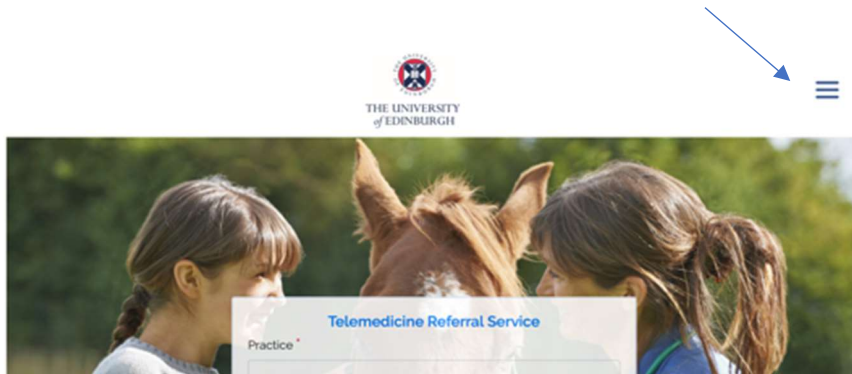


Signing in

To sign in as an administrator, access the homepage of your Vidtu site (in the format <https://yourcompanyname.vidtu.com>) and click on the three horizontal bars on the top right.



Enter your login details with password to reach the control panel.

Vidtu Superuser Panel

PILGRIMS VETERINARY PRACTICE

Customers / Create Room / Add Category

Category	Name	Room owner	Room status	Refresh
All	filter by roomname	filter by user_id	filter by updatec	Filter
Default	Team room	SuperUser	2020-03-27 17:41:41	Refresh
Default	Test	SuperUser	2020-03-27 14:21:15	Refresh
Default	Practice Meetings	Luke	2020-03-24 08:32:38	Refresh
Emergency	IEREMERGENCYIGENERALIIDOGI - don@vidtu.com - twvqcg	Luke	2020-03-27 09:52:23	Refresh
General Consult	IGENERALIIDOGI - luke@vidtu.com - dcvyx	Luke	2020-03-24 06:26:04	Refresh
Default	Consult Room 1	James	2020-04-03 10:26:46	Refresh
Default	Consult Room 2	James	2020-04-02 09:32:59	Refresh
Default	IGENERALIIDOGI - laurawards717@gmail.com - tdrjzg	Pilgrims	2020-03-27 13:45:25	Refresh
Default	IEREMERGENCYIGENERALIIDOGI - luke@wvs.org.uk - sghazb	Pilgrims	2020-03-30 14:17:43	Refresh

Showing 1 to 9 of 9 entries.

Agent activity and chat

Show Shared files for all rooms

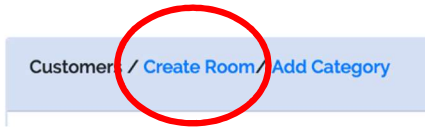
Show Users / Add new

Show Consults / Add new Consultation Type

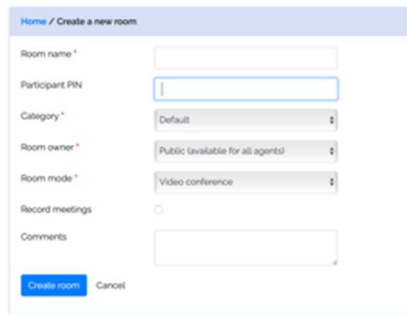
Showing 1 to 1 of 1 entries.

Above: Control panel

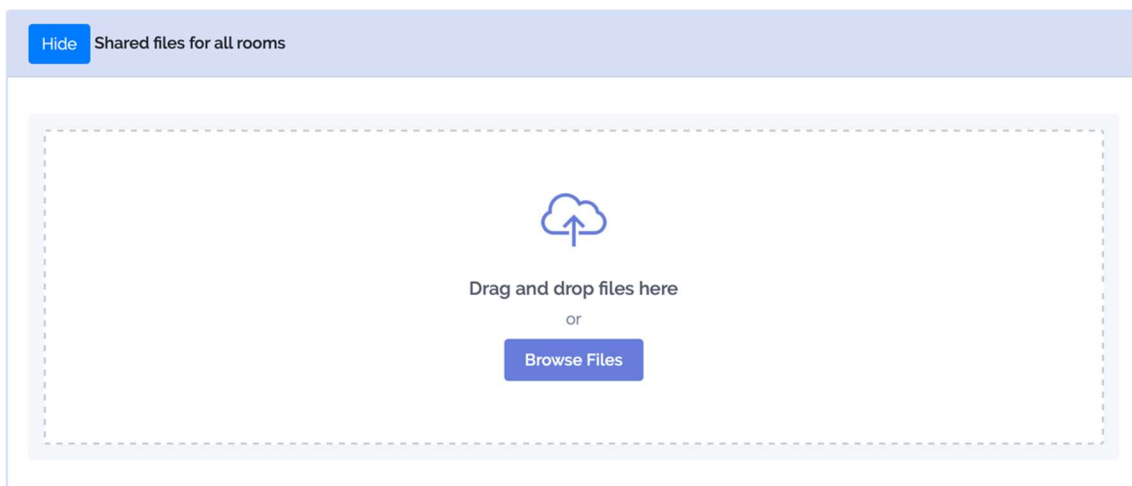
On this page, administrators can create rooms themselves (independent of the front end). This is useful for setting up practice meetings, working remotely with colleagues, or setting up client consultations and then inviting the client personally.



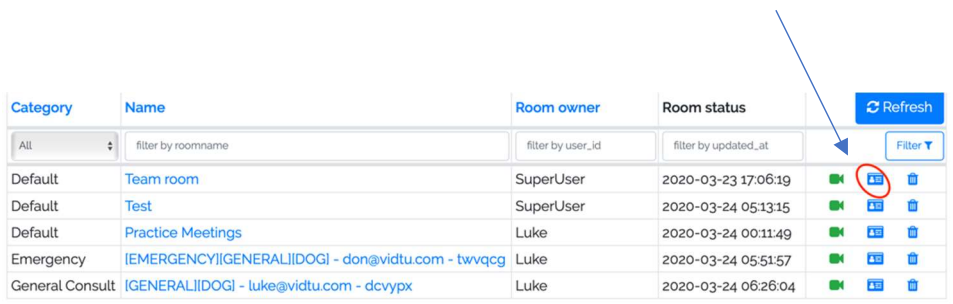
You can create your new room in public mode (manageable by all admins in your organizations) or assign it privately to you or another admin – in which case it will only be manageable by the selected user. You can also allow or disallow the 'recording' feature for the room.

A screenshot of the 'Create a new room' form. It includes fields for 'Room name', 'Participant PIN', 'Category' (set to 'Default'), 'Room owner' (set to 'Public (available for all agents)'), and 'Room mode' (set to 'Video conference'). There is also a checkbox for 'Record meetings' and a 'Comments' text area. At the bottom are 'Create room' and 'Cancel' buttons.

From the main control panel – files can be added that are shared to all rooms. This feature is useful when you have a standard set of documents that might need to be shared with any of your end-users (for example, a contract or disclaimer that you want to share and discuss during a consultations).



To access room details, including file attachments, chat history and call recordings, click on the detail icon

A screenshot of a table listing rooms. The table has columns for 'Category', 'Name', 'Room owner', and 'Room status'. A 'Refresh' button is in the top right. A blue arrow points to a detail icon (a small square with a magnifying glass) in the 'Room status' column of the first row, which is circled in red.

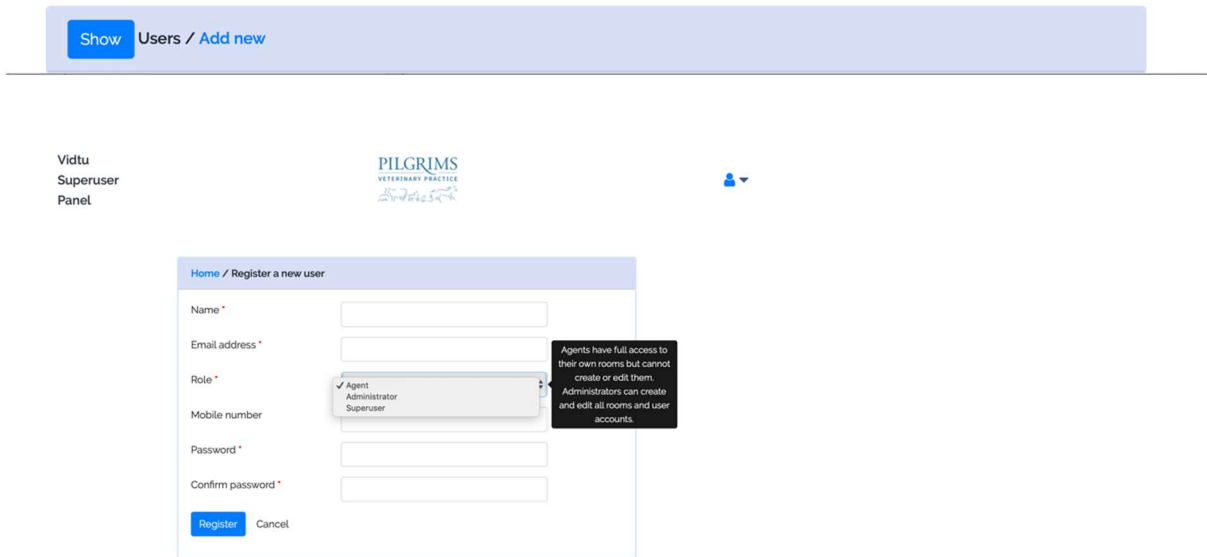
Category	Name	Room owner	Room status	Refresh
All	filter by roomname	filter by user_id	filter by updated_at	Filter
Default	Team room	SuperUser	2020-03-23 17:06:19	Detail
Default	Test	SuperUser	2020-03-24 05:13:15	Detail
Default	Practice Meetings	Luke	2020-03-24 00:11:49	Detail
Emergency	EMERGENCY GENERAL IDOGI - don@vidtu.com - twvqcg	Luke	2020-03-24 05:51:57	Detail
General Consult	GENERAL IDOGI - luke@vidtu.com - dcypx	Luke	2020-03-24 06:26:04	Detail

The screenshot displays the Vidtu room management interface. At the top, there is a breadcrumb trail: "Home / Room: Team room / Edit". Below this, there are two buttons: "Invite participants by text or email" and "Join room". A list of room details is shown, including a participant room link with a "Copy" button, participant PIN, room mode, recording settings, owner, public status, account, and contact information. Below the details are five expandable sections: "File Attachments", "Call history and events", "Chat history", "Recordings", and "Notes". The "Notes" section is currently collapsed, showing a text input field and an "Add note" button. A blue arrow points to the "Add note" button.

From here the room details can be accessed. Note – once notes are entered into the room log they cannot be edited.

Adding more admin users to the system

Click on the bar at the bottom of the control panel.



Admin users can then be added accordingly and will have access to your organization's Vidtu admin site.

Adding Consultation types and Notifications

The 'Consults' panel allows you to create different type of consultations that your clients can request. You can associate a different price with each consultation type, and notify a different group of administrators or practitioners depending on the consultation type requested by the client. For example, you could create an 'emergency' consultation type that charges a particular rate (determined by the Stripe code that you assign it) and notifies one or more on-call consultants.



The screenshot shows the 'Vidtu Superuser Panel' interface. At the top, there is a navigation bar with the 'vidtu' logo, the text 'Administrators Guide', and a user profile icon. Below the navigation bar, the main content area displays a form titled 'Home / Create a new consultation type'. The form includes several input fields: 'Consultation Type*' (with a note: 'This text will appear in the Consultation Type drop down on the front page form. Try to keep it short!'), 'Reception email/s', 'Reception Mobile/s', and 'Stripe SKU'. Each field has a corresponding text box and a small explanatory note. At the bottom of the form, there are two buttons: 'Create consultation type' (highlighted in blue) and 'Cancel'. Below the form, the 'vidtu' logo is displayed, followed by the copyright notice '© Copyright 2019-20 Vidtu Vet Limited.' and a link to the 'Privacy policy'.

The above options allow superusers to configure who receives notification and to assign unique stripe codes.

Creating a new consult type will automatically sync with the front end of the website – giving your clients a new choice of consultation type to select.

The screenshot shows a mobile application interface for a consultation form. The form is titled 'Consultation Type *' and features a dropdown menu with the selected option 'Select consultation type' and 'General consultation'. Below the dropdown is a text input field labeled 'Brief Description' with the placeholder text 'Optional - please briefly describe your concern'. The background of the form is a blurred image of a person's hands.

Help and support

Please contact us on support@vidtu.com or +44 203 8000 0418 if you need further assistance or information.