Standard Operating Procedure (SOP): Telemedicine Platform Access and Troubleshooting Steps

This SOP details the **telemedicine platform access and troubleshooting steps**, covering user login procedures, system requirements, connectivity checks, common technical issues, password recovery, software updates, device compatibility, and support contact protocols. The goal is to ensure seamless and secure access to the telemedicine platform, enabling healthcare providers and patients to effectively manage virtual consultations with minimal disruptions.

1. User Login Procedures

1. **Navigate to Platform:**
    - Visit the official telemedicine platform URL from a supported browser.

2. **Enter Credentials:**
    - Input registered username and password in the appropriate fields.

3. **Two-Factor Authentication (if enabled):**
    - Enter the code received via SMS/email or authenticator app.

4. **Login Confirmation:**
    - Upon successful login, you will be redirected to your dashboard or homepage.

2. System Requirements and Device Compatibility

- Supported Browsers: Latest versions of Chrome, Firefox, Safari, Edge.
- Operating Systems: Windows 10+, macOS 10.13+, iOS 13+, Android 8.0+.
- Hardware: Webcam, microphone, and stable internet connection required.
- Mobile Devices: Use official iOS/Android telemedicine app or supported mobile browser.

3. Connectivity Checks

1. Ensure your device is connected to a secure Wi-Fi or reliable mobile network.
2. Test internet speed: **Minimum 2 Mbps upload/download recommended.**
3. Restart modem/router if experiencing connectivity issues.
4. Close bandwidth-intensive applications before accessing the platform.

4. Password Recovery Procedures

1. Select â€œForgot Password?â€ on the login page.
2. Enter your registered email address and submit the form.
3. Follow instructions in the reset password email (check spam folder if not received).
4. Choose a strong, unique password and confirm the update.

5. Common Technical Issues & Troubleshooting

- **Platform Not Loading:** Clear browser cache/cookies or try accessing via incognito/private mode.
- **Audio/Video Not Working:** Ensure camera/microphone permissions are enabled; check device settings; try unplugging/replugging peripherals.
- **Session Freezes/Drops:** Reconnect to internet, close unnecessary tabs/apps, rejoin the meeting/consult.
- **Error Messages:** Note the error and attempt standard troubleshooting (refresh, restart device) before contacting support.

6. Software Updates

1. Ensure your web browser and device OS are up to date.
2. For mobile apps, update to the latest version via the App Store/Google Play.
3. Restart your device after software updates to apply changes.

7. Support Contact Protocols

- For urgent technical issues preventing access, contact IT/support via platform-provided help link, email, or phone hotline.
- Provide:
  - Your full name and role (provider or patient)
  - Device and browser/app details
  - Screen captures of error (if possible)

- For non-urgent inquiries, submit a support ticket and expect a response within the designated SLA timeframe.

8. Documentation and Escalation

1. Record and track all technical incidents as per internal policy.
2. Escalate unresolved or recurring problems to IT manager or vendor support as required.

Note: Review and update this SOP regularly to accommodate platform updates and changes in technology.