| HOW TO ACCESS THE VCREATE SECURE VIDEO MESSAGING SERVICE | |
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## 1.0    Purpose of the Guideline

To provide users with the information required to access the vCreate Secure Video Messaging Service in conjunction with the Information Governance policy, thereby mitigating risk.

## 2.0    Applicable to

All unit staff who have been given access to vCreate.

## 3.0    Process

**Parent Information and Consent**

- Direct parents to [www.vcreate.tv](www.vcreate.tv) to discover how vCreate works
- Request that parent signs the consent form – Original to be filed in case notes. Copy for parent.

**Parent Account Registration**

- Ask parents to register for an account using the dedicated instance URL. They may use the unit iPad if they wish.
- Once registered, the account is rendered inactive until a system admin activates it
- The system admin will receive an email informing them of the registration. Click the link in the email to confirm the registration.
- Once logged into the user page and happy with the registration details, scroll down and check the "User Active?" box and click "Update" Now the parent user is active you're able to assign video clips/photos to that user

## 4.0    QR Code Feature

- If you wish to use QR Codes to assign videos to parent accounts, then click on "Users" from the System Admin panel and choose the relevant parent account.
- Print off the QR Code and place it on or near the relevant cot/bed so it can be read by vCreate when videos are being made for that family.
- Please note the parent account must be active before QR Codes can be used

## 5.0    Recording Video Clips

- Once logged in, click on "Record a Clip" from the dashboard which will load the "Record a Video Clip" section.
- Use QR Code to use the QR Code to pre-select the relevant parent account, click on "Use QR code to assign clip owner". This will open the device's photo camera.
- Ensure the QR code is visible and square in the camera frame and then take a picture. The system will then display the relevant parent account details. Now click on "Step 1: Start", choose the "Video" mode and start recording.

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- Ensure that no other patients, family or staff members are in the video or can be heard within the video.
- Once complete, give your video clip a title and press "Step 3: Process". This will now start the encoding process for your video clip. The system admin will receive a confirmation email once complete.
- At this point the video clip is still under system admin ownership so no parent can access it until it's been assigned to the relevant parent user.
- Once encoded, video clips can be accessed by clicking the "Clips" button from the System Admin panel.

## 6.0    Editing Video Clips

- If you'd like to edit the video clip, such as trimming it down or adding text, before sending on to the parent you can do this via the "Edit Clip" feature.
- Click on the "Clips" button from the System Admin panel on the left of the dashboard. This will show a list of all the video clips created.
- Choose the video clip you want to edit by clicking on the "Clip Title", scrolling down to the thumbnail and clicking on it. This will load the video clip page where you will see the "Edit Clip" button
- This will open a window where you can trim the video clip, add text, backgrounds, straplines and more

## 7.0    Assigning Video Clips

- Assigning Video Clips to the Parent Account Once processed click on the "Clips" button from the System Admin panel on the left of the dashboard. This will show a list of all the video clips
- Choose the video clip you want to assign by clicking on the "Clip Title". At this point the title and description can be updated if required perhaps to explain more about the content of the video clip.
- Scroll down to "Assign clip owner". If you used the QR Code feature when recording the video clip, you will see a "CONFIRM" button asking you to confirm you wish to assign this video clip to the parent account displayed. The parent account will then be automatically selected in the drop-down list.
- Alternatively, you're able to choose the relevant parent account as the new clip owner from the drop-down list. You can also search with this list for the required parent user
- NOTE. The list contains those parent users that have either registered within the last 30 days or have had a video clip assigned to them in the last 30 days. This makes the parent users list more manageable. If you would like to show all the parent users within your instance, click on "Show all users …" and the list will repopulate. If you wish to alert the parent of the new video clip, then check the "By Email" or "By SMS" boxes under "Send alert to clip owner?".  This will send an email or SMS to the parent alerting them of the new video clip with a link to login. Once logged in they will be redirected straight to the video clip.
- Click "Update Clip". As an extra layer of verification, the system will now ask you to confirm you wish to the relevant parent user as the new owner. Click "OK". You'll now be redirected back to the clips list where you'll see the video clip has a new owner. The video clip will now appear under "Browse Clips" for you as the system admin and the parent user only. The parent user will now be able to login and view this video clip.

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## 8.0   Manage Parent Accounts

- To view all registered users within your instance, click on the "Users" button from the System Admin panel on the left of the dashboard. Choose the user you wish to manage by clicking on "Manage"
- The user details will now load which you are able to update if required.
- To ask the user to download their video clips / photos before you delete them, click "SEND EMAIL" under "Remind user to download their clips / photos before they are permanently deleted from the system". This will send an email asking them to login and download their video clips / photos.
- If you'd like to disable the user uncheck the "User Active?" box and click "Update".
- To delete the user, click "Delete". This also will remove all their video clips. ONCE THE BABY HAS BEEN DISCHARGED USERS MUST BE DECATIVATED. Please confirm this has been done on discharge checklist.
- If your instance is linked to other units, you will be able to transfer the parent account to the units in the "Transfer this user account to" drop down list. This will transfer the parent account plus all their video clips / photos to the new unit.   The originating unit, the destination unit and the parent will receive an email informing them of the transfer.

## 9.0   Implementation Plan

Staff will be trained on how to use vCreate and ongoing support provided by vCreate.

## 10.0   Evaluation and Audit

Ongoing by the Neonatal CNS team