



HOW TO GET STARTED

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Introduction

Welcome to Dermatology2Go!

You've just joined a platform designed to help you:

- work more flexibly
- reach more patients
- and make your practice easier to manage

The best part?

You only need 6 simple steps to be ready.

No stress. No complicated tasks.

We've designed Dermatology2Go to make things simple.

You don't need to be a tech expert.

Just follow the steps, and you're good to go!

However, we'll be here every step of the way.

If you have any questions, just reach out to info@dermatology2go.online.

We're happy to help!

Dermatology2Go Support Team

1. Basic Settings

Creating your account and logging in

How to set it up:

1. Create your account:

After signing up, you should have received a welcome email from Dermatology2Go asking you to create your password (check your spam folder if you don't see it in your regular inbox).

Follow the instructions in that email to sign up.

If you haven't received or seen that email, click on the link below and write your email address to generate a new password:

<https://app.dermatology2go.online/users/password/new>

You'll then receive an email to generate your password.

2. Log in to your dashboard:

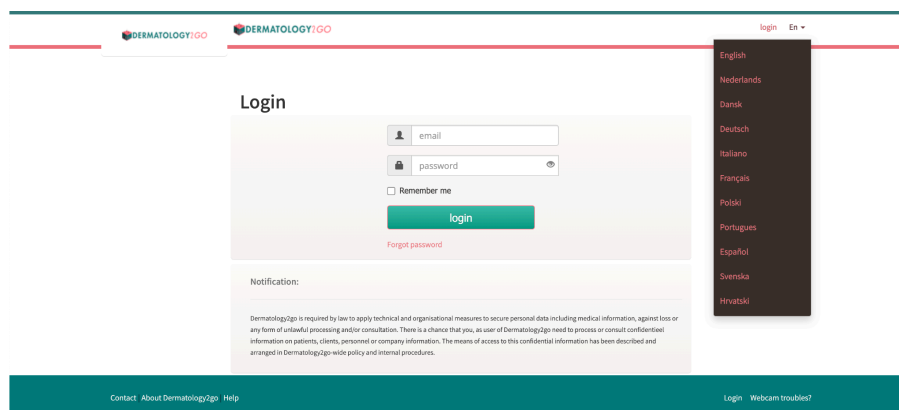
Once you have created your password, it's time to log in.

Click [here](#) to access the login page

(or copy-paste this link into your browser: <https://app.dermatology2go.online/inloggen>)

→ Tip 1: Bookmark this page to access it later easily.

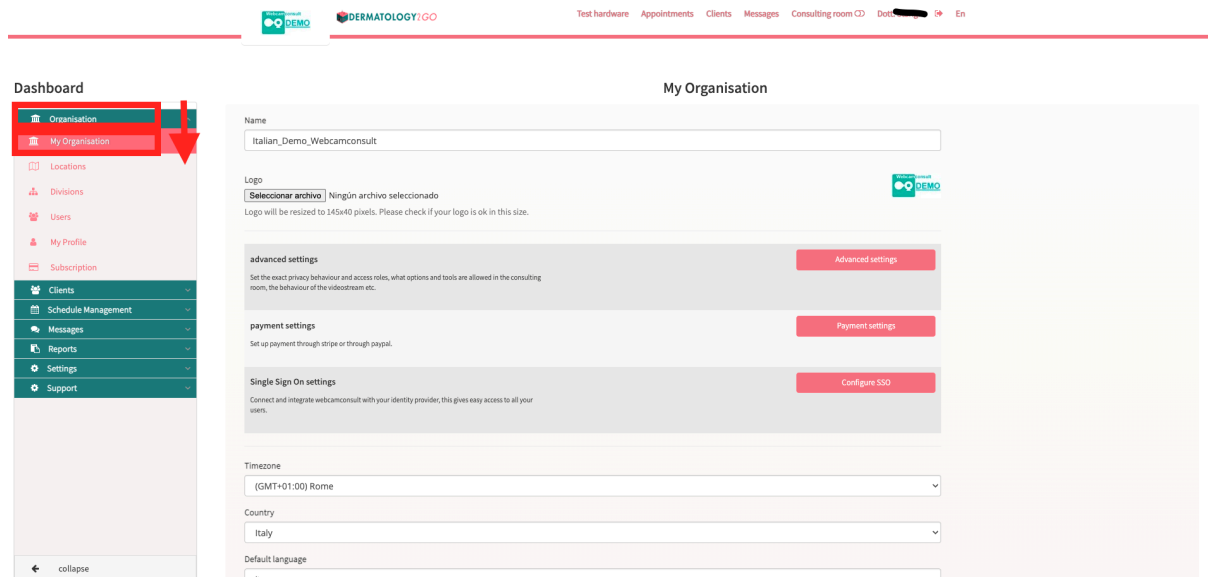
→ Tip 2: If the language you see on the site is different than your preferred language, simply select it in the top right corner:



Enter your email address and the password you created in the previous step to log in.

Getting Started

1. Login into Dermatology2Go [here: https://app.dermatology2go.online/inloggen](https://app.dermatology2go.online/inloggen)
2. In your Dashboard, go to the left panel, scroll to the tab called “Organisation” and then “My Organisation”



Here you can set the basic configuration of your clinic in Dermatology2Go, which will allow you, in just a couple of minutes, to set up the following:

1. **Name of the organization:** the name of your practice or clinic. It can be your name or the brand name of your practice.
2. **Logo:** You can add your practice's logo here. This logo will appear in the virtual waiting room, giving your patients a clear understanding of your brand.
3. **Timezone:** Select the timezone that applies to your practice (e.g., GMT +01:00). This is important because if you provide consultations to patients around the world, the automatic email reminders that the patients receive after setting the appointment will be aligned with your timezone and the patient's timezone.
4. **Contact info:** Add here your contact information to be displayed to your patients (e.g. telephone, email, address, etc.)

After that, you can scroll to the end of the page, click “Save,” and wait a few seconds for the changes to register properly.

2. Payment and Tariff Settings

Setting up Stripe Connect for your consultations

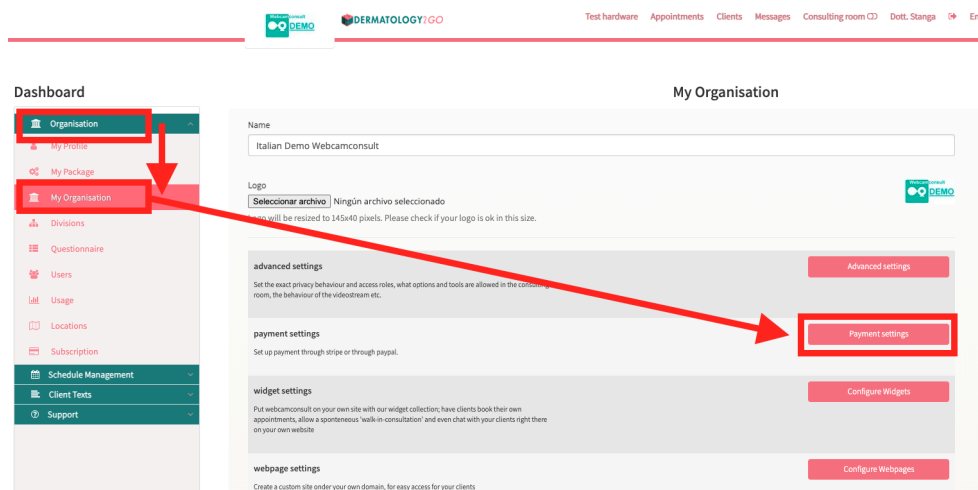
Now, we'll set up your payment methods (e.g. Stripe or PayPal) and tariffs.

Stripe is the most used platform for online payments, but it can be complicated to set up.

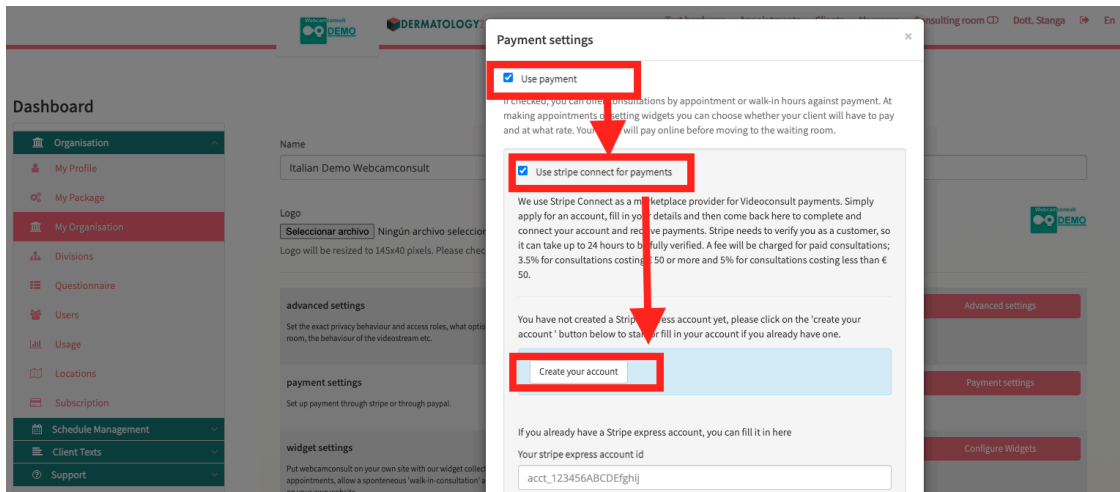
However, with Dermatology2go, the process is much simpler because we use Stripe Connect to create and manage an account in fewer steps.

To do that, you just need to:

1. Login into Dermatology2Go [here: https://app.dermatology2go.online/inloggen](https://app.dermatology2go.online/inloggen)
2. In your Dashboard, go to the left panel, and click the tab called "Organisation"
3. Go to 'My Organisation' > 'Payment Settings'



4. Set up Stripe Connect payment platform:
 - Check the option "Use payment", and then check "Use Stripe Connect for payments"
 - Sign up for Stripe Connect:
 - To create a Stripe Connect account, go to the Stripe Connect section in Dermatology2Go and click on "Create your account."



- Then, you will be redirected to Stripe’s registration page.
- To enable Stripe payouts, you’ll need to complete the **KYC (Know Your Customer) verification**.
 - It’s a common practice for payment platforms to monitor and prevent fraud.
- To complete it, you’ll be requested to enter your business details, such as:
 - Business name, VAT number (if applicable), and bank account details.
 - Upload a valid ID for verification, such as a passport, ID card, or driver’s license.
 - Confirm your email address and complete the sign-up process.

After creating your Stripe Connect account, you will be redirected back to Dermatology2Go.

Here, you can select the payment methods you want to offer to your patients, such as credit card, iDeal, or bank transfers.

Decide if you want to set up recurring payments and configure them if necessary.

IMPORTANT TO NOTE: Transaction fees are charged for each payment processed through Stripe Connect. Fees are charged for paid consultations: 8.5% for consultations costing €50 or more and 9.5% for consultations costing less than € 50. These fees will be passed on to you, so consider this when setting up your rates.

Setting up PayPal for your consultations

If Stripe Connect is not available in your country, you can use PayPal to receive the payments for your teleconsultations.

To set it up, you just need to:

1. Go to 'My Organization' > 'Payment Settings'
2. Click on “Other payment options”, which will open new payment options.
3. Check the box on “Use paypal for payments of consults”, add the email address associated with your PayPal account, and click on “Production (real transactions)” under “Choose your environment”

If you don't have a PayPal account, you'll need to create one before adding your email address here.

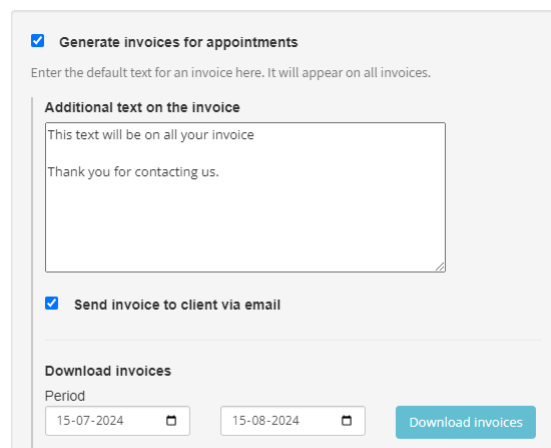
Once you have added everything, don't forget to click on “Save” at the bottom of the page.

The screenshot displays the 'Payment Settings' page in the Dermatology2Go dashboard. On the left is a navigation menu with 'My Organisation' selected. The main content area is divided into sections: 'Name' (Italian_Demo_Webcamconsult), 'Logo' (with a selection button), 'advanced settings', 'payment settings', 'widget settings', 'webpage settings', and 'Single Sign On settings'. A modal window titled 'Other payment options' is open, showing three options: 'Use stripe connect for payments', 'Use stripe for payments', and 'Use paypal for payment of consults'. The 'Use paypal for payment of consults' option is selected with a checked checkbox. Below this, there is a text input field for 'Paypal email address' and a 'Choose your environment' dropdown menu with 'Production (real transactions)' selected. Red arrows point to the 'Other payment options' dropdown, the 'Use paypal for payment of consults' checkbox, the email address field, and the 'Production (real transactions)' option.

IMPORTANT TO NOTE: Transaction fees are charged for each payment processed through PayPal. A 4.5% fee will be charged for consultations. These fees will be passed on to you via monthly invoices, so consider this when setting up your rates.

Setting up invoices

- Go to the invoices section and enable both “Generate invoices for appointments” and, below, “Send invoice to client via email”. These will allow you to automatically generate and send invoices to the patients after their payment for a consultation.
- Your logo and address details will appear on the invoice, along with a unique invoice number and date.
- You can add a default text
- You can also download your sent invoices here (for accounting or tax purposes)



The screenshot shows a settings panel for invoices. At the top, there is a checked checkbox labeled "Generate invoices for appointments". Below it, a text input field contains the default text: "This text will be on all your invoice" followed by "Thank you for contacting us." on a new line. Below the text field is another checked checkbox labeled "Send invoice to client via email". At the bottom, there is a section titled "Download invoices" with a "Period" label. Two date range selectors are visible: "15-07-2024" and "15-08-2024", each with a calendar icon. To the right of these selectors is a blue button labeled "Download invoices".

Setting up tariffs

- Choose the “Payment default country” (e.g. the country where your practice is based)
- Scroll to 'Tariff settings' and set the rates you want to use. The rates you include here are VAT-excluded. Once you add each tariff, remember to click 'Save.'
 - You can also offer tariffs in different currencies (optional).
- Scroll to 'VAT settings' and set the VAT rules according to your client's requirements. Consult your local tax authority or accountant if necessary.
 - If you only consult regular patients, set “No” under “Has VAT number”.
 - Instead, if you consult companies or professionals, set “Yes” under “Has VAT number”.









Payment default country

United Kingdom 

You can set a default country for the payment screen Leave empty for no default










Tariff settings

Please keep in mind that you need to fill out the tariffs *without* VAT, and add additional rules for VAT after that.

Description	Price	Currency		
10 minutes consult	48	EUR		
Type the name of your consult	20	EUR		
Test Tariff	50	GBP		

[+ Add new Tariff](#)

VAT Rules

Country	Has VAT number	Vat (%)		
Other countries	Yes	0		
Netherlands	Yes	21		
Other countries	No	21		
Other countries	No	21		
United Kingdom	No	0		
United Kingdom	Yes	20		

[+ Add new Vat Rule](#)

Once you finish all the previous steps, don't forget to click "Save" at the bottom of the page.

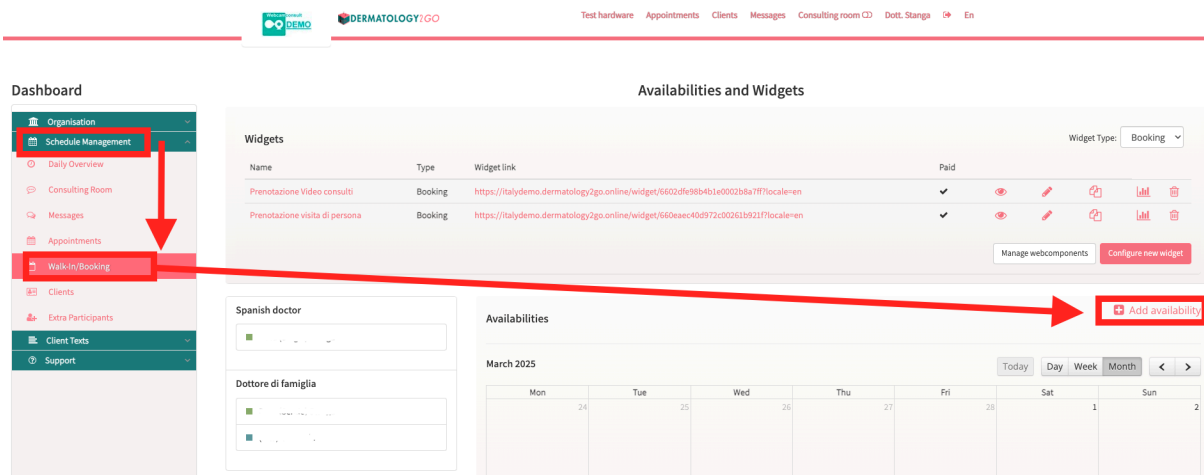
3. Setting Availability

Setting your availabilities will allow the system to show what time slots your patients can choose to have a medical consultation with you.

Therefore, this is the most important step to set up after you finish setting up your payment methods and tariffs.

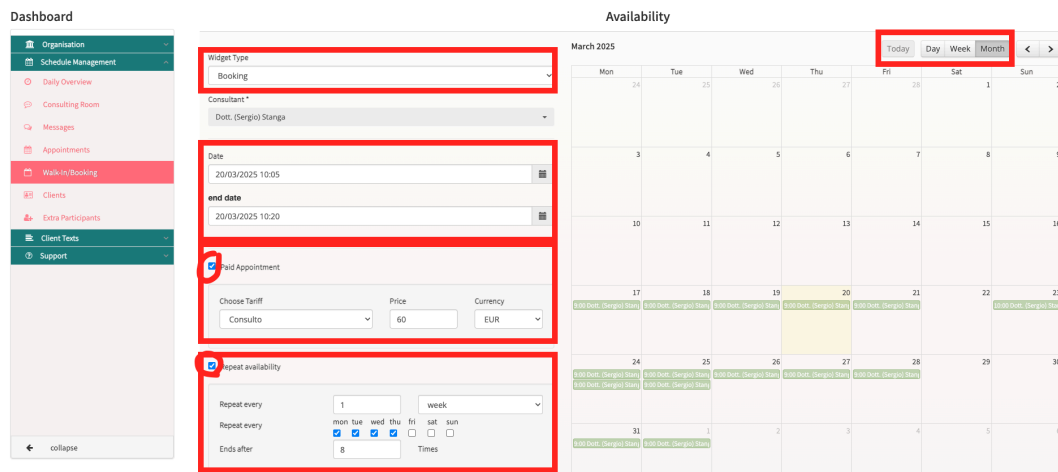
To do that, you just need to:

1. Login into Dermatology2Go [here: https://app.dermatology2go.online/inloggen](https://app.dermatology2go.online/inloggen)
2. In your Dashboard, go to the left panel, scroll to the tab called “Schedule Management”
3. Click on the button “Walk-In/Booking”
4. Then, click on the button “Add availability” on the right



5. Once you're there, you can click on the buttons “Day/Week/Month” to have a clearer overview of your calendar
6. Leave the first two voices as they are, which means:
 - a. Widget type: “Booking”
 - b. Consultant: Your name
7. Select the date and time for initiating your consultations' availability, as well as the end date and time
 - a. Here, we suggest you choose the next date you want to start offering availabilities, and the times, for example:
 - i. Date: 20/01/2025 09:00

- ii. End date: 20/01/2025 18:00
 - iii. This means that patients will be able to book a slot on 20/01/2025 from 9 am to 6 pm
 - iv. You can also choose to create 2 different availabilities: one specific for the morning, and one specific for the afternoon
8. Check the box “Paid Appointment” if you want those appointments to be charged to the patient when booking the consultation
- a. By default, the system will use the first tariff you added in the “My Organization” section
 - b. You can leave the one selected, or you can change it by clicking on the drop-down list
 - c. You can also override the price and change the currency if you wish to.
9. Now, check the box “Repeat availability”; here you’re going to define how many times this event (availability from 9 am to 6 pm on Monday 20/01/2025) is repeated.
- a. We suggest you first try with a simple test:
 - i. Repeat every: 1 week
 - ii. Repeat every: check all the boxes under the workdays (Monday to Friday, unless you work also on Saturdays)
 - iii. Ends after: number of days you want this event to be repeated. Fill in 5 as a test, but you can add more. This refers to how many times the system has to duplicate the information you added above



10. Now, fill in the “duration of the blocks” (in minutes)
- a. This refers to the amount of time dedicated (on average) to each consultation
 - b. It can be 30, 45, 60, etc. (minutes); choose the duration that fits you
11. Now, fill in the “pause between the blocks” (in minutes)
- a. This refers to the amount of time you wish to have in between appointments
 - b. Useful if you want to have a 5-minute break after each consultation, or as a buffer, in case your consultation needs extra time

12. Once you've done it, scroll down and click on "Save", and wait a few seconds until a new confirmation window appears.

13. On that new window, you can verify the availability dates that have been added to the system, and you can also "edit" or "remove" those availabilities.

14. To be 100% sure of what availabilities you have added to the system, go back to the left panel and click on "Walk-In/Booking"

15. Check your calendar on the right and switch between "Week" or "Month" to verify that everything is correct. If you need to modify or remove a specific availability, simply click on the date you want to modify/remove, and in the new window, click on "Edit", "Remove", or "Remove all availabilities in group".

The screenshot displays the Dermatology2Go interface. On the left, a sidebar menu lists various options, with 'Walk-In/Booking' highlighted in red. A red arrow points from this menu item to the 'Today' button in the 'Availabilities' calendar view, which is also highlighted in red. The calendar shows a grid of dates from Monday, March 17, 2025, to Sunday, March 23, 2025, with time slots from 09:00 to 10:00. The 'Today' button is located at the top right of the calendar grid.

Congratulations!

Now these availabilities will be transferred to the Dermatology2Go website, and your patients will be able to book their consultation with you.

IMPORTANT TO NOTE: After the booking is confirmed, the patient will receive, by default, three emails automatically:

1. Confirmation of the booking, with the date, the time, and the link to participate, a few minutes later
2. First reminder (24 hours before the appointment)
3. Second reminder (1 hour before the appointment)

This will drastically reduce no-shows by keeping the patient informed and engaged regularly.

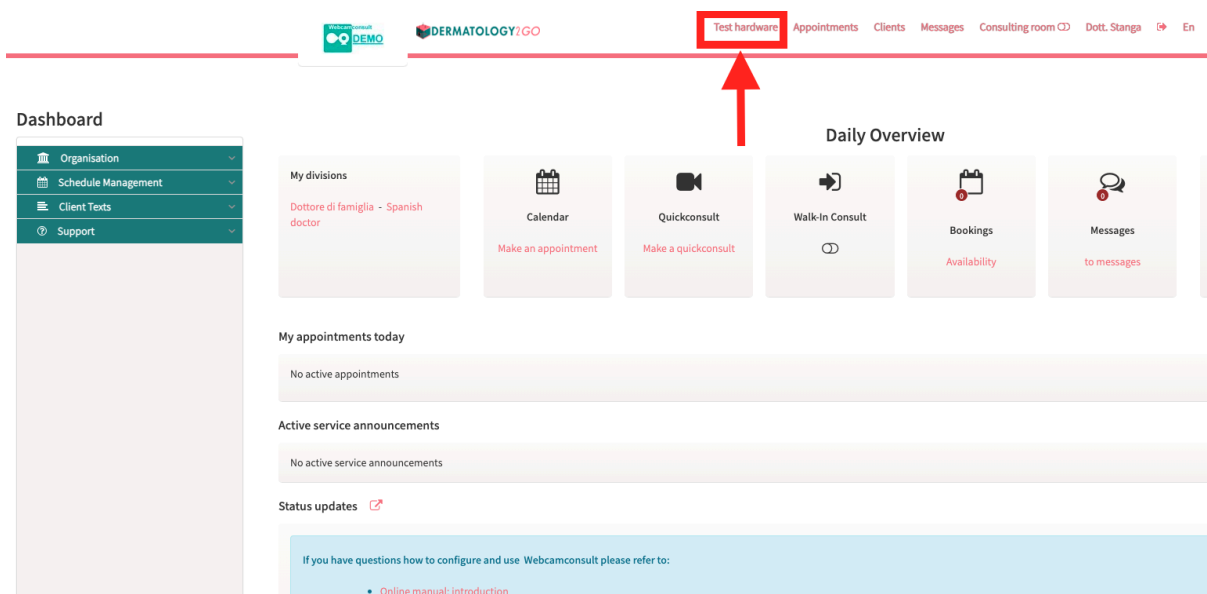
4. Exploring the Consultation Room

Entering your online consultation room will be like entering your physical consultation room, but from anywhere, and any time.

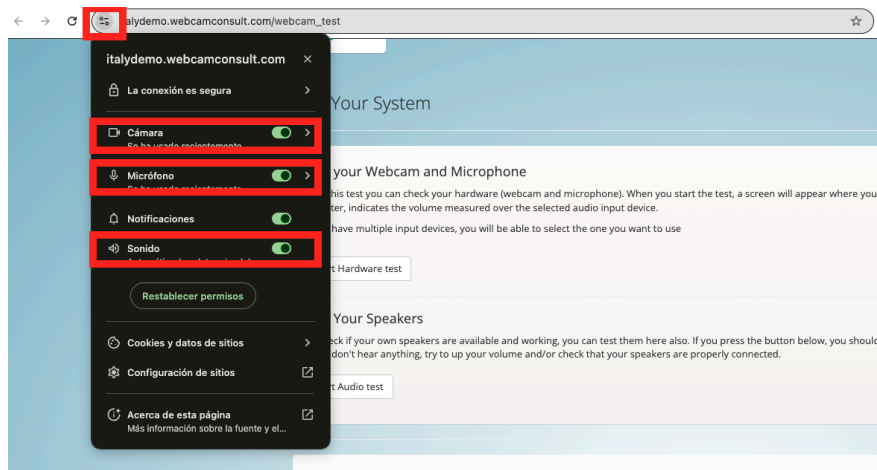
Before entering the consultation room, check if your video and audio settings are set properly.

To do that, you just need to:

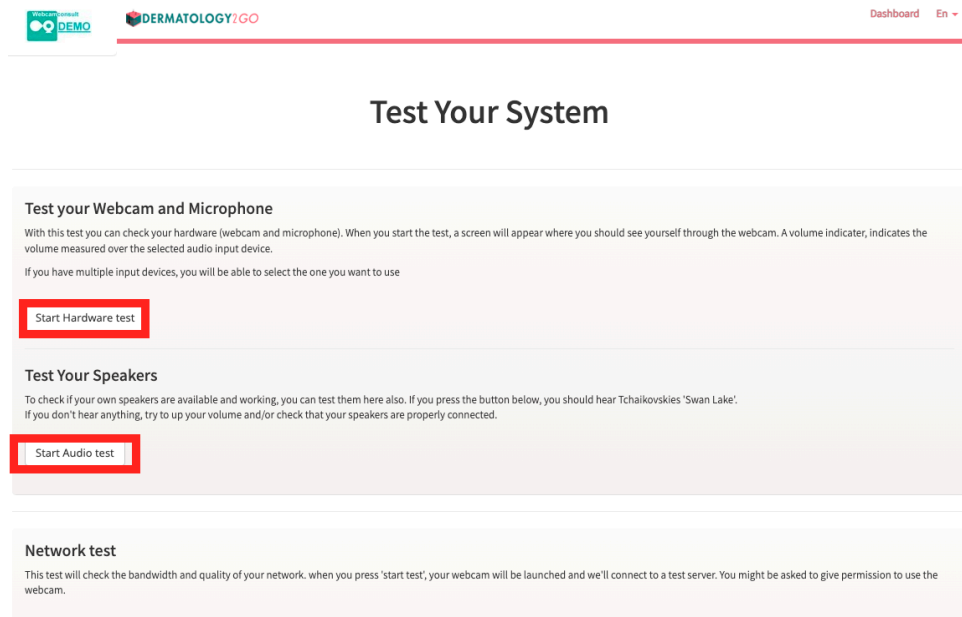
1. Login into Dermatology2Go [here: https://app.dermatology2go.online/inloggen](https://app.dermatology2go.online/inloggen)
2. Click on “Test hardware” on the top menú



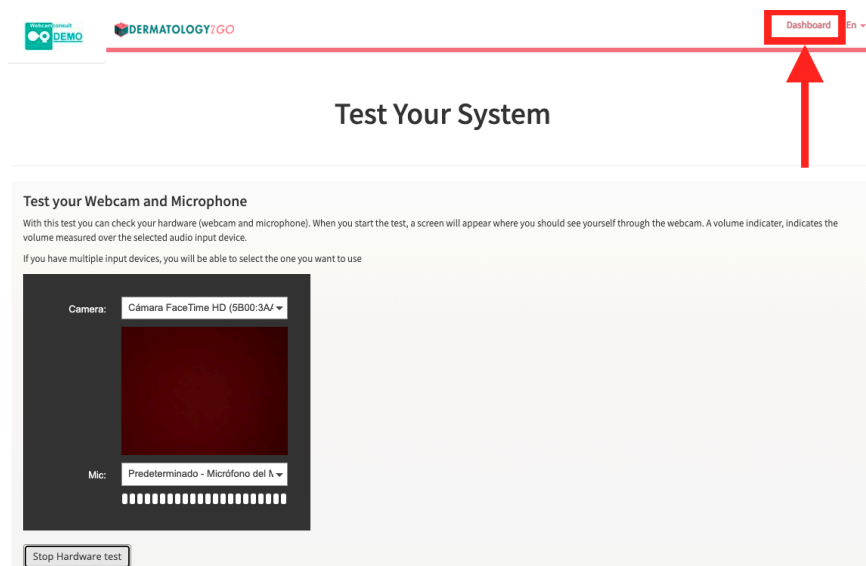
3. A new window will be opened, where you'll need to check:
 - a. If you're using Google Chrome as a web browser, then it will require you to:
 - i. Permit to access your camera, microphone, and audio



- b. Once you have completed those steps, it's time to check the hardware:
 - i. “Start Hardware test” to double-check if both your camera and microphone work properly
 - ii. “Start Audio test” to double-check that your speakers work properly

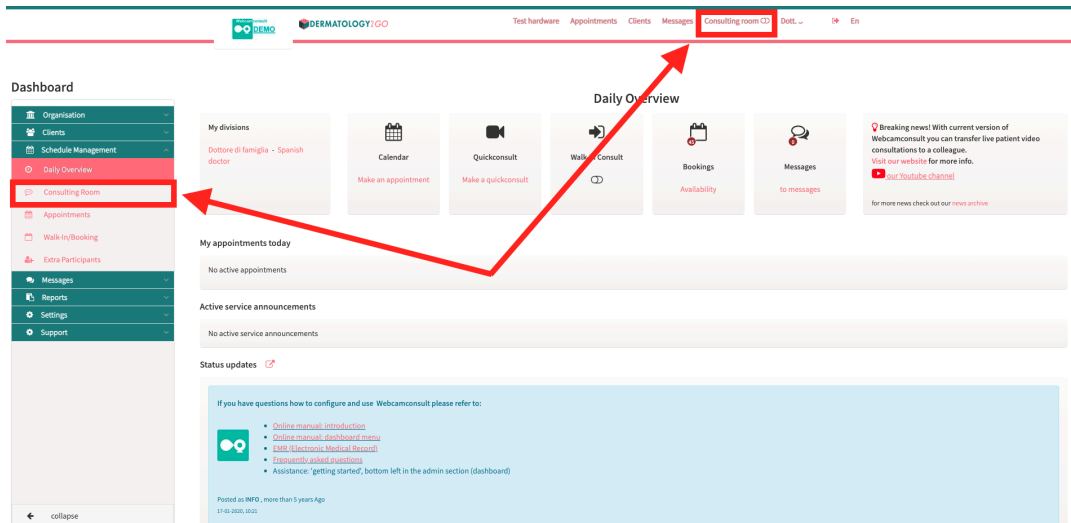


Once you have double-checked that everything works properly, you can go back to your Dermatology2Go Dashboard by clicking on the top menu button called “Dashboard”



IMPORTANT TO NOTE: When patients join your virtual waiting room, they will be requested to test their hardware too. This will ensure they are ready before the doctor calls them into the consultation room.

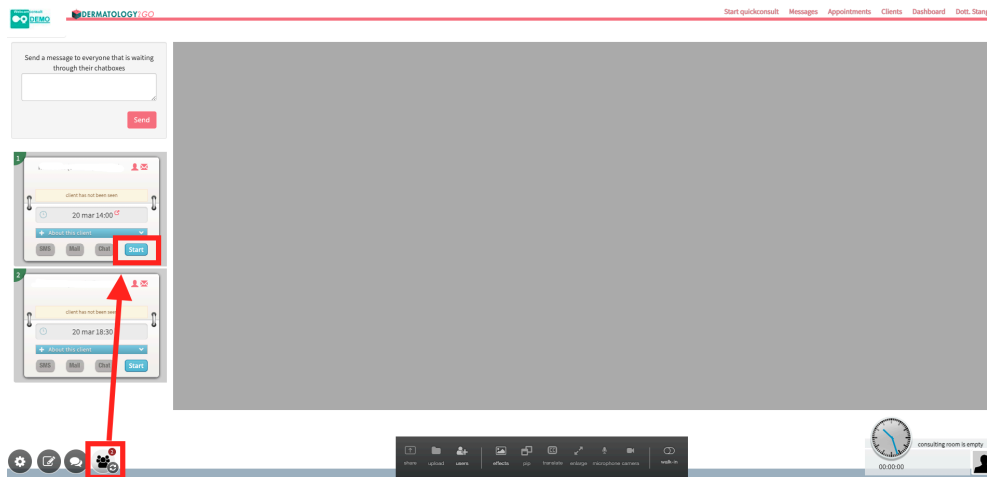
Now that you have tested your hardware, and given permission to your browser to share camera, microphone, and audio, you can access your consultation room by clicking on “Consulting room”, on the top menú or the left menú:



Once you're inside the consulting room, you can have a look at the different tools and features you can find at the bottom of the screen:

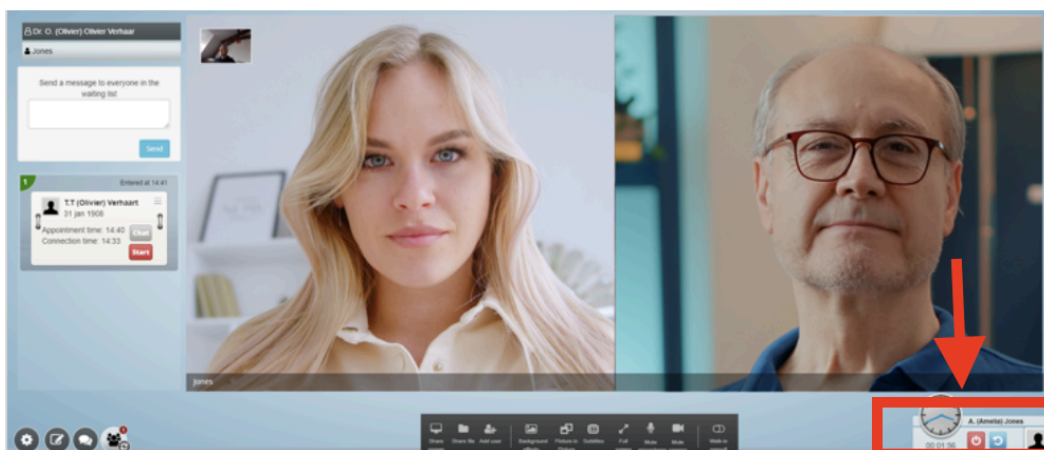


1. At the bottom left, you will see four icons:
 - a. General Settings: hardware/network/background/image resolution
 - b. Tools: Whiteboard, Google Docs, Google Sheets, and Translation
 - c. Chat: Online chat with the patient
 - d. Waiting room overview, where you can:
 - i. See how many patients are in the waiting room
 - ii. See if the patients are there for a walk-in consultation (yellow sign on the top left corner of the patient) or an appointment consultation (green sign on the top left corner of the patient)
 - iii. Call the next patient on the list to join the consulting room



2. In the lower center, you see some tools that you can use during the session:
 - a. Share screen
 - b. Share file
 - c. Add external participants to the current session
 - d. Background effects
 - e. Picture in Picture
 - f. Switch to full screen
 - g. Mute function for the microphone
 - h. Switch off function for the camera function (for privacy, when necessary).
 - i. Walk-in consultation hours, during which you indicate whether or not you are available for the walk-in consultation (first-come, first-served basis).

3. Lastly, in the bottom right corner, you'll see the clock and the duration of the consultation, and two main buttons:
 - a. One for ending the consultation with that patient (red button)
 - b. One for refreshing the consultation room, in case there are video or audio issues (blue button)



IMPORTANT TO NOTE: You need to end the consultation with your current patient (click on the red button in the bottom right corner) to be able to let the next patient into the consultation room.

5. Testing the System

Inviting a patient to a consultation

Now, it's time to take everything you've learned and test your first consultation.

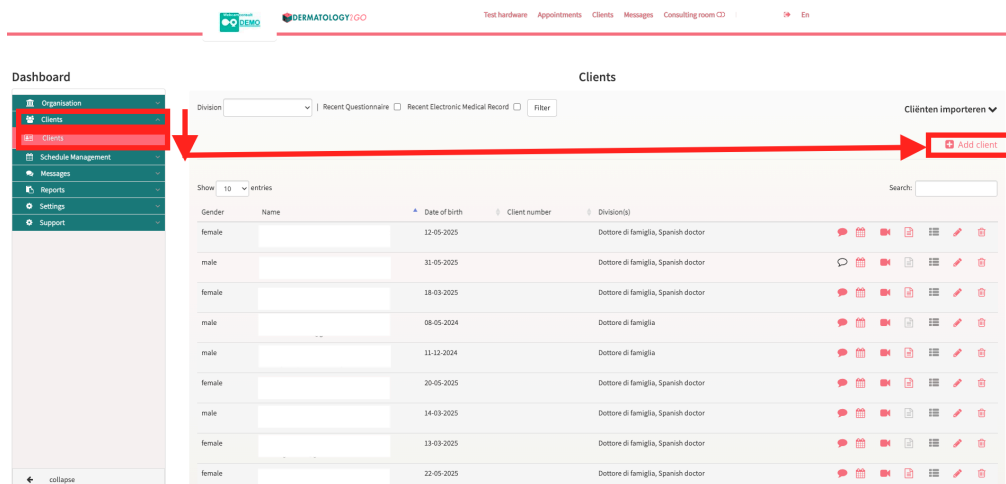
This step will help you feel confident and comfortable with the entire process.

The first thing you will need to do is create a new patient in the software.

We recommend you try this first with a friend, relative, or colleague.

To do that, you just need to:

1. Login into Dermatology2Go [here: https://app.dermatology2go.online/inloggen](https://app.dermatology2go.online/inloggen)
2. On the left panel, click on "Clients" and then "Clients" in the sub-menu.
3. Here you're going to see all your active patients in the software. If you're starting now, this list will be empty.
4. Now, click on "Add client", on any of the two buttons on the right side



5. Once there, you'll fill in the optional and mandatory fields. The important ones are:
 - a. Name
 - b. Last name (or surname)
 - c. Email address (where the appointment information will be sent)
 - d. Timezone
 - e. Language

IMPORTANT TO NOTE: Considering this is a test, you can fill the fields with another email address of yours, or with an email address of your friend or family member helping you with the test.

Once you have filled in the information, click on the “Save” button at the bottom right corner of the page.

6. Now that you have created the patient in the system, it’s time to send an appointment. To do that, you have two options:
 - a. Click on the calendar icon within your patient entry
 - b. Go to the left panel and click on “Schedule Management” and “Appointments”, then click on “Add appointment” on the right

Once there:

1. Check that the “Last name client” field is filled in with the name of your patient. If it’s empty, write the first three letters of their last name or surname.

2. Choose a date and time by clicking on the corresponding fields.
3. Click on the button “Save” at the bottom of the page, and wait a few seconds until a new window appears confirming the appointment has been set.

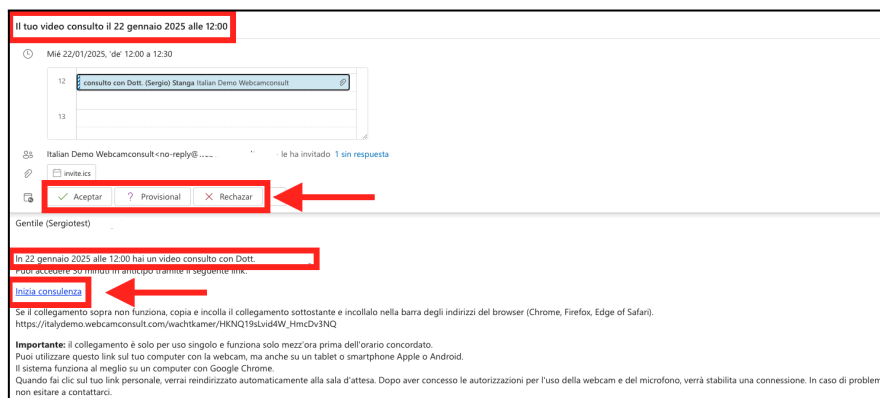
IMPORTANT TO NOTE: When setting the appointment up, you can complete other fields, such as whether it’s a paid appointment, whether you want to include a questionnaire for the patient to answer, and even whether you want to invite an extra participant (e.g., a family member of the patient) to the appointment. However, we’re running a test, so you don’t need that information now.

If you have set the appointment for today, it will appear in the “Daily Overview” under the “Schedule Management” section by clicking on it on the left panel.

Conducting the Video Consultation

After a few minutes of setting the appointment up in the system, the patient will receive an automatic email with the following information:

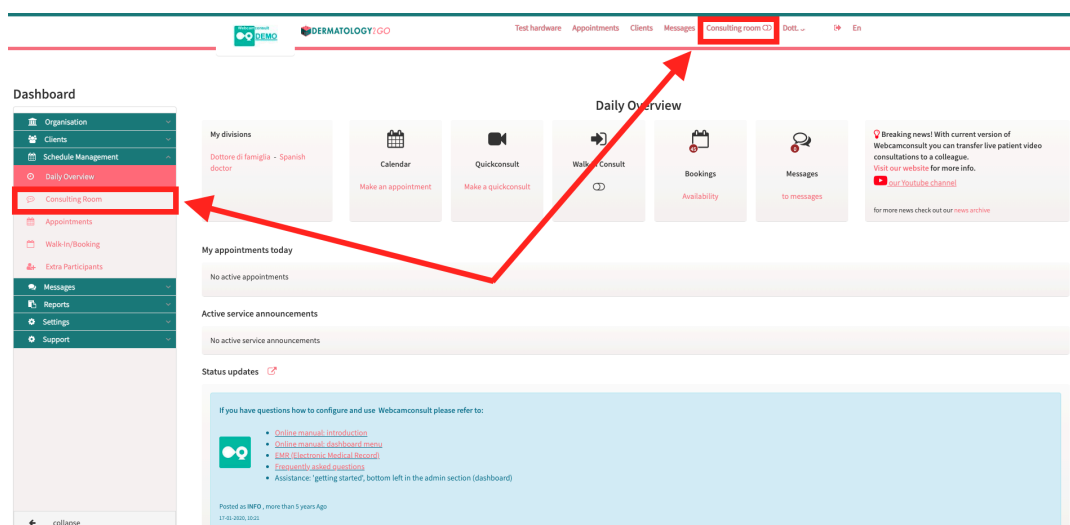
1. Date and time of the appointment (in the subject of the email)
2. The acceptance options (the patients will need to click on “Accept” the appointment to save it in their calendar)
3. Date and time of the appointment (in the copy of the email)
4. The link to join the video consultation on the date and time specified within the email



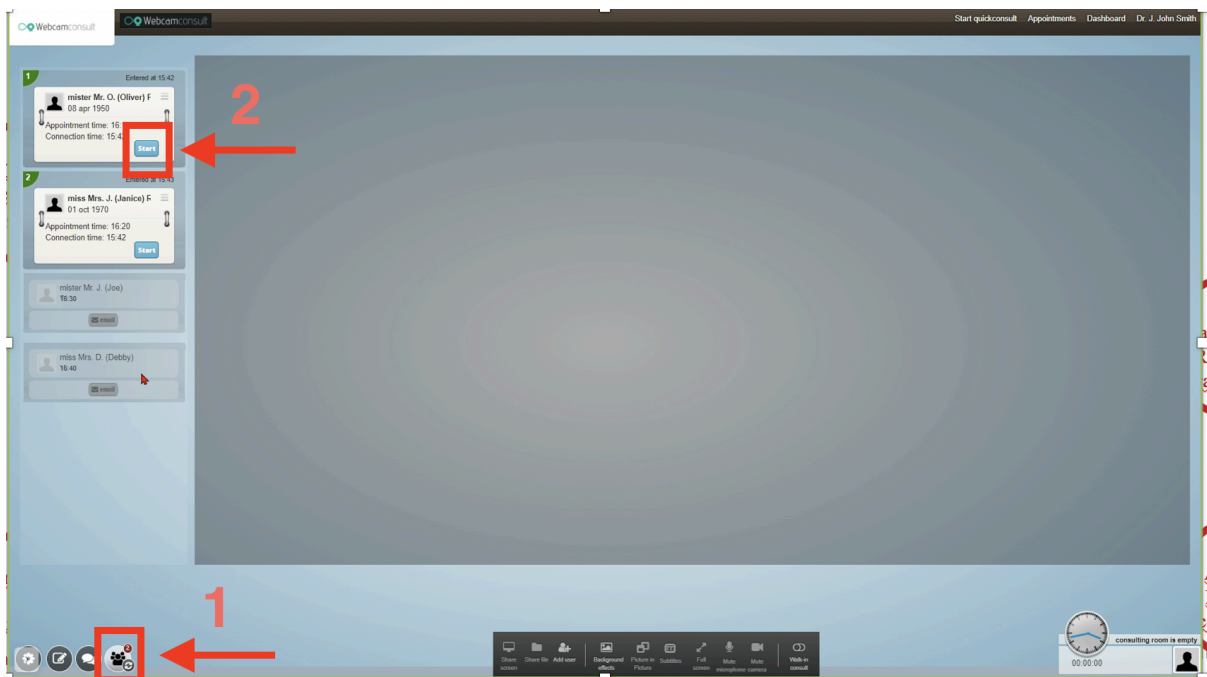
From the doctor's perspective, you just need to access the consultation room and give access to the online consultation to the patient once you see them in the waiting room.

To do that:

1. Click on the “Consulting Room” button at the top of the page.

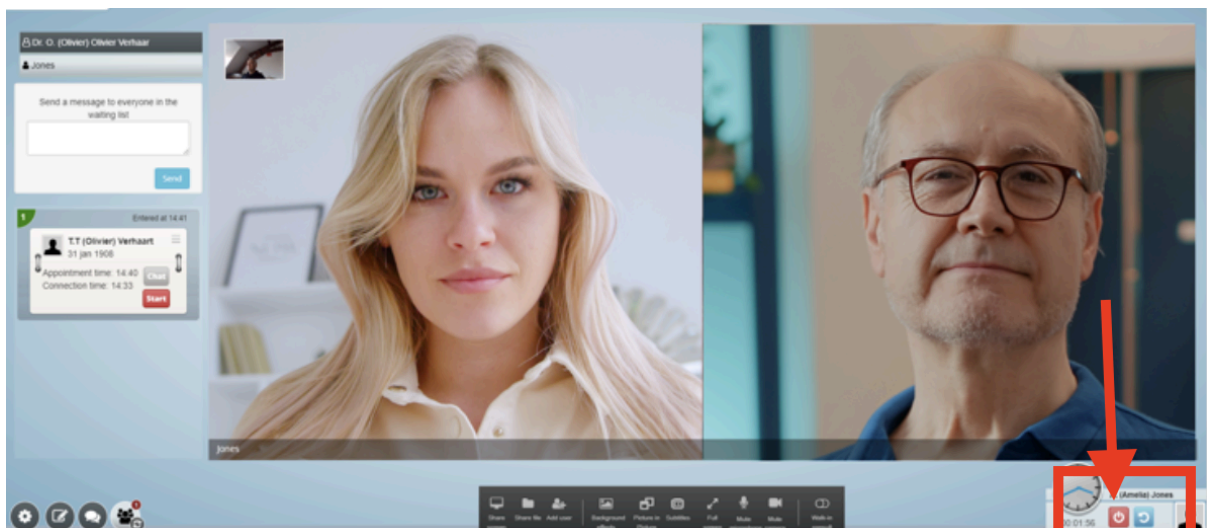


2. Click on the waiting room button at the bottom left corner
3. Click on the blue button “Start” under the patient



Now is the time to test the system as if you were offering care to a real patient.

IMPORTANT TO NOTE: Once you decide to end the test consultation, don't forget to click on the red button at the bottom right corner of the consulting room.



6. Setting Up Your Doctor Profile on the Website

Once you've finalized your configuration in the software, it's time to review your online settings that will be visible on the Dermatology2go website.

In your Doctor profile, you'll be able to set up:

- personal information
- profile image (the one being shown to potential patients online)
- your languages
- a short biography about yourself
- your tariffs for walk-in and email consultations
- your holidays or extended absence settings
- your education and working experience

The majority of the information that you'll find here will already be updated because is the information you provided when you joined the platform.

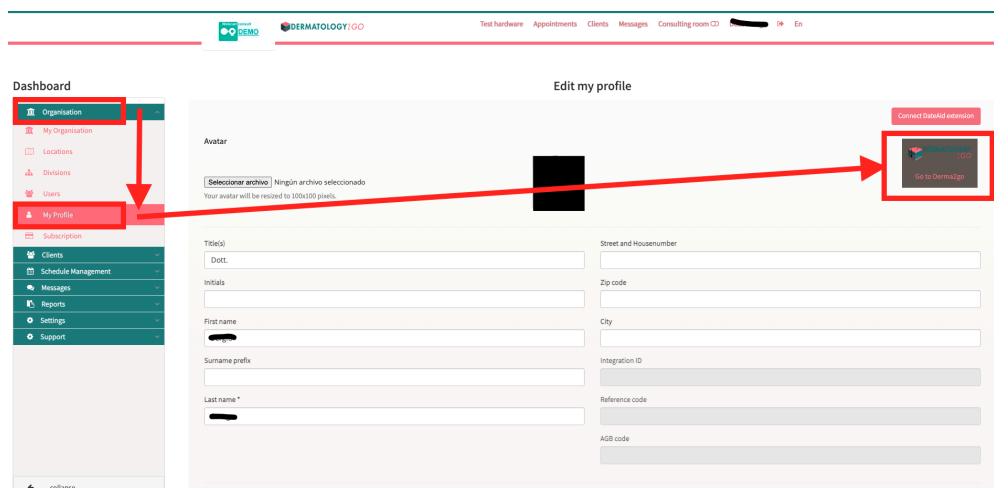
The most important thing you should do is to **set your tariffs for walk-in and email consultations**.

Now we'll explain how to do it.

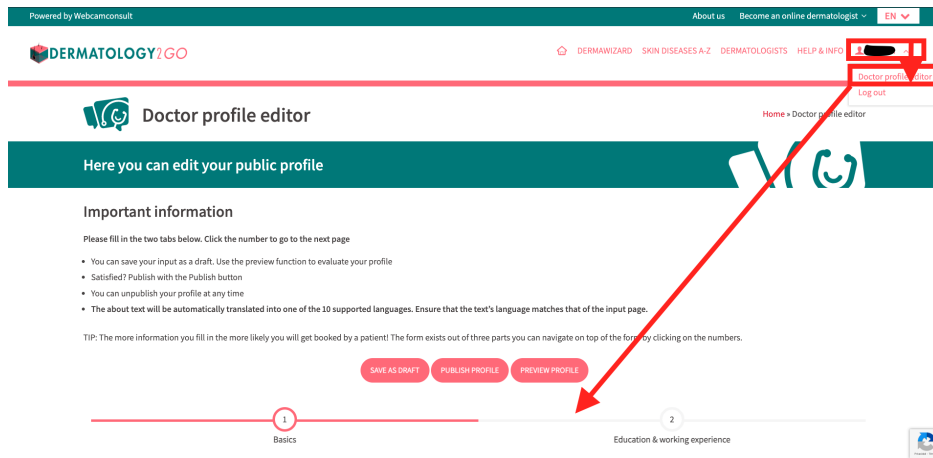
How to access your online profile on the website

To access your online profile, you have two options:

1. In the software, go to the left dashboard and click on "Organisation > My Profile", then click on the button in the top right corner.



2. Go directly to <https://dermatology2go.online/my-profile/> and log in using the same credentials you use for the software.



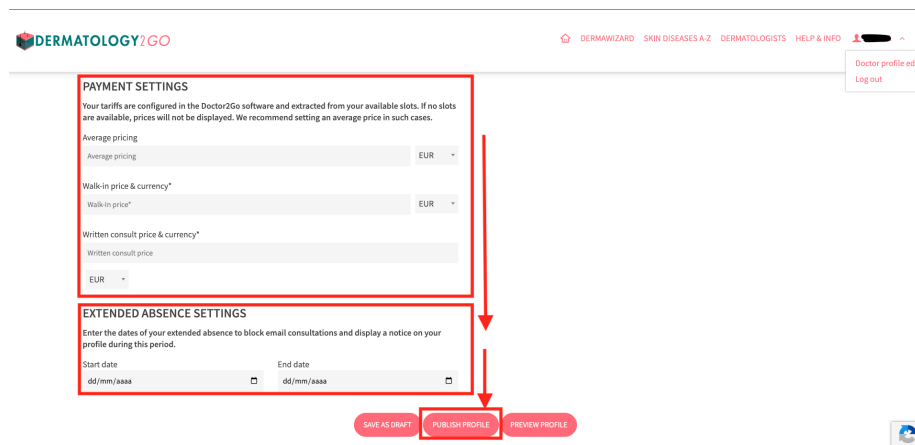
How to set your walk-in and email paid consultation tariffs

Once you are in the “Doctor profile editor”, scroll down until you see the “Payment settings” block.

There, you’ll be free to choose the tariffs for the following concepts:

1. **Average pricing:** the average pricing of your video consultations
2. **Walk-in price & currency:** the pricing of your video consultations without previous appointments
3. **Written consult price & currency:** the pricing of your email consultations

Once you have added your tariffs, don’t forget to click on “Publish profile” at the bottom of the page.



The written or email consultation is a new feature that allows doctors to offer quick written consultations, without the hassle of video consultations.

Once you set a tariff for email consultations, the patient can opt in via the website.

When done, the patient then receives a secure questionnaire through Dermatology2go.

Once completed, you will receive a notification, and you'll be able to access their answers.

You can then respond directly on the platform, and the patient will receive their response via email.

As a general rule, a response is expected within one business day.

IMPORTANT: If you foresee being on holiday or absent for an extended period of time, below the payment settings, you'll find a block called "Extended absence settings" that blocks any email consultations during that period.

How to offer walk-in video consultations to your patients

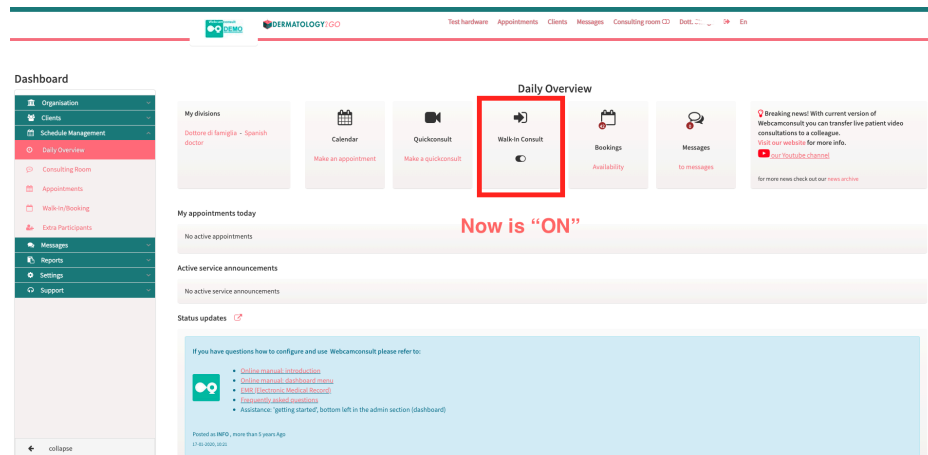
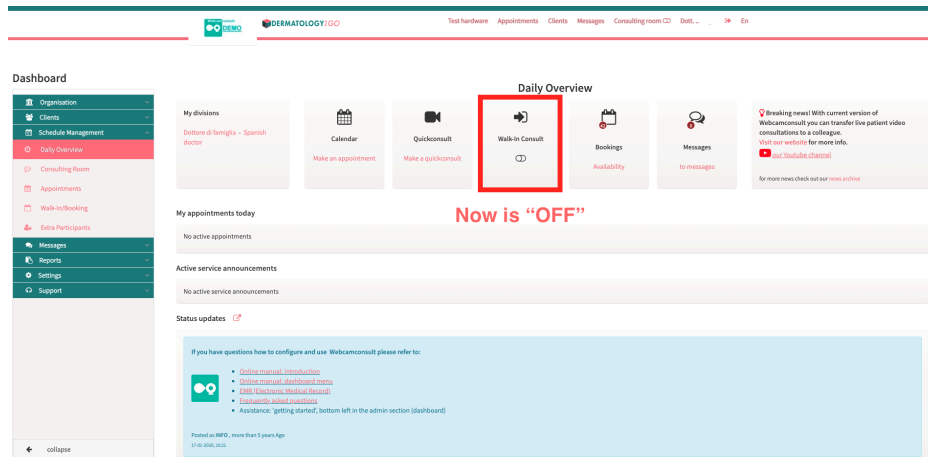
Once you have set your walk-in consultation tariffs on the Dermatology2go website, you can start offering this kind of video consultation.

It can be handy if you haven't set up a booking time for a specific date, but you're available for receiving patients online.

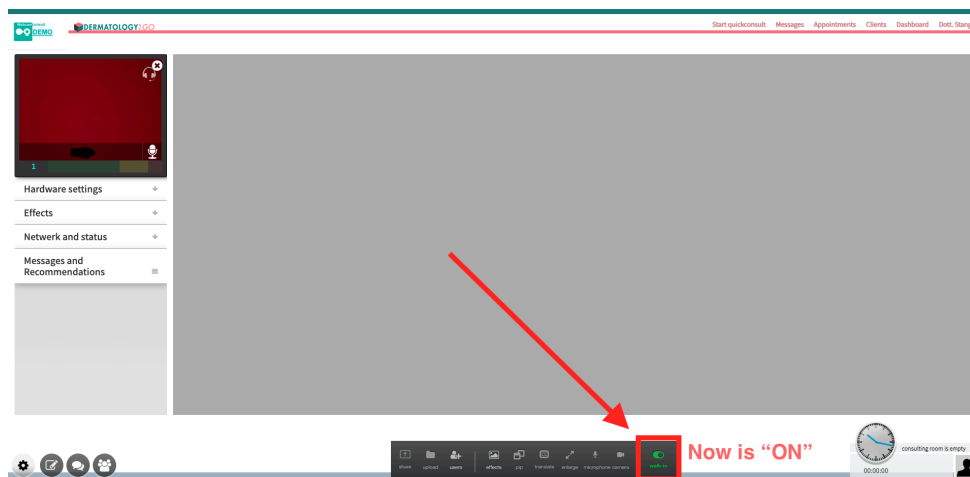
If you activate this option, your profile will be showcased on the website as immediately available, increasing your chances of receiving patients who don't want or can't wait for an appointment.

There are two ways of activating the walk-in video consultations, and both ways are through the software:

1. Access your software via <https://app.dermatology2go.online/> and choose one of the two options:
 - a. In the "Daily Overview" within the "Schedule Management" menu on the left, simply turn on the "Walk-In Consult" button in the middle of the screen.



b. Alternatively, click on the “Consulting room” and, once you get there, activate the “walk-in” button in the tools placed at the bottom of the screen.



IMPORTANT TO NOTE: Once you finish offering this service at that specific moment (e.g. end of the day), don't forget to turn the button off, so that you don't appear as “available now” on the website.

7. Support

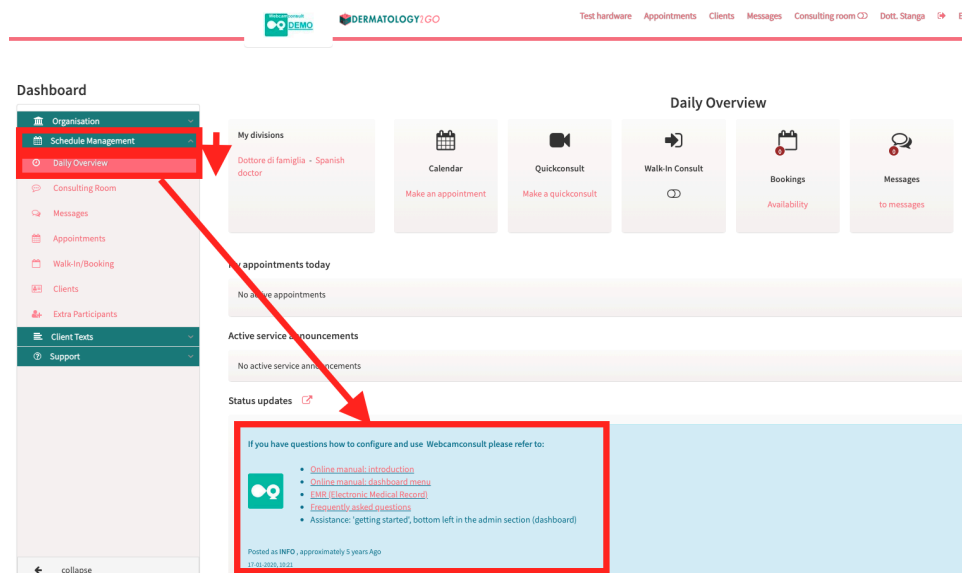
Congratulations on reaching the final step of your onboarding journey with Dermatology2Go!

With Dermatology2Go, you can also explore further functionalities that will be helpful for your practice, such as:

- Electronic Medical Records (EMR)
- Real-Time translations in your consultations

You can always consult our guides to learn how to use these and the features we have explored.

The guides can be found within your software, in the “Daily overview”:



Or you can visit the following link: <https://webcamconsult.com/en/support/support-overview>

Do you have any questions, need help resolving an issue, or want to share feedback about your experience?

Email us anytime at info@dermatology2go.online.

Your feedback helps us improve and ensures you have everything you need to succeed.

Let's make great things happen!

Warm regards,
The Dermatology2Go Team