



Support Centre Prime Ecosystem

Updated 27.10.22

Prime Support Centre – Appointments/Video Assessing

Prime Instructions | Appointments/Video Assessing – Operating The Video Meeting (Prime User)

1. Click "Open Meeting"

DC174 123 Fake Street, Brisbane, QLD, 4000 (Brisbane) Devcon Technologies | 12312312 Appointment Booked

Job Summary

- Customer: Test Customer
- Preferred Number: 049344779
- Email: paul@devcon.tech
- Site: 123 Fake Street, Brisbane, QLD, 4000
- Client: Devcon Technologies
- Assigned: Paul Brandis
- Case Manager: N/A
- Supervisor: N/A

Appointments

Go Back

Share Appointment Details

A video meeting has been organised

Scheduled [Edit] **Open Meeting**

Attending: Yes [Dropdown]

Attending: Pending

There is no repeat schedule set

Job Appointment	Date	Organiser
Back End (Blended)	8th Apr 2020	Paul Brandis
	6 am	

2. Click "Join Meeting" - your browser may ask for permission to the microphone and camera - the video meeting cannot operate without this permission provided.

Appointment | Assessment

You are not in the meeting

Join Meeting

Use your microphone

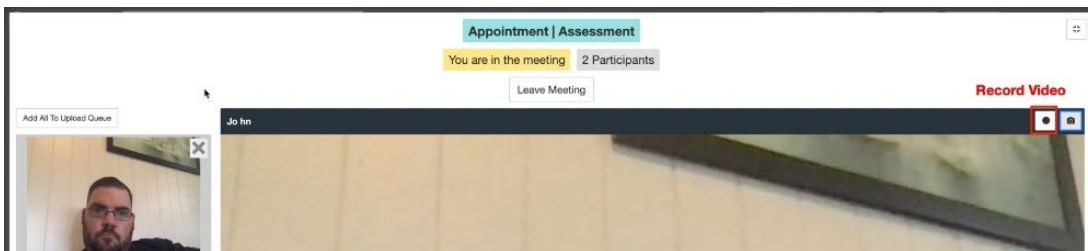
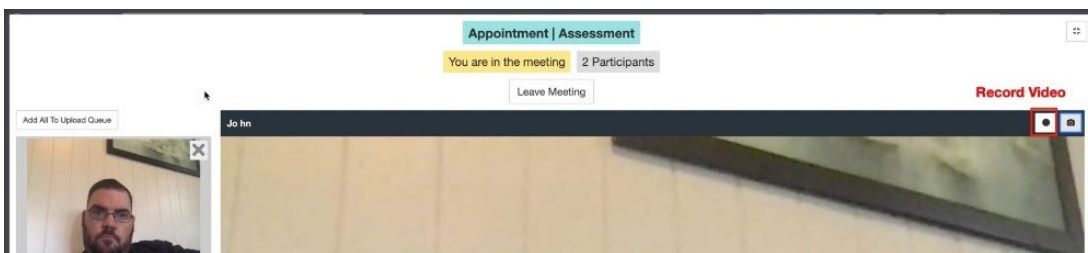
Use your camera

Block Allow

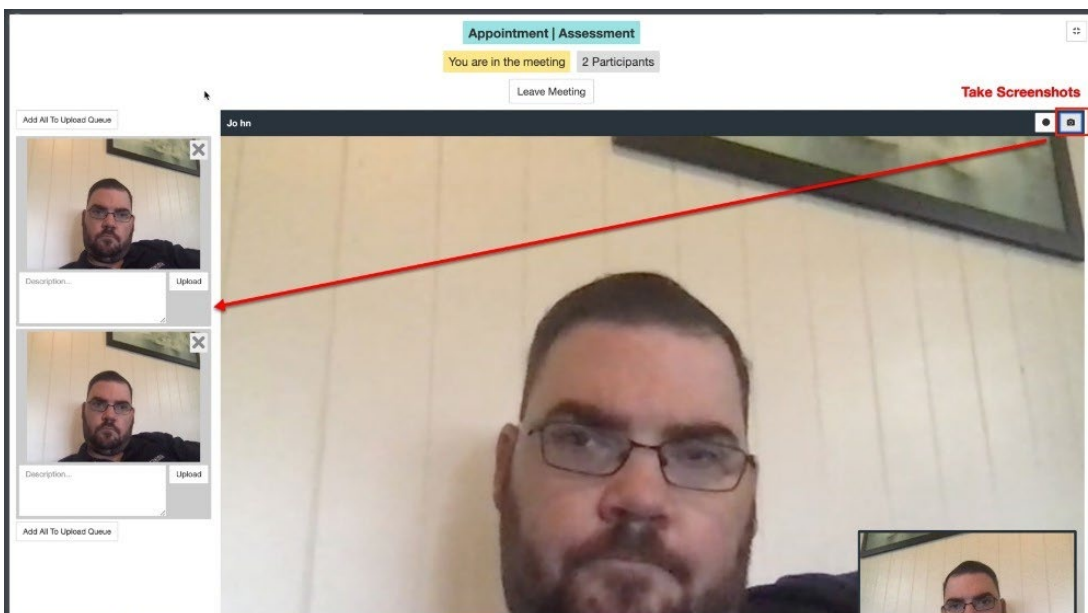
3. Once the other attendees have joined, you will see their video and have the audio available through the call. Each attendee can mute or disable video and audio during the call as well.

4. There are two options for the Prime attendee - to Record Video and Take Screenshot

4a. Recording Video



4b. Taking Screenshots/Uploading



5c. End the call by clicking Leave Meeting. As the Prime attendee you will be asked whether you wish to mark the Video Meeting as Complete.

