

Online Consultation Guide

Enter your **first name**

Enter your **last name** (surname/family name)

Enter your **email address**

enter you **email address** again

Click on how you would like to pay:

Paypal- if you are using your paypal account

Worldpay- if you would like to pay using a debit or credit card

You will be redirected to the payment site you have chosen, follow the screen instructions to pay.

Once payment is complete you will be redirected back to the dermatologist site, and we will confirm your payment has been successful.

Click '**continue to online consultation**'

You are now using our secure server. You have been allocated a case number and should keep a note of this number.

Your name and email address will be pre-filled in. goto the date of birth field.

Enter your **date of birth**.

Now answer the following questions-

How long have you had the condition?

Your hair colour?

Your eye colour?

Please click whether you condition is a **rash, a lesion (lump/mole) or other**.
(the next questions will differ depending which condition type you have selected)

Answer the multiple choice questions.

If you have answered yes to any of the multiple choice questions or would like to give more relevant information or have a specific question for the doctor you should type these in the **text box**.

You can add **upto 4 photos**.

(important- The photo should be in jpeg or png format and ideally no larger than 2Mb, you can load photo upto 10Mb although it may take a while to load).

How to create a picture? [Click here](#)

We make an annual donation to charity, and we ask our patients which charity you would like us to support on their behalf.

Which charity would you like to support? Please select an answer from the drop down menu.

Where did you hear about it? Please select an answer from the dropdown menu.

You have now completed the online consultation.

Click **submit to specialist** to send your case. (please wait for the page to refresh, do not click again, the information is loading).

You will be re-directed to the confirmation page. You will receive an email with your registration details – keep these safe, you will need them to log on when the doctor posts your reply/report. You will also receive email confirmation that your case has been submitted.

When the doctor has assessed your case and completed the report. We will post this to your account page, you will receive an email alert to prompt you to log on to your message board to read/download report.

If you have any queries, please use the contact page, for technical assistance during your online consultation, please call (+44) 0780 412 1135.