

# Install & Configure the MedConsult Mobile App



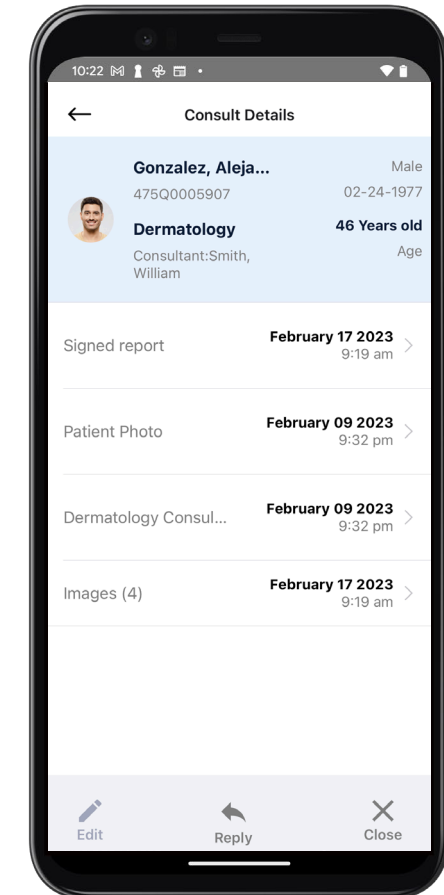
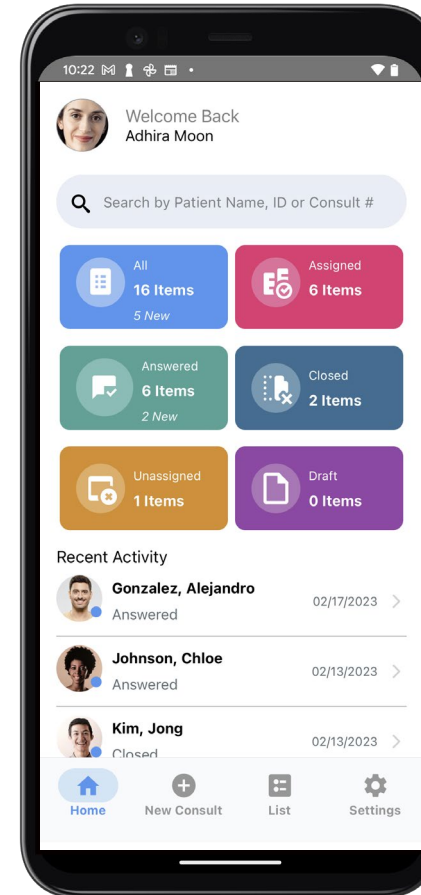
The MedConsult Mobile App enables you to securely view and manage consults using any recent iOS device or Android smartphone running:

- iOS version 16
- Android version 12 or 13

This Quick Sheet shows you how to install the Mobile App, configure the first user account, and add/delete users.

To get started, you'll need:

- Your Medweb Company Code – provided by your Medweb Admin
- The name of your Medweb Server
- Your Medweb server login and password



# Install & Configure the Mobile App


## Install the App for iPhone

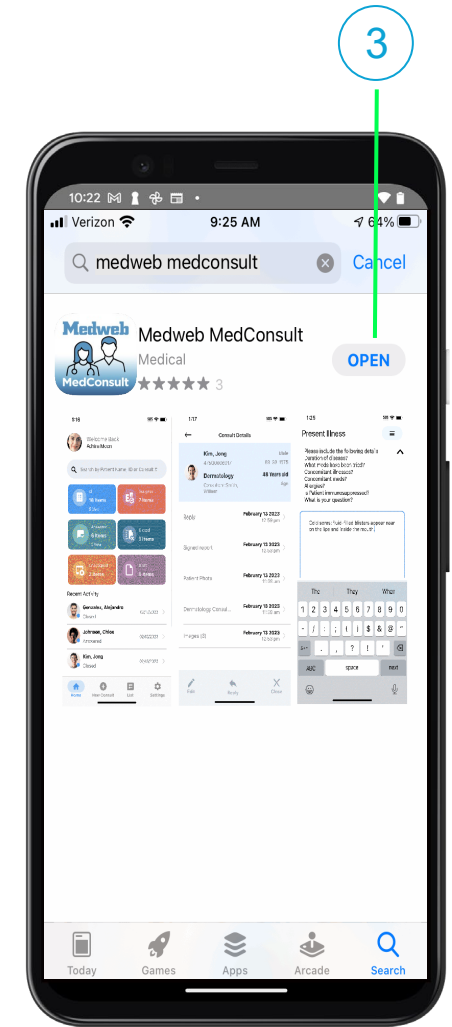


[Install the App for iPad](#)

[Install the App for Android](#)

### Install the app onto your iPhone

1. Open the App store on your iPhone and search for “medweb medconsult”.
2. Tap **GET** to install the app.  
**Tip:** The next time you go to install the app, the icon changes from **GET** to .
3. When the installation is complete, tap **OPEN**.



# Install & Configure the Mobile App

## Install the App for iPad

[Install the App for Android](#)

[Install the App for iPhone](#)




### Install the app onto your iPad

1. Open the App store on your iPad and search for “medweb medconsult”.



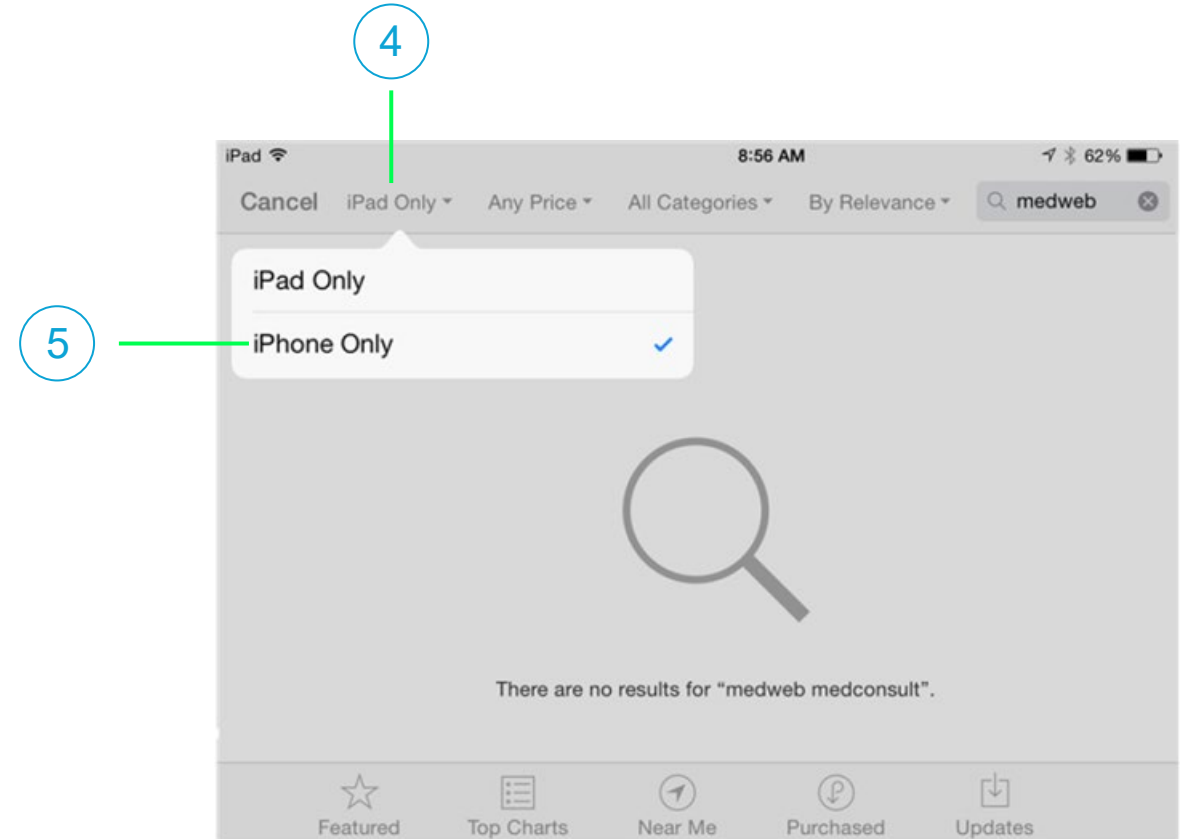
2. Tap **GET** to install the app.

**Tip:** The next time you go to install the app, the icon changes from **GET** to .

3. When the installation is complete, tap **OPEN** ..

4. At the top of the page, tap the **iPad Only** dropdown menu.

5. Select “iPhone Only”.



# Install & Configure the Mobile App

## Install the App for Android

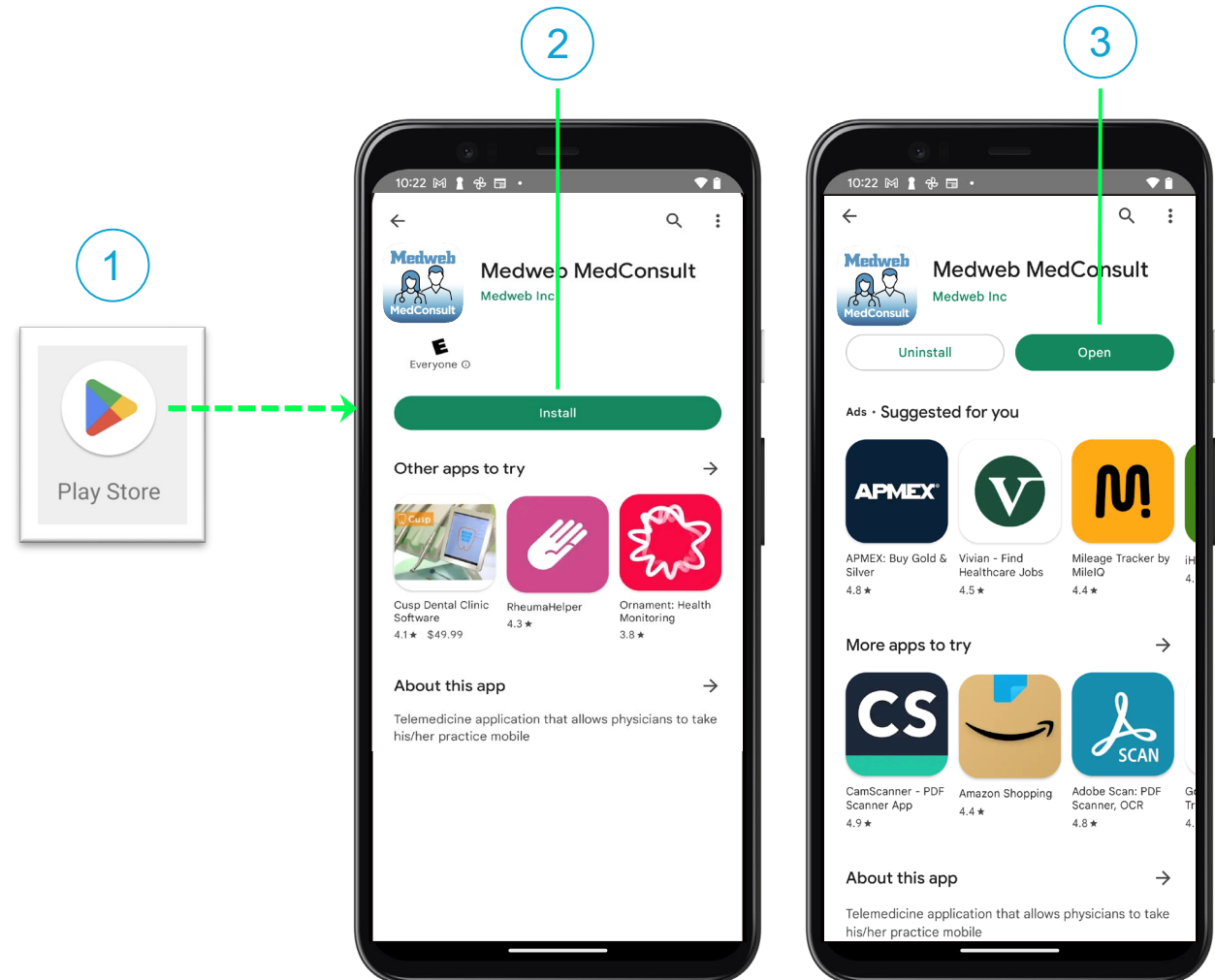
[Install the App for iPad](#)

[Install the App for iPhone](#)



### Install the app onto your Android smartphone

1. Open Google Play Store on your Android smartphone and search for “medweb medconsult”.
2. Tap **Install**.
3. When the installation is complete, tap **Open**.



# Install & Configure the Mobile App

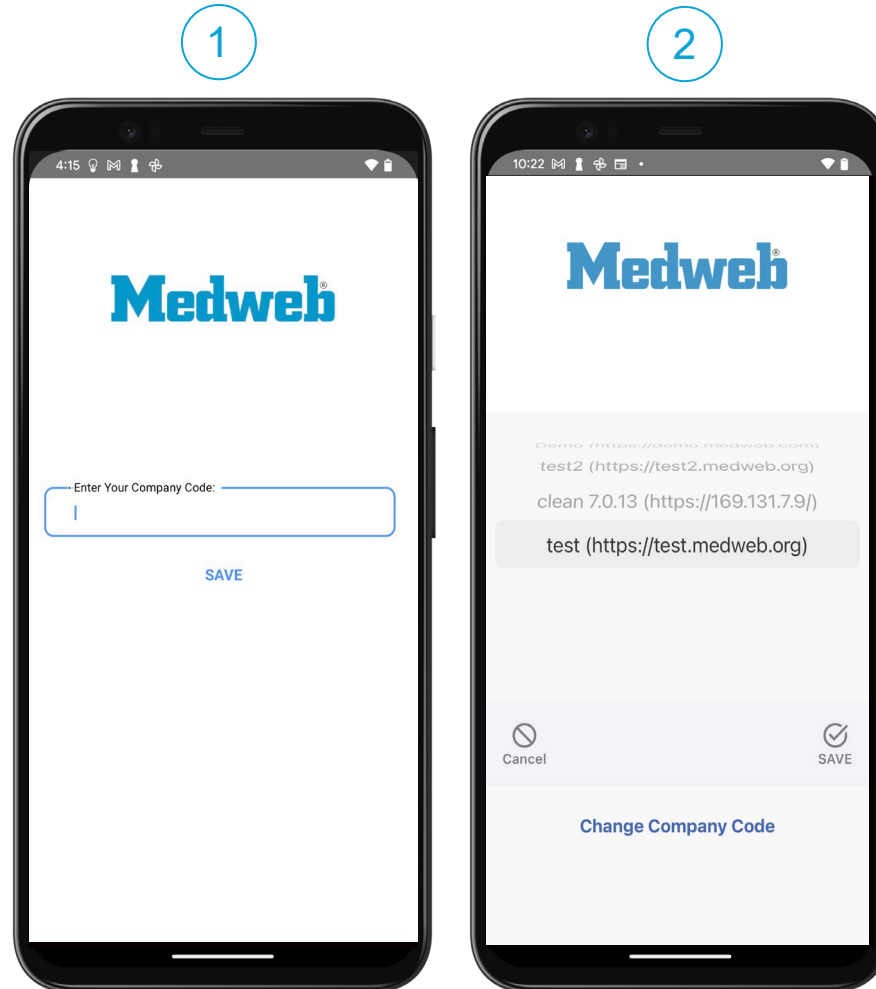
## Configure the App



The Medweb Mobile app opens – follow the steps below to complete configuration:

1. Enter your Medweb Company Code and tap **Save**.
2. Choose a Medweb server and tap **Save**.

(continued...)



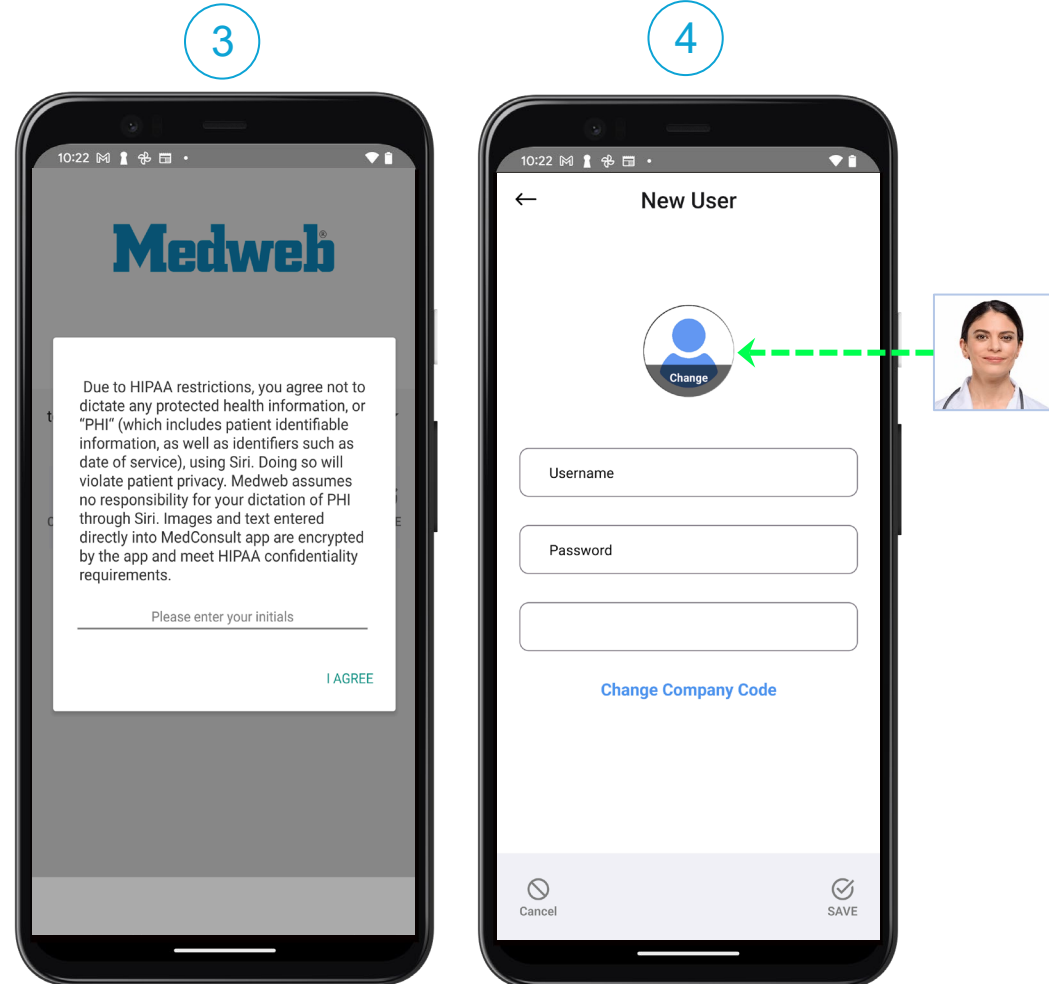
# Install & Configure the Mobile App

## Configure the App (continued...)



3. The HIPAA agreement displays. After reviewing the agreement, enter your initials and tap **I Agree**.
4. The New User screen displays.
  - If desired, tap on the **Change Photo** icon to take or choose a profile photo.
  - Enter your Medweb username and password
  - Tap **Save**.

(continued...)





# Install & Configure the Mobile App

## Configure the App (continued...)

6. If your device has biometrics configured, the biometrics screen displays. Tap **Face ID (Face Unlock for Android)** to allow/disallow biometric login authentication.

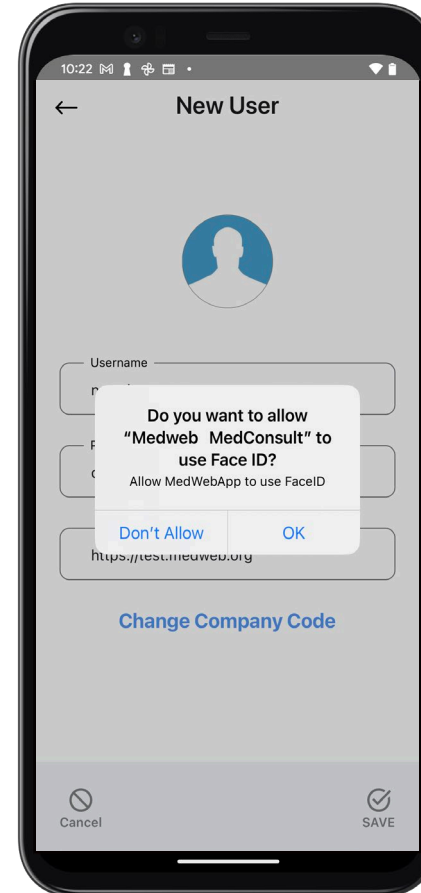
**Note:** You can only set up biometric login for one user.

7. An access message displays. Tap **Allow** if you would like to see a notification icon on the MedConsult app when changes are made to a consult:

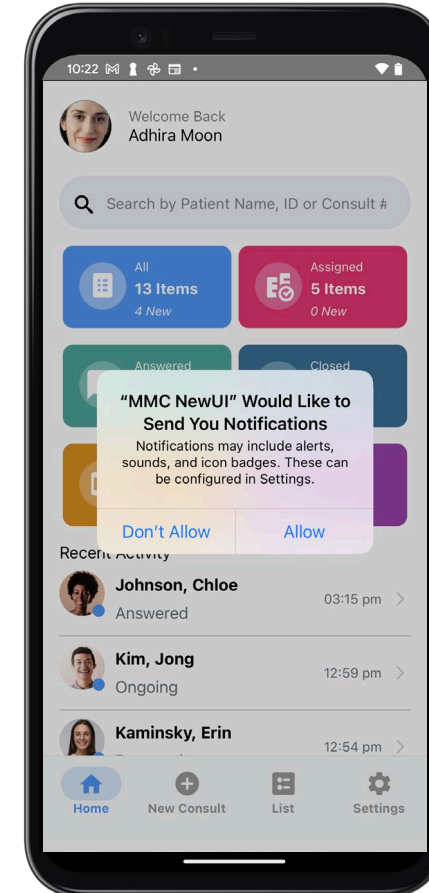


Initial setup is complete! Mobile App onboarding tips display; see the next slide.

6



7



# Add & Delete Users

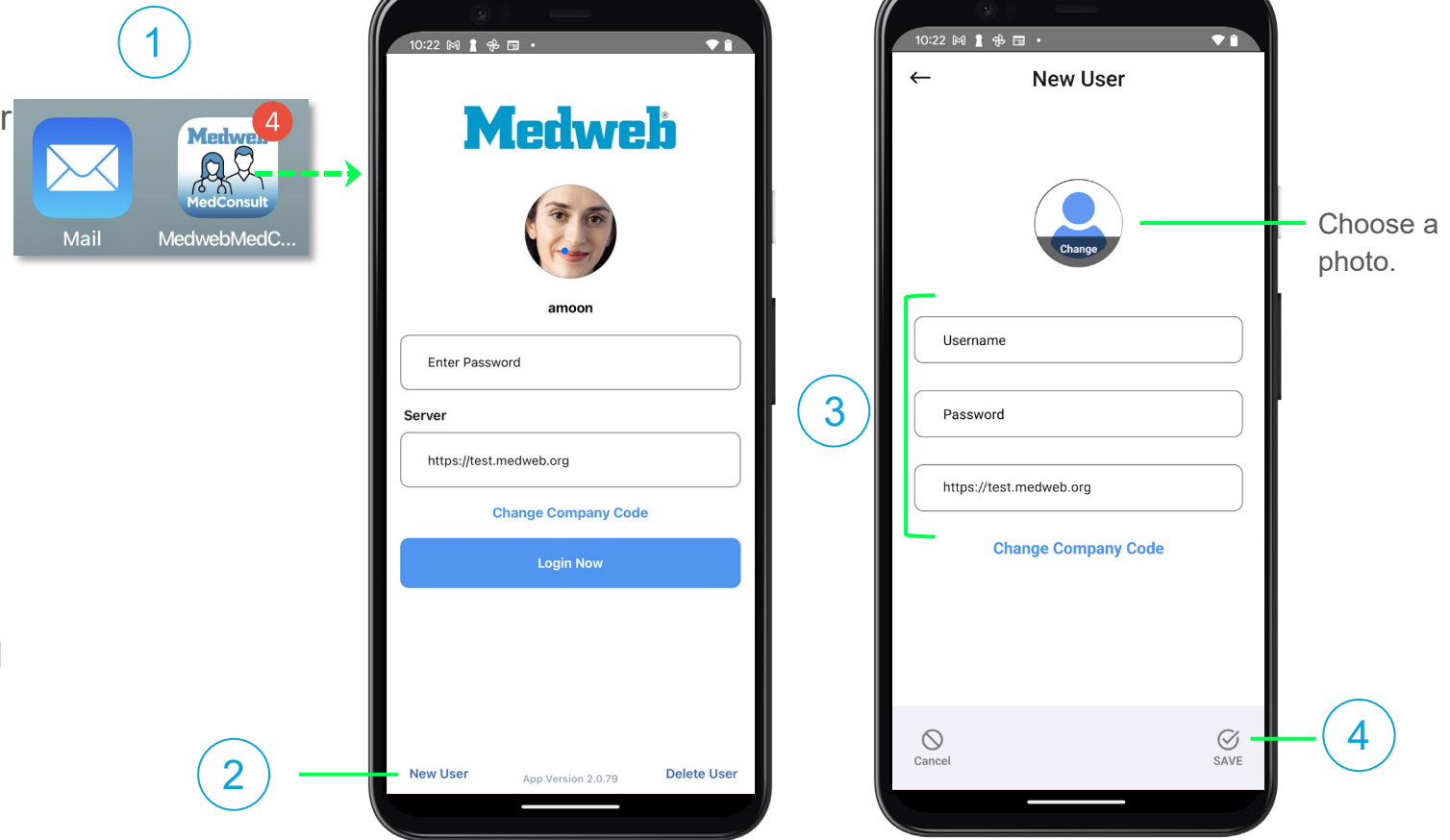


You can add additional users or delete users from the Mobile App **Login** screen (three dots appear over the Choose Photo icon when there is more than one user).

A new user can be added to the Mobile App once their user account is created on the Medweb Telemedicine server.

## To add a user

1. Tap the Mobile App icon on your device to open the login screen.
2. Tap **New User**.
3. Enter user information:
  - If desired, tap the **Change** photo icon to choose a photo
  - Enter the user's Medweb username and password
  - Tap **Change Server** as needed to choose a different server for the new user
4. Tap **Save**.





# Add & Delete Users

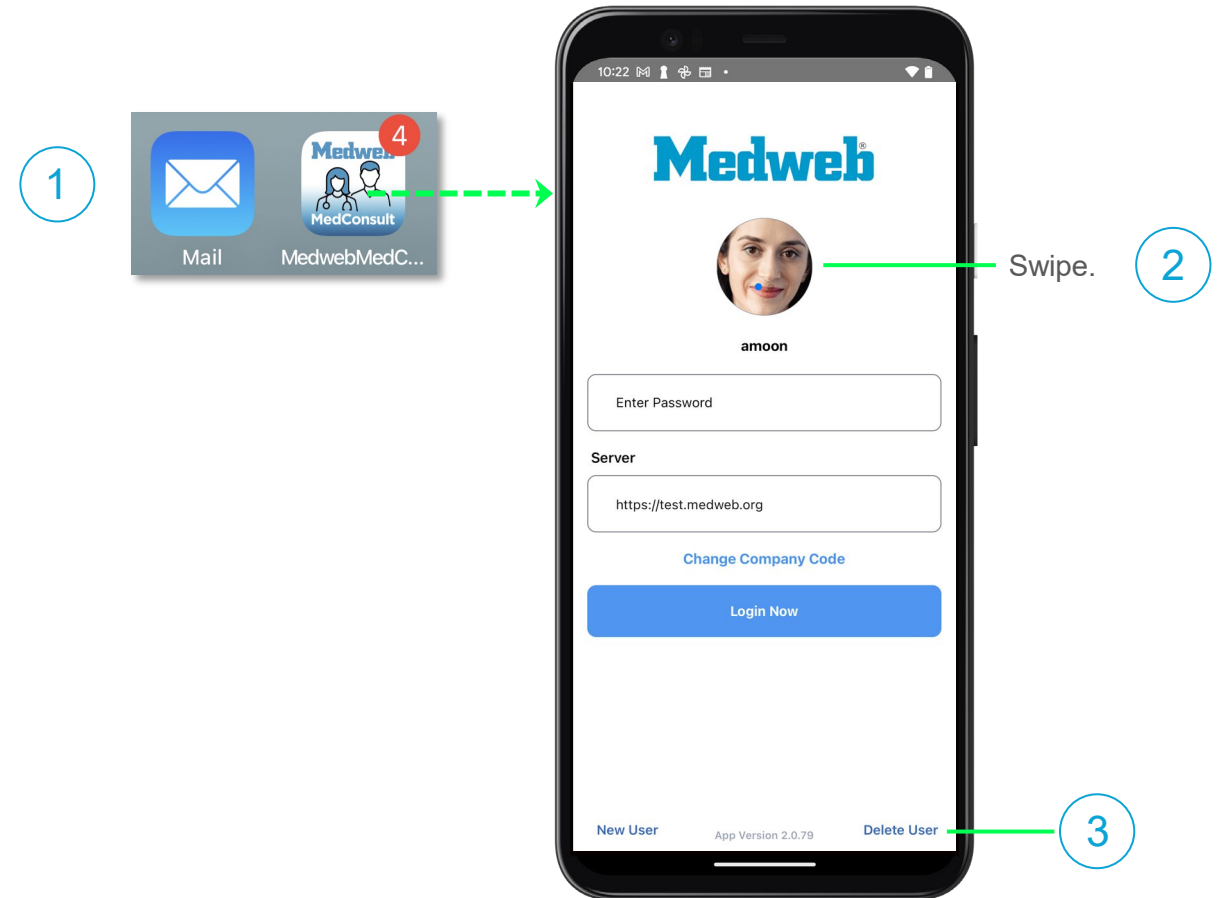
## Delete a User



### To delete a user

1. Tap the Mobile App icon on your mobile device to open the login screen.
2. If more than one user has access to this device, swipe left on the **Change Photo** icon to find the user that you want to delete (three dots appear over the icon when there is more than one user).
3. Tap **Delete User**.

**Note:** Deleting a user in the Mobile App does not delete the user account from the Medweb Server. To delete a user that is no longer with your company, contact your Medweb Server administrator.



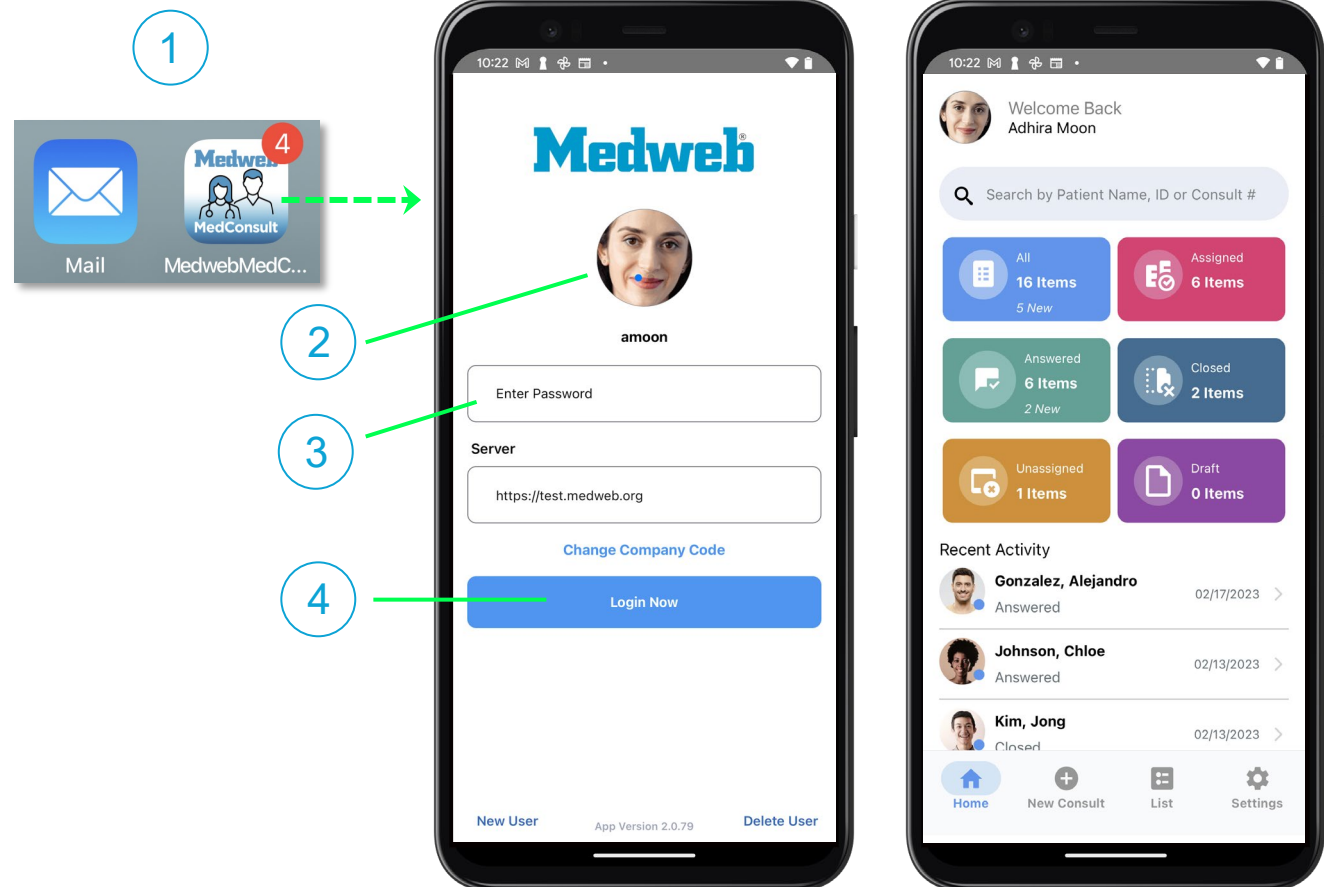
# Log in to the Mobile App



After the initial app set up, you'll access the Mobile App via the Medweb MedConsult icon.

1. Tap the MedConsult icon (the MedConsult login screen displays).
2. If more than one user has access to this device, swipe through the users within the Choose photo icon to find your entry.
3. Enter your password.
4. Tap **Login Now**.

The MedConsult Home screen displays.





# Medweb Telemedicine Documentation

## Telemedicine Documents

### Dermatology – Referring Provider

Full Course	Full course/user guide – includes instructions for the Web App and Mobile App
Web App Quick Sheet	Printable high-level overview for the Web App
Mobile App Quick Sheet	Printable high-level overview for the Mobile App

### Dermatology – Consulting Provider

Full Course	Full course/user guide – includes instructions for the Web App and Mobile App
Web App Quick Sheet	Printable high-level overview for the Web App
Mobile App Quick Sheet	Printable high-level overview for the Mobile App
Resident Workflow Quick Sheet – Attending Consultant	Printable high-level Resident workflow for the Attending Consulting Provider
Resident Workflow Quick Sheet – Resident Consultant	Printable high-level Resident workflow for the Resident Consulting Provider

### Admin & Setup

THIS DOC →

MedConsult Mobile App Download & Configuration	How to install and configure the MedConsult Mobile App
Telemedicine Server Admin Guide	Detailed admin information for the Telemedicine Server

To access Medweb documentation, go to: **View Patients > Medweb Menu > Medweb Manuals.**

The manuals that you see depend on your server setup.