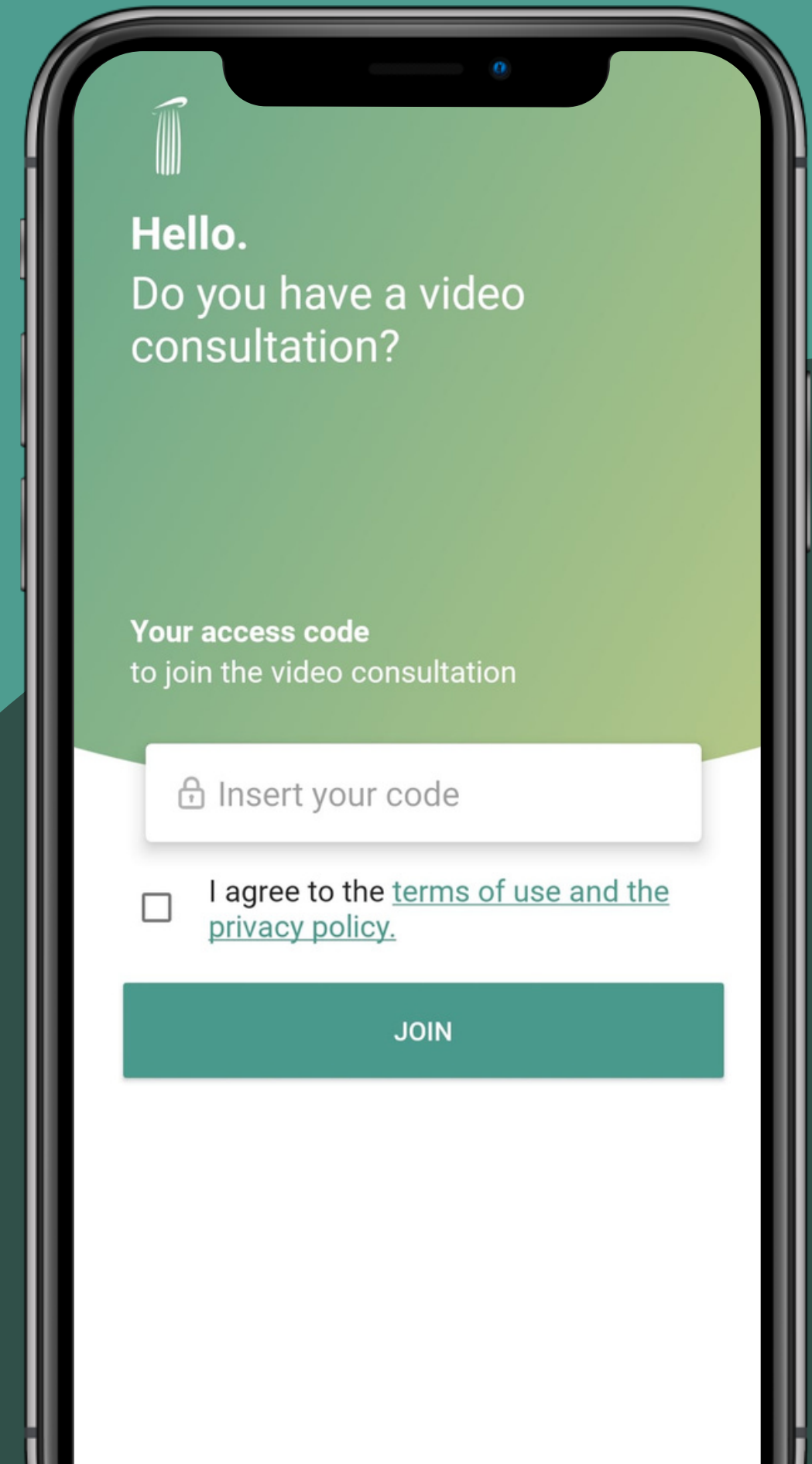




Sinews Online App

LEARN TO USE OUR NEW APP FOR YOUR
VIDEOCONSULTATIONS





Download our App

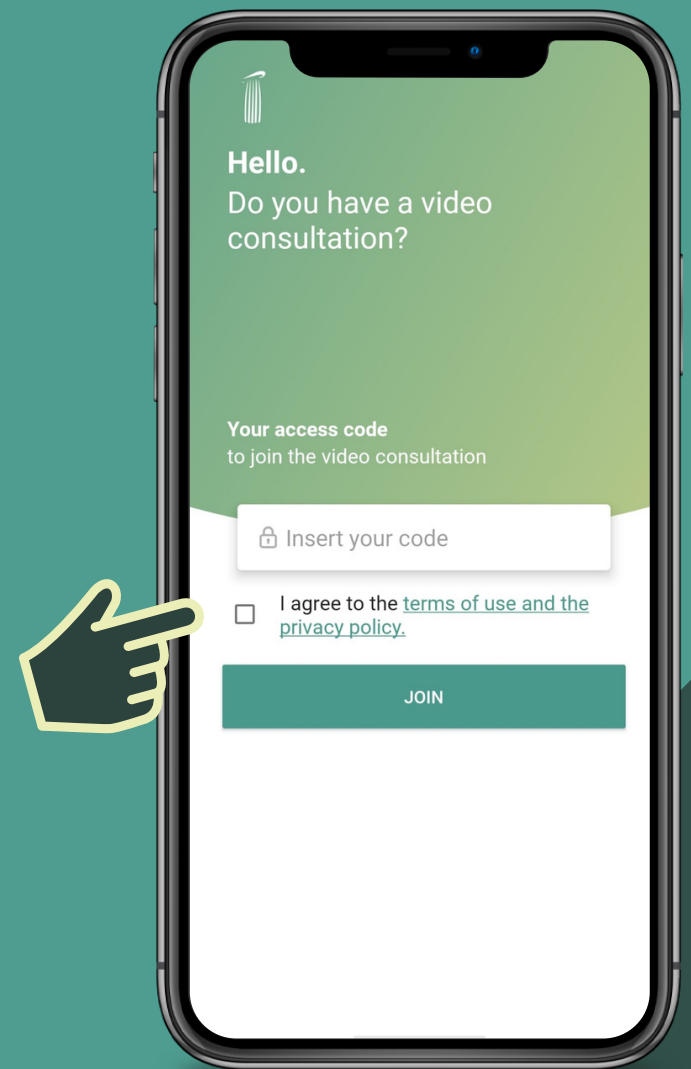
From the App-store of your Iphone or the Playstore of your Android, look for our application. Just search for Sinews MTI or Sinews and hit download.

Once installed on your mobile you can access your video calls through two methods:

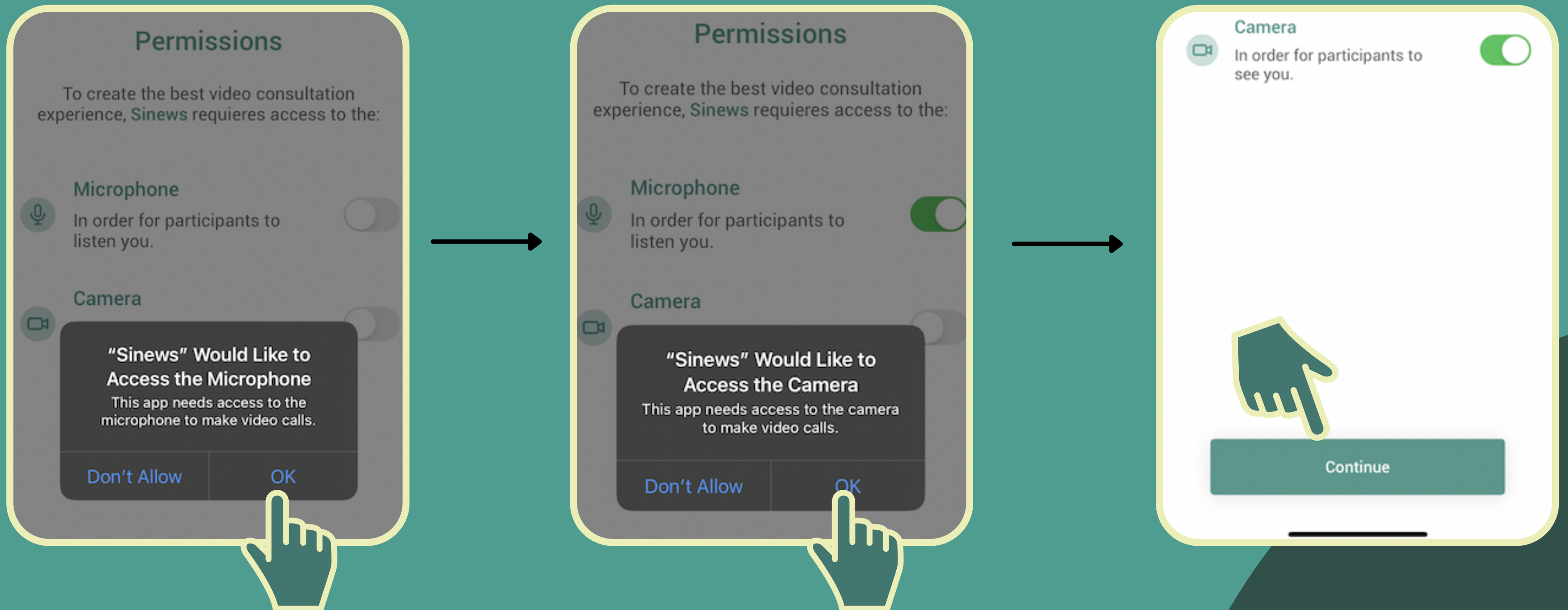
1ST METHOD: FROM THE SMS

1. Open the SMS you've received with a link to access the video consultation and tap on the link

2. The Sinews app will open. You will need to accept the terms and conditions to use it if you haven't done it before:



3. Go back to the SMS and open the link again to access the video consultation. The Sinews app will open again to request access to the microphone and camera on your device. You will only need to allow this once:

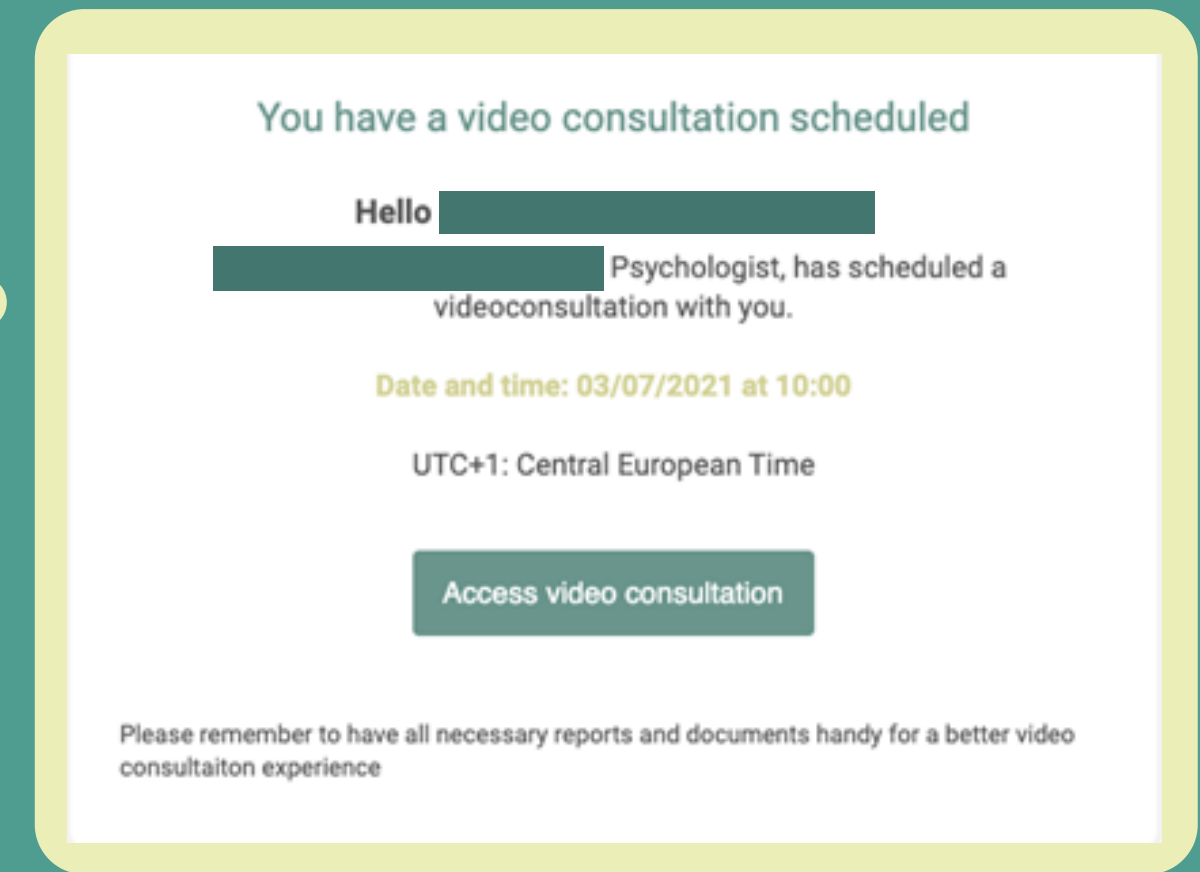


4. Once both permissions are successfully granted, please tap on "Continue" to access the video consultation

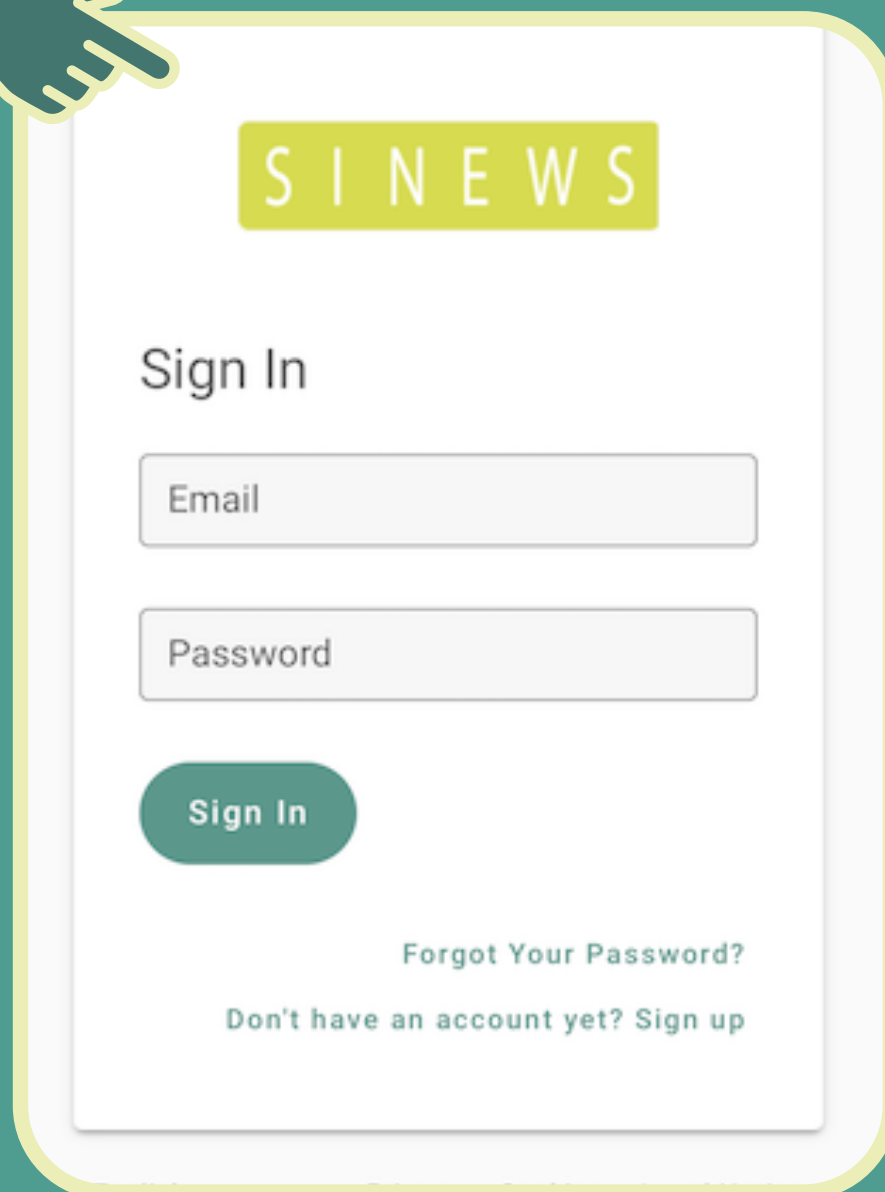


2ND METHOD: FROM THE CONFIRMATION EMAIL

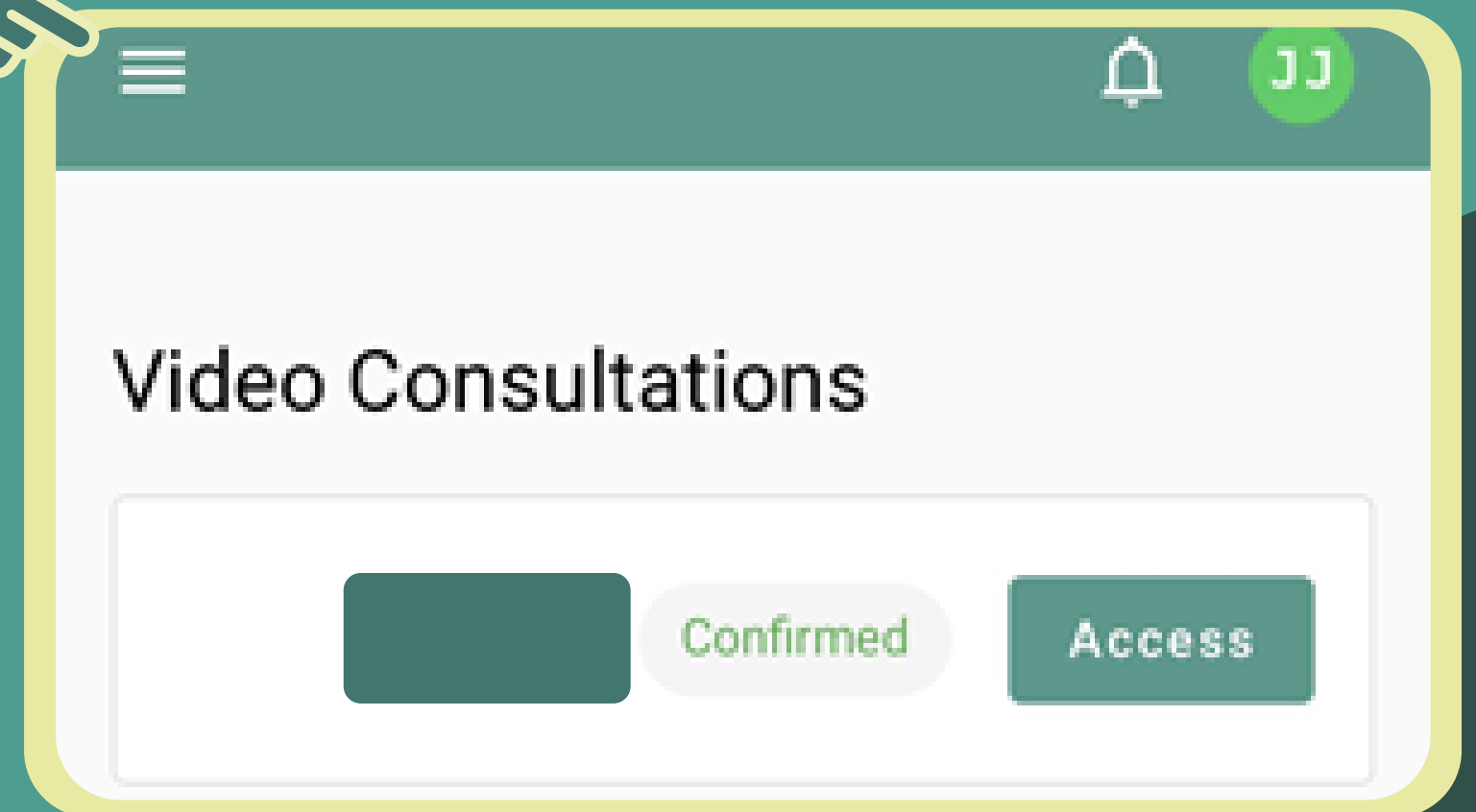
1. Open the confirmation email and go to “Access Videoconsultation”



2. Log in to the Sinews platform

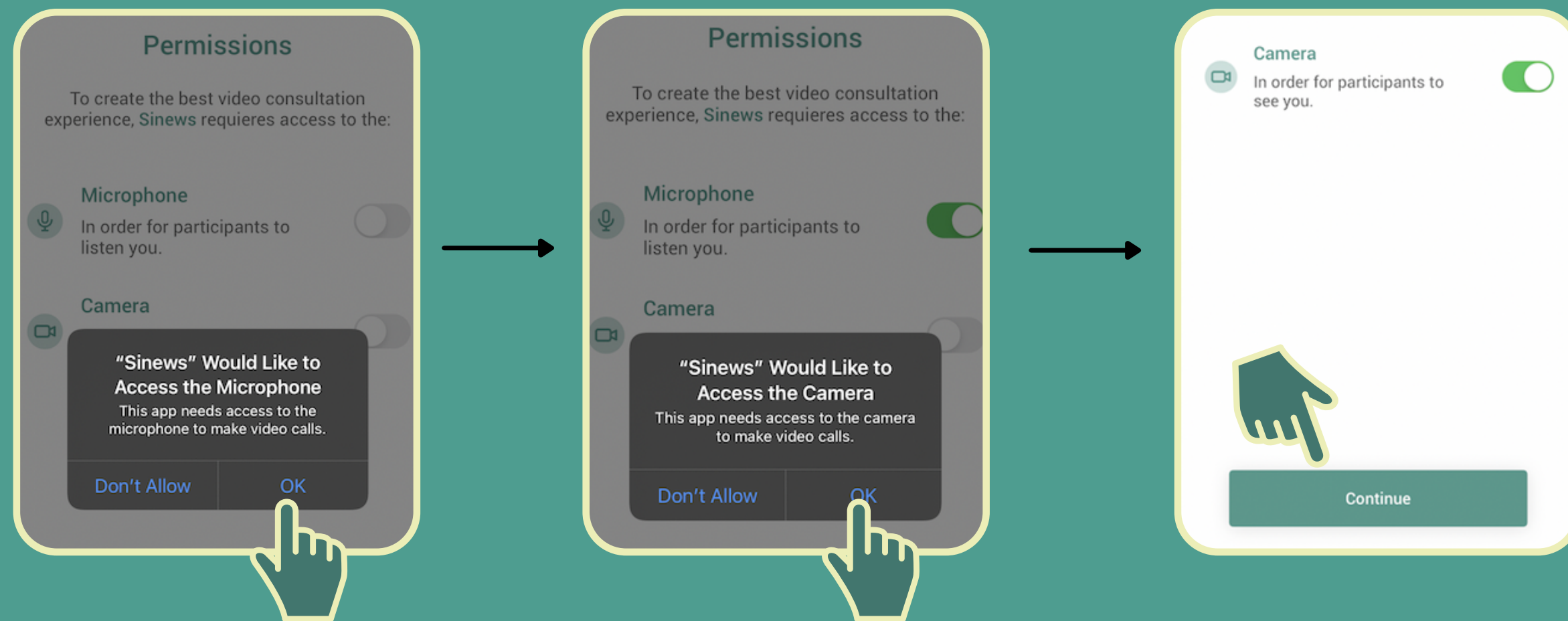


3. Tap on “Access” to access your videoconsultation





4. The Sinews app will open again to request access to the microphone and camera on your device. You will only need to allow this once. Once both permissions are successfully granted, please tap on “Continue” to access the video consultation



In case the application does not directly open the session, you can copy the code that you will see in the list of video consultations in your platform profile and enter it in the text box that you will see when you open the app: