



INDIVIDUALLY DESIGNED ADAPTIVE SEATING AND POSITIONING SYSTEMS FOR WHEELCHAIRS MANUAL POWER WHEELCHAIR SERVICE

Provider (ATP/Therapist Setup Instructions)

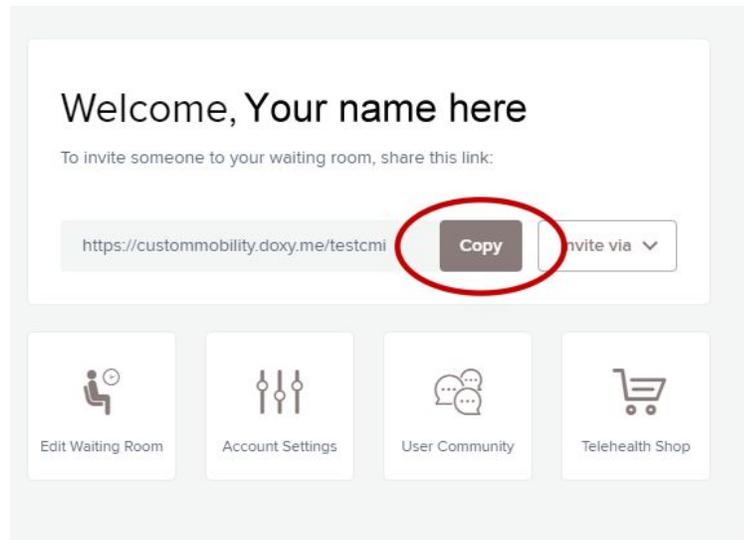
To make life easier on our clients and their providers, Custom Mobility is now using Telehealth services. Below, you'll find a step-by-step guide to easily and simultaneously interact with our clients and our Assistive Technology Professionals. We appreciate your support, and for the care that you provide to our clients.

1. Begin by opening your internet browser (i.e. Google Chrome, Firefox, Safari, Microsoft Edge), and navigate to the website: <https://custommobility.doxy.me/sign-in>
 - a. Next, sign into your clinician account



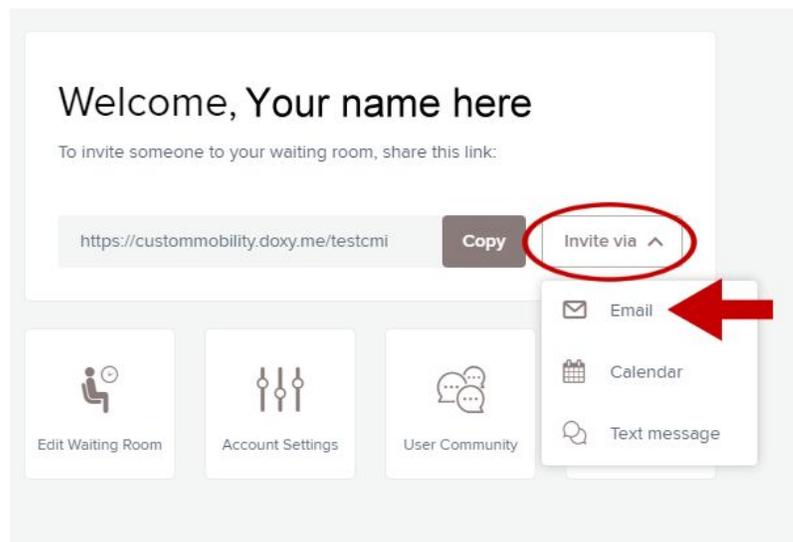
2. You will have an invite link, which will allow you to invite clients to video chat with you. To send this link to your client:

- a. Move your cursor over the “Copy” button and click it.

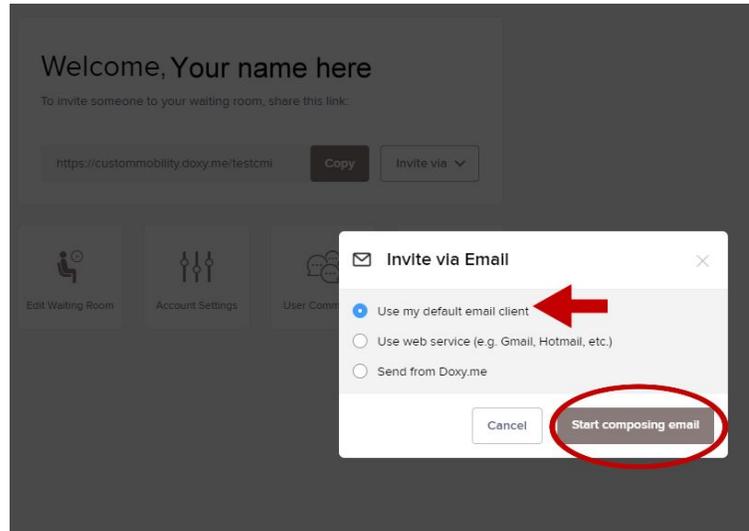


- b. Send by email

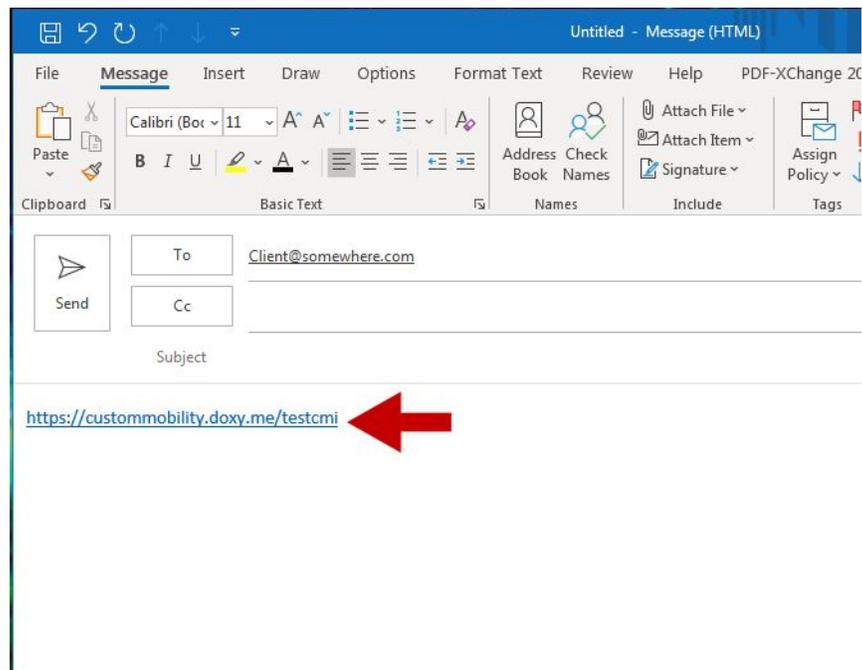
- i. If you are using your Outlook account as your default email client, click the dropdown “Invite via” dropdown button and select “Email.” A new window will pop up.



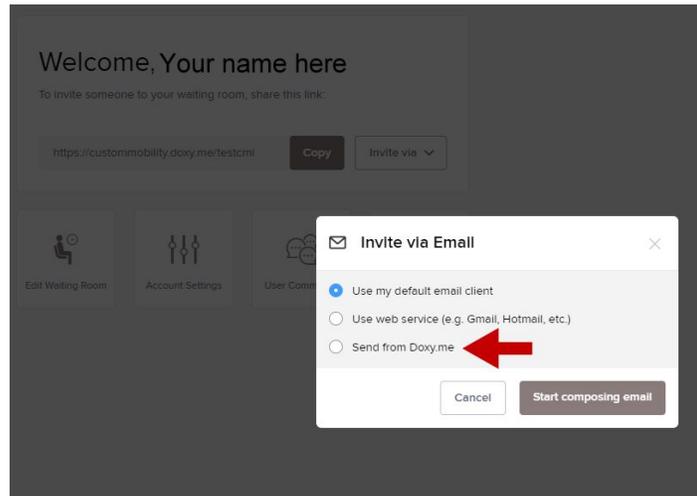
- ii. Choose “Use my default email client” and click “Start composing email.”



- iii. Select the blank email with your cursor and press “Control-v” on your keyboard. This will paste the copied “share” link into the body of the new email, allowing you to send it to your client.



- iv. If you would like to send an email directly from doxy.me. click the button “Send from Doxy.me”



- v. Fill in the the client's email address and click "Send message"

 **Invite via Email** ✕

Use my default email client

Use web service (e.g. Gmail, Hotmail, etc.)

Send from Doxy.me

Patient email

client@mail.com 

Location

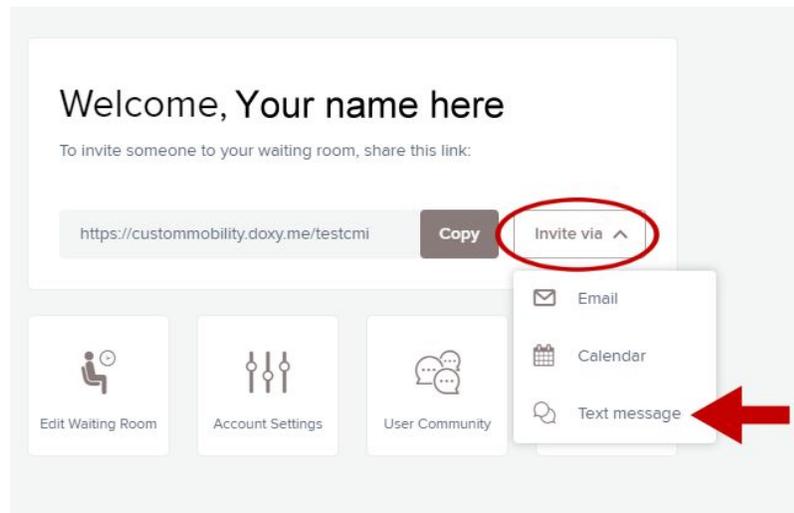
<https://custommobility.doxy.me/testcmi> ▼

The message:

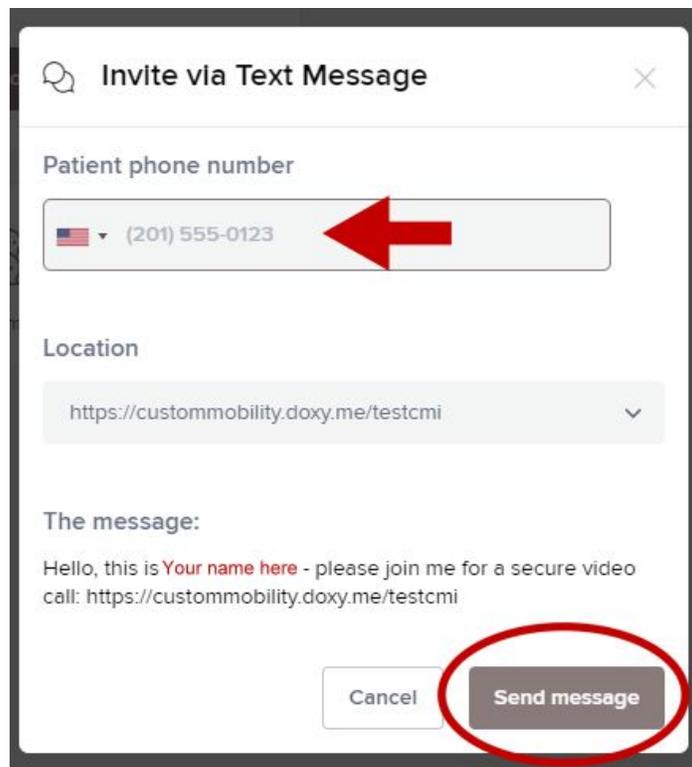
Hello, **Your name here** has invited you to join a secure video call:
<https://custommobility.doxy.me/testcmi>

Make sure you are using a device with good internet connection and access to camera/audio. If you need any assistance please check out the [Doxy.me Help Center](#) or contact your provider directly.

c. Send by text message

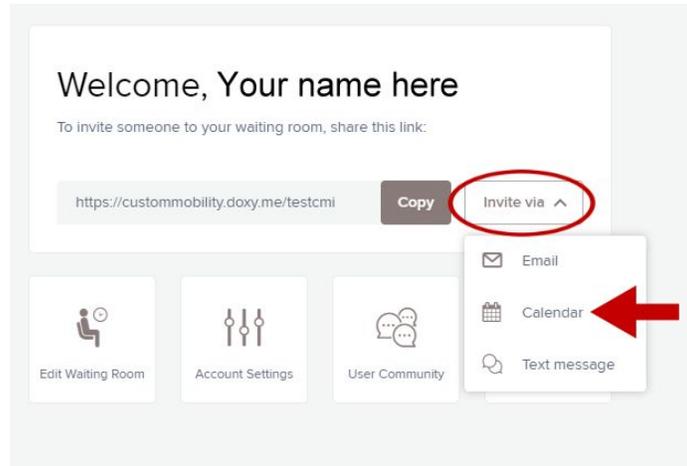


- i. Enter in the client's phone number, click "send," and they will receive a pre-written text message, inviting them to join the call. The text is sent directly from Doxy.me.

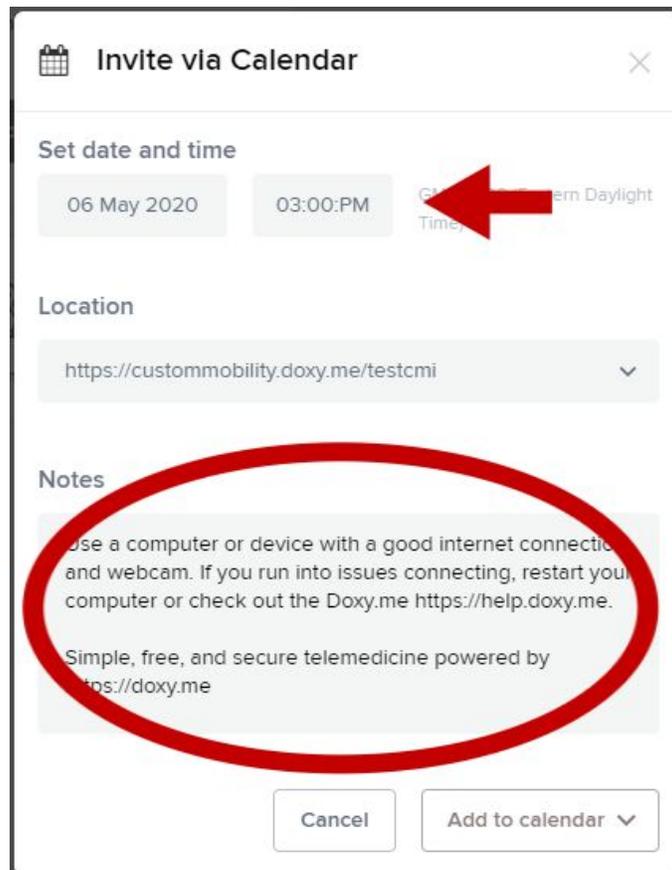


d. Send by calendar invite

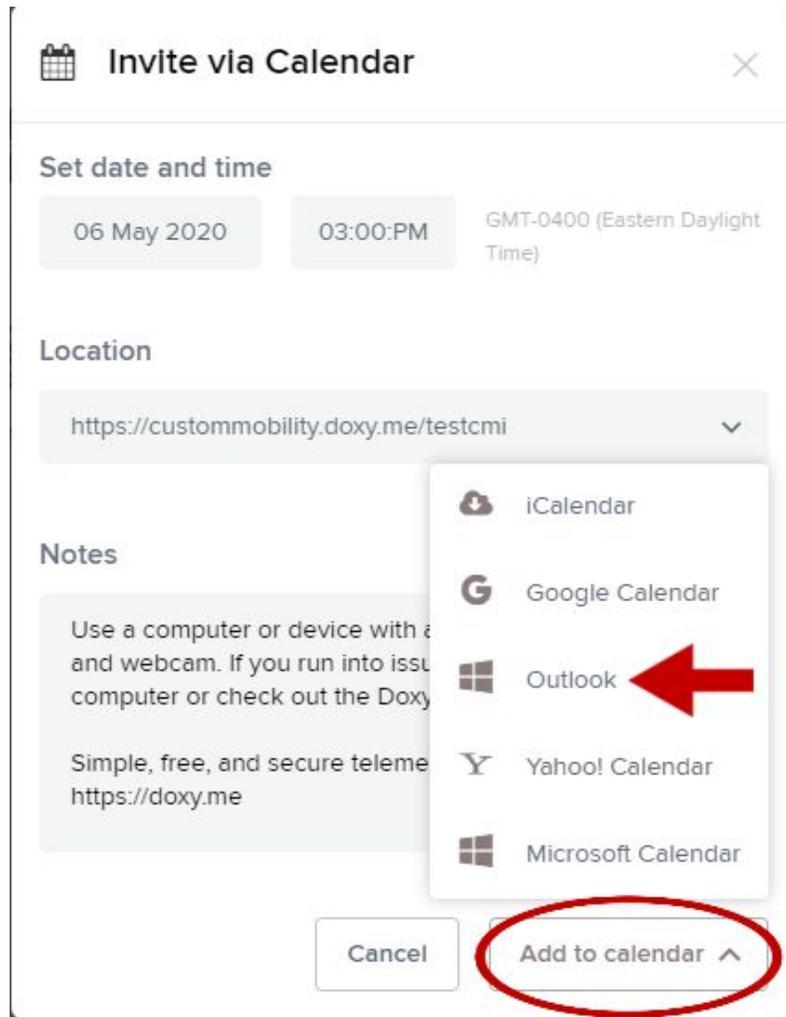
- i. Click “Invite Via,” and move your cursor over “Calendar” and click it



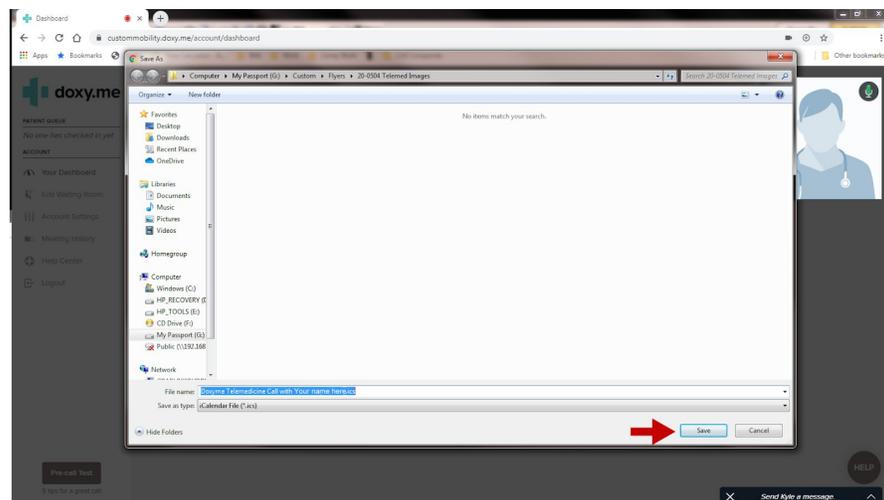
- ii. Set your date and time, along with any notes you might want to add



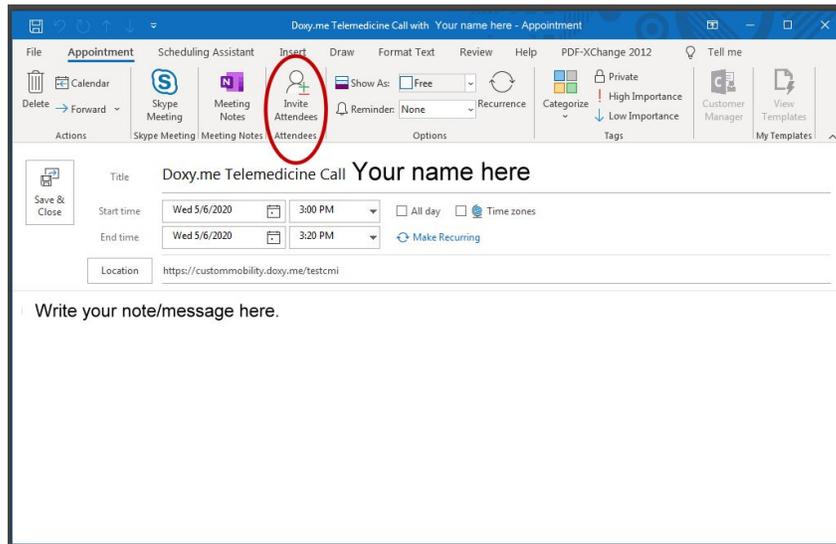
- iii. Click the drop down button, click “Add to Calendar,” then select “Outlook.”



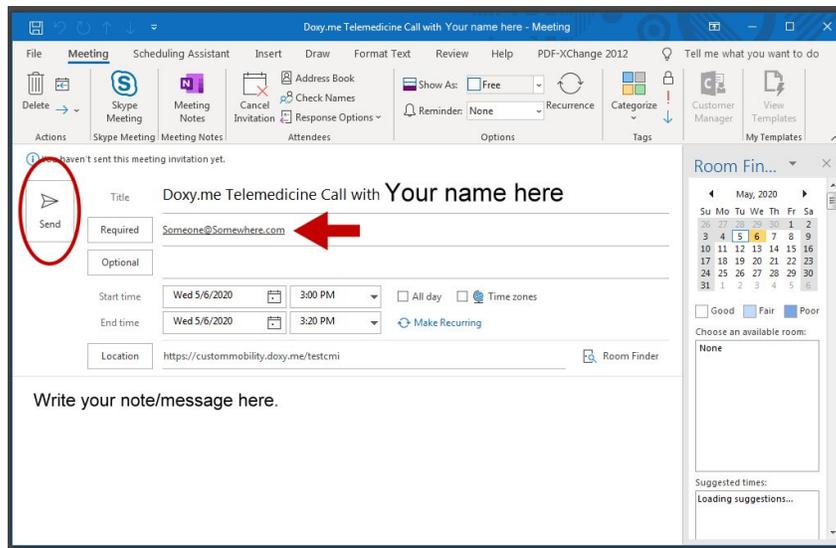
- iv. Once you click the “Outlook” option, it will give you the option to save the iCalendar file
- v. Click “Save”



- vi. Open the saved file
- vii. From the “Menu” bar, select “Invite Attendees”



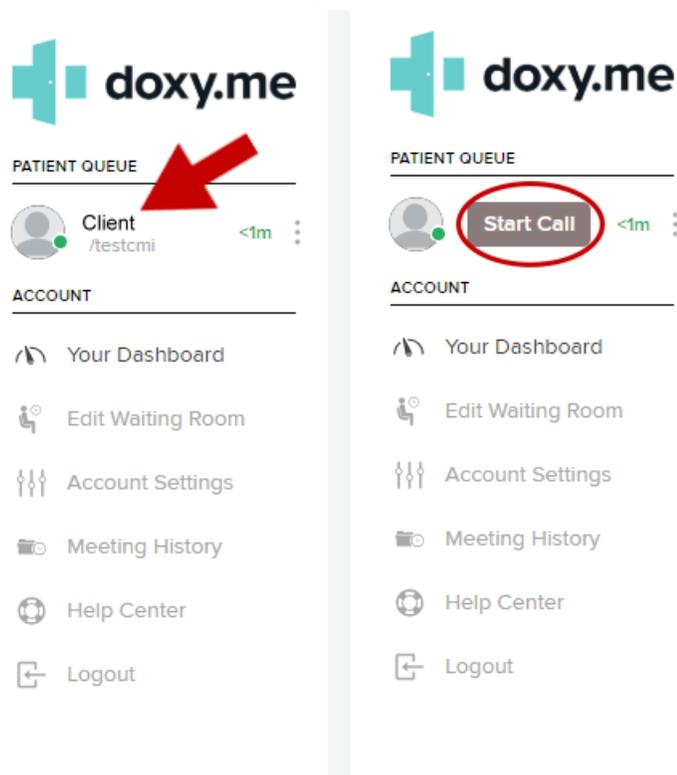
- viii. Enter the client’s email address in the “required field”



- ix. Click “Send”

3. When it’s time for your client’s appointment, wait for him/her to connect to your waiting room
 - a. If you don’t see the client in your waiting room even though they’ve joined, refresh your page
4. Your client queue is located in the top left corner of your screen. Your client’s name will appear here. When you put the mouse over their name, you’ll see “Start Call” button.

Click this button to begin the call with your client.



- a. Click the following link to watch a brief presentation, explaining how to video chat with your clients: <https://www.youtube.com/watch?v=5uirTCfmo7I>

5. Available Features and video tutorials:

- a. Photo capture
 - i. By clicking this button, you'll instantly take a picture of your client. You'll then be given the option to download and save the image.
 - ii. https://www.youtube.com/watch?v=g7q_c2uH2V8
- b. Group call
 - i. If you have additional clients in your waiting room, you can add them to a group call. You can have a group call with up to 2 additional clients.
 - ii. <https://www.youtube.com/watch?v=8DxQ7-E8IL8>
- c. Screenshare
 - i. You can either share your screen with your client, or request that your client share their screen with you.
 - ii. To share your screen, press "Screenshare." Next, select the screen you wish to share. Once you're done, look at the bottom of your screen, where you'll see the "Stop Sharing" button.
 - iii. For more information about the "Screenshare" feature, watch the following video: <https://www.youtube.com/watch?v=xCQg8VT3doM>
- d. File Transfer

- i. To share files with your client, click the “File Transfer” button. You’ll be given the option to send a file, or request a file. Once the file is shared, your client will have the option to download it.
 - ii. For more information about the “File Transfer” feature, watch the following video: <https://www.youtube.com/watch?v=7EKB7kiYJD>
- e. Text Chat
 - i. Before calling them, you can send messages to your clients through the “Text Chat” feature. You can access Text Chat by first clicking the three vertical dots located next to their name, then clicking “Chat.”