# Rainbow Healthcare Waiting Room Demonstration

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Introduction

This document contains the necessary information to successfully manage and deliver the Alcatel-Lucent Enterprise’s Rainbow Healthcare Waiting Room demonstration.

Access to the demonstration will only be accessible in the timeframe assigned to you when you book your slot.

The target of this demonstration is to illustrate the interaction between a patient / client of a remote consultation service, and a doctor on duty who will deliver the service. The doctor logs into the application to be ready to receive incoming consultation calls through Rainbow APIs. The patient then logs into the web site at the time of his consultation.

Note: two different PCs are needed for the demo to run properly.

Browser pre-requisites for WebRTC

<table>
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<th>Browser</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mozilla Firefox</td>
<td>ESR (Extended Support Release, i.e. v45)</td>
</tr>
<tr>
<td></td>
<td>Stable Channel (55 and beyond)</td>
</tr>
<tr>
<td>Google Chrome</td>
<td>Stable Channel (54 and beyond)</td>
</tr>
</tbody>
</table>

We strongly recommend that you use the latest version of Google Chrome.

For optimal use of Rainbow, you should make sure the following:
- Minimal resolution of 1024x768
- Support for JavaScript MUST be enabled.
- Support for Cookies MUST be enabled.

How to obtain access to the Demo?

The process to access the demo is as follows:

On the dedicated eDemo Rainbow Healthcare Waiting Room booking web page: (http://edemo.al-mydemo.com/?page_id=2773):
- fill in the required fields (marked with an asterisk)
- the calendar can help with selecting the requested demo timeslot
- a delay of two working days will be required to validate your request
- “Email” and “ALE email contact” information may be the same if the demo is requested by an ALE employee. Alternatively, these will need to be different if the demo is requested by a non-ALE employee
- The “Zone” in which the demo will be run (EMEA, APAC, NAR, CALA) is needed to allocate the relevant support for the demonstration
- Click on the “Submit” button
Once your request has been approved, you will receive an email including links to the demo as well as account information and credentials to access the demo environment.

How to setup the Demo?

IMPORTANT NOTE: please use two different computers for the two personas of the demo.

Doctor login:

On the first PC, please go to the Healthcare demo Doctor URL provided in the demo-request confirmation email.

First authentication: reverse proxy

To access the demo, please authenticate with the following login/password credentials:

- Login: <Login provided in the demo-request confirmation email>
- Password: <Password provided in the demo-request confirmation email>

If you have lost the credentials or confirmation email, you can retrieve them here: http://sospassword.al-mydemo.com

Second authentication: Doctor login on the platform

Select Doctor and click connect.

The doctor is then logged in and can see the waiting queue. Note: there should be no patients ‘waiting’ at this stage.

Patient login:

On the second PC, please go to the Healthcare demo Patient URL provided in the demo-request confirmation email.

First authentication: reverse proxy

To access the demo, please authenticate with the following login/password:

- Login: <Login provided in the demo-request confirmation email>
- Password: <Password provided in the demo-request confirmation email>

If you have lost the credentials or confirmation email, you can retrieve them here: http://sospassword.al-mydemo.com
**Second authentication: patient login on the platform**

On the top right-hand corner of the web page, select ‘Patient’ to log the patient in to the platform.

The patient is now logged in to the platform.

**How to demonstrate?**

On the patients’ side, click on “Contact the doctor” whenever you are ready to start the demo.

The patient is asked to input the reason of their call. Any reason will do like “Headache”, or “Flu”.

Confirm by clicking on “Contact the doctor”.

On the doctors’ side, the patient appears in the waiting line.

The doctor can then consult the patients’ file and start an audio or video call when ready. (NOTE: please make sure that you allow for microphone and camera sharing on both sides!).

Once in a call with the patient, the doctor can put the call on hold or hang-up the call.
Doctor Side:

Patient side:
Hang-up the call on the doctor side.
Patient side:

Once the consultation is finished, logout both the patient and the doctor.

Who to contact

eDemo support team:

EMEA: edemo-support@al-enterprise.com
APAC: edemo-support-apac-china@al-enterprise.com
Americas: edemo-support-americas@al-enterprise.com

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