

IF using a mobile device and this screen appears, they click '**Continue on Web**' OR they may download the **Lumeca Health** app from their app store (optional).

(If they do not see this screen, they may still download the app by opening their device's app store and searching for **Lumeca Health**.)



Whenever prompted they should '**Allow**' both camera and microphone.

Note: Their prompt may differ slightly from this example, depending on the browser and device they are using.



They will be directed to the 'Join Meeting' screen.

On the Web Using a Mobile Device:

The screenshot shows the mobile web interface for joining a meeting. At the top, there's a header with a back arrow, a checkmark, the text 'Lumeca lumecaapp.com', and a share icon. Below this is a video feed placeholder with a silhouette and icons for microphone and camera. Underneath is a 'Test Your Connection' button. The main section is titled 'Enter your name' and contains a text input field with the placeholder 'Enter Your Name', a checked checkbox for 'Remember my preferences', and a large 'Join' button. At the bottom, there are links for 'View Meeting ID' and 'Support'.

On the APP Using a Mobile Device:

The screenshot shows the mobile app interface for joining a meeting. At the top, there's a header with a back arrow and the 'lumeca' logo. Below this is a 'Join Meeting' title and a prompt: 'Please enter your meeting ID and passcode to get started.' The form includes input fields for 'Meeting ID' and 'Passcode', a 'Your Name' input field with the placeholder 'Enter Your Name', and two toggle switches for 'Enable microphone when the call starts' and 'Enable camera when the call starts'. There is also a checked checkbox for 'Remember my preferences for future meetings'. At the bottom, there is a large 'Join Meeting' button and a 'Test Audio and Video' link.

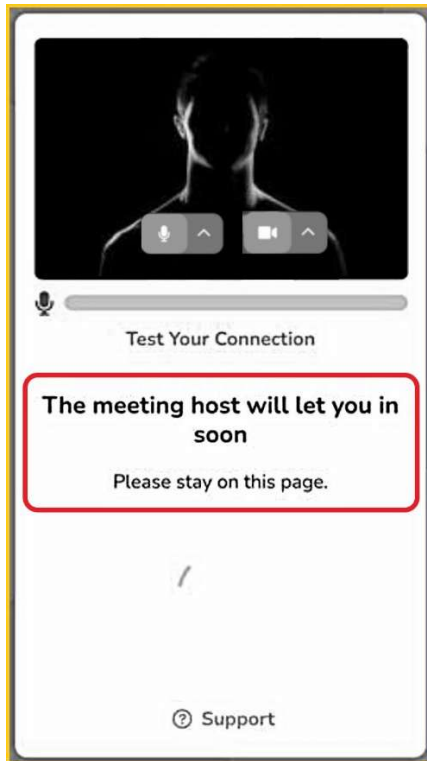
On the Web Using a Laptop/Desktop:

The screenshot shows the desktop web interface for joining a meeting. On the left is a large video feed placeholder with a silhouette and icons for microphone and camera. To the right, the 'Enter your name' section contains a text input field with the placeholder 'Enter Your Name', a checked checkbox for 'Remember my preferences', and a large 'Join' button. Below the 'Join' button are links for 'View Meeting ID' and 'Support'.

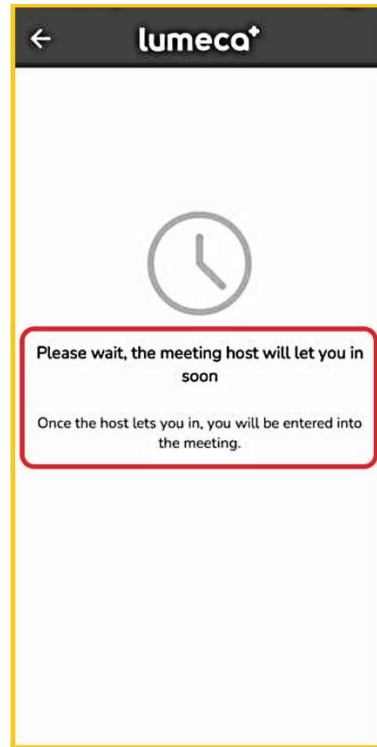
- It is recommended they leave their microphone and camera turned '**ON**', then may turn them '**OFF**' once in the video.
- '**Test Your Connection/Test Audio and Video**' - they may test their device's camera, microphone and connectivity to the internet and servers. It runs for approximately 30 seconds then will provide results.
- They **must** enter their name to identify themselves to the meeting host.
- If they want their camera/microphone settings and name saved for next time, they check '**Remember my preferences**'.
- When they are ready, they click '**Join/Join Meeting**'.

- They will be prompted to stay on this page until the meeting host lets them in:

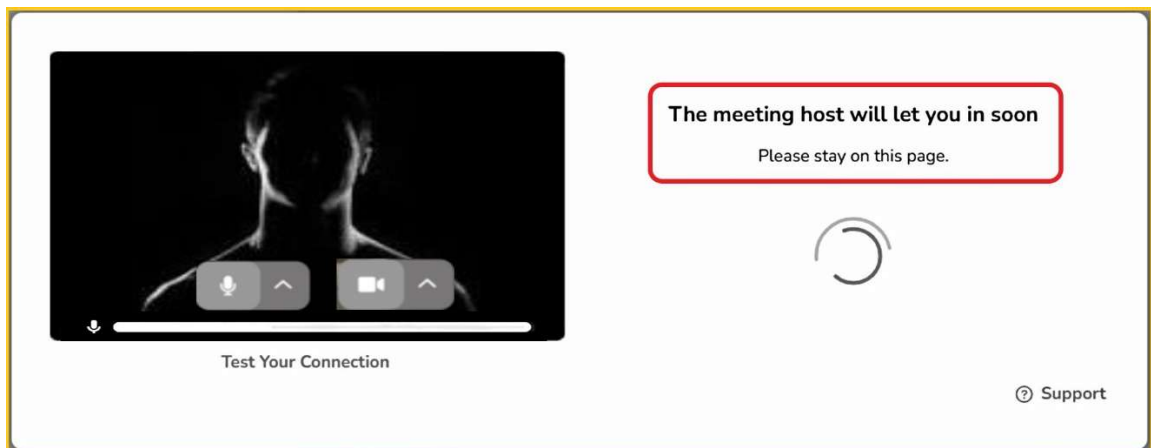
On the Web Using a Mobile Device:



On the APP Using a Mobile Device:



On the Web Using a Laptop/Desktop:



2 - PATIENT CONSULTATIONS

- If your clinic is seeing patients/clients using patient consults, those patients **DO need to be invited by your clinic as virtual patients and much create Lumeca Health accounts.**
- They will log into their account on the web using any device (laptop or mobile) at <https://lumecaapp.com/app/?screen=login> OR on a mobile device they may download and open the **Lumeca Health** app from their App Store.
- After logging into their account, they may access their appointment(s) under the 'Consultations' tab.

2.1 - PATIENT INVITED BY EMAIL TO JOIN YOUR VIRTUAL CLINIC

Invitation Email (Email #1) –

- It is important your invited patients use the links within this email, as these properly connect them to your virtual clinic. (After your patient has used these links and completed their account registration, these links will no longer work.)
- They must login at either <https://lumecaapp.com/app/?screen=login> or by opening the 'Lumeca Health' app (if downloaded onto their mobile device).

Your Health Care Provider, Demo Doc1, has invited you to register with CSM Demo Clinic in the Lumeca App.

Get Started



Before Demo Doc1 can start booking appointments with you, you need to set up your account and accept their invitation to CSM Demo Clinic.

Follow our easy how-to steps and you will be set up within a couple of minutes.


1. Download the app

→ SEE INSTRUCTIONS "B" BELOW

By downloading the app on your iOS or Android device, you will have access to your appointments, timely reminders and important messages from your health care provider.

← NEW ACCOUNT USING THE "APP"

Don't have a mobile device?
No need to worry, you can also use the  ← NEW ACCOUNT USING THE "WEB"

2. Log in or Create a new account

If you already have an account for the Lumeca App, log in. If you do not have account, you will need to create a new one.

3. Accept the invitation to register with CSM Demo Clinic


→ SEE INSTRUCTIONS "A" BELOW

Once you are logged in, open this email on your device, then click Accept Invitation:

Invitation from Demo Doc1

CSM Demo Clinic

Invite Code: 4V7G8H

 ← WITH EXISTING ACCOUNT

If you were not prompted to accept the invitation from the link, you can tap the Enter an Invite Code button on the home screen to enter your invite code: 4V7G8H.

Note

The link above is a one time registration link and will not work after you complete registration. If you'd like to get back to the website, go to [the login page](#). We recommend bookmarking this page for future reference.

Need Assistance?

If you have any questions or concerns, feel free to contact your Lumeca representative or email info@lumeca.com for support.

A - Patients Who Previously Have Created a 'Lumeca Health' Account:

'Step 3' in the email (refer to image above) -

- They click the **'Accept Invitation'** button.
- Then log into their existing account using the email and password they used to create their account.
- After logging in, they will be joined with your virtual clinic as a virtual patient.

B - Patients Who Do Not Have a 'Lumeca Health' Account:

'Step 1 & 2 (Create a new account)' in the email (refer to image above) -

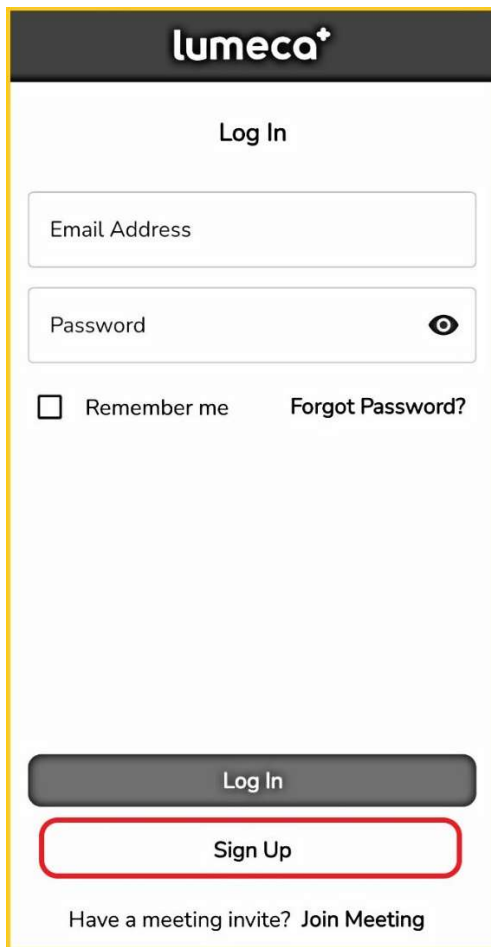
They click either,

- The **'App Store'** button and download **Lumeca Health** (Apple mobile devices)
- The **'Google Play'** button and download **Lumeca Health** (Android mobile devices, i.e. Samsung, etc.)
- The **'website'** (any type of device), then click **'Continue on Web'** (if this screen appears)



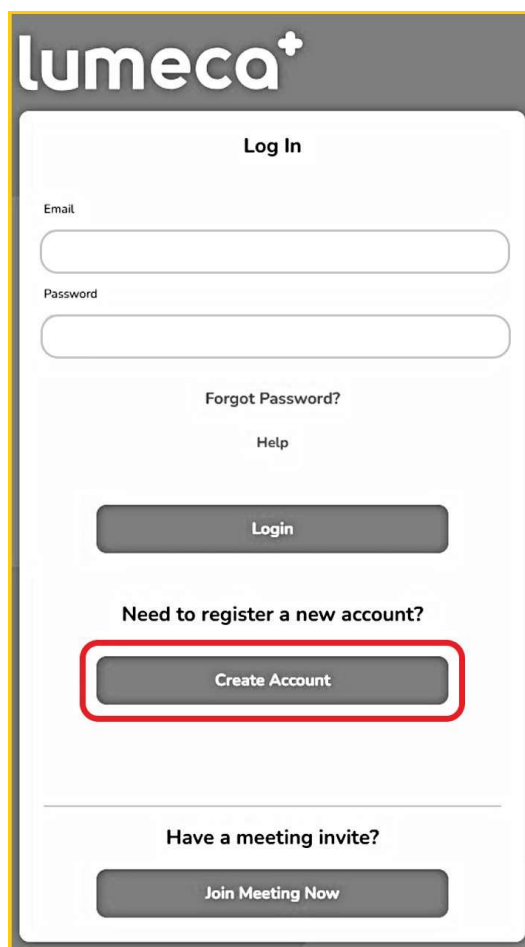
The Login Screen -

On the APP, they click 'Sign Up'



The mobile app login screen features a dark header with the 'lumeca+' logo. Below the header, the text 'Log In' is centered. There are two input fields: 'Email Address' and 'Password'. The 'Password' field includes an eye icon for toggling visibility. Below the password field, there is a checkbox labeled 'Remember me' and a link 'Forgot Password?'. At the bottom, there are two buttons: 'Log In' and 'Sign Up'. The 'Sign Up' button is highlighted with a red border. At the very bottom, there is a link 'Have a meeting invite? Join Meeting'.

On the WEB, they click 'Create Account'



The web login screen features a dark header with the 'lumeca+' logo. Below the header, the text 'Log In' is centered. There are two input fields: 'Email' and 'Password'. Below the password field, there is a link 'Forgot Password?' and a link 'Help'. There is a 'Login' button. Below the login button, there is a link 'Need to register a new account?' and a 'Create Account' button. The 'Create Account' button is highlighted with a red border. At the bottom, there is a link 'Have a meeting invite?' and a 'Join Meeting Now' button.

The 'Account Information' screen -

- They must complete all fields:
 - First name
 - Last name
 - Email address
 - Date of birth
 - Gender
 - A unique secure password, completing all password requirements
 - Check that they have read & agree with the '**Terms**' and '**Privacy Policy**'
 - Check that they agree to the '**Consent Form**'
- They then click '**Continue**'.

Account Information

Please provide the following information to register your account.

First Name

Last Name

Email

Birth Month Birth Day Birth Year

Gender

Choose a Password

Password

Confirm Password

☐ I have read and agree to the Terms and Privacy Policy

☐ I have read and agree to the Consent Form

Continue

Password Requirements

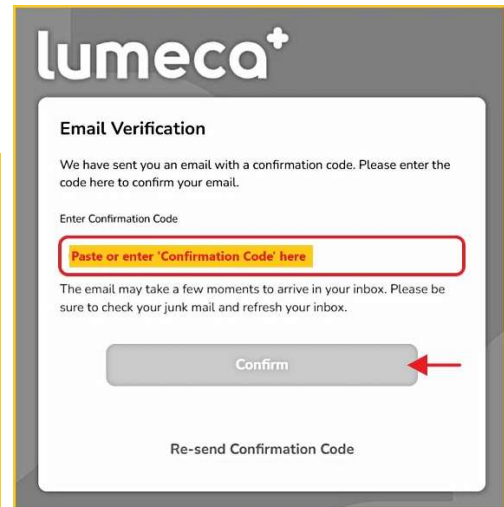
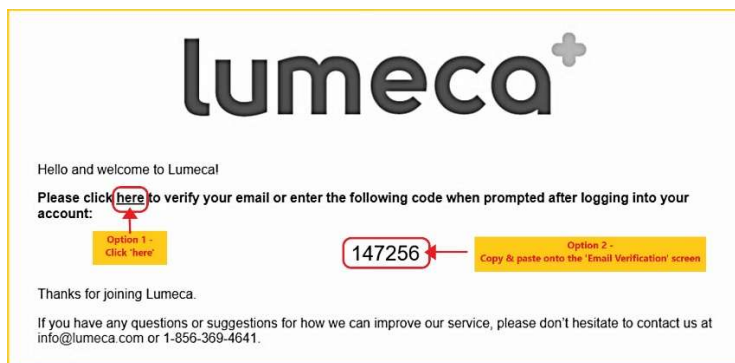
- ☐ At least 8 characters
- ☐ At least 1 capital letter
- ☐ At least 1 lowercase letter
- ☐ At least 1 number
- ☐ At least 1 symbol (*, %, !, etc...)
- ☐ Confirmation password matches

'Email Verification' screen & Email #2 –

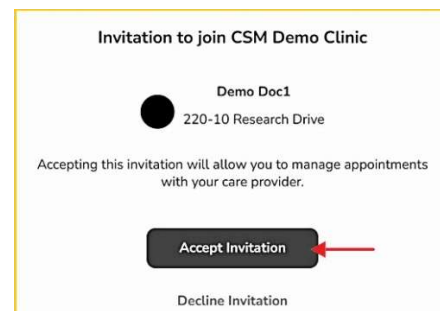
After they complete the '**Account Information**' screen, they will receive a second email which provides a '**Confirmation Code**' to verify their email address. (If they do not receive the 2nd email, in either their Inbox, Spam or Junk folders, they may click '**Re-send Confirmation Code**' on the 'Email Verification' screen.)

There are two ways to enable the 'Confirmation Code' (both options do the same thing):

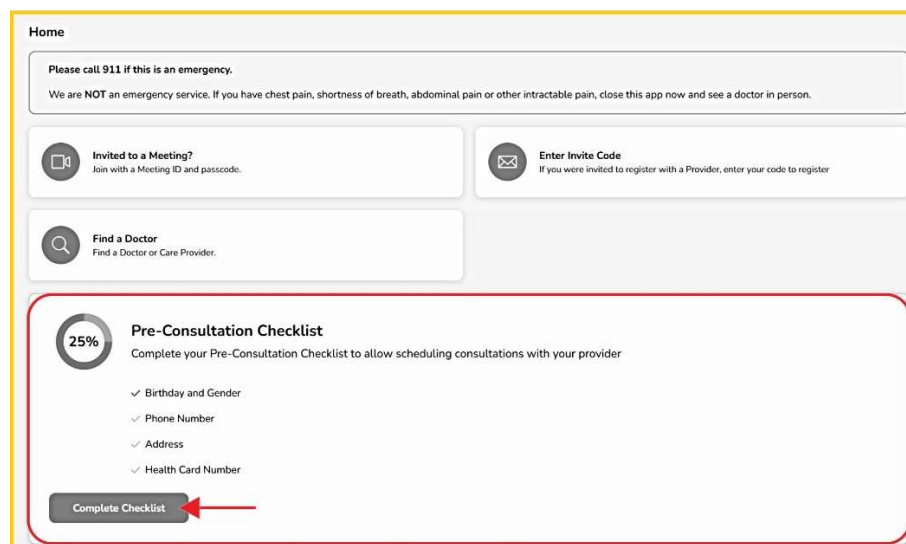
1. They bypass the '**Email Verification**' screen and simply click the '**here**' hyperlink within this 2nd email.
2. They manually enter the '**Confirmation Code**' provided in this 2nd email onto the '**Email Verification**' screen, then click '**Confirm**'.



- If prompted, they click '**Accept Invitation**' and will now be joined to your clinic.



- They should complete their '**Pre-Consultation Checklist**' to 100%.



2.2 - PATIENTS INVITED WITH AN 'INVITE CODE' PROVIDED BY THE CLINIC

Each time your clinic invites a patient, an 'Invite Code' is created.

- The code may be found under **Clinic > Patients > Invited Patients**.

Invited Patients						
Search first name, last name or email			Providers		Status	
			Add Provider		Add Status	
Name	Provider	Date Invited	Date Accepted	Phone Number	Email	Invite Code
Uncle Patient	Dr E Marshall	July 2, 2024			uncle@testtesttest.com	GHTKYT
Baby Patient	Dr E Marshall	July 2, 2024				3T92JX

- You can provide this code to your patient, verbally or via text.
- Once the patient creates and logs into their account, they would click 'Enter Invite Code' on their 'Home' page.

The screenshot shows the 'lumeca' app interface. On the left is a sidebar with icons for Home, Consultations, and Account. The main area is titled 'Home' and contains a warning box about emergency services. Below this are two buttons: 'Invited to a Meeting?' and 'Enter Invite Code'. The 'Enter Invite Code' button is highlighted with a red box and an arrow pointing to it from the emergency service warning box above.

- They enter the code provided by you and click 'Submit'.

The screenshot shows the 'Enter Invite Code' form. It has a title 'Enter Invite Code' and a subtitle 'Enter the code that you received from your care provider below.' Below the subtitle is a text input field. At the bottom is a 'Submit' button, which is highlighted with a red box and an arrow pointing to it.

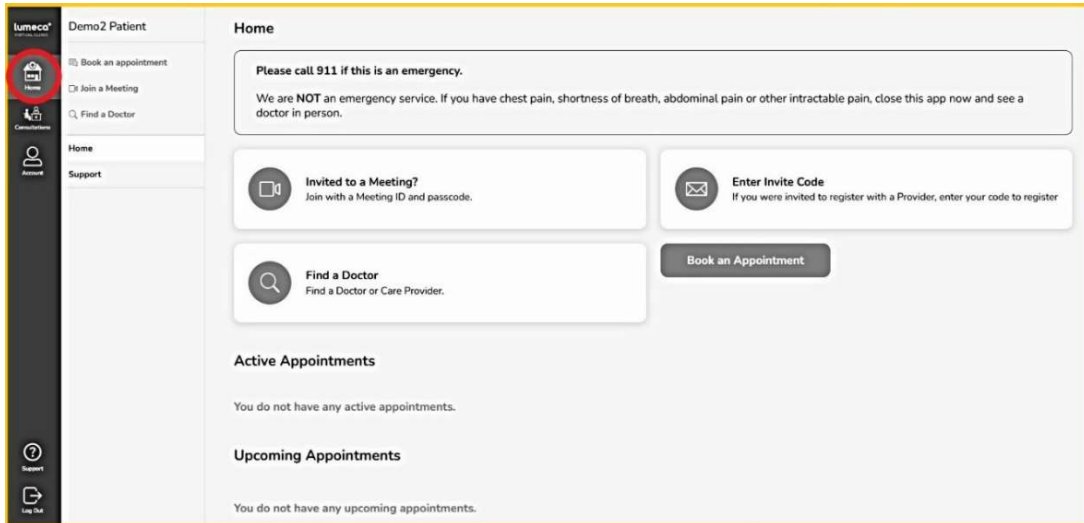
They will now be joined to your clinic and should complete their 'Pre-Consultation Checklist'.

Patient Features within Lumeca Health

On the WEB – There are five sections along the left navigation bar:

Home	Consultations	Account	Support	Logout
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THE 'HOME' SCREEN

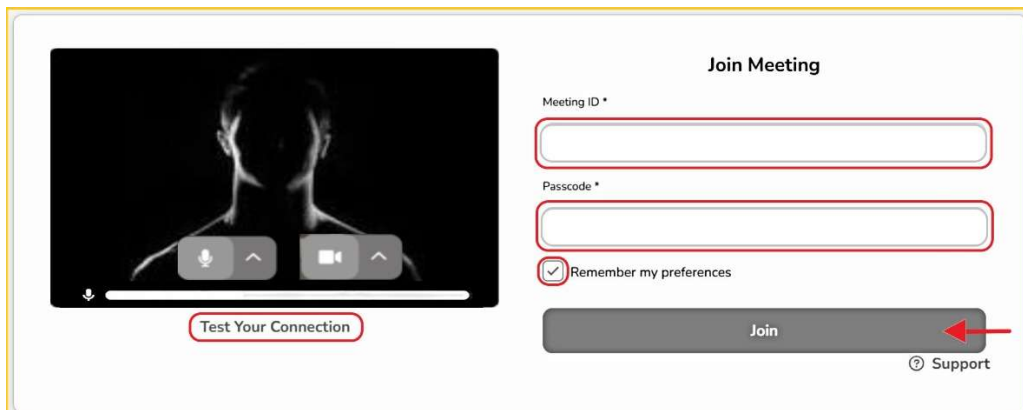


'Book an appointment' – if this feature is enabled, patients may book a virtual appointment with their healthcare provider.

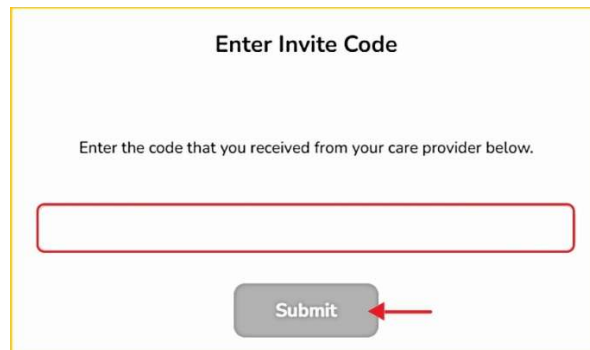
'Invitation from a care provider' – this only appears if your patient has an outstanding invitation to join a clinic. Once they click this button and **'Accept'** the invitation, this will disappear from their **'Home'** screen.

'Invited to a Meeting?' – patients may join a meeting after logging into their account.

- If prompted, they must 'allow/enable' their camera and microphone. They must manually enter the Meeting ID and Passcode provided in the email, enable/disable their microphone and camera, click if they want these preferences remembered for future meetings, then click **'Join'**. *Note: when logged into their account, they are not asked to enter their name on this screen, as it will automatically generate and identify them to the meeting host/clinician.*
- They may test their audio and video equipment & connectivity prior to joining the meeting by clicking the **'Test Your Connection'** button. The test takes approximately 30 seconds then will provide results.



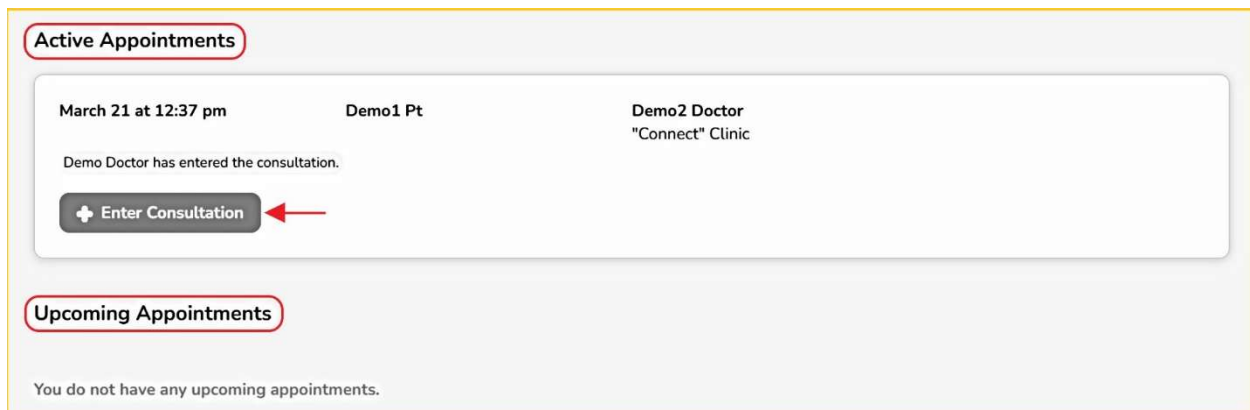
‘Enter an Invite Code’ – when patients are invited to join your virtual clinic with an invite code provided by your clinic (rather than via an email invitation), they create an account, log into their account, click this button, manually enter the invite code, then click **‘Submit’**. They will then appear under your **‘Patients’** list when you search for them.



The screenshot shows a form titled "Enter Invite Code". Below the title is a text prompt: "Enter the code that you received from your care provider below." There is a large, empty rectangular input field. Below the input field is a grey button labeled "Submit". A red arrow points to the "Submit" button.

‘Active Appointments/Upcoming Appointments’ – the patient can quickly view or enter their scheduled patient consultations or, may do so from the **‘Consultations’** tab (see below).

Note: this is not where they access scheduled ‘Meet Now’ video meetings.



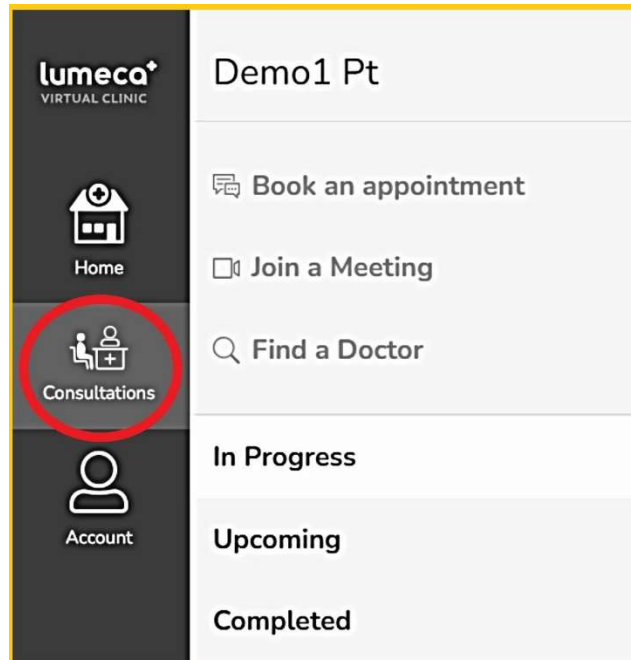
The screenshot shows a user interface with two sections. The top section is titled "Active Appointments" and contains a table with the following information:

Time	Patient	Doctor
March 21 at 12:37 pm	Demo1 Pt	Demo2 Doctor "Connect" Clinic

Below the table, it says "Demo Doctor has entered the consultation." and there is a grey button labeled "+ Enter Consultation" with a red arrow pointing to it.

The bottom section is titled "Upcoming Appointments" and contains the text: "You do not have any upcoming appointments."

THE 'CONSULTATIONS' SCREEN



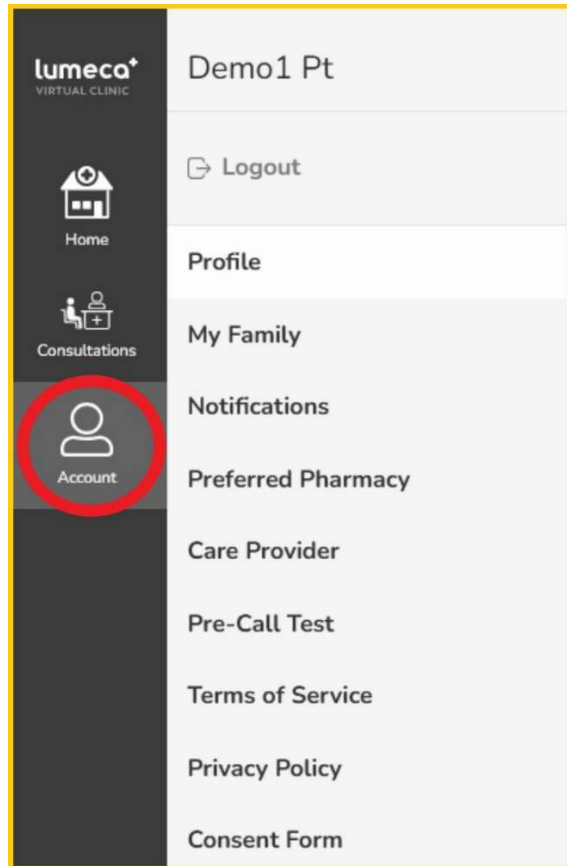
This is where patients go to find and attend their '**In Progress**', their '**Upcoming**' and their '**Completed**' patient consultations.

Note: this is not where they access scheduled 'Meet Now' video meetings.

There are 3 sections available:

- **In Progress** – appointments that are currently active (entered by the healthcare provider but not yet completed or archived by the clinic). *Note: until consultations are 'archived' by the clinician or their admin, these will continue to be listed in this section.*
- **Upcoming** – appointments that are scheduled for the future. *Note: as soon as the clinician enters the patient consultation, it will move into the 'In Progress' section.*
- **Completed** – past appointments that are complete and archived by the clinic.

ACCOUNT SCREEN



- **Profile** – patient’s account information, including email address, first & last name, address, phone numbers, date of birth, gender and health card number). Patients may add a profile picture or edit any of their account information, including changing their account password. This is also where they may enable two-factor authentication (recommended but optional for patients). They must remember to **‘Save Changes’**.

The 'Account Information' form is titled 'Demo1 Pt' and includes a 'Change Profile Picture' button. It is organized into four main sections:




- Contact Information:** Fields for Email (emanshall+demo1@lumeca.com), First Name (Demo1), Last Name (Pt), Home Phone Number, and Mobile Phone Number ((306) 434-5335).
- Address:** Fields for Province (Saskatchewan), Street (123 Main Street), City (Regina), Apt/Suite, and Postal Code (S0S 0S0).
- Age and Gender:** Fields for Birth Year (2000), Birth Month (January), Birth Day (1), and Gender (Male).
- Health Card Number:** A field for the Health Card number (123456789) with a note: 'Health card numbers are different across each province. The number should be on the front of your health card.'

At the bottom of the form, there is a 'Save Changes' button (highlighted with a red arrow) and a 'Cancel Changes' button. Below the form is a section for 'Two-Factor Authentication' with an 'Enable Two-Factor Authentication' button.

- ### Dependents

Your dependents

You are able to add and remove dependents.

Dependents	Action
<div> Baby Patient</div>	<div> </div>

Add a Dependent

- ## Notifications

☒ Email notifications will be sent to

☐ SMS (text message) notifications will be sent to (306)

You can change these settings by updating [Your Profile](#)

-

- Care Provider

"Connect" Clinic

Demo1 Doctor

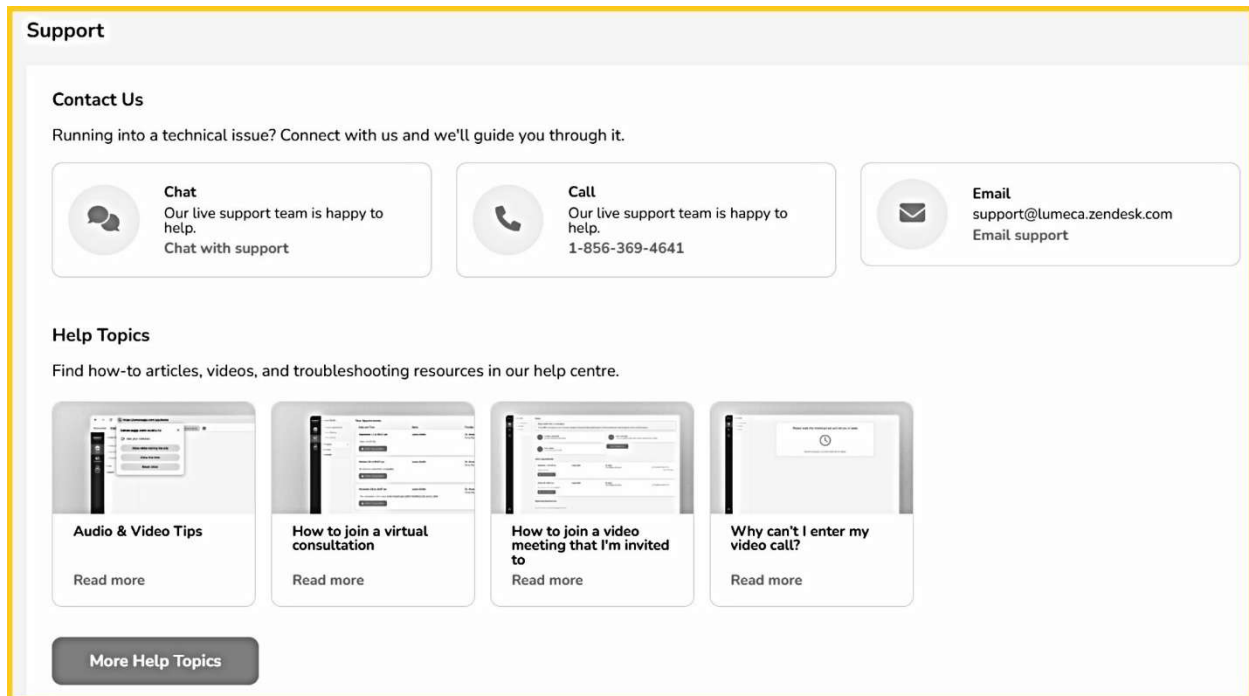
Demo2 Doctor

123 Smith Avenue

Somewhere, Saskatchewan

- **Pre-Call Test** – test of device’s audio, video, & connectivity to the internet and servers. The same feature as the clinic users have under their ‘Account’ screen.
- **Terms of Service** – legal agreement between patient and eHealth Saskatchewan regarding use of Lumeca Health.
- **Privacy Policy** – privacy standards for patient’s PHR.
- **Consent Form** – patient’s acceptance of consent to use Lumeca Health for personal healthcare by their clinician(s).

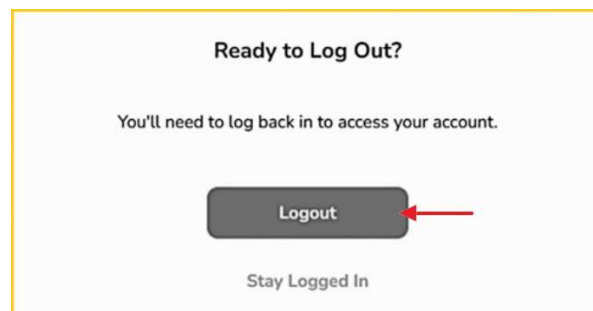
SUPPORT SCREEN



- **Contact Us** – users, including patient may contact our Support via chat, phone call or email. Support is provided by our live agents, not AI.
- **Help Topics** – there are many step-by-step articles and videos available on our Zendesk. Users may click on these example articles, the 'More Help Topics' button and may 'Search' by specific words once in our Zendesk.

LOG OUT SCREEN

- It is recommended that users log out at the end of their sessions or if leaving their device unattended.



- Users who do not log out manually are automatically logged out after approximately four hours of inactivity. A two-minute countdown will warn them that they will be logged out.

