

How to use GoodSAM



2 & Multi-way Consultation

Instant Consultation enables emergency services to open any caller's mobile phone camera and have a 2 way video conference call with just a simple text. No need for caller to download an App. To use this simply:

1 Log Into GoodSAM

at www.goodsamapp.org

2 Click on

in the top menu bar

CONSULTATIONS

3 Click on

New Consultation

or

New Scheduled Consultation

4 Enter Caller's Phone Number

or email and you can add a reference if you wish. To add more just separate with a comma.

You can also schedule the time and whether to record

Phone number or Email:

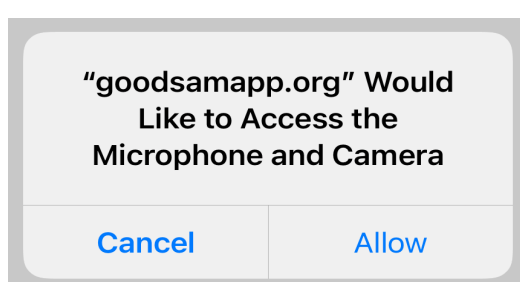
If you have more than one, separate them with commas.

Reference:

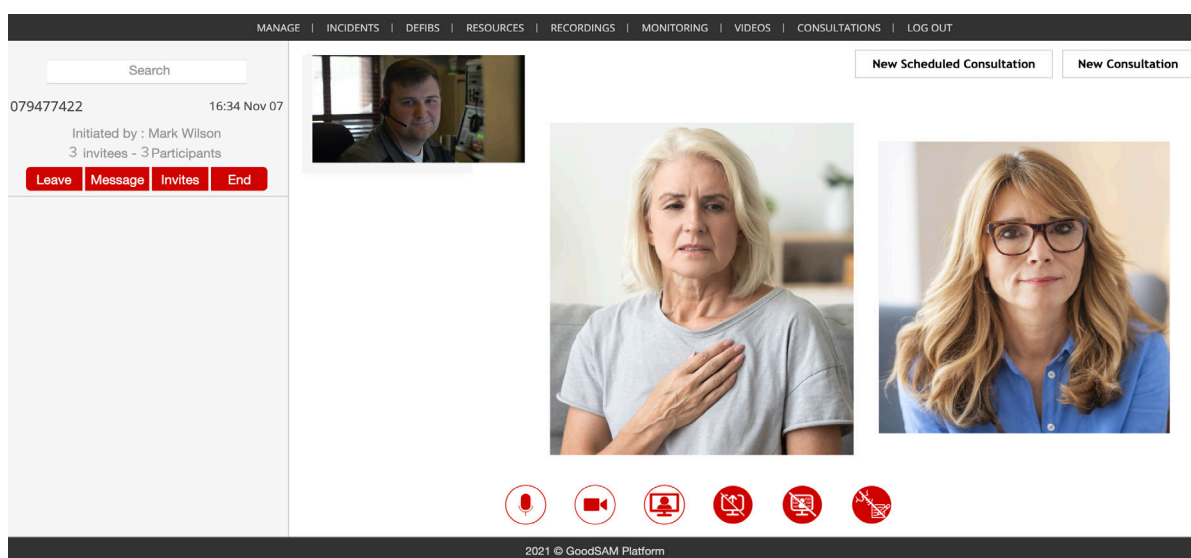
Dont record this consultation:

5 Caller gives permission

At the time of the consultation, the caller confirms access to microphone and camera.



6 The Consultation Occurs



7 Use Buttons to



Transcribe or Translate



Blur / Change background

Invites

Invite others



Share Screen



Float Video on top

Message

Send message

8 Click "End"

to end the video stream

Troubleshooting:

Instant-On-Scene works by default on all iOS & Android phones. Check their browser allows access to camera.

iOS: Settings>Safari>Allow Camera Android: Settings> Chrome>Allow Camera Check they have data / are not on a wifi network blocking video .

GoodSAM - Saving Lives Through Technology

www.goodsamapp.org