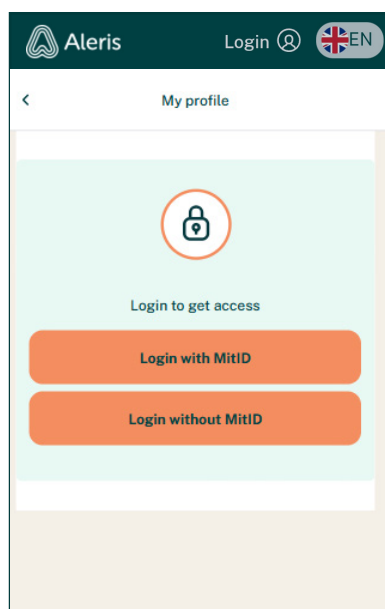


How to log in to Aleris Online

Login

When you log in to Aleris Online, you must log in with MitID, but before you can do so, you must give consent to use the app and for us to store information in our medical record system.

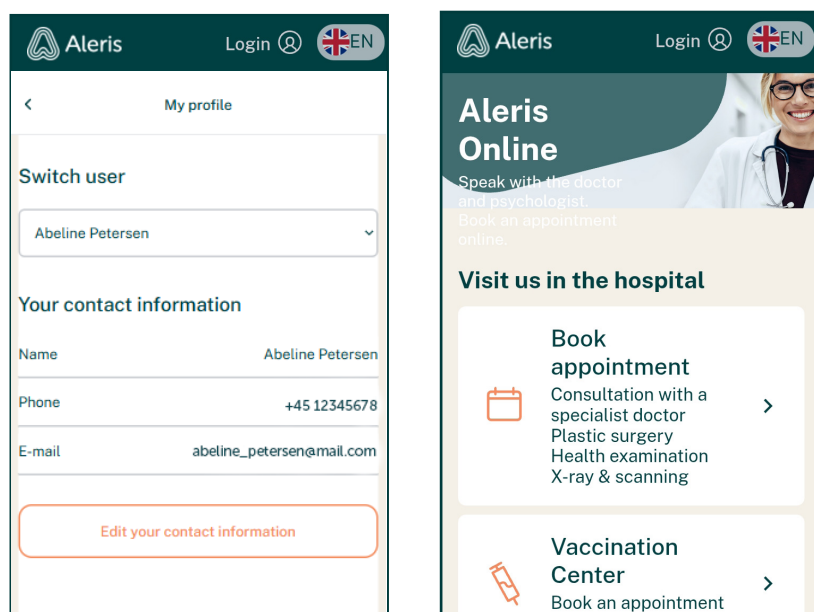
Then log in with MitID in the same way as you do for banks, insurance companies and public authorities.



My profile and front page

The first page you come to is My Profile. Here you can edit contact details, view app details, change settings and view Terms. It is important to keep the information up to date when you have treatment with us, because we send you reminders by text.

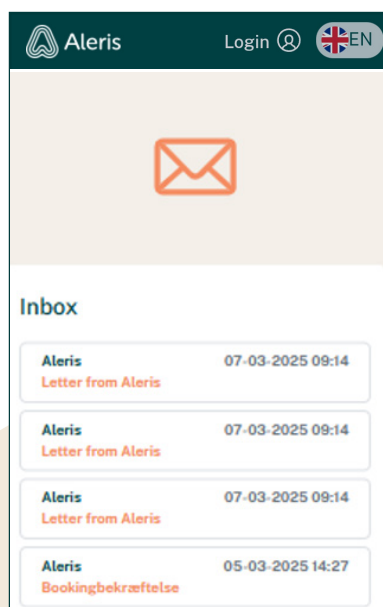
By clicking on the heart on the left in the bar, you will be taken to the front page. Here you can book an appointment with a doctor, psychologist or medical specialist, etc.



Booking confirmation

Once you have made an appointment with one of our specialists, we will send you confirmation of the booking. If you have received a text message with a link to a booking confirmation, you will enter here.

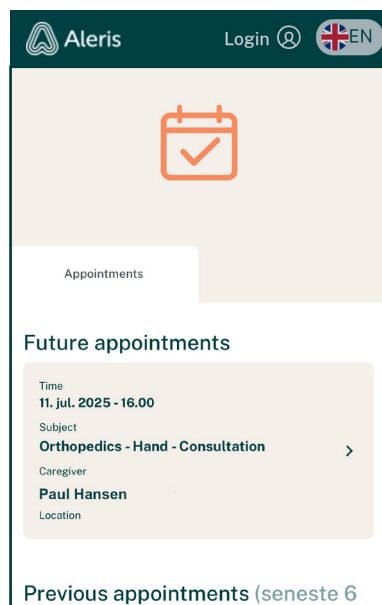
Here you can see the booking confirmation we have sent you, and you can click on it to read the content.



My appointments

When you have a booking, you can see it under My Appointments in the bar. Here you can see the active bookings you have and information about the provider, time and contact details.

When you need to physically attend the hospital, an address will appear under Contact information.

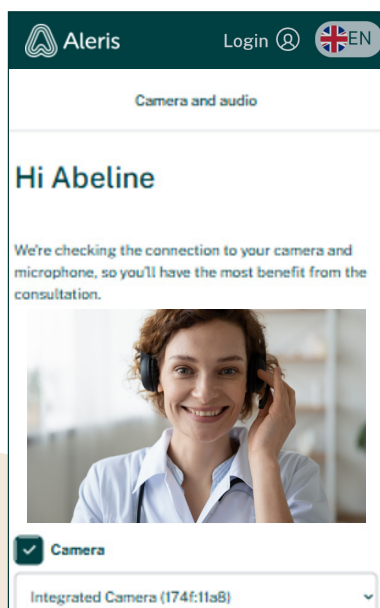
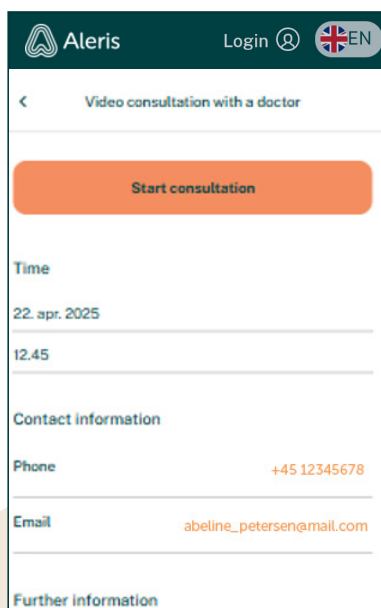


My appointments - video consultation

When you click on the appointment, you can see some practical information. If you need a video consultation, you will receive a text message about 10 minutes before the appointment with a link to your appointment where you can start your video consultation.

To be able to use audio and camera on your device, you need to allow the app or website to use your audio. A pop-up will automatically appear on the screen when you need to give permission.

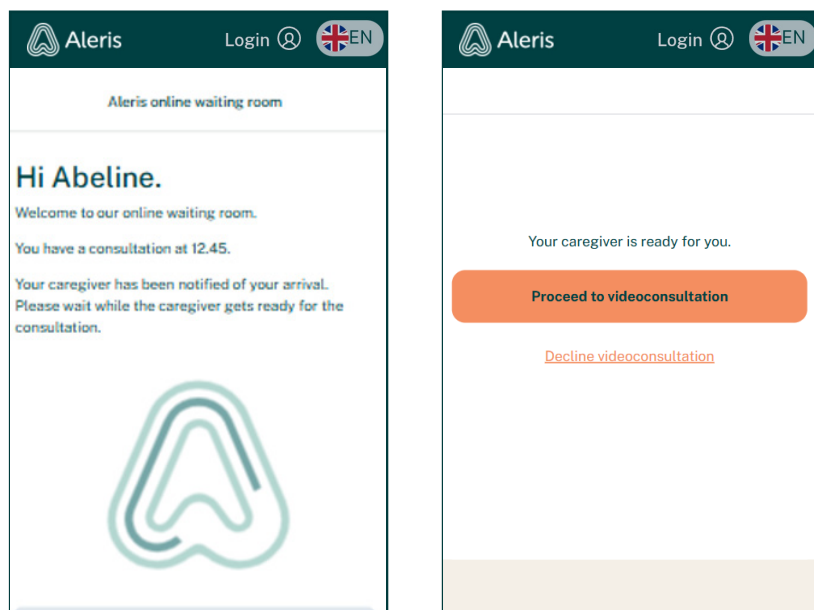
You can then check if your camera and sound are set up correctly and click "Continue".



Waiting room and acceptance

Once you have started the conversation, you will enter our virtual waiting room. When your treatment provider is ready, you will see a screen and there will be a sound that tells you to agree to start the video consultation.

In the unlikely event that the treatment provider is delayed by more than ten minutes, you can leave the waiting room. We will contact you within two working days and ensure that we can provide further assistance.



Placement of video consultation equipment

Depending on the type of video consultation, you may need to be able to move around during the consultation. You may, for example, have to move your shoulder or walk a few steps to see if you have expected movement. Therefore, it is a good idea to position your smartphone or tablet in such a way to allow for movement.

