ZAURUS

Quick start
Manual for care recipients

Version 1.0

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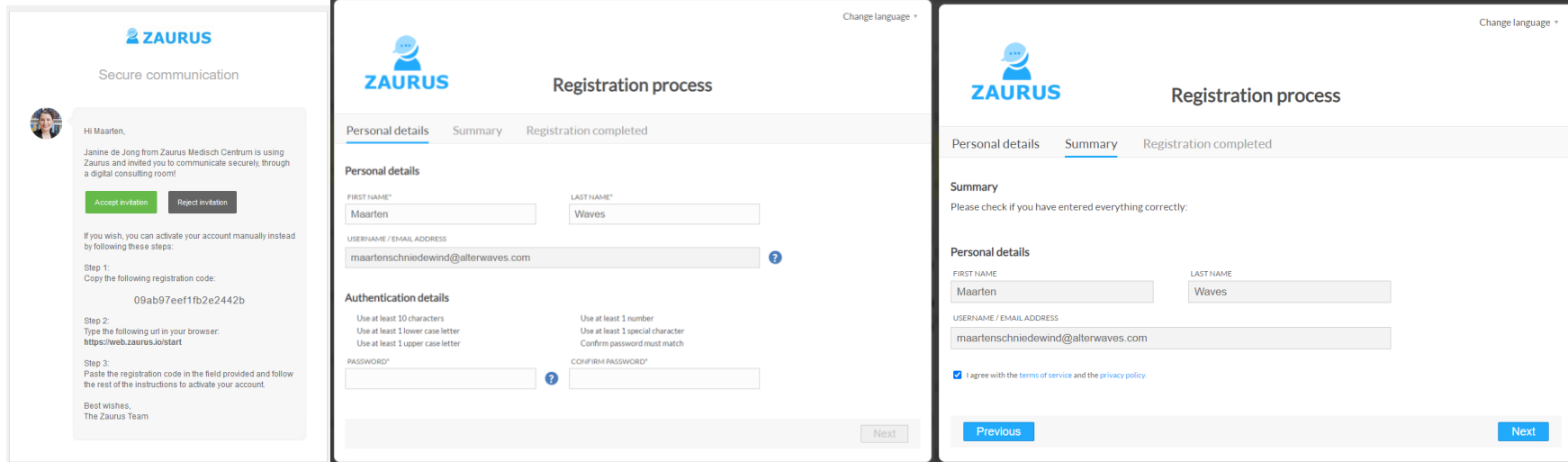
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Contents

1 Activate

You have received an email to register your Zaurus account. Follow the steps below.

Invitation by e-mail

Click the "Accept invitation" button.

If this does not work, follow the instructions at the bottom of the email.

Registration process

Click "Create your account"

Check your details

Create a password

Confirm your password

Click "Next"

Summary

Read the terms and conditions and the privacy statement and if you agree, tick "Agree".

Click "Next"

The account is ready to use.

1 Log in

There are several ways to log in to Zaurus. Think of logging in via the internet (via the web browser) and via an app.

1.1   With an internet browser

Go (preferably using Google Chrome or Mozilla Firefox) to https://web.zaurus.io to log in to Zaurus.
Enter your username and your password followed by clicking on "Login".

1.2   With the app

Zaurus can be used in several ways. Opening Zaurus via a web browser was discussed in the previous section. However, it can be useful to download an app so that you can quickly access Zaurus wherever you are. We make a distinction between the different devices on which an app can be installed, namely on a mobile, on a tablet or on a computer/laptop.

|	
iOS device (mobile phone and tablet)	https://apps.apple.com/gb/app/zaurus/id1486590683
Android device (mobile phone and tablet)	https://play.google.com/store/apps/details?id=io.zaurus.messenger
MacOS (computer/laptop)	https://desktop-updates.zaurus.io/download/macos
Windows (computer/laptop)	https://desktop-updates.zaurus.io/download/windows

2 Setting up your profile

Before you start using the functionalities of Zaurus, it is important to set up your profile properly. At the top right of the screen is your name. Click on your name. A drop-down menu will appear. Click on "Profile".

2.1 Using a profile picture

A profile picture is used in the chats in which you participate. This allows participants to identify you.

To set or change a profile picture, click on "Change picture" below the picture. You will then see the explorer of your computer/laptop/tablet or mobile phone. Use the explorer to find the photo you would like to upload. Once selected, choose the "Open" option. Your chosen photo will then be uploaded and shown in your profile.
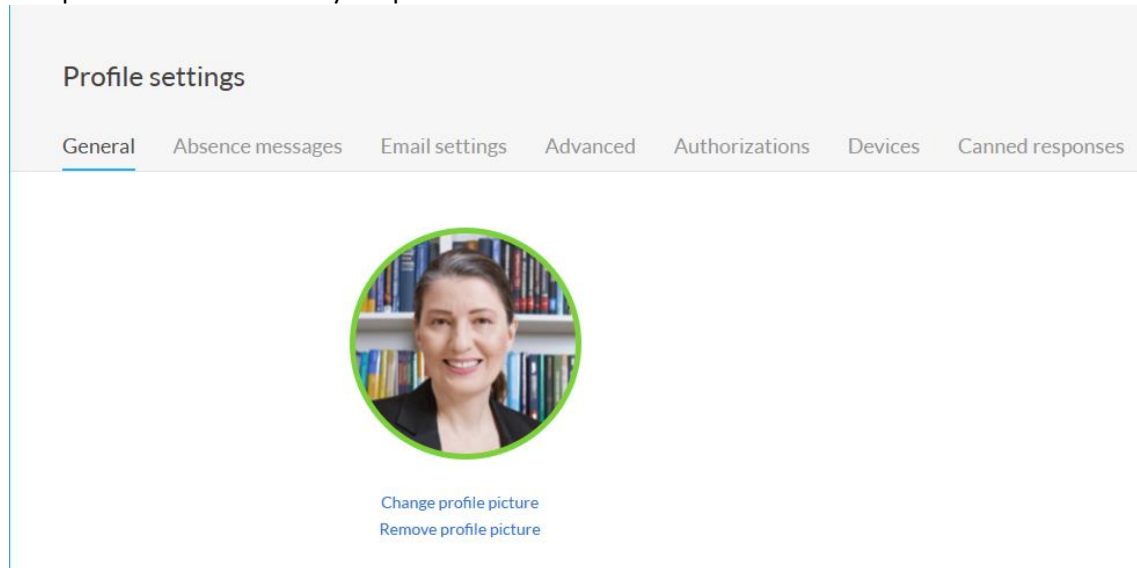
2.2 Check/change first and last name

You can change your first name in the "First name" field. You can change your last name in the "Last name" field. If your surname consists of an intermediate prefix, write the prefix in lower case letters, for example "de Jong", "ten Voorde".

3 Chat

This counter shows when you have unread messages.

Open the whiteboard linked to this consulting room.

Change your status (online, busy, etc.).

Here you will find a menu with your profile and other settings.

This view shows all chats.

Here you can see your healthcare providers.

This view shows your consulting rooms.

Here you will find the files you received.

Go here if you need any assistance.

Here you can find all Zaurus download links.

Enter or join a viceo call.

These are the current participants.

Type your message here.

Click here to send your message.

Add files (like photos, PDFs, etc.).

Add any smiley you like.

Check this box if you wish to send messages by pressing 'Enter'.

Give your message a 'Lifespan' - after this it will be removed.

Elke Van Sinderen
elkevansinderen@alterwaves.com   2

Elke Van Sinderen   ≡

Treatment E. van Sinderen - 298479247

Open whiteboard   Enter video call

Search

Filter ∨

More ∨   Search

Treatment E. van Sindere...
Zaurus Medical Center
3 participants   Apr 9, 2020 - 9:16 PM

Janine de Jong
Zaurus Medical Center
Mar 10, 2020 - 5:32 PM

Mary van Sinderen
Zaurus MC Patients
Nov 14, 2019 - 4:43 PM

November 14, 2019

Elke Van Sinderen , Phil Jones , Alicia du Bois added to this consulting room by Janine de Jong
Nov 14, 2019 - 6:05 PM

November 15, 2019

Janine de Jong: Hi Elke. As we discussed, I hereby send you some files in preparation for our consultation later this week. I will start the video call in this consulting room. See you then!

Rontgen E van Sinder...
Image
36.68 kB

Treatment plan E van ...
PDF document
754.94 kB

Nov 15, 2019 - 11:16 AM

Thanks so much! I will make sure to check it out before our meeting. See you at the consultation!
Nov 15, 2019 - 11:18 AM

November 20, 2019

Type your message...

Send   Attach files

4   Video call

Share your screen with the other participants.

Gebruik de kleine weergave (zo kun je tijdens een videogesprek berichten of bestanden delen.)

Gebruik de medium weergave.

Gebruik de (standaard) grote weergave.

Exit the video call.

Switch to another microphone or camera.

Mute or unmute your microphone.

Switch your camera on or off.

Access the whiteboard linked to this room.

Turn the volume up or down.

Use 'picture-in-picture' mode.

Show the video imagery full screen.

Tips for video consultations

Environmental factors

Light

Ensure you have access to a bright area where you can make video calls. Light from the front and side works best.

Space

Is the room you are in suitable for video calling? Is there enough light? Is the space neat / professional? Do you have a good WiFi / internet connection in the room? Are there notes hanging / visible on the desk that you would rather not share with others?

Sound

Provide a place where you can have a quiet conversation.
Can you speak freely about confidential information?
Use earphones or a speaker to hear the sound from the conversation better.

Housemates

Let housemates know that you are going to make video calls and indicate that you do not want / cannot be disturbed.

ICT factors

Internet connection

What about your internet connection? How is the signal strength? Is your internet stable? For fast and stable internet, you can connect your computer with an internet cable to the router (e.g. UTP cable) or via a hotspot (4G network) which you create on your mobile phone.

Confidential information

Close applications / windows containing confidential information before sharing the screen.

Position of the camera

Is the position of your camera correct? Are your head and shoulders in the picture?
Tip! Use books or a stand to elevate your laptop to have your camera at a better angle.

Preparation

Prepare for your video call. Is the computer sufficiently charged? Is the battery cord nearby? How is your WiFi connection? Have you removed the cover from your camera? Are you logged in?

Non-verbal factors

Use non-verbal gestures (e.g., thumbs up, wave, nod "Yes" or "No" to indicate your opinion indirectly.

While speaking, do not forget to make eye-contact with the participants by looking into the camera.

Others

Be on time for your appointment.

Help and support

Support portal

Computer / Laptop

Within the application you will find a question mark icon in the left bar on your screen. Click it to visit our support portal at https://support.zaurus.nl/en/support/home.

Tablet / Mobile phone

Click on the "menu" icon at the top right of the screen. Then choose the option "About / Help" and then choose "Help / FAQs".
You will be directed to https://support.zaurus.nl/en/support/home.

On our support portal, you will find video instructions, frequently asked questions (FAQs), manuals and other information.

Extensive manual

All functionalities described in this Quick Start Manual are extensively explained in our full manual. If the Quick Start does not provide sufficient instruction to perform an action, please consult our extensive manual, which can be found on the support page.

Tip! View the security options within Zaurus.
The extensive manual of Zaurus also describes additional security options that you can set to further secure your account.

Urgent questions

If your question is urgent, we recommend that you contact our Support Desk by telephone: +3172 - 2029123.

If necessary, take a Print Screen from the displayed screen. Make sure that there are no personal data or other sensitive information on it. Any personal information that can be seen in the Print Screen must be made illegible (for example by means of an operation in Paint). If necessary, send the Print Screen along with your question / comment to the Support Desk.

Windows computer	Apple computer