detail. Once you find the patient you are looking for click on the row that contains them:



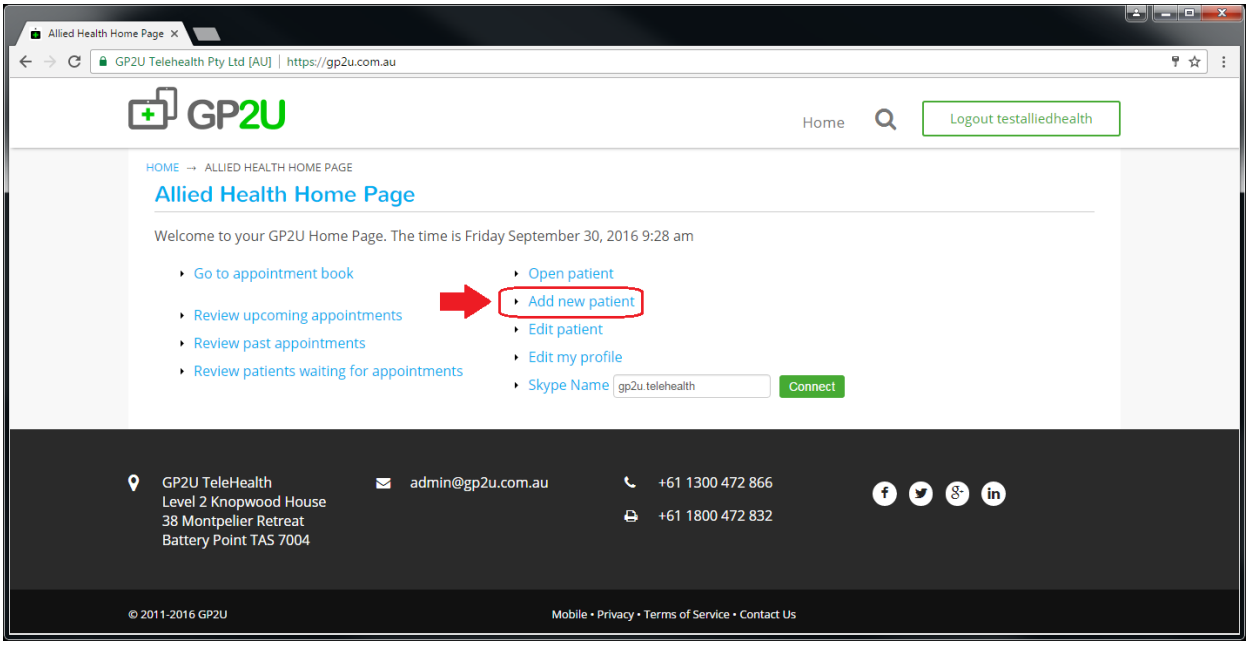
This will open their record in a cloud based patient management system that looks and functions similarly to Best Practice / Medical Director.



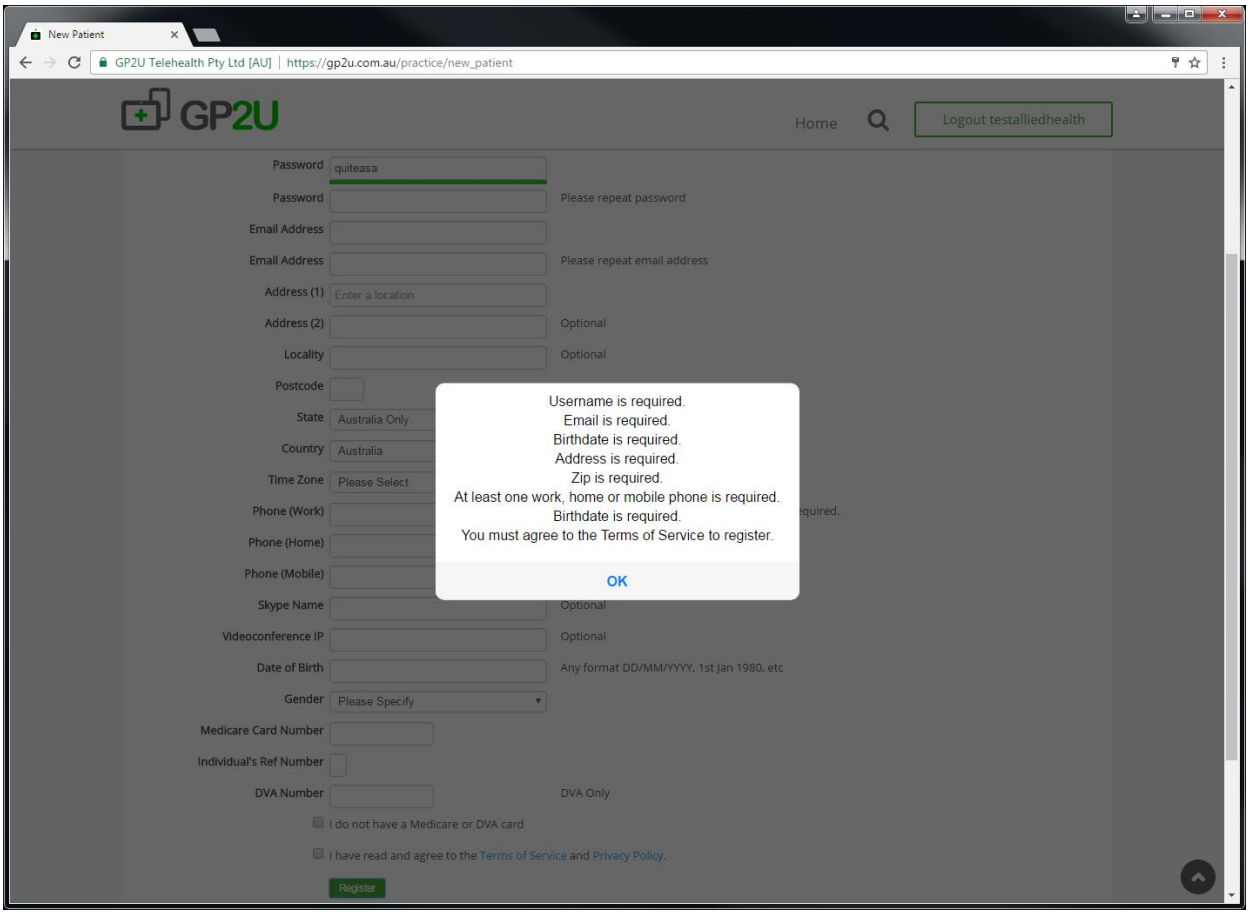
You will also see links to connect to both Skype and the Virtual Waiting Room. If you can't find a patient in one location try the other, and if that fails pick up the phone!

ADD NEW PATIENT

Clicking on this link, allows you add a new patient:

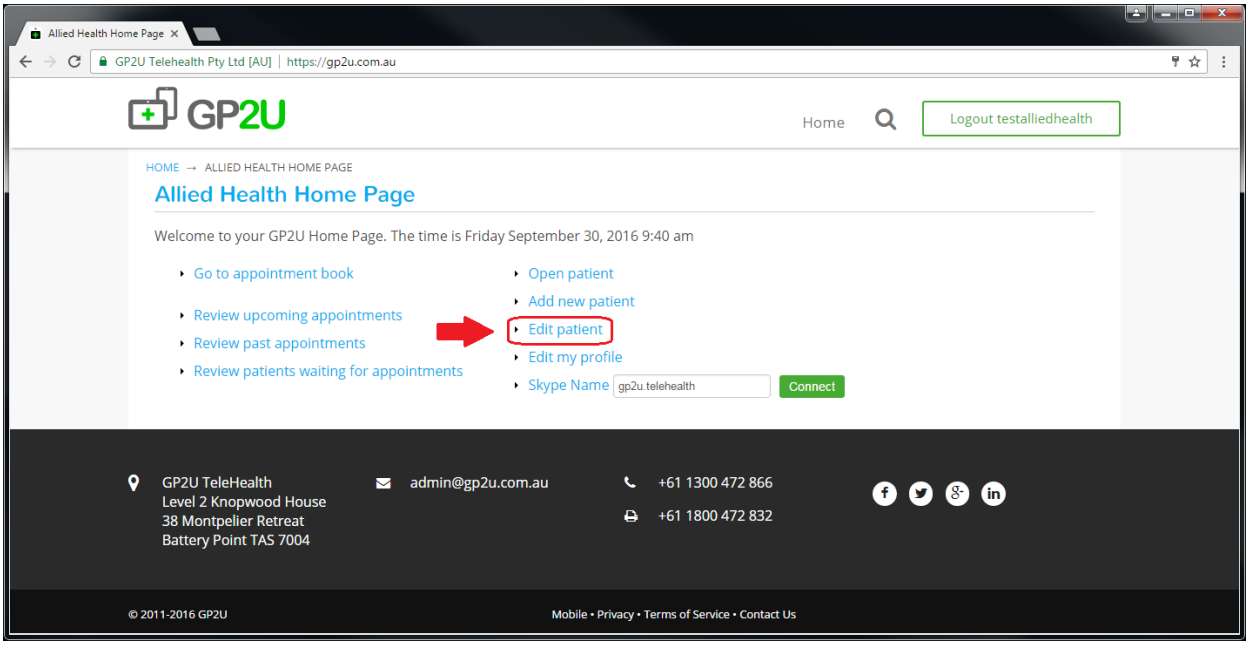


Just fill out the entire page and scroll down to the bottom to click on “Register” once you have filled in all of the fields. Please note, some fields HAVE to have information put in them and you will receive a pop up window, asking you for that information:

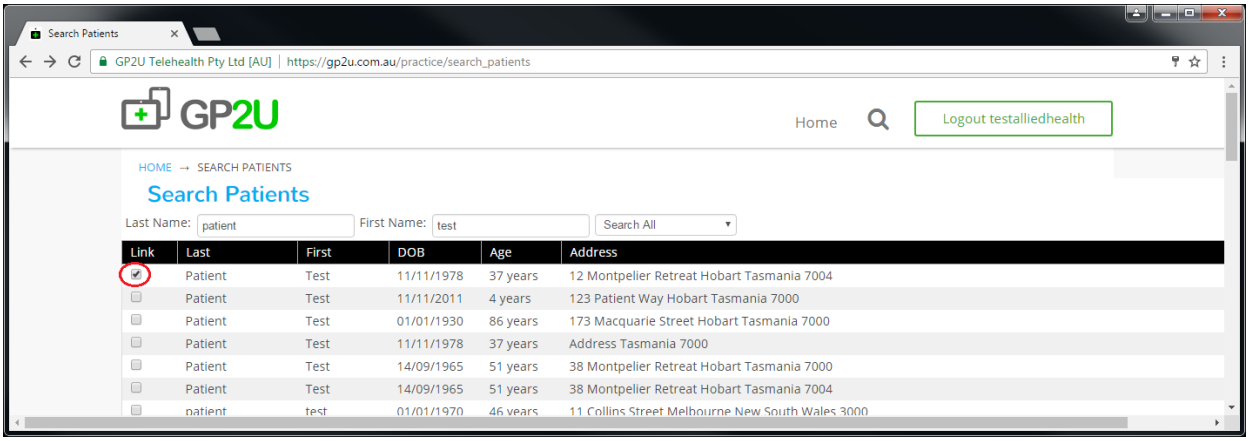


EDIT PATIENT

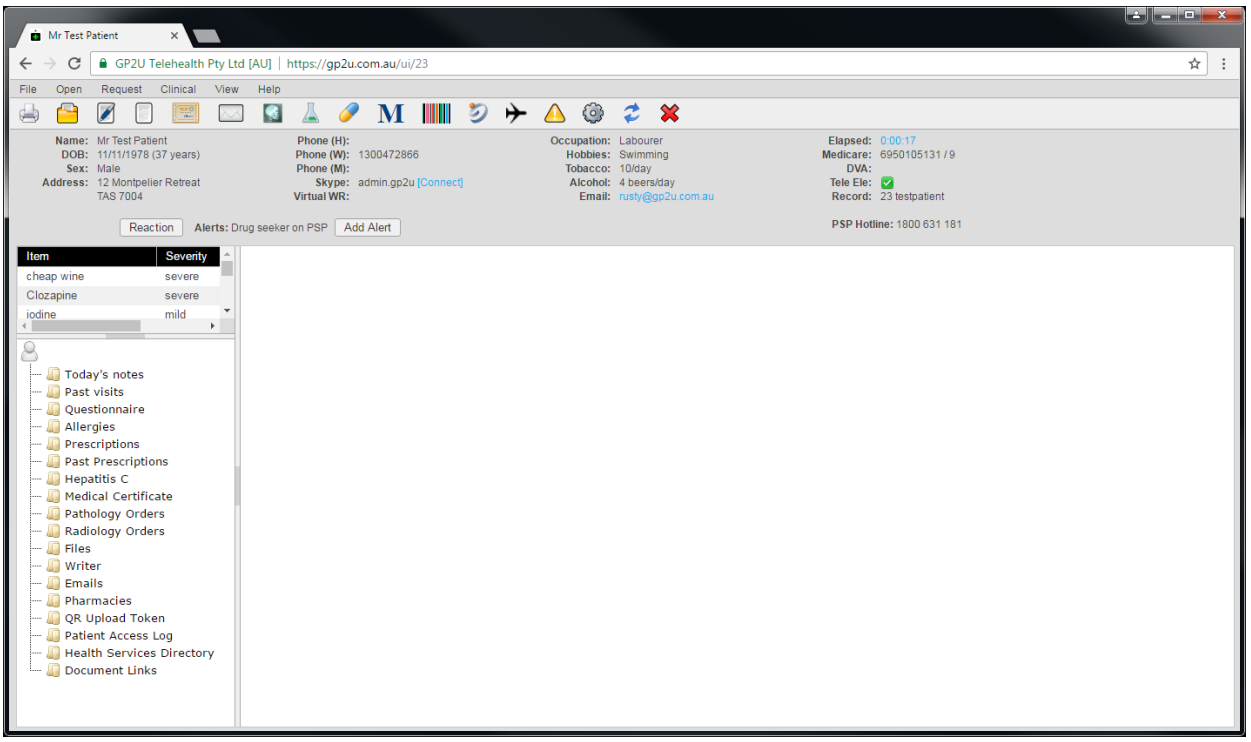
This link lets you find and edit a patient's details.



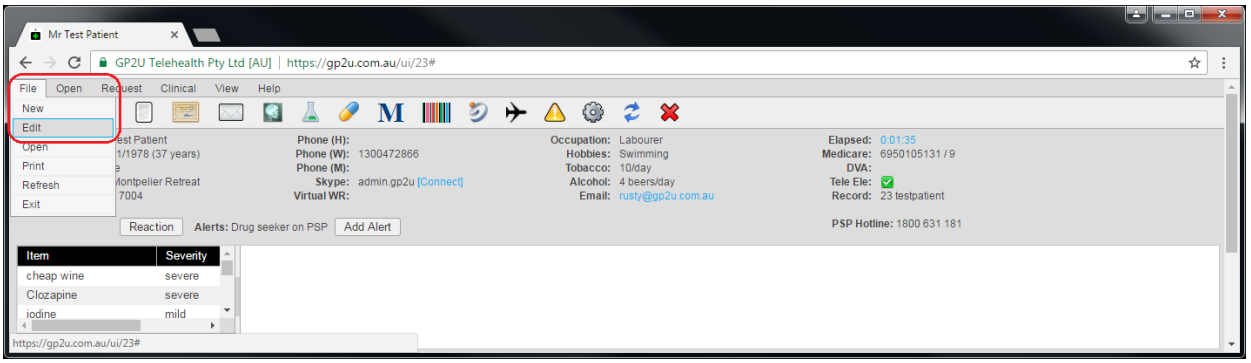
This will bring up the "Search Patients" option. Just enter in a last name and first name in the search fields. Then "link" the patient to you, by clicking the tick box:



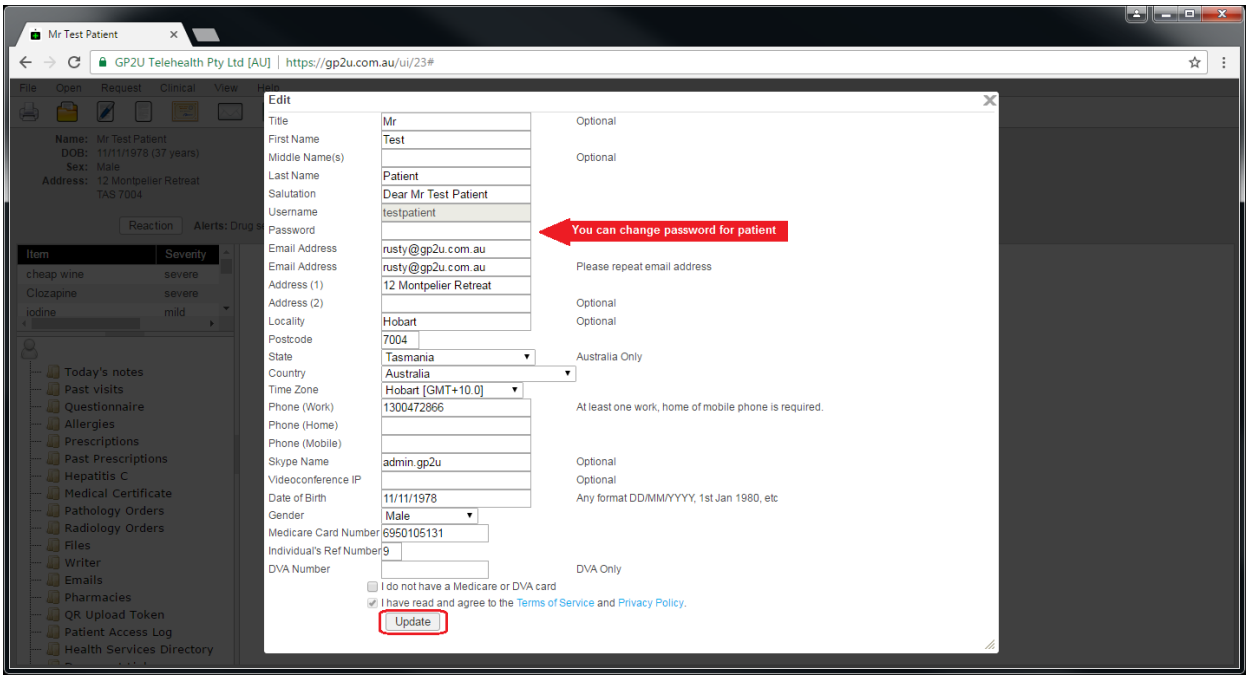
Then click on the patient's name and this will bring up the patient cloud:



To change some of the patient's details, click on "File" then on "Edit":



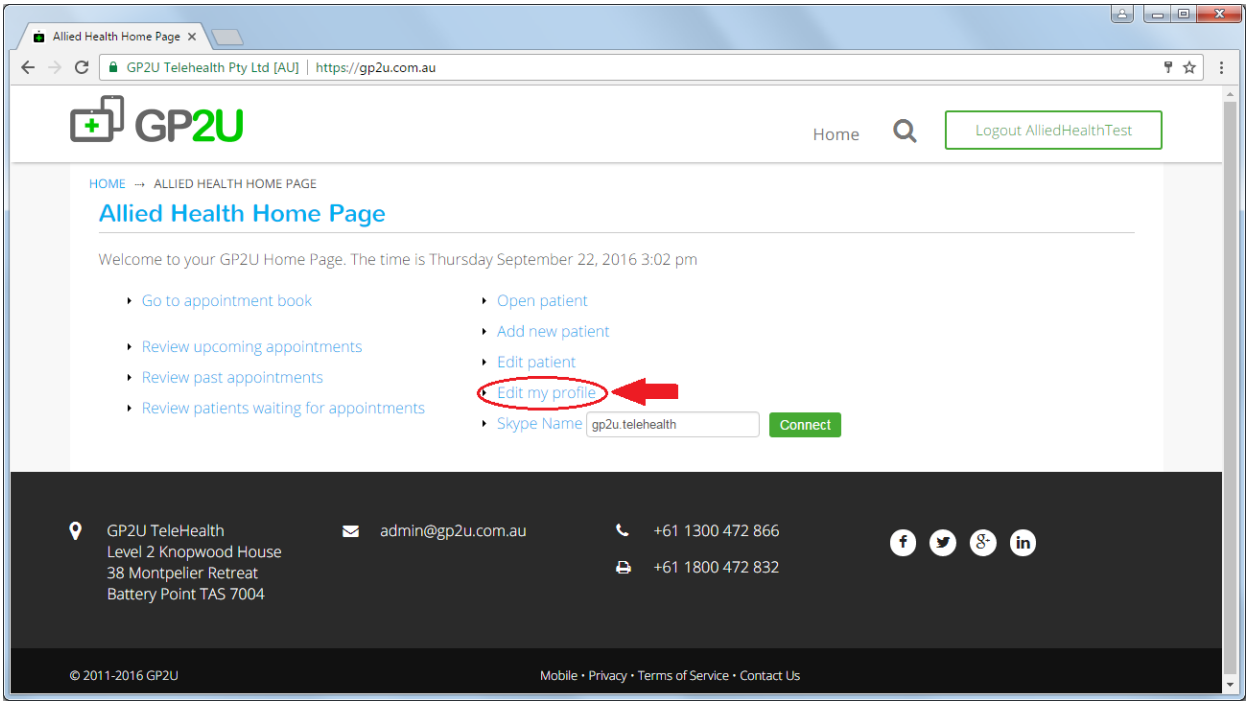
This will bring up a pop up window for the patient. Where you can edit details, change password, or update Medicare Card Number. Just be sure to click “Update” when you are done.



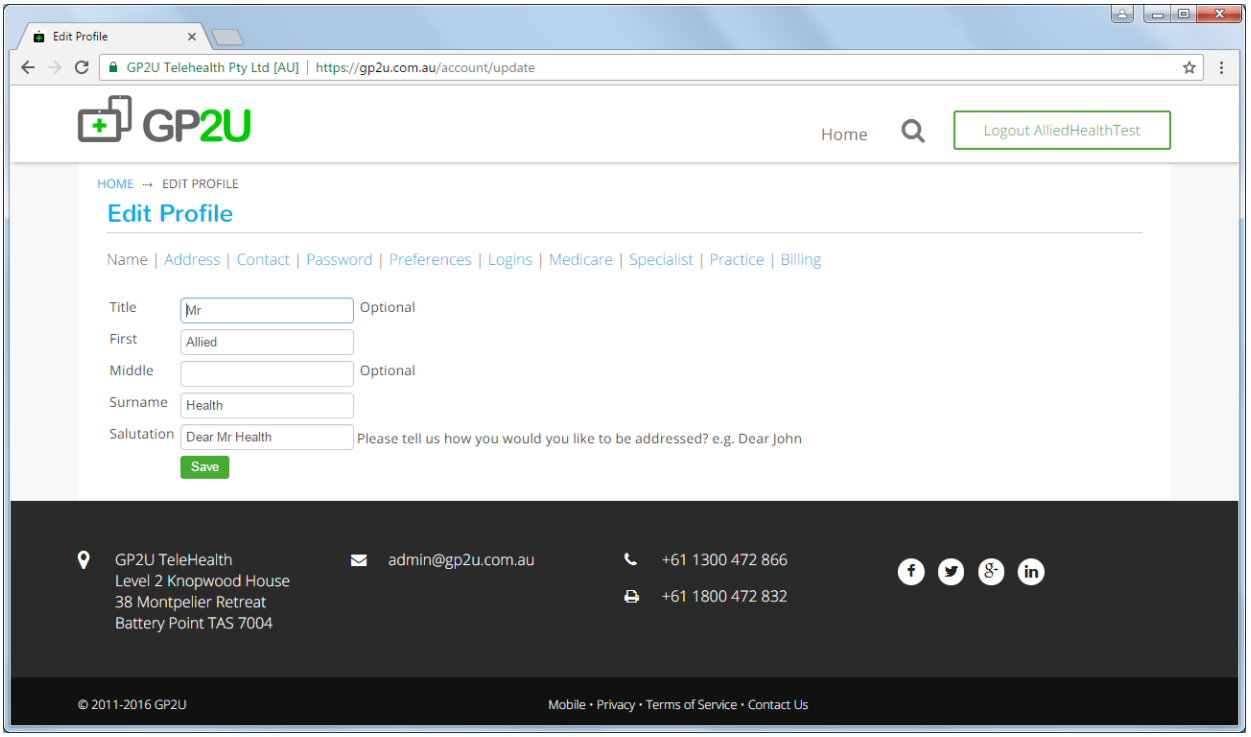
When you are done, just hit the back button to go back to gp2u.com.au.

EDIT MY PROFILE

This lets you edit your own details. From the home page of your account simply click on the link that says “Edit my profile”. Here you can change all your details.



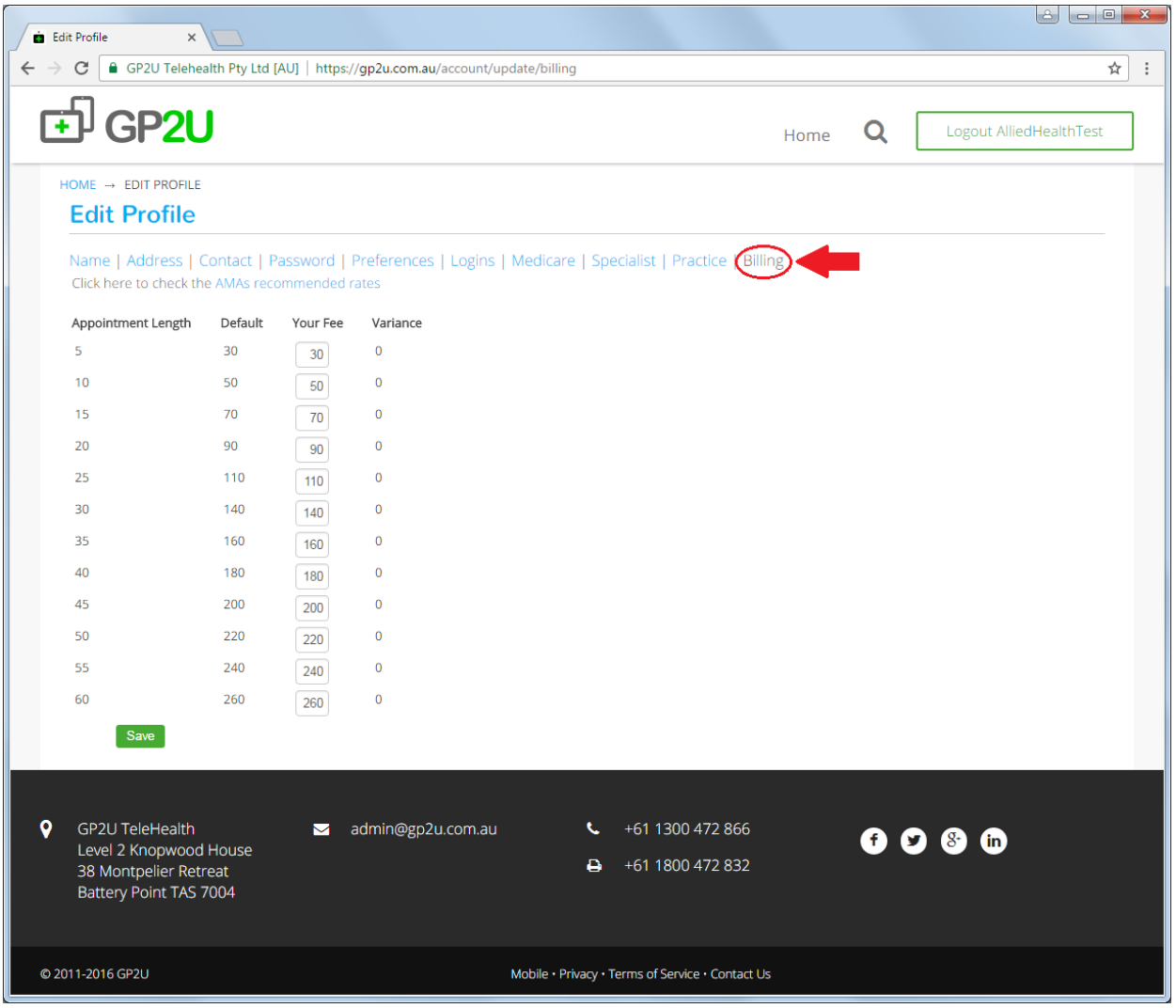
This will bring up the following page:



From here, you can edit, your Name, Address, Contact details, Password, Preferences, Logins (Twitter, Facebook, etc.) Medicare, Specialist, Practice and very importantly, your Billings.

SET BILLING RATES

Before we go into these we need to set your rates. Click on the “Edit my profile” link and then the “Billing” tab at the top right:



As you can see we relate prices to appointment lengths. The default rates are the AMA GP consult rates. You can set anything you wish here. This is the amount that the patient will pay.

SKYPE

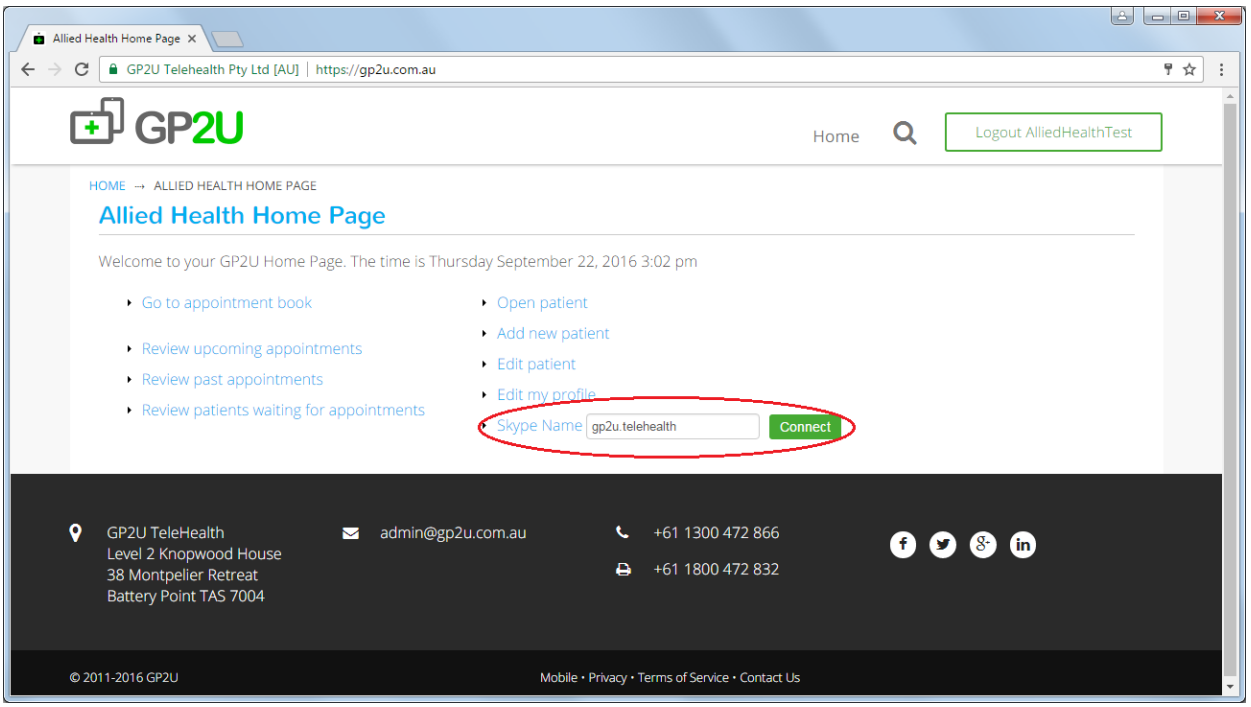
SKYPE NAME

This will automatically connect you to any Skype address, just type in the name and click “Connect”. Please make sure you have Skype already active and running on your computer, otherwise you will be prompted to install it.

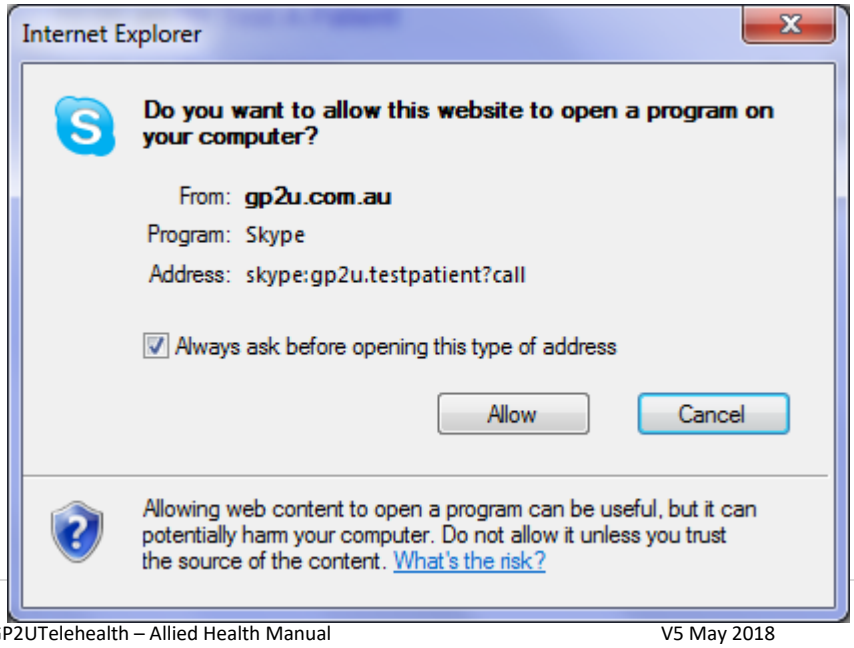
SKYPE TROUBLE SHOOTING

Normally connections are handled automatically but if you ever have the need to connect to Skype account you can do so without having to exchange connection details.

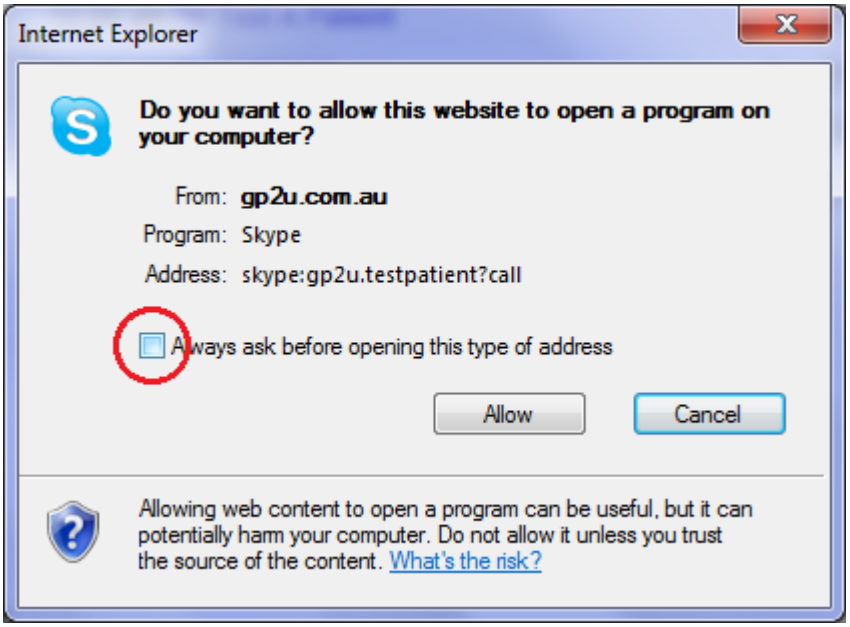
From your home page simply enter the Skype name you wish to connect to (the default is us – gp2u.telehealth) and click “Connect”.



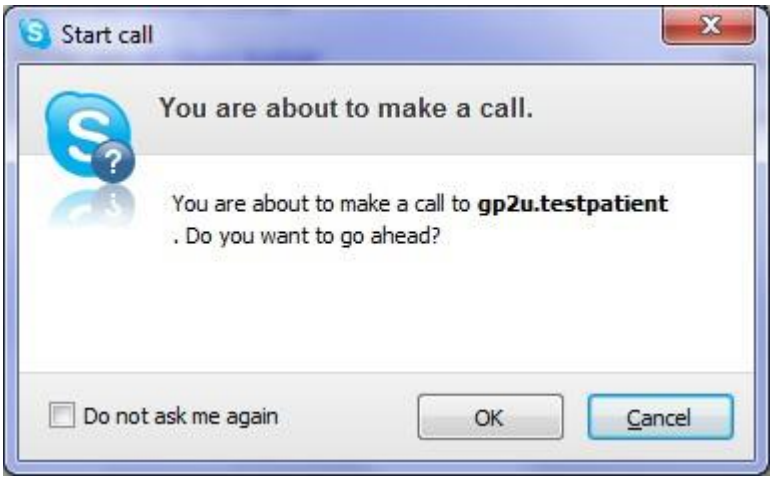
The first time you use this link you will get the following messages:



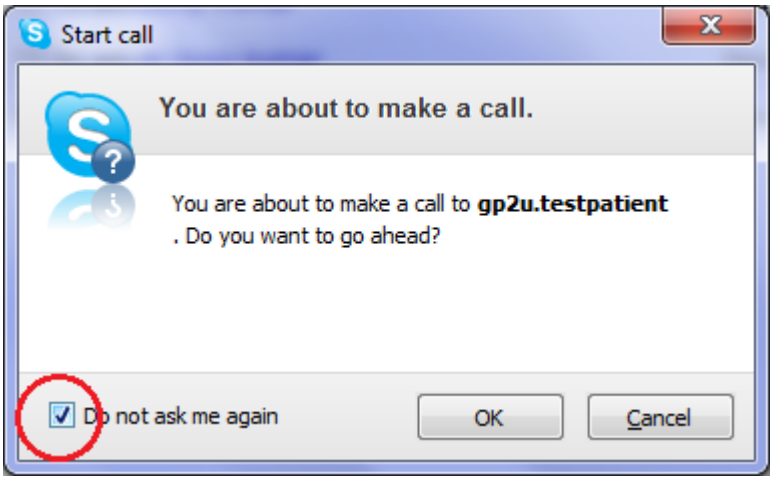
Click on the check box before "Always ask before opening this type of address" to remove the tick and then click Allow:



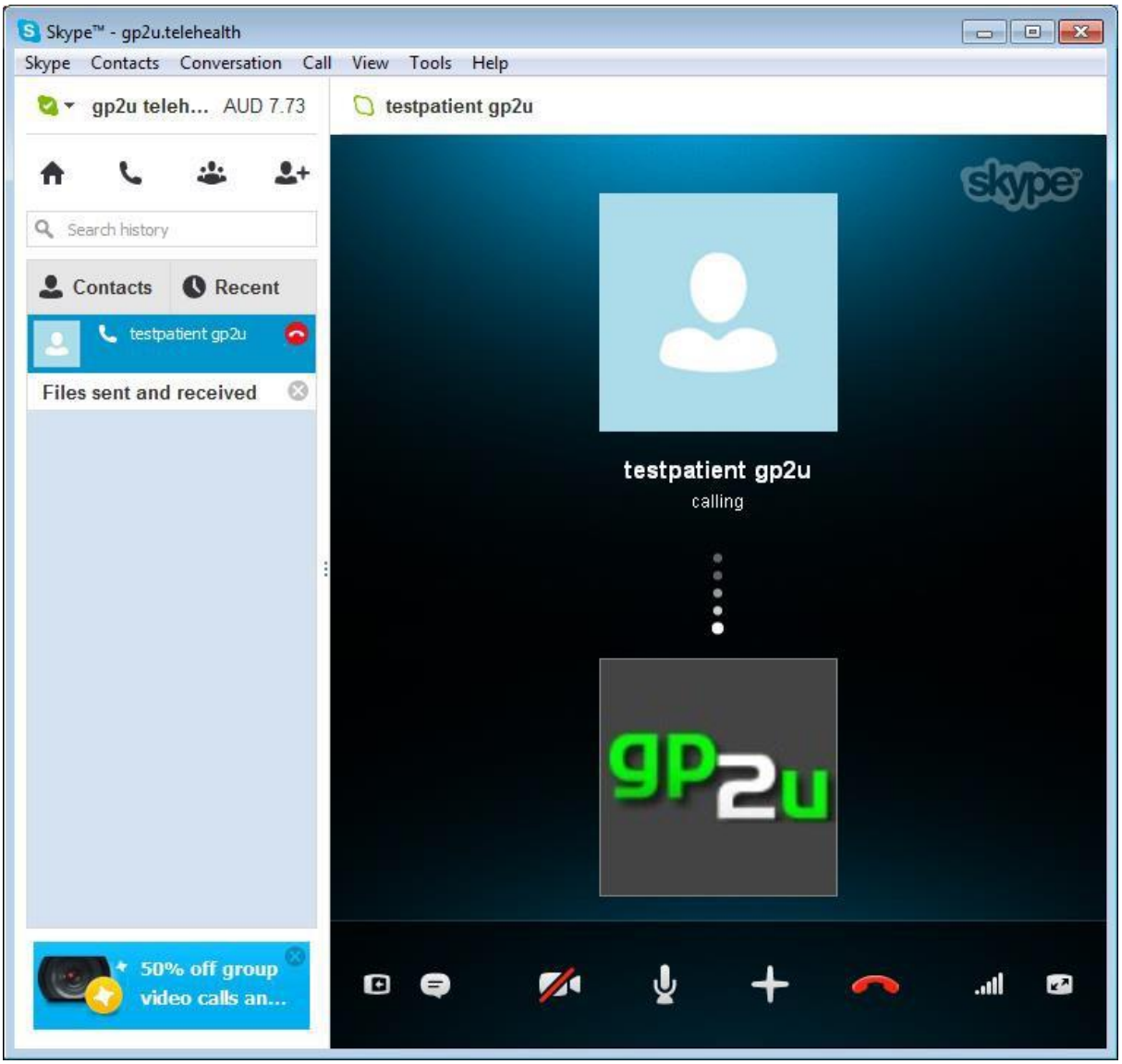
Next you will see this prompt:



Click on the check box before “Do not ask me again” to add a tick and then click “OK”:



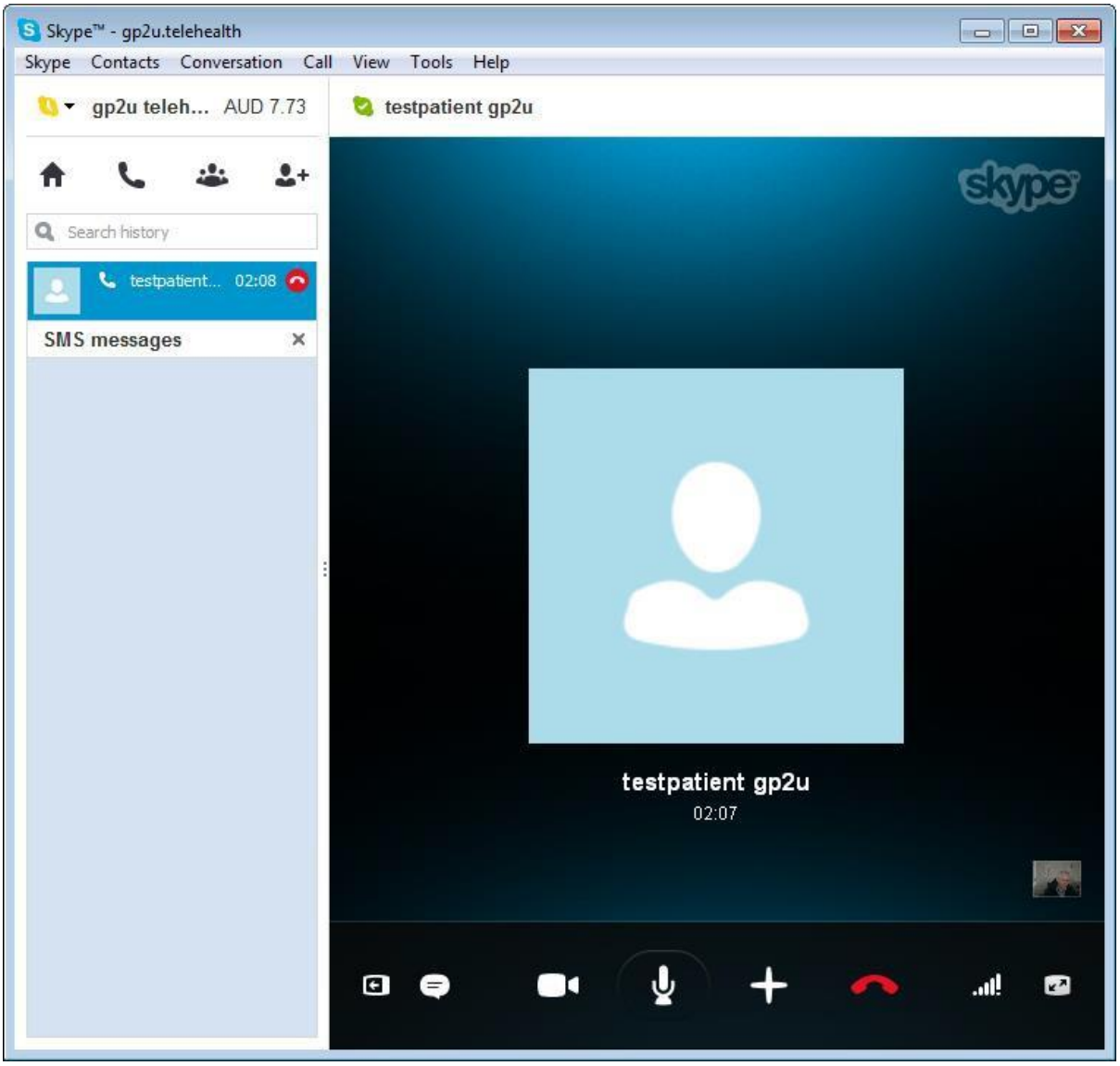
The next time you press [Connect] you will not see these prompts. Skype will place the call immediately.



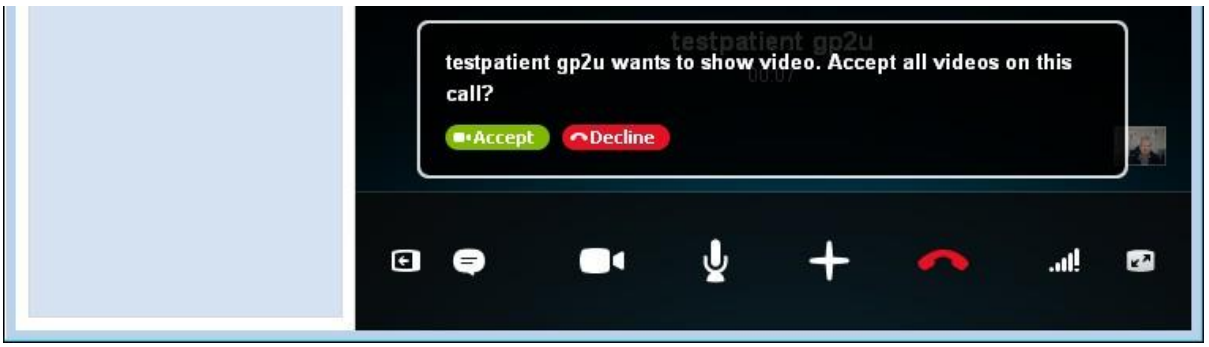
So now you've done that once you should never be troubled about it again and pressing the connect button in the appointment book should just work.

Please note that in this picture the camera is turned off – see the diagonal red line? In a perfect world you won't see this, however if you do, just click on the camera to turn the video on. Your patient may also need to click on the video camera icon to turn their video on.

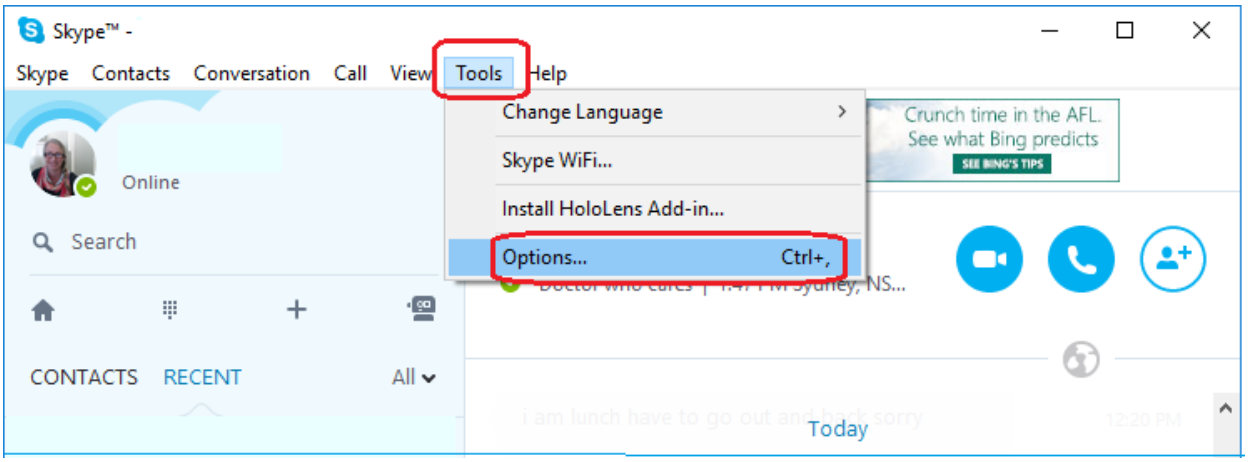
If you see a blank screen like this:



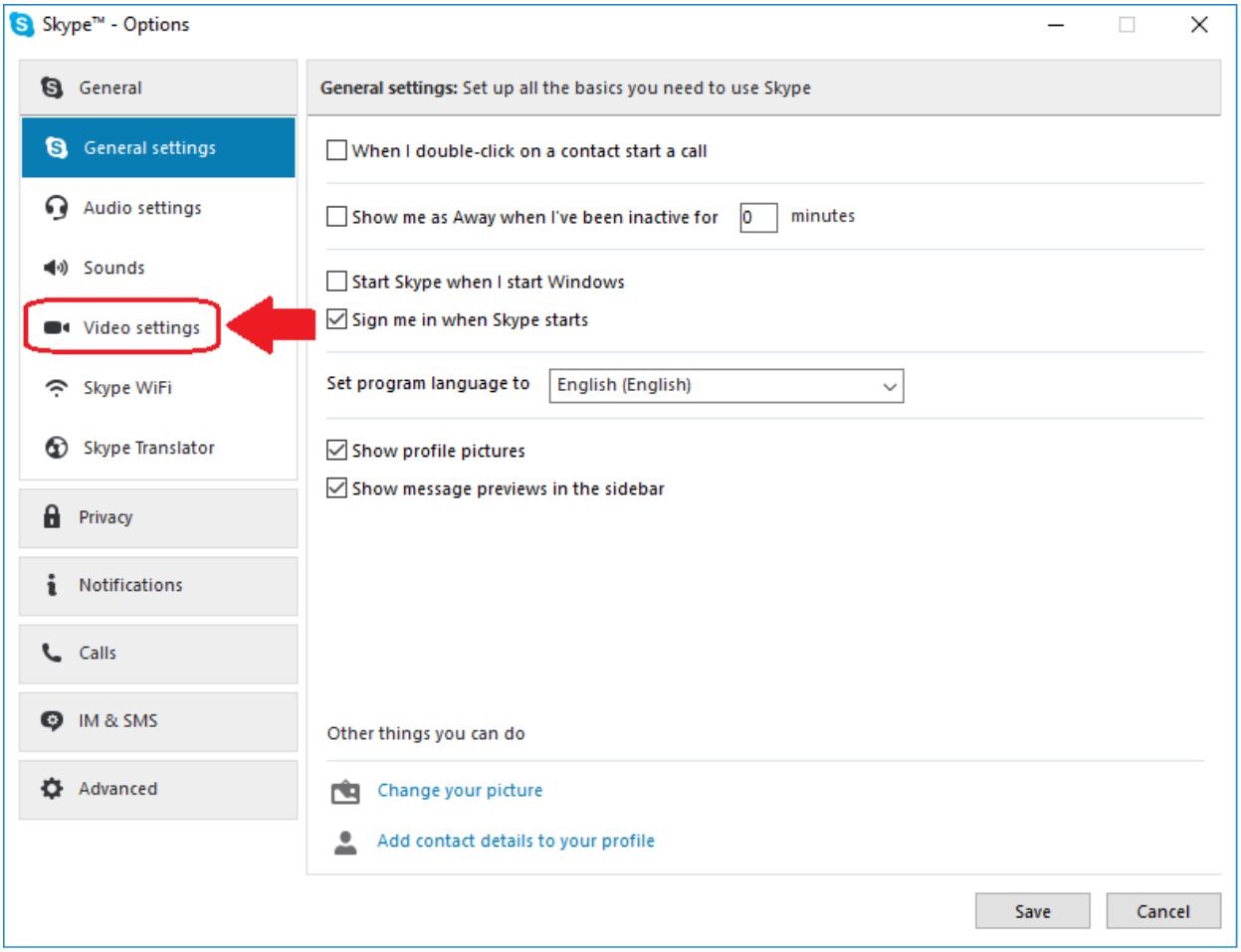
Simply tell the patient to click their camera on. You will then see a message like this appear:



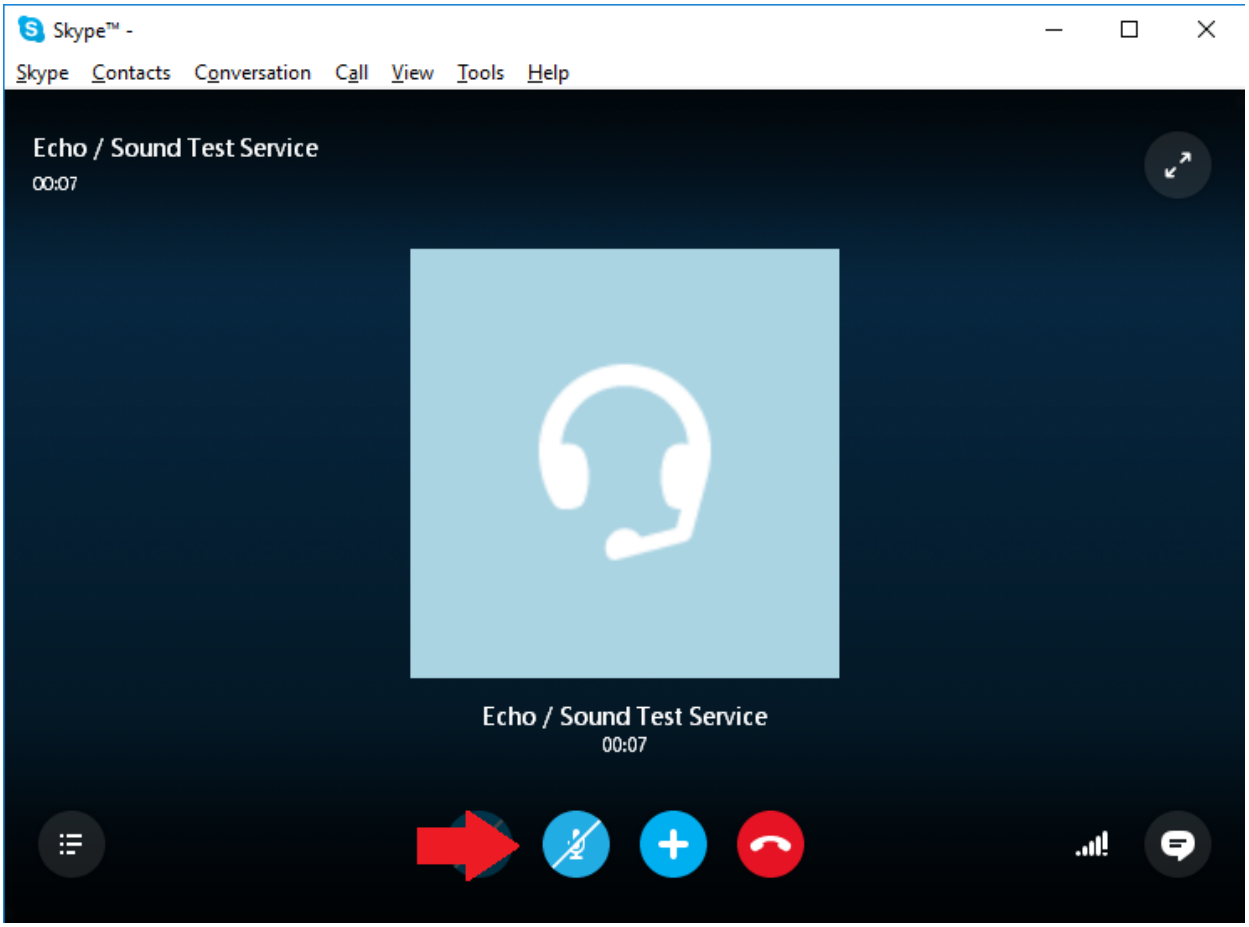
Click on the “Accept” button. You can stop this message appearing by changing the default setting for video. Select Tools | Options from the main Skype menu:



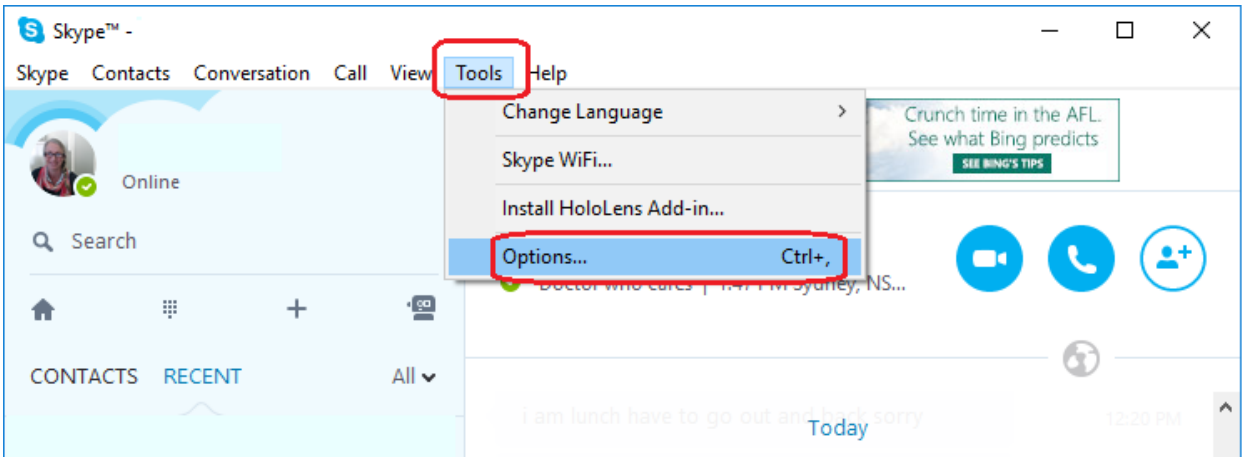
Then select “Video Settings”, click on the radio button next to “anyone” as show and click “Save”. Now you won’t get asked if you want to accept videos again.



Please note that both you and the patient have the ability to mute your microphones. This is not the default but if you can't hear each other this is a very likely culprit.

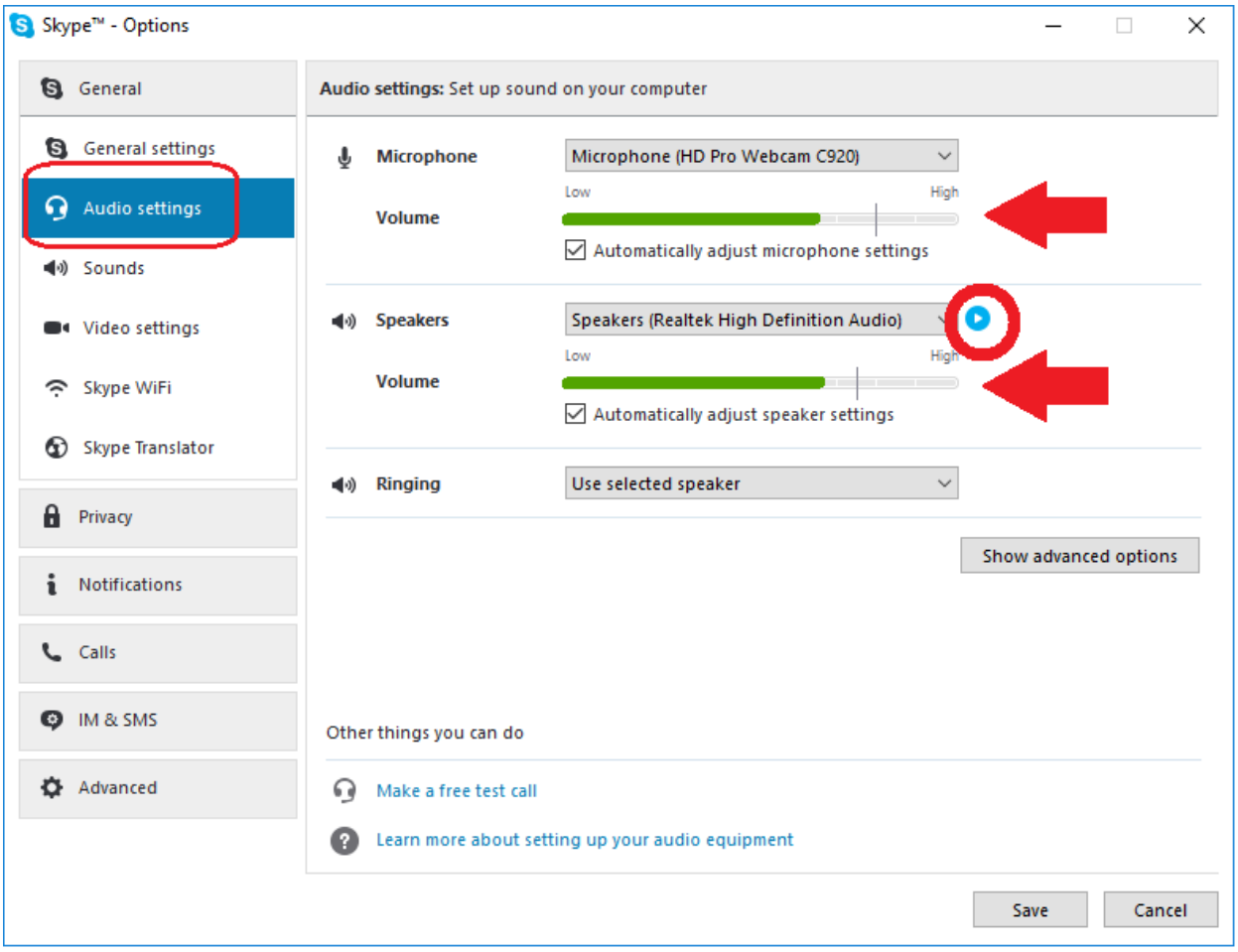


If you can't see or hear the patient make sure your microphones are not muted, your video is switched on and your speakers are switched on. You can test your camera microphone and speakers by selecting Tools | Options from the main Skype menu.



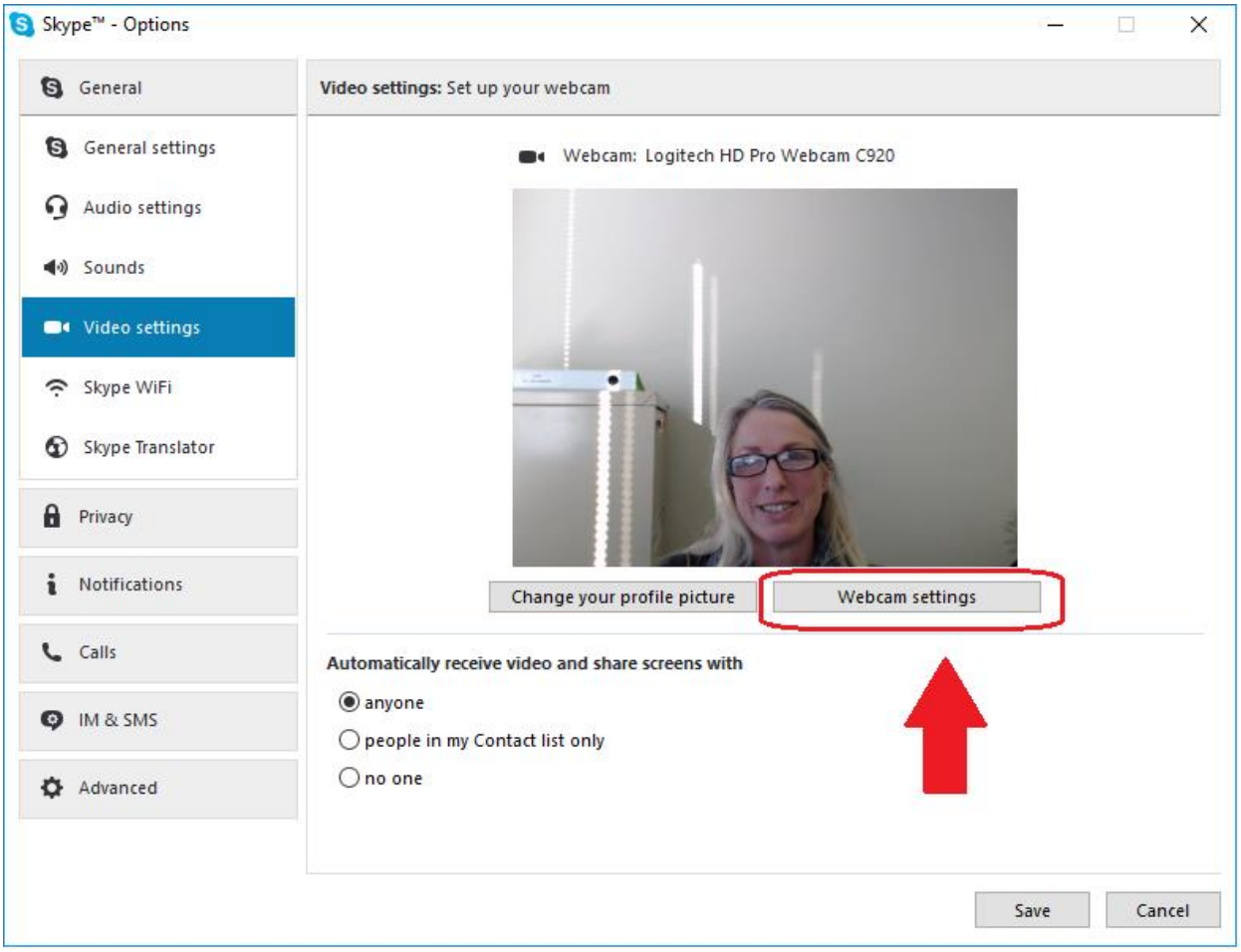
Click on the "Audio settings". When you speak you should see the volume bar move in the microphone section. If not, click on the drop down list and select the correct device.

Similarly, when you click the little green play button (circled) you should hear sound. If not, click on the drop down list and select the correct device.



Don't forget to click "Save" if you make changes here!

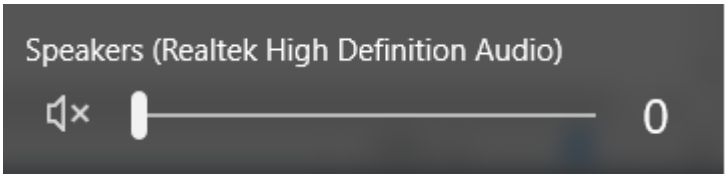
Now check your video settings. You should see a picture of yourself. If not, click on the "Select webcam" drop down list and select the correct device.



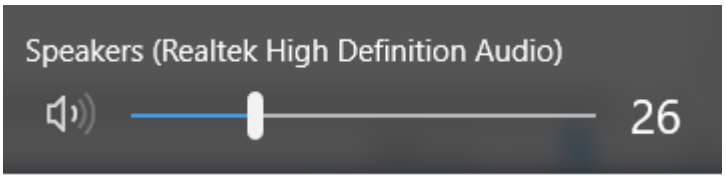
Remember that your computer also has a separate volume control. On Windows it is down at the bottom of the page on the right hand side.

Here is what it looks like muted. Notice the 'X' next to the speaker symbol.

Click on the speaker to bring up the volume control. Click and slide to the left to decrease volume until the mute icon appears 'X'.



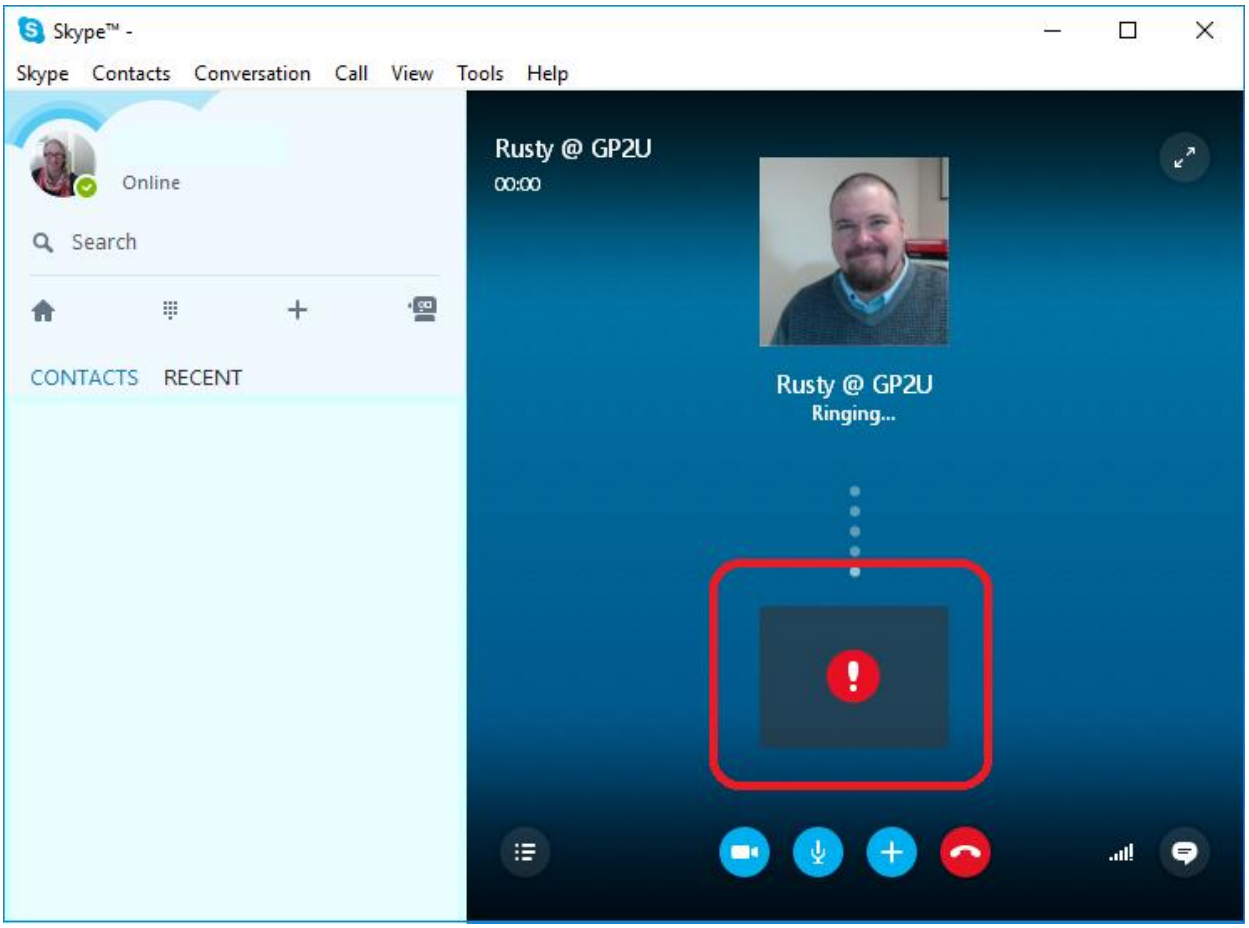
You can drag the slider to the right to turn up the volume



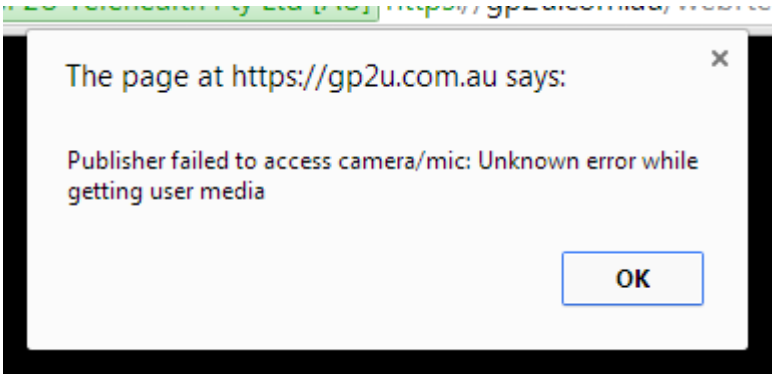
Finally, you should **note that only one piece of software can be in control of your camera at a time**.

If you have WebRTC or Facetime open, and are using the camera for those programs, then Skype cannot access it and vice versa.

Here is what Skype looks like when it cannot get hold of your camera:

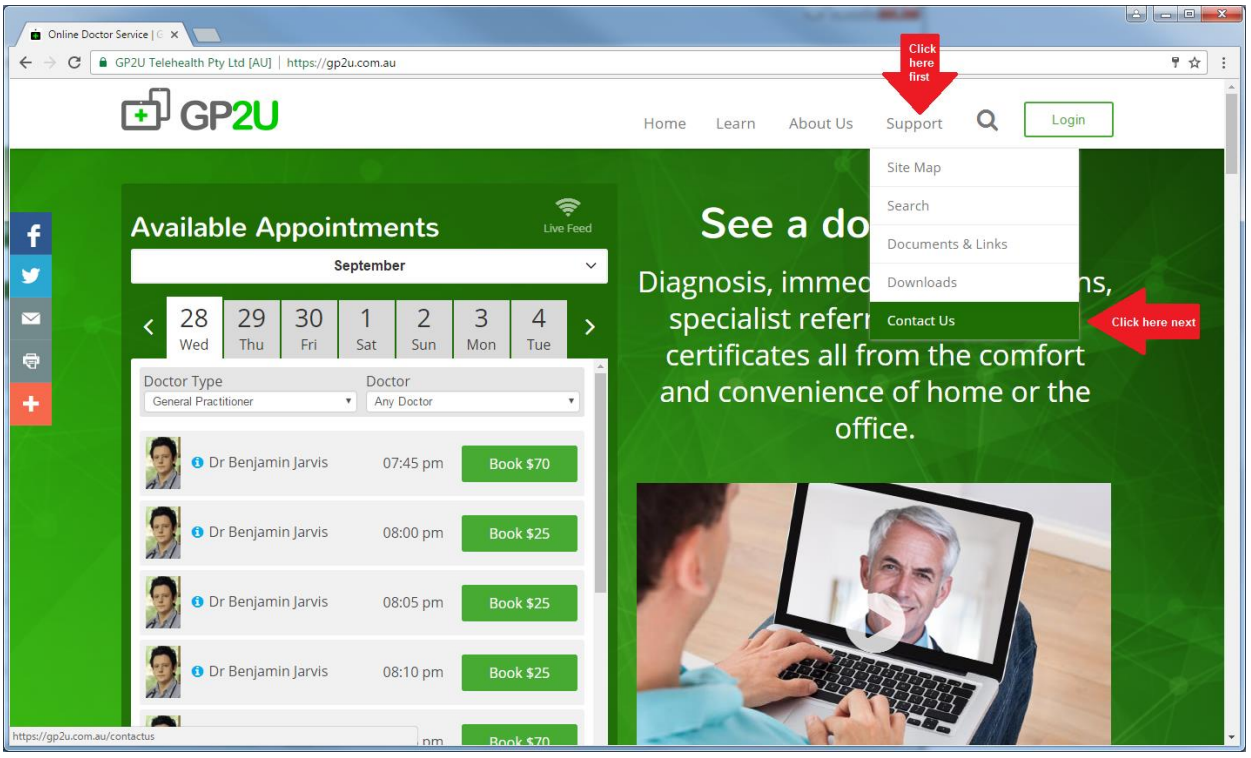


WebRTC is a bit more helpful. It will give you an error message like this:

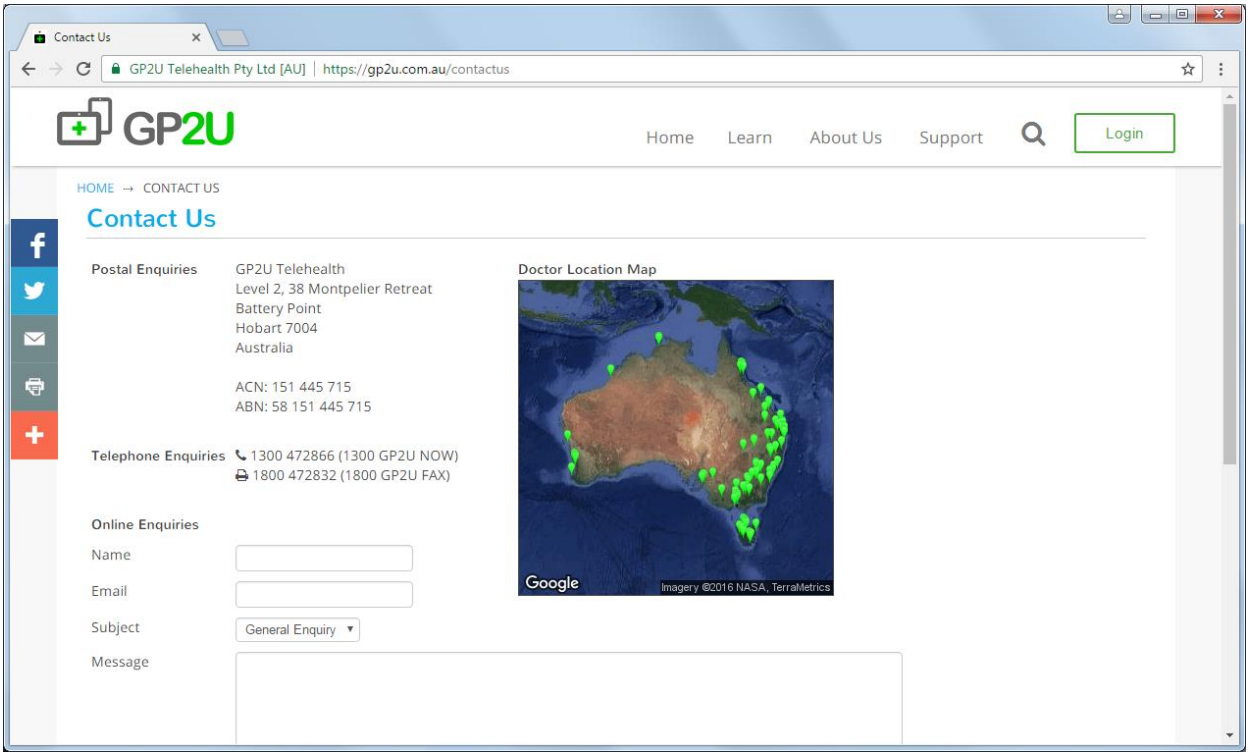


CONTACTING US

To contact us simply go to the homepage, and click on “Support”, then scroll down to “Contact Us”.



This will bring up our “Contact Us” page:



And that’s all folks.