



Support Centre Prime Ecosystem

Updated 27.10.22

Prime Support Centre – Appointments/Video Assessing

Prime Instructions | Appointments/Video Assessing - Creating a Video Meeting

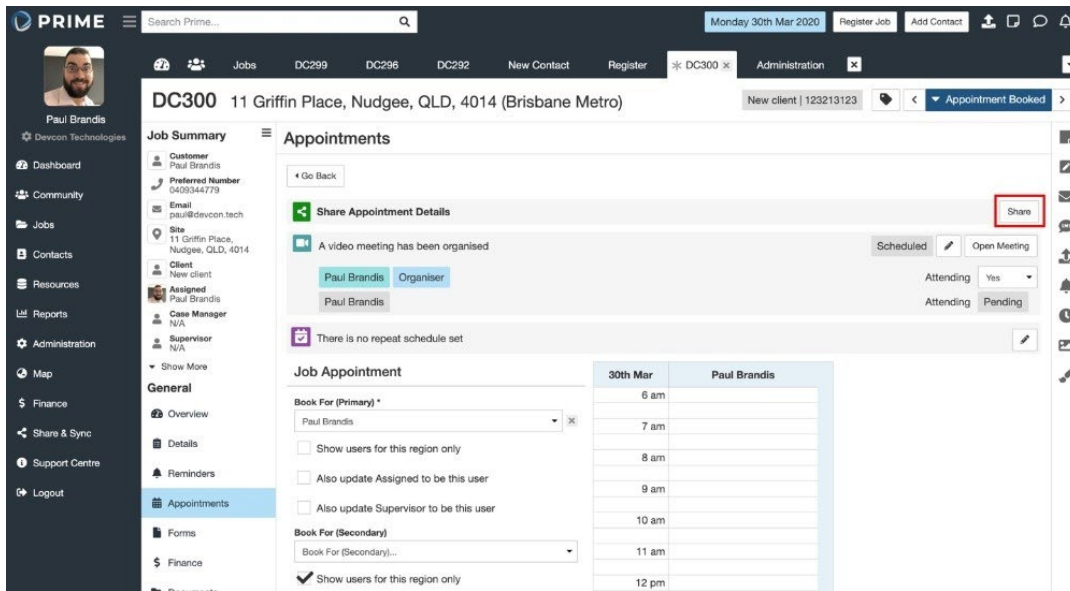
1. Click onto the Appointments page and create a new appointment via the Book Appointment button - *(as per current process)*
2. Book the appointment for the applicable resource and time slot (these times will display to the end user when joining the meeting) - *(as per current process)*
3. Once the appointment is saved, click back into the appointment and click the Create Meeting button

The screenshot shows the PRIME system interface. The top navigation bar includes 'Monday 30th Mar 2020', 'Register Job', and 'Add Contact'. The main content area is titled 'DC300 11 Griffin Place, Nudgee, QLD, 4014 (Brisbane Metro)'. The 'Appointments' section is active, showing a calendar for 30th Mar 2020. A 'Create Meeting' button is highlighted in a red box. The interface also shows a 'Job Summary' sidebar and a 'Share Appointment Details' section.

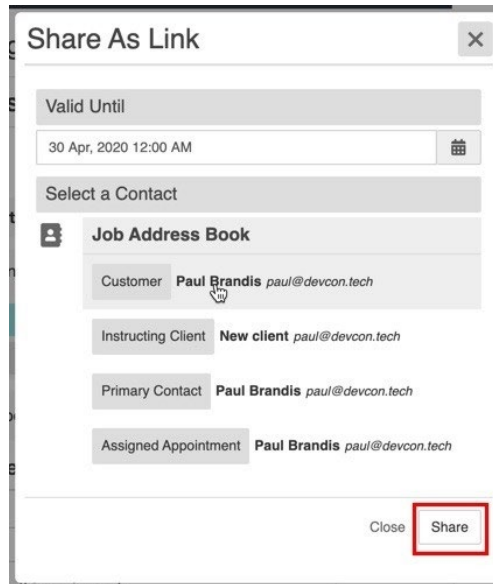
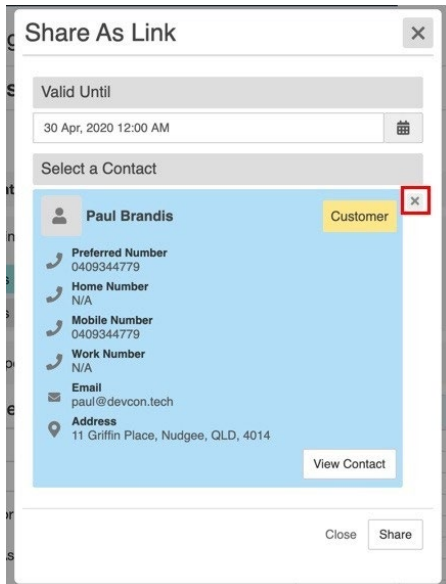
4. Select the applicable recipient for the meeting (can be multiple and can be customers or subcontractors etc). Leave Status as "Scheduled", Organiser can be changed to another user if the current user is booking on behalf of someone else.

The screenshot shows the 'Meeting' dialog box in the PRIME system. The dialog box is open, displaying fields for Status (Scheduled), Organiser (Assigned To - Paul Brandis), and Participants (Assigned To - Paul Brandis, Customer - Paul Brandis). The 'Create Meeting' button is visible in the background.

5. Then click the Share button



6. This will default to the Customer, but click the x to show a list of all linked parties on that job if it is not the customer receiving the link



7. Email or SMS (if enabled) the link to the recipient.

