

## ? FAQs:

### Is this a secure service?

Yes, vCreate Neuro is an NHS-trusted service that has been tested and assessed for data security and protection.

### When will I receive a response about my upload from the clinical team?

Your clinician will be notified each time you upload a video and will aim to respond to you as soon as possible. Please get medical assistance if it is urgent or contact the neurology team if you have not heard from your consultant.

### I have forgotten my password or passcode.

Please follow the reset links on the login page. If you are still having problems contact your administrator.

### Will my video(s) be deleted when reviewed?

Your video will be stored as part of your child's clinical file. Your video will remain in the secure vCreate system and any clinical information and communication related to this will be part of your child's medical notes. If you would like to delete any videos, please contact your clinician or system administrator.

### I am having issues uploading, who can I contact?

Please contact your system administrator using the details on the back of this leaflet.

### Can I delete my account?

If you would like to delete your account, please contact your clinician or system administrator.

### Can I change the email address and username I provided when I registered?

Yes, you can update these in the "Update My Details" section on your homepage.



### GG&C System Administrator

Email: [Isla.Birnie@ggc.scot.nhs.uk](mailto:Isla.Birnie@ggc.scot.nhs.uk)

Telephone: 0141 451 5879

GG&C PAEDIATRIC  
NEUROLOGY  
DEPARTMENT ROYAL  
HOSPITAL FOR  
CHILDREN GLASGOW

[www.vcreate.tv/unit/253](http://www.vcreate.tv/unit/253)



Please note this is not an emergency service and if you have any urgent clinical concerns please contact your GP, NHS 24, 999 or attend Accident & Emergency if appropriate





## How do I create an account?

Your clinical team or an administrator will contact you to request a video. If you have a video you feel may be helpful, please contact your clinical team directly to organise sharing this.

You will receive an email or text with a personal registration link. You will be asked to provide consent and choose a username, password and passcode for the account.

You cannot access the system until your account has been activated, you will receive a notification when this is complete.

**If you have not used the system for some time and have forgotten your password and, or passcode, please click on the reset links at the login page. You will be sent an email with links to reset your details. If you still require assistance please contact your system administrator.**

## What is vCreate Neuro?

vCreate Neuro has been designed to help you send videos of your child to their clinical team quickly and securely. You can send recorded videos from your smartphone, tablet or computer at any time.

## Why have I been asked to upload a video?

The clinical team feel that a video of your child's symptoms might help to diagnose and assist with managing their clinical care.

## Can I access additional languages within the system?

Yes, vCreate Neuro is available in multiple languages. You can select your preferred language on the homepage. The entire application will then be available in your chosen language, and any messages and uploads you send will be automatically translated for the clinical team.

## How do I upload a video/photo?

Record or photograph using on the camera app of your mobile or tablet device if safe to do so.

## When you are ready to upload a video/photo:

- 1** **Log in** to your account at: [www.vcreate.tv/unit/253](http://www.vcreate.tv/unit/253)
- 2** From the homepage, select from **“Upload a clip”** or **“Upload a photo”**.
- 3** **Answer some questions** about your upload to help your clinical team, this should only take a couple of minutes.
- 4** Select **“Step 1: Start”** to load the camera roll on your device and choose your video
- 5** Enter a title for your video and click **“Step 3: Upload”**
- 6** Your child's clinician **will receive a notification** each time you upload a video and will aim to respond as soon as possible.