

Live images say more than a 1000 words



Easy



Safe



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9373336-32 Rev 2

Content

1	Activating WeSeeDo Direct	2
2	Using WeSeeDo Direct	3
2.1	Log in	3
2.2	Getting started	4
2.3	Sending an SMS	5
2.4	A two-sided connection	6
2.5	Establishing the conversation	7
2.6	WeSeeDo Direct functionalities	9
2.6.1	Chat	9
2.6.2	Camera	9
2.6.3	Breaking the visual connection	9

1 Activating WeSeeDo Direct

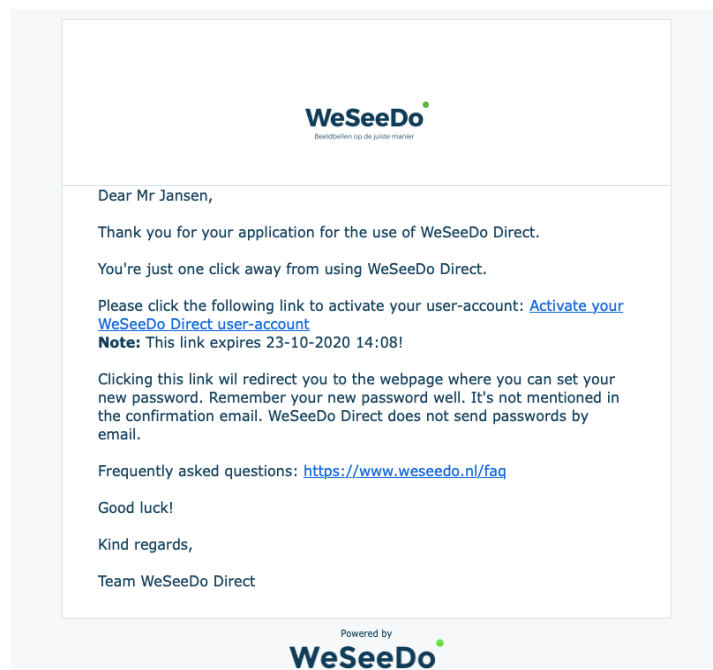
You don't need to install any special software for WeSeeDo Direct. WeSeeDo works on any modern browser and on every modern telephone or computer. We do advise you to use the browser Google Chrome on a decent computer or laptop.

After requesting an account, an invitation to activate your WeSeeDo Direct user account is sent to the email address you provided. Click on the link '**Activate your WeSeeDo Direct user-account**' in the email and create a password. The link works up to 72 hours after you receive it. Did you not receive the email? Check your spam box before contacting us. The password should be a minimum of 8 characters and needs to contain: at least one capital, one lower case and one number.

Please note: Remember the password, as it will not be shown anywhere else.

After you enter the password, press the button '**Set password**'. The password is now saved. After creating your password, you will receive a confirmation email.

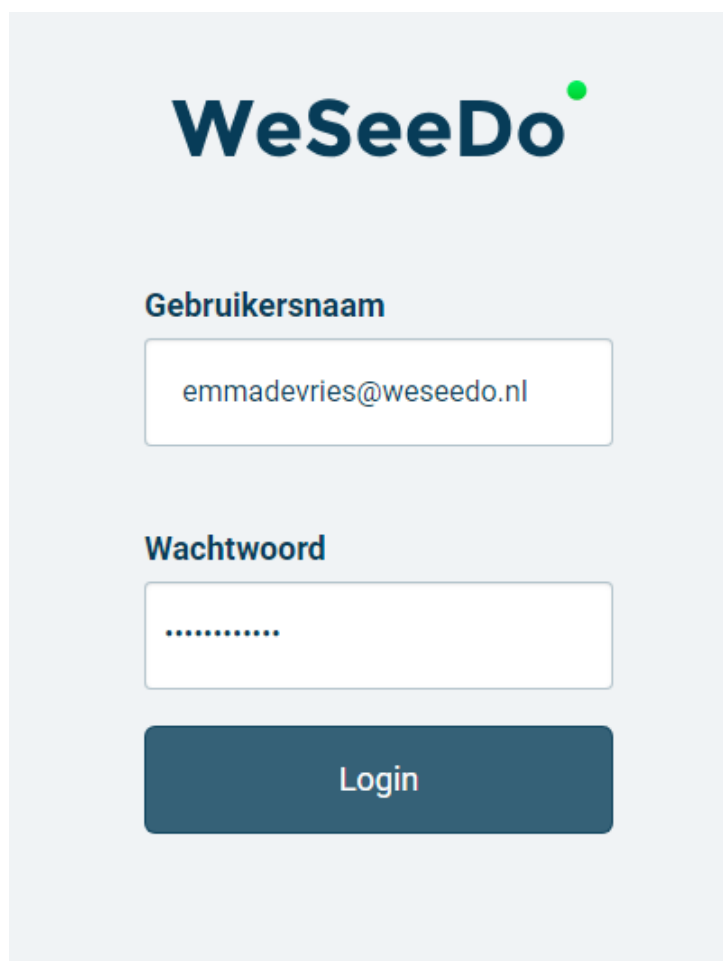
User experience tip: Before you start using WeSeeDo Direct, we advise you to do a test, for instance with a colleague. Should you encounter any problems or in case you have questions, contact the technical support unit by sending an email to: support@weseedo.nl or by calling: +31 (0)85-2737977.



2 Using WeSeeDo Direct

2.1 Log in

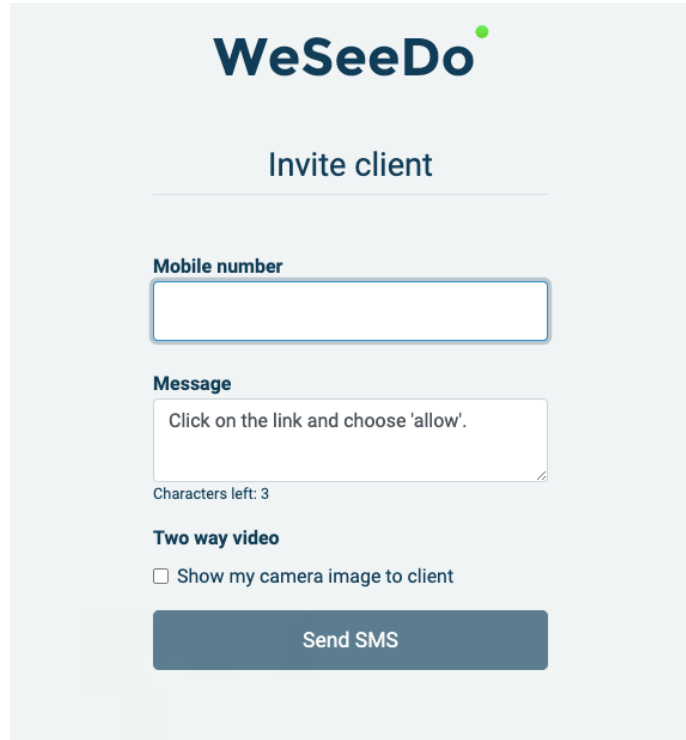
In order to log in, enter **<https://login-direct.weseedo.nl>** in the browser bar or visit our website: www.weseedo.nl and log in with the log in button at the top right of the homepage. On the log in page you can log in with your email address and password.

The image shows a login form for WeSeeDo. At the top is the WeSeeDo logo, which consists of the text 'WeSeeDo' in a dark blue font with a small green dot above the 'o'. Below the logo, there are two input fields. The first is labeled 'Gebruikersnaam' (Username) and contains the email address 'emmadevries@weseedo.nl'. The second is labeled 'Wachtwoord' (Password) and contains a series of dots. Below these fields is a dark blue button with the word 'Login' in white text.

User experience tip: If you use the browser Google Chrome, you have the option to set the log in page onto your desk top. To do so, go to <https://login-direct.weseedo.nl> and click on the star icon on the right in the address bar.

2.2 Getting started

After log in, the dashboard of WeSeeDo Direct appears. You are now ready to start using WeSeeDo Direct.



The image shows a web form titled 'WeSeeDo' with a subtitle 'Invite client'. The form contains three main sections: 'Mobile number' with a text input field, 'Message' with a text area containing the text 'Click on the link and choose 'allow'' and a character count 'Characters left: 3', and 'Two way video' with a checkbox labeled 'Show my camera image to client'. A 'Send SMS' button is at the bottom.

WeSeeDo

Invite client

Mobile number

Message

Click on the link and choose 'allow'.

Characters left: 3

Two way video

☐ Show my camera image to client

Send SMS

2.3 Sending SMS messages

In the field “Mobile number”, enter the number of the caller. You may enter it as 0612345678 or as 06-12345678. You may change or add to the standard text message as you like. Then click on “Send SMS”. During the telephone conversation, the caller will receive an SMS on his or her smartphone.

WeSeeDo

Invite client

Mobile number

Message

Click on the link and choose 'allow'.

Characters left: 3

Two way video

☐ Show my camera image to client

Send SMS

The SMS is sent

Once the SMS has been sent, the following notification will appear:

WeSeeDo

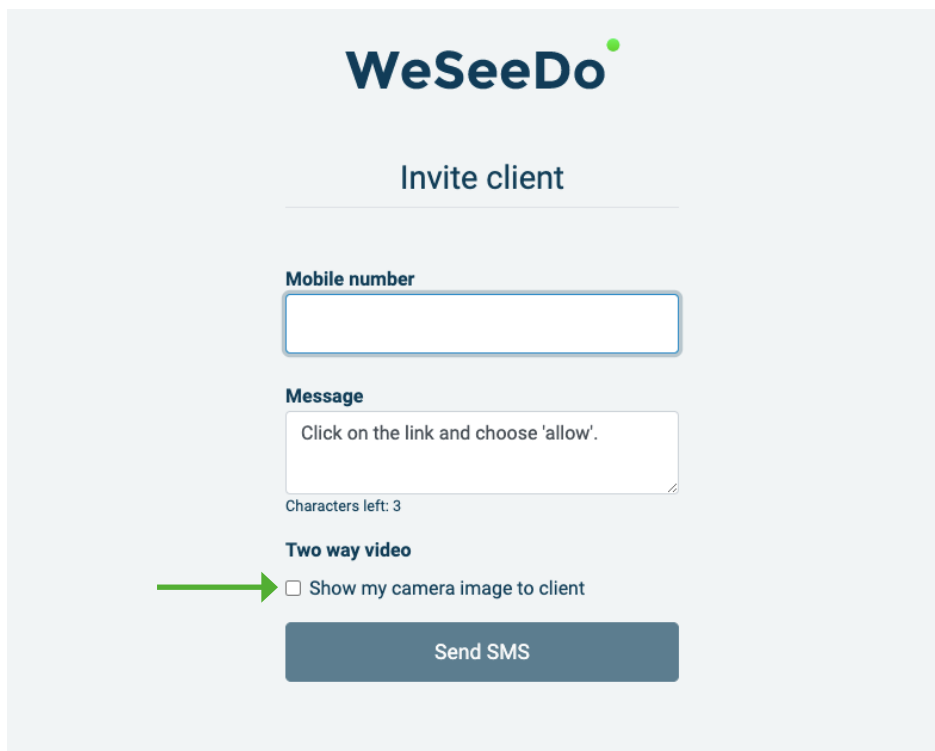
Invitation sent

Wait for connection with client.

Cancel this appointment

2.4 A two-sided connection

In case you want your client to see your screen as well, you may indicate this when you send the SMS by ticking the box “**Two way video**”.



The image shows a screenshot of the 'WeSeeDo' 'Invite client' form. The form is centered on a light gray background. At the top is the 'WeSeeDo' logo. Below it is the title 'Invite client'. The form contains three main sections: 'Mobile number' with a text input field, 'Message' with a text area containing the text 'Click on the link and choose 'allow'.' and a 'Characters left: 3' indicator, and 'Two way video' with a checkbox labeled 'Show my camera image to client'. A green arrow points to this checkbox. At the bottom of the form is a dark blue 'Send SMS' button.

WeSeeDo

Invite client

Mobile number

Message

Click on the link and choose 'allow'.

Characters left: 3

Two way video

☐ Show my camera image to client

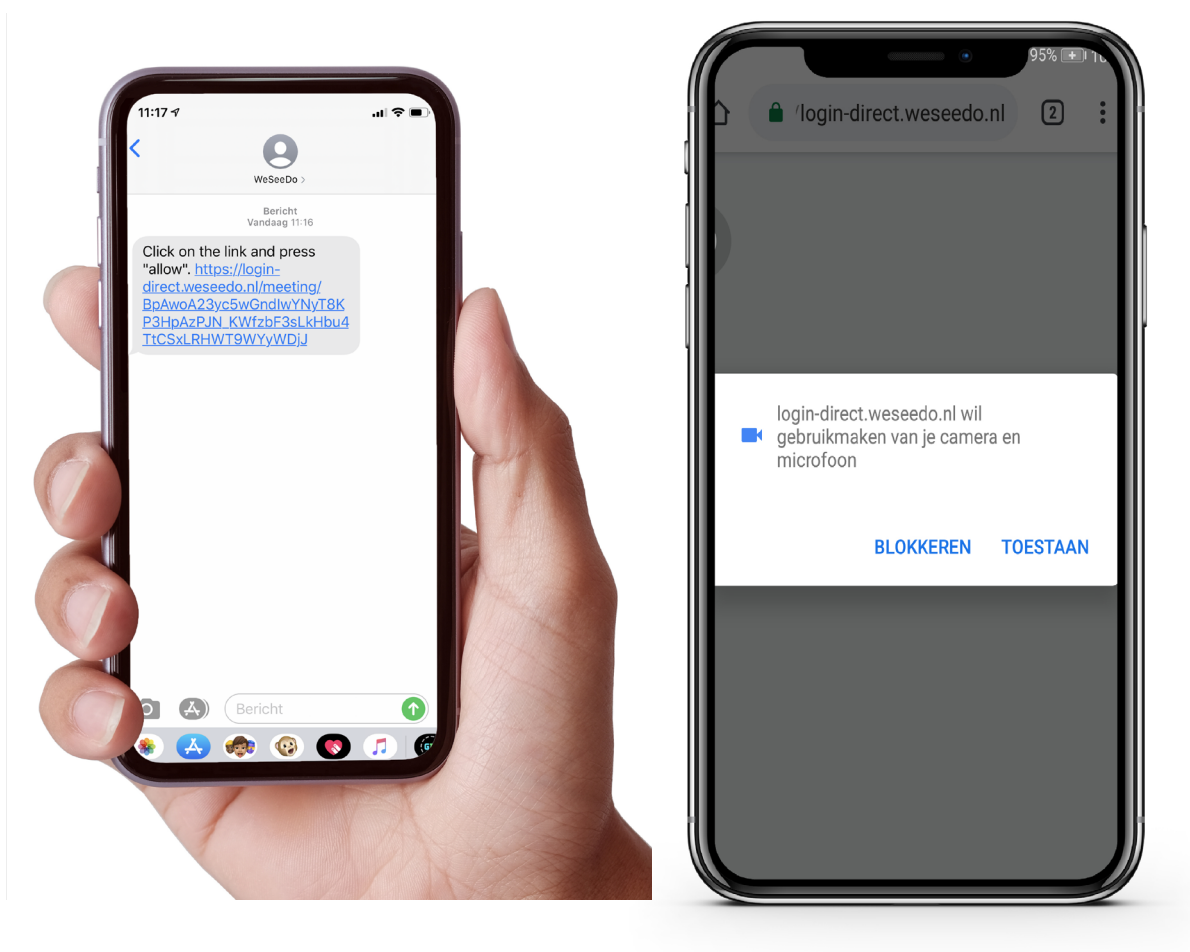
Send SMS

Please note: You may not have the option for two-sided visual. Ask your administrator to arrange this for you, in case you want to be able to use this function.

2.5 Establishing the connection

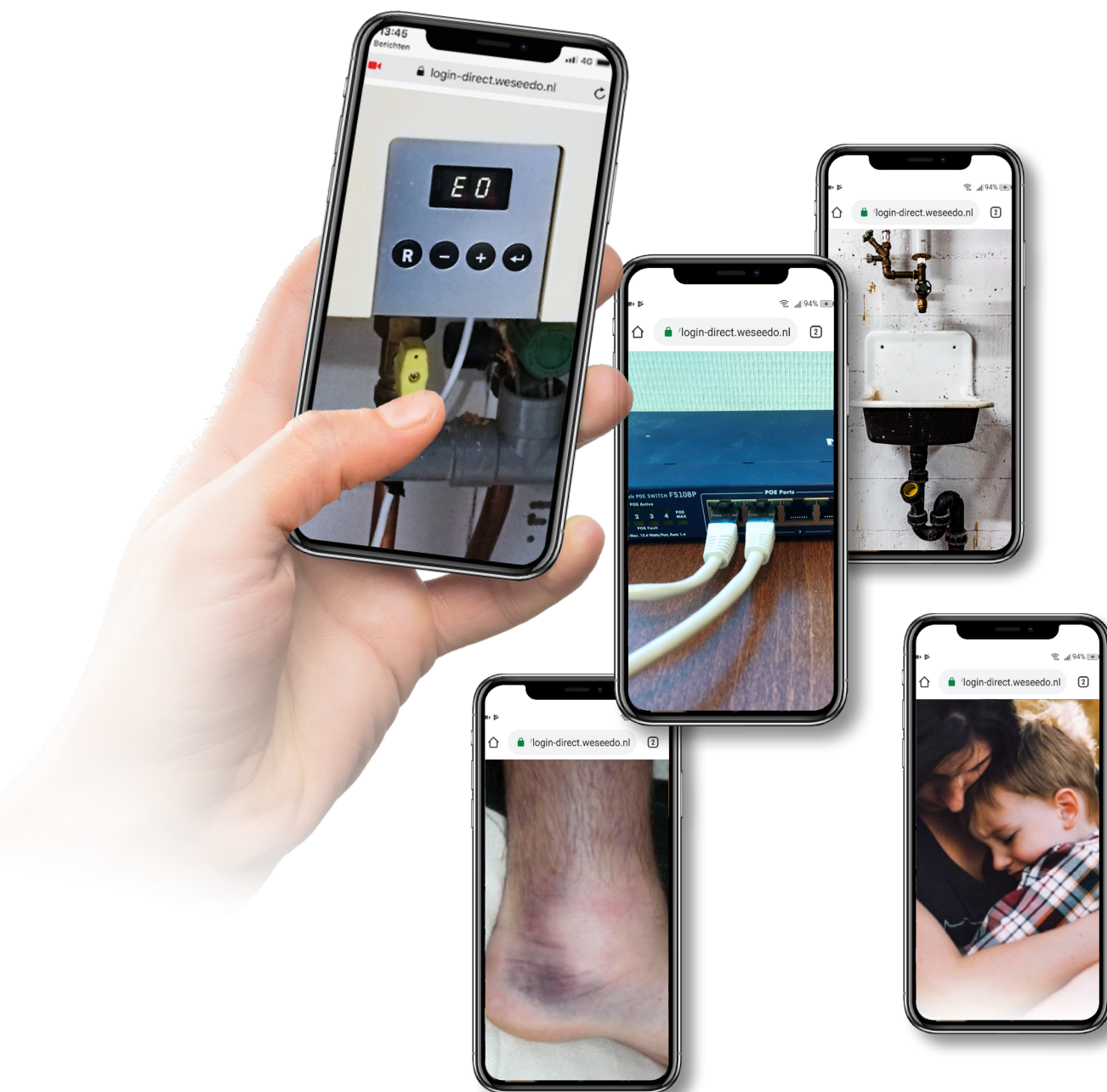
An SMS will be sent to the 06-number you entered. Your client will then see the following on his or her phone:

User experience tip: Advice your client to put his or her phone on speaker before sending the SMS. Next you send the message and your client clicks on the link.



Your client has to allow the camera and microphone for the visual connection. Immediately after the client presses "Allow", the visual connection is started.

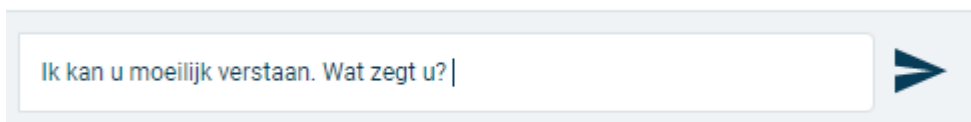
You are now able to see and better judge the situation at the client directly, whilst the telephone connection between you and the client remains. WeSeeDo Direct allows you to make a better estimate and inventory of the problem. This results in a more efficient handling of the situation.



2.6 WeSeeDo Direct functionalities

2.6.1 Chat

The chat functionality is located on the right side of the screen. The chat option may be used as extra support, for example if you are in a noisy environment where it is difficult to hear each other.



2.6.2 Camera

With the camera functionality you can easily make a screen shot of what you see. Remember to save the picture correctly. WeSeeDo does not store this information, once you have ended the conversation, the picture is only available in your own downloads.



2.6.3 Breaking the connection

You may end the WeSeeDo Direct visual connection by clicking on the icon of the red telephone receiver.



Realtime online communication

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