



# User Manual

# ACACIA

## Table of Contents

<b>1. Introductory Notes .....</b>	<b>3</b>
<b>2. Registration.....</b>	<b>3</b>
<b>3. Login.....</b>	<b>6</b>
<b>4. Forgot Password .....</b>	<b>6</b>
<b>5. Change Password.....</b>	<b>8</b>
<b>6. Personal Data, Smart Assistant and Booking .....</b>	<b>10</b>
<b>7. Visit Management .....</b>	<b>16</b>
<b>8. Video Consultation: Using the Video Chat .....</b>	<b>21</b>
<b>9. Video Chat Troubleshooting .....</b>	<b>22</b>

## 1. Introductory Notes

Access to and use of the platform must be carried out exclusively through the Google Chrome browser, in order to ensure the correct functioning of all features.

Using a different browser does not guarantee the correct functioning of the platform.

To display content in languages other than the one available, it is recommended to use the built-in translation tools of Google Chrome.

Translation can be activated by right-clicking on the page and selecting "Traduci in..." / "Translate to...", based on the language set in the browser.

## 2. Registration

To access the platform, registration is required.

### Registration Procedure

- Go to the platform link.
- On the login screen, click the "Registrati" / "Registri" / "Register" button.
- A page dedicated to account creation will open, where all required fields must be filled in.

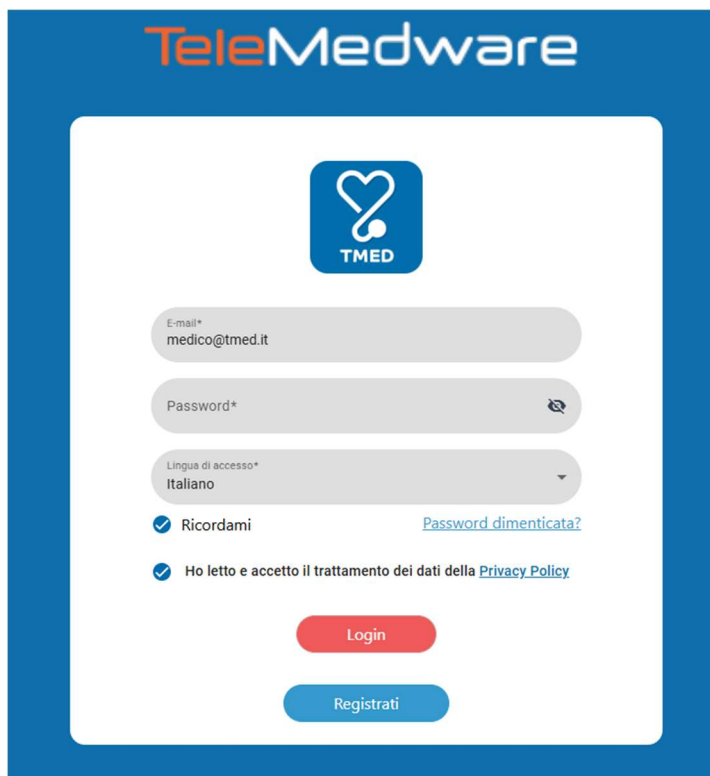


Figura 1 Login

### Required Registration Data

To complete registration, the user must fill in all of the following mandatory fields:

- First name
- Last name
- E-mail
- Gender
- Date of birth
- Tax ID code
- Password
- Repeat Password
- Country of residence

- Region of residence
- Province of residence
- Municipality of residence
- Address
- House number
- Postal code

Failure to fill in even a single field will prevent the completion of the registration procedure.

Figura 2 Registration

### Password Requirements

The password entered must meet the following minimum security requirements:

- At least one lowercase character
- At least one uppercase character
- At least one number
- At least one special character
- Minimum length of 8 characters

Nel campo "Ripeti password" field must contain the same password chosen, for confirmation.

- ! Utilizza almeno un carattere minuscolo
- ! Utilizza almeno un carattere maiuscolo
- ! Utilizza almeno un numero
- ! Utilizza almeno un carattere speciale
- ! Utilizza almeno 8 caratteri

Figura 3 Password Requirements

### Data Processing Consent

After filling in all the required fields, the user must tick the box relating to the processing of personal data.

Ho letto e accetto il trattamento dei dati della [Privacy Policy](#)

Figura 4 Data Processing Consent Checkbox

Only after this confirmation, the "Registriati" button, located at the bottom of the page, becomes

active.

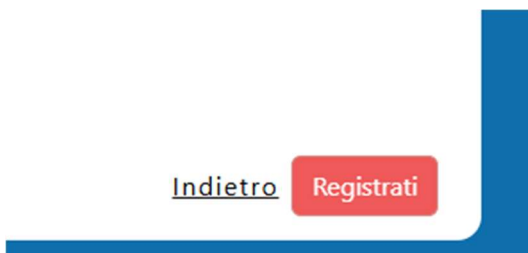


Figura 5 Register Button

### Registration Confirmation

Una volta fatto clic sul pulsante "Registrati", the system displays an on-screen confirmation message indicating the successful completion of the registration procedure.

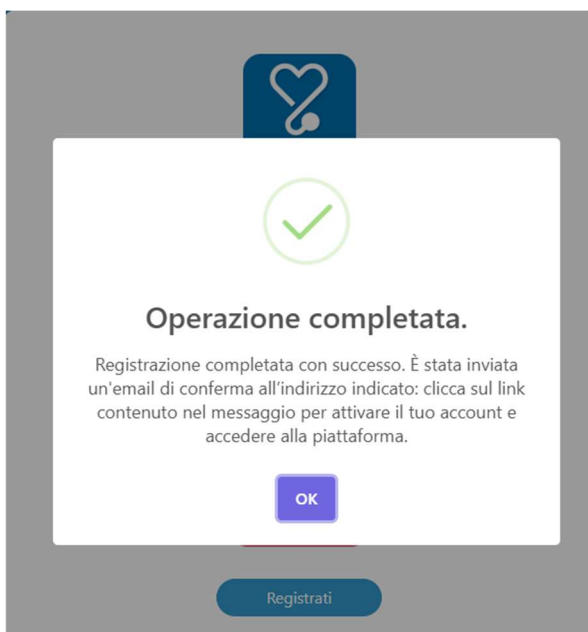


Figura 6 Registration Confirmation Message

### Validazione dell'indirizzo e-mail

At the end of registration, the account is created but it is not yet possible to access the platform.

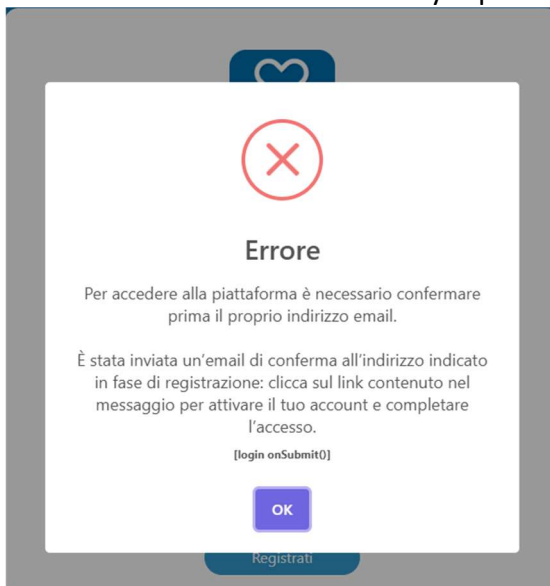


Figura 7 Warning for Unvalidated E-mail

To enable the first login, the e-mail address entered must be validated.  
The system automatically sends an e-mail containing a validation link.  
By clicking on this link, the e-mail address is validated and the account becomes active.

### 3. Login

To access the platform, login is required using the credentials created during registration.

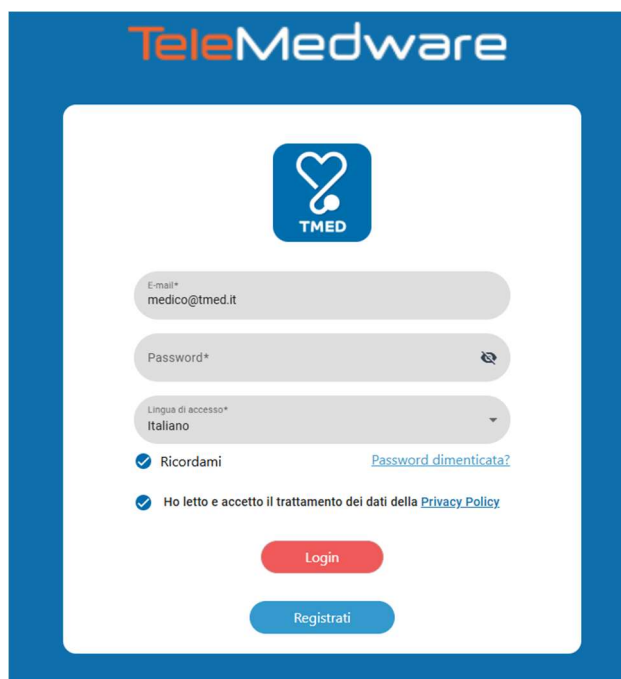


Figura 8 Login

#### Login Procedure

1. Go to the platform login page.
2. Enter the following details:
  - E-mail (used during registration)
  - Password (chosen during registration)
3. Tick the box relating to data processing.

After entering the credentials and confirming data processing, the "Login" button becomes active and it is possible to access the platform.

#### Opzione "Ricordami" / "Remember Me"

The login screen also features the "Ricordami" / "Remember Me" option.  
If selected, it saves the login credentials to facilitate subsequent logins to the platform.

### 4. Forgot Password

If the access password is lost, the "Password dimenticata" / "Forgot Password" function is available.

#### Password Reset Procedure

1. Go to the platform login page.
2. Fare clic sul pulsante "Forgot Password".
3. A page will open where the e-mail address associated with the account must be entered.

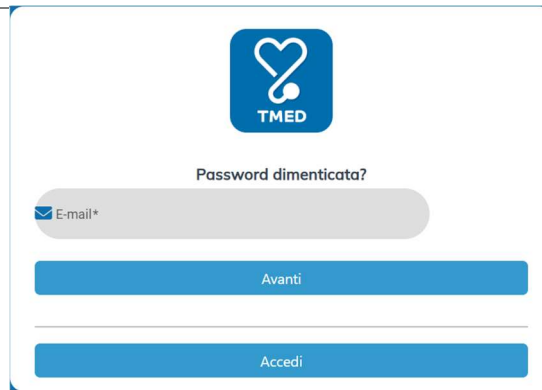


Figura 9 Password Recovery

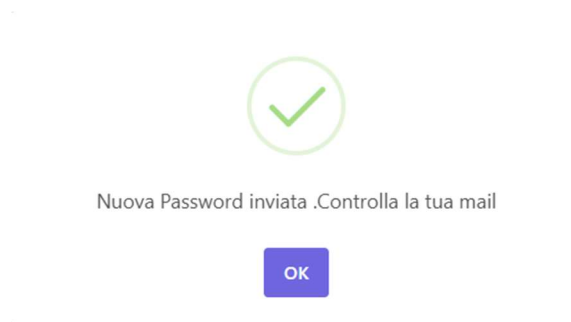


Figura 10 Password Sent by E-mail Notice

4. Once confirmed, the system sends an e-mail containing a link to reset the password.

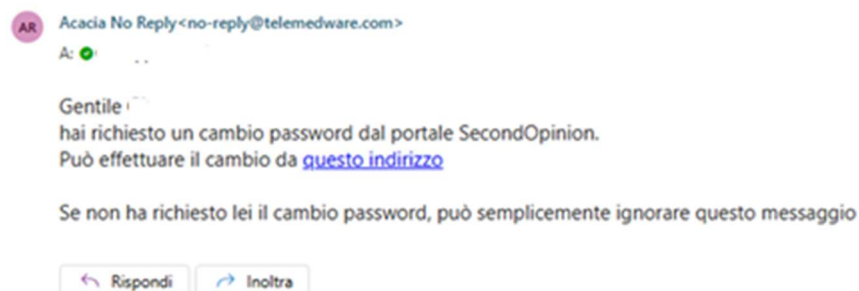


Figura 11 Password Reset E-mail Example

5. By clicking on the received link, a page dedicated to creating the new password opens, where the user must:
  - enter the new password;
  - re-enter the password in the confirmation field.



Figura 12 Change Password

6. Once the operation is completed, the access password is successfully reset. After the reset, it is possible to log back into the platform using the new password.

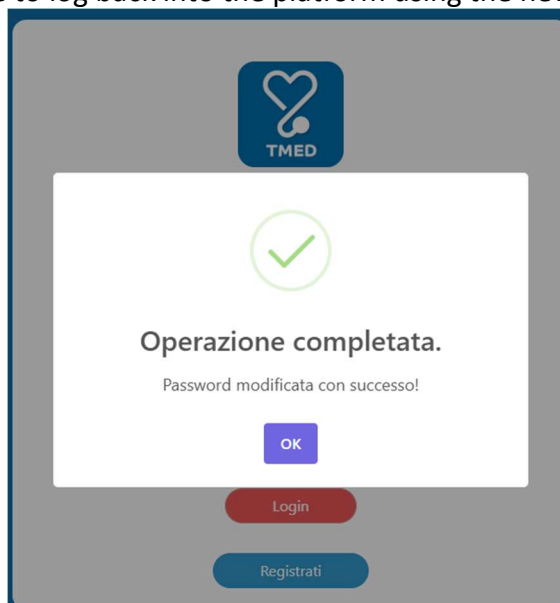


Figura 13 Password Successfully Changed Notice

## 5. Change Password

To change the password, proceed as follows.

1. Log in to the platform
2. Click the user icon, located in the top right corner
3. Select "Cambio password" / "Change Password"

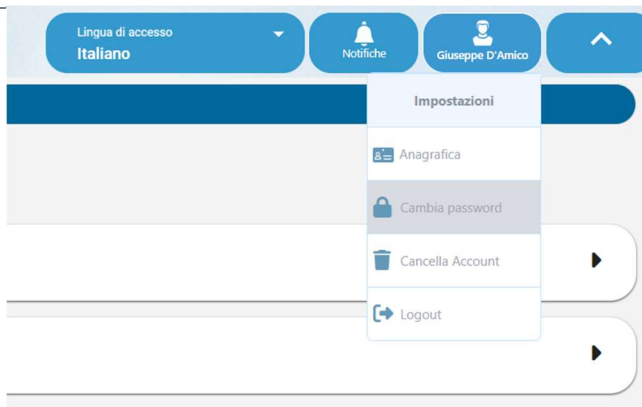


Figura 14 Change Password

4. A window will open where the user must enter: current password, new password and new password confirmation

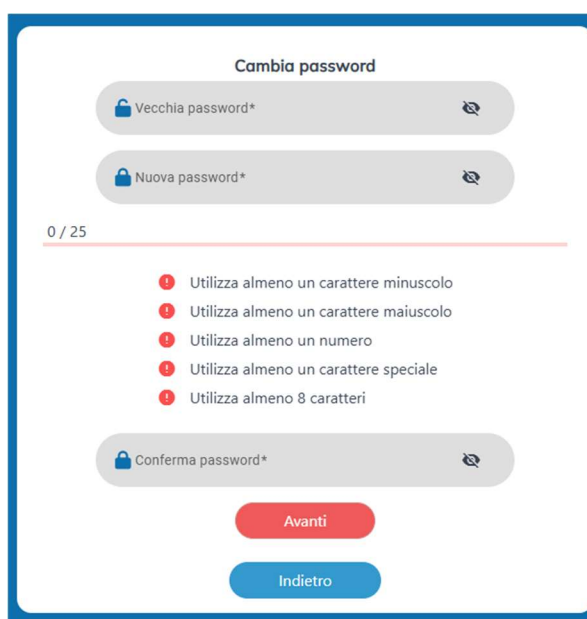


Figura 15 Change Password Screen

5. Once confirmed, the system displays an on-screen message informing the user that the password has been successfully changed.

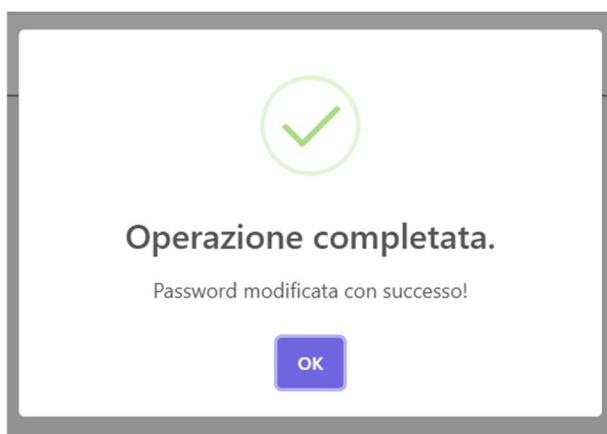


Figura 16 Password Successfully Changed Notice

## 6. Personal Data, Smart Assistant and Booking

### Smart Assistant

Once logged in, the user is automatically directed to the Smart Assistant.

From the Smart Assistant it is possible to:

- access the list of consultation requests via the "Vai alle visite" / "Vai alle visite" / "Go to Visits" button (1 in figure 17);
- book a new consultation via the "Prenota una visita" / "Prenota una visita" / "Book a Visit" button (2 in figure 17).

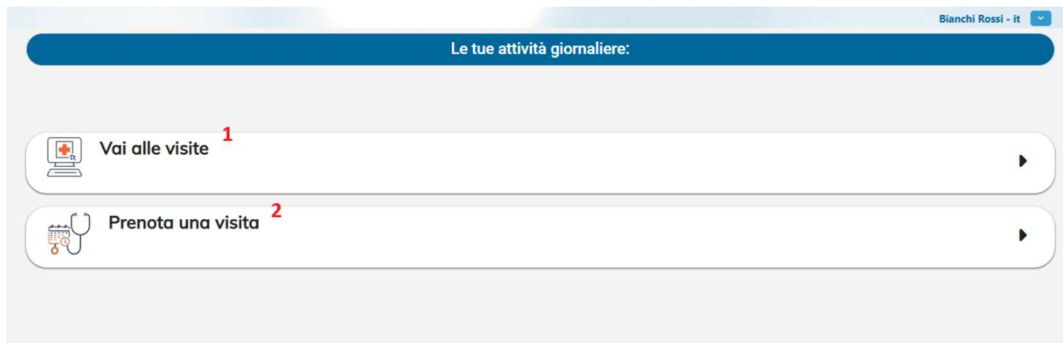


Figura 17 Smart Assistant

### Left Sidebar Menu

On the left side of the screen there is a sidebar menu, which can be collapsed or expanded by clicking the arrow at the bottom (1 in figure 18).

The sidebar menu contains the following items:

- Smart Assistant (2 in figure 18)
- My Visits (3 in figure 18)
- Book a Visit (4 in figure 18)
- Help (5 in figure 18)

The "Le mie visite" / "My Visits" and "Prenota una visita" / "Book a Visit" items are also available as quick-access buttons in the Smart Assistant. The "Guida" / "Help" item allows access to this user manual at any time.



Figura 18 Left Sidebar Menu

## Top Menu

In the upper right part of the screen there is an arrow (1) that provides access to the following features:



Figura 19 Top Menu Arrow

- Language: allows changing the interface language (1 in figure 20);
- Notifications: allows viewing received notifications (2 in figure 20);
- User icon (3 in figure 20): allows access to account settings.

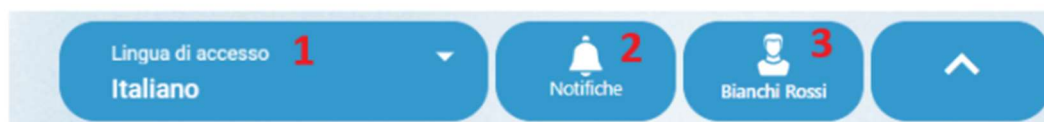


Figura 20 Top Menu

## User Menu

Clicking the user icon opens a menu with the following items:

- Personal Data (1 in figure 21)
- Cambia password (vedi sezione *Change Password*) (2 in figura 21)
- Delete Account, to permanently delete the account (3 in figure 21)
- Logout, to disconnect from the platform (4 in figure 21)

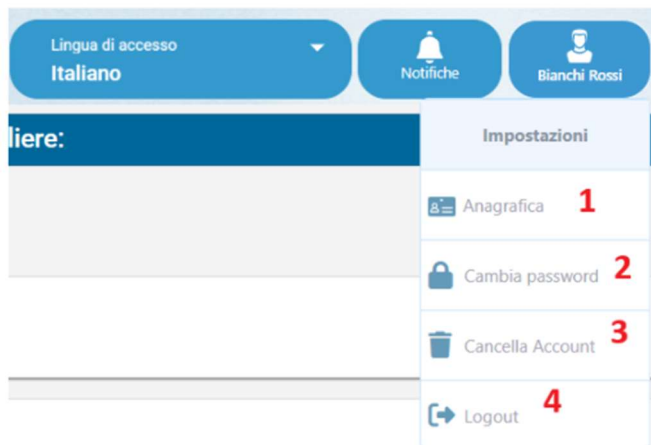


Figura 21 User Menu

## Personal Data

The Personal Data section allows managing the user's personal information and is divided into the following areas:

- Personal Data: allows editing personal information;

Figura 22 Personal Data

- Residence: allows editing residence information;

Figura 23 Residence

- Additional Contacts: allows entering any additional contact details.

Figura 24 Additional Contacts

### Booking a Visit

It is possible to book a new consultation by accessing the "Prenota una visita" / "Book a Visit" function, available from both the left sidebar menu and the Dashboard.

The booking is carried out through a step-by-step guided procedure.

#### Step 1 – User Data Summary

Viene mostrato il riepilogo dei dati dell'utente.

Servizio di prenotazione Telemedware  
**Prenota una visita**

1 2 3

**Dati paziente**

Nome

Cognome

Data di nascita

Codice fiscale

**Avanti**

Figura 25 Step 1

### Step 2 – Service Selection

The user can select one of the following service types:

- Standard Consultation
- Standard Consultation con videochiamata secondo calendario

**Scegli prestazione**

Seleziona regime  
LIBERA PROFESSIONE

Seleziona prestazione

Cerca

Consulto Ordinario con Videochiamata secondo calendario (350 €) - (Acacia)

Consulto Ordinario: riceverete la risposta entro 4 giorni (280 €) - (Acacia)

Figura 26 Step 2

### Step 3 – Specialist Selection (standard consultation)

If the standard consultation is selected, it is possible to choose the specialist.

By clicking "Avanti" / "Next", the payment procedure is initiated to complete the booking.

**Scegli prestazione**

Seleziona regime  
LIBERA PROFESSIONE

Seleziona prestazione  
Consulto Ordinario: riceverete la risposta entro 4 giorni (280 €) - (Acacia)

Seleziona specialista  
Umberto Verdi

**Indietro** **Avanti**

Figura 27 Step 3 (Standard Consultation)

### Step 3 – Preference Settings (scheduled consultation)

If the standard consultation with scheduled video call is selected, it is possible to:

- set the start date of the search;
- selezionare l'orario;
- select the days of interest.

Figura 28 Step 3 (Scheduled Consultation)

#### Step 4 – Availability Check

By clicking "Avanti" / "Next":

- if, based on the preferences indicated, no availability is found, a warning message is displayed;
- if availability is found, the available days and the number of available slots for each day are shown.

Figura 29 Step 4

#### Step 5 – Day Selection

By selecting a day of interest, the available time slots for that day are displayed.

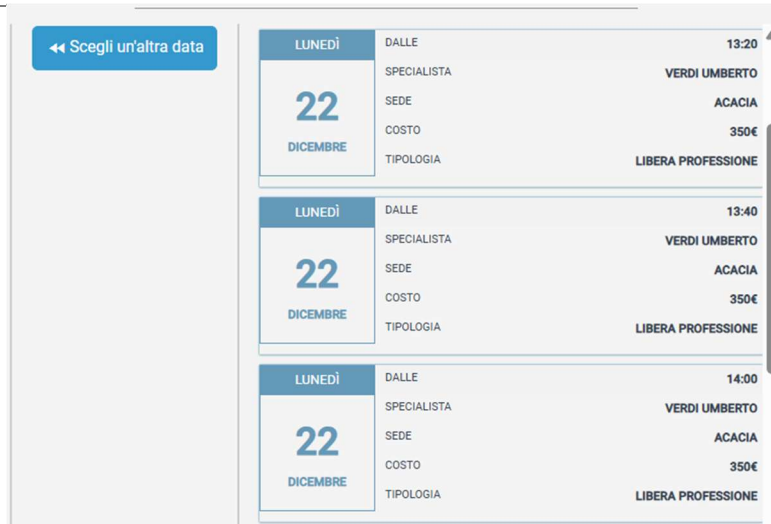


Figura 30 Step 5

**Step 6 – Time Selection and Confirmation**

After selecting the desired time slot and clicking "Conferma" / "Confirm", the payment process is initiated.

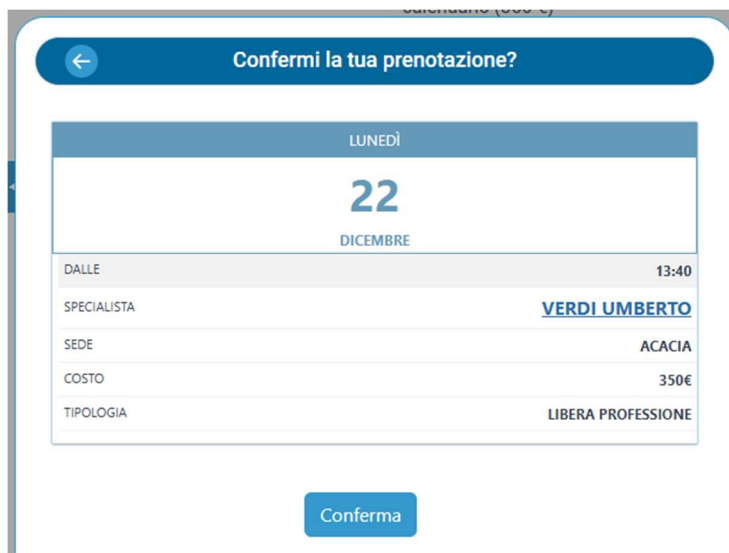


Figura 31 Step 6

**Step 7 – Payment**

In this step the user enters the details required to complete the payment transaction. The form requires the following fields to be filled in:

- Credit or debit card number;
- Card expiry date;
- CVV/CVC code (3-digit security code printed on the back of the card);
- Name of the cardholder.

Once all required details have been entered and payment confirmed, the booking is successfully completed and the visit is active in the system.

**Step 8 – Accessing the Consultation**

In both booking methods, after payment it is possible to access the consultation directly by clicking "Vai alla Prenotazione" / "Go to Booking".



Figura 32 Step 8

## 7. Visit Management

### Accessing the Visit List

From the left sidebar menu, by clicking on "Visits", the patient accesses the list of their visits.



Figura 33 Left Sidebar Menu

The My Visits page is divided into two sections:

- Pending Visits (1 in figure 34)
- Completed Visits (2 in figure 34)

In the upper left area of the page there is a magnifying glass icon (3), which allows searching within the visit list.

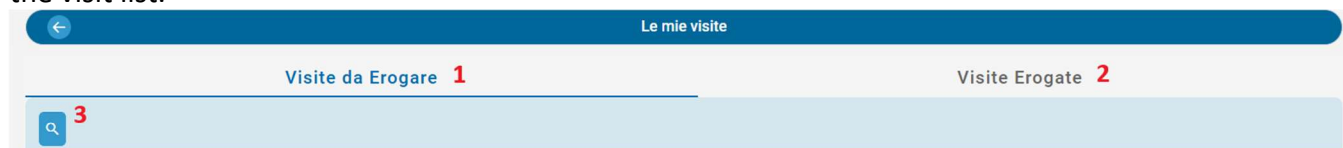


Figura 34 My Visits

For each service the following information is displayed:

- Service name
- Cost
- Date:
  - for a standard consultation, this corresponds to the request date;
  - for a scheduled consultation, this corresponds to the appointment date for the video call;
- Time (only present for the scheduled consultation);
- Request status.

ID	Prestazione	Costo	Data	Ore	Stato
1	Consulto Ordinario: riceverete la risposta entro 4 giorni (280 €)	280,00 €	17/12/2025		⌘

Figura 35 Visit List (Single Service Detail)

To access the details of a visit, simply click on the corresponding row.

### Visit Details

The visit details page is composed of the following sections:

- General Data
- Patient Personal Data
- Questionnaire
- Question for the Specialist
- Attachments
- Medical Report

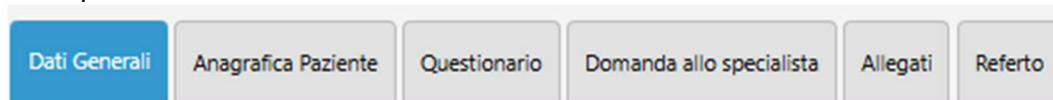


Figura 36 Visit Details

### General Data

In the case of a scheduled consultation, the "Dati generali" / "General Data" tab is available, where the following are visible:

- information relating to the appointment (date, time, cost);
- the applicant's personal data.

From this section it is also possible to:

- access the video chat via the "Vai alla videochat" / "Vai alla videochat" / "Go to Video Chat" button; (1 in figure 37)
- scaricare l'appuntamento in formato calendario tramite:
  - Add to Calendar (download ICS); (2 in figure 37)
  - Add to Google Calendar. (3 in figure 37)



Figura 37 General Data (Riepilogo visita)

### Patient Data Completion

The "Anagrafica paziente" / "Patient Personal Data", "Questionario" / "Questionnaire" and "Domanda allo specialista" / "Question for the Specialist" sections are intended to be filled in by the patient and must be completed in order:

1. Patient Personal Data
2. Questionnaire
3. Question for the Specialist

**Le sezioni Patient Personal Data, Questionnaire e Question for the Specialist sono tutte e tre**

**obbligatorie: affinché il medico possa prendere in carico la richiesta, devono essere compilate integralmente e nel corretto ordine. In caso di compilazione incompleta, la richiesta non può essere gestita dal medico.**

Upon completion of each section, the system automatically sends the user an **reminder e-mail** reminding them to complete any remaining sections, in order to allow the doctor to take charge of the request.

**Patient Personal Data**

This section contains all the personal data of the patient subject to the request.

Figura 38 Patient Personal Data

**Questionnaire**

The Questionnaire section is dedicated to collecting clinical information, including:

- previous illnesses;
- current conditions;
- any radiotherapy;
- any chemotherapy;
- surgical interventions;
- currently taken medications;
- symptoms;
- allergies.

Figura 39 Questionnaire (pagina 1)

Figura 40 Questionnaire (pagina 2)

**Question for the Specialist**

This section is dedicated to entering any questions the patient wishes to ask the doctor.

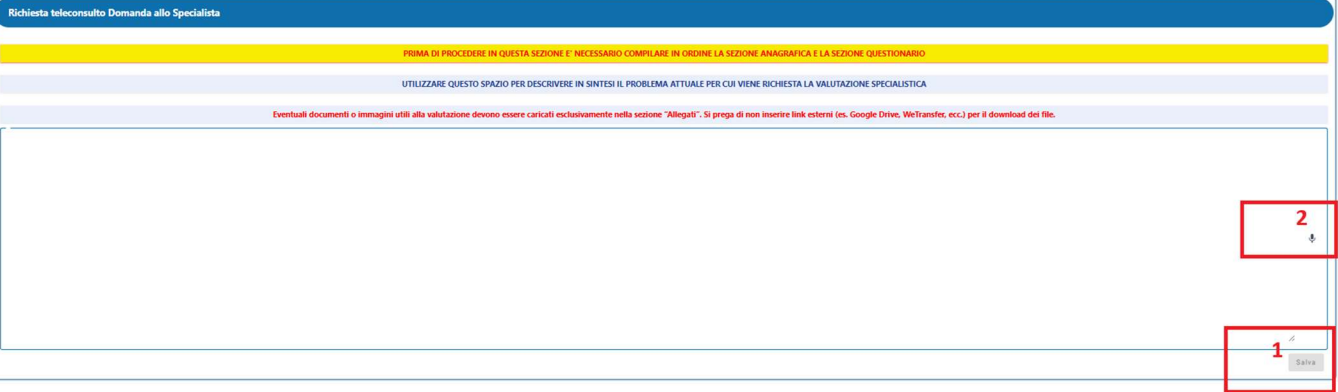


Figura 41 Question for the Specialist

In all three sections it is necessary to click "Salva" / "Salva" / "Save" (button located at the bottom (1)) in order to proceed to the next section. The button is activated only when all mandatory fields have been filled in and the sections have been completed in the correct order.

All text input fields are equipped with a voice dictation function, which can be activated via the dedicated button with a microphone icon (2).

### Attachments

In the "Allegati" / "Attachments" section the patient can:

- upload and view attachments;
- view an attachment by clicking the eye-shaped icon (for DICOM files, the dedicated viewer is launched).

Next to each attachment there is a gear-shaped icon, through which it is possible to:

- download the attachment;
- add a description;
- delete or replace the attachment.

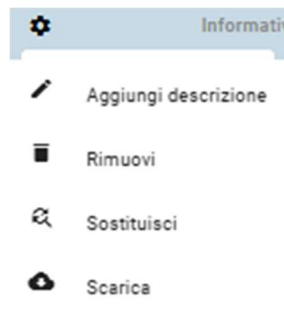


Figura 42 Attachment Actions

To upload an attachment it is possible to:

- drag the file into the "Trascina i file qui" / "Drag files here" area; (1)
- alternatively, click "Scegli un file" / "Choose a file" and select the file to upload.

For DICOM attachments, before dragging the file it is necessary to select the "DICOM" option (2).

In questa sezione puoi allegare documenti PDF, immagini e file DICOM.

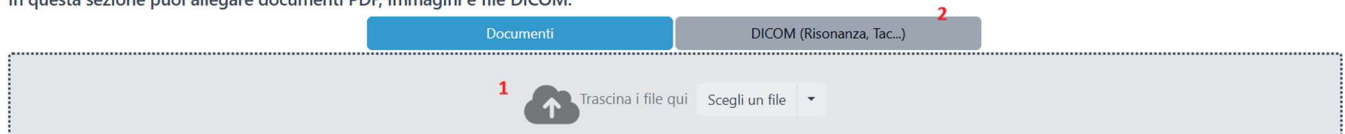
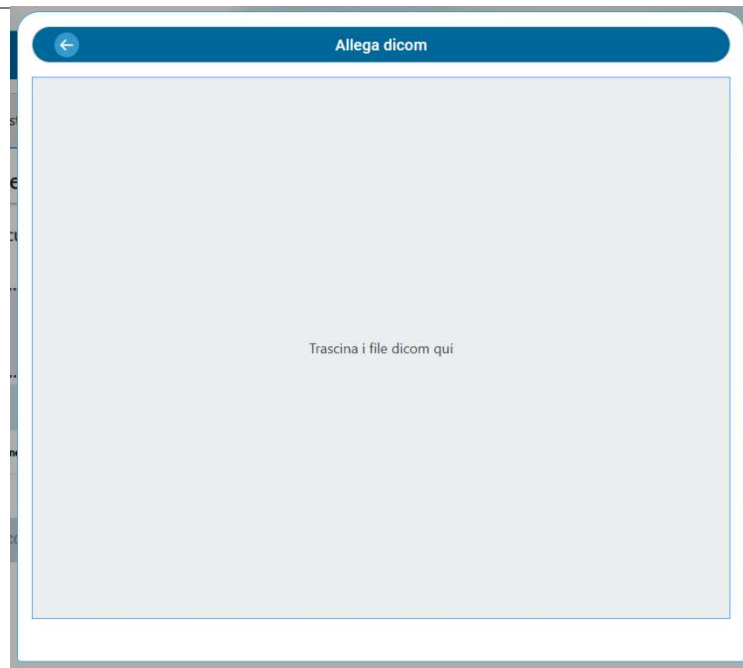


Figura 43 Attachment Upload

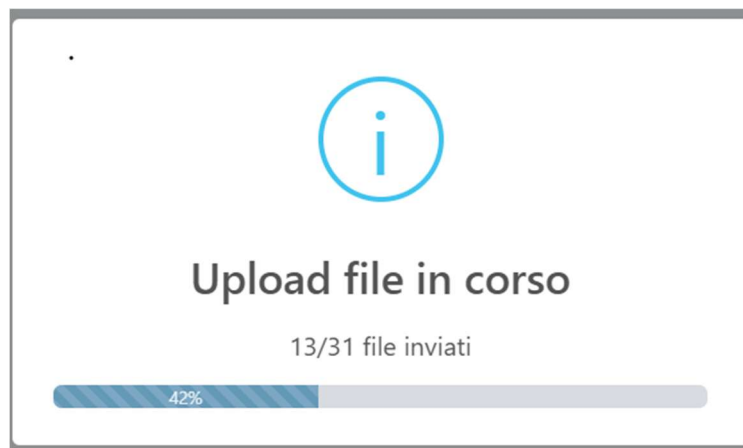
After selection:

1. a dedicated window opens where files to be uploaded can be dragged;



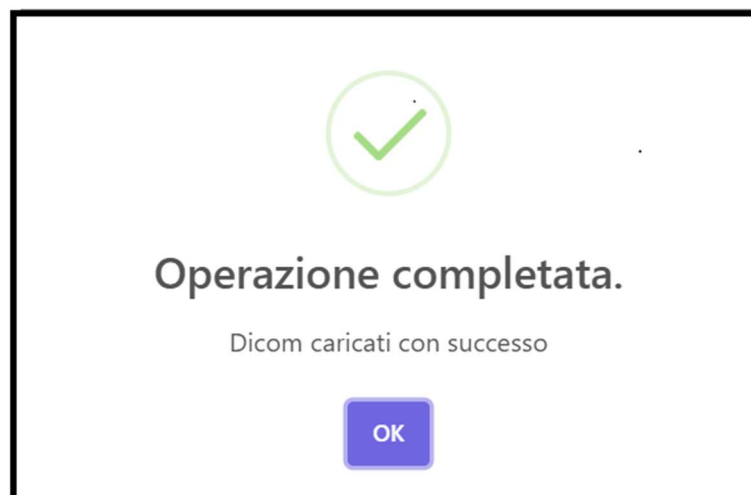
*Figura 44 Attach DICOM Window*

2. during uploading a progress bar is displayed;



*Figura 45 Progress Bar*

3. once all files have been uploaded, a confirmation message is displayed indicating successful upload.



*Figura 46 Successful Upload Notice*

## Medical Report

The Medical Report section displays the final report, once the doctor has completed it.



Figura 47 Medical Report non pronto

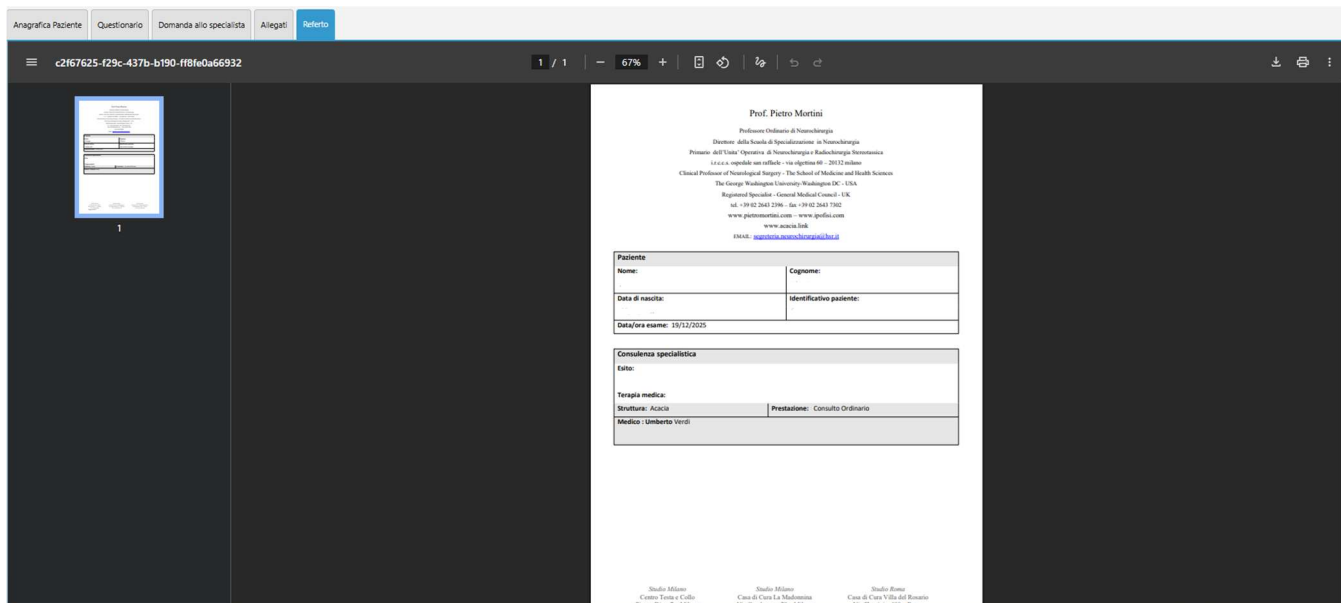


Figura 48 Esempio di Medical Report

The report, in addition to being viewable within the visit, can be downloaded directly from the completed visits list by clicking the "Stampa referto visita" / "Print Visit Report" button.

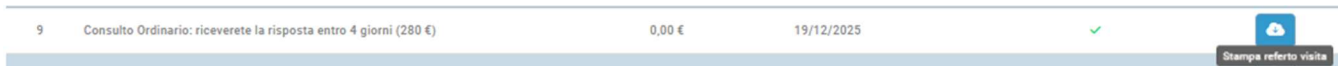


Figura 49 Print Report Icon

## 8. Video Consultation: Using the Video Chat

The platform integrates Jitsi Meet for video consultations. Jitsi Meet is a video calling solution accessible directly from the Google Chrome browser, with no need to install additional applications. For correct operation it is necessary to authorise Chrome to use the microphone and webcam before or during the first access to the video chat.

### Accessing the Video Chat

To access the video chat for an appointment:

- Go to the "Le mie visite" / "My Visits" section from the left sidebar menu.
- Click on the visit of interest to open its details.
- In the "General Data" tab, click the "Vai alla videochat" / "Vai alla videochat" / "Go to Video Chat" button.

La videochat si apre direttamente come finestra sovrapposta alla pagina, senza aprire nuove schede del browser. Al primo utilizzo, Chrome mostrerà una richiesta di autorizzazione per microfono e webcam nella parte superiore della finestra: è necessario concedere entrambi i permessi per poter

participate in the video chat correctly.

### **Authorising Microphone and Webcam in Chrome**

On first access to the video chat, Chrome displays a message in the upper left of the address bar requesting permission to use the device's camera and microphone. It is necessary to click "Consenti" / "Allow" for both.

If the message was dismissed or "Blocca" / "Block" was selected, a padlock icon or a camera icon with a red X will appear in the address bar. To unblock permissions manually:

- Click the padlock icon (or the warning icon) in the Chrome address bar, to the left of the URL.
- In the panel that opens, find the "Fotocamera" / "Camera" and "Microfono" / "Microphone" entries.
- Set both to "Consenti" / "Consenti" / "Allow" using the dropdown menu.
- Close the video chat window and reopen it via the "Vai alla videochat" / "Vai alla videochat" / "Go to Video Chat" button: Chrome will apply the new settings and the video chat will work correctly.

Alternatively, permissions can also be managed from Chrome settings:

- Open Chrome and type in the address bar: `chrome://settings/content/camera` (for the camera) or `chrome://settings/content/microphone` (for the microphone).
- Verify that the option "I siti possono richiedere l'utilizzo" / "I siti possono richiedere l'utilizzo" / "Sites can ask to use" is enabled and that the platform site is not listed under "Non consentito" / "Non consentito" / "Not allowed". If it is, remove it and reload the page.

### **Video Chat Interface**

Once in the room, the toolbar at the bottom allows control of the devices and the session. The main available controls are:

- **Microphone:** turns the microphone on/off. When the microphone is off, the icon appears crossed out. Click to reactivate it.
- **Camera:** turns the camera on/off. When the camera is off, other participants will see only the username instead of the video.
- **Screen Sharing:** allows sharing the screen of the device with the doctor, useful for example to show reports or locally saved images.
- **Text Chat:** opens the chat panel to exchange written messages during the video call, useful for sharing links or text.
- **Leave the Call:** ends participation in the video chat (red button at the centre of the bar).

Audio and video settings (choice of microphone, camera and speaker) are accessible by clicking the small arrow next to each icon in the toolbar.

## **9. Video Chat Troubleshooting**

### *Microphone or webcam not working*

- Verify that permissions are set to "Consenti" / "Allow" by following the procedure described in the previous section.
- Verify that no other application (e.g. Zoom, Teams, Skype) is using the microphone or camera at the same time: close them and reload the page.
- Su Windows, verificare che Chrome sia autorizzato ad accedere a fotocamera e microfono anche nelle impostazioni di sistema: Start → Impostazioni → Privacy → Fotocamera (e Microphone) → assicurarsi che "Consenti alle app desktop di accedere alla fotocamera" sia attivato.
- Su macOS, verificare in: Preferenze di sistema → Sicurezza e privacy → scheda Privacy → Fotocamera (e Microphone) → assicurarsi che Google Chrome sia spuntato.
- Try selecting a different device from the arrow next to the microphone or camera icon in the Jitsi Meet toolbar.

### *L'audio non si sente o è distorto*

- Verify that the system volume is not muted and that Chrome is not in silent mode (right-click on

the tab → "Attiva audio scheda" / "Unmute tab").

- Click the arrow next to the microphone icon and select the correct audio output device (speaker or headphones).
- In case of echo or audio feedback, use headphones with a built-in microphone.

*Video is choppy, slow or low quality*

- Check the quality of the Internet connection: a stable connection of at least 5 Mbps upload and download is recommended. Where possible, use a wired (Ethernet) connection instead of Wi-Fi.
- Close other browser tabs and unnecessary applications to free up system resources and bandwidth.
- Turn off your camera during the session (camera icon in the toolbar) if the connection is slow: the audio call will continue to function normally.

*The video chat does not open or remains stuck on loading*

- Verify that any browser extensions (e.g. ad-blocker, VPN, privacy shield) are not blocking the loading of the video chat: temporarily disable them, then close and reopen the overlaid window.
- Clear the Chrome cache: menu (three dots in the top right) → Settings → Privacy and security → Clear browsing data → select "Immagini e file memorizzati nella cache" / "Cached images and files" and "Cookie" / "Cookies" → Clear data. When done, close and reopen the video chat window.
- Make sure Chrome is updated to the latest version: menu (three dots) → Help → About Google Chrome. The browser will automatically check for updates.

#### **Tips for an Optimal Video Call**

- Run a microphone and camera test a few minutes before the appointment by accessing the video chat in advance.
- Position yourself in a well-lit environment, with the light source in front of you and not behind (to avoid backlighting).
- Use headphones with a built-in microphone to reduce background noise and echo.
- Keep any documents or reports to hand that may need to be shared with the doctor during the consultation.