How to Enable Screen Rotation

If the patient is getting stuck at the rotate screen message whilst accessing the patient portal from a mobile device it is likely because the device they are using has screen lock enabled, to proceed any further they will need to disable this.
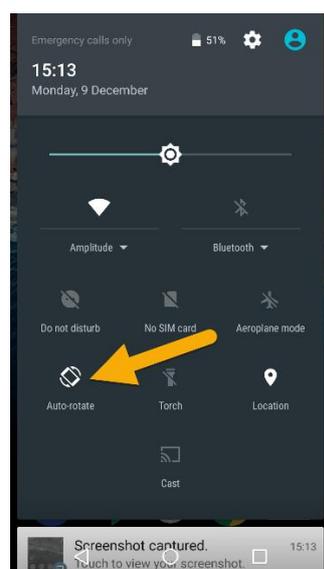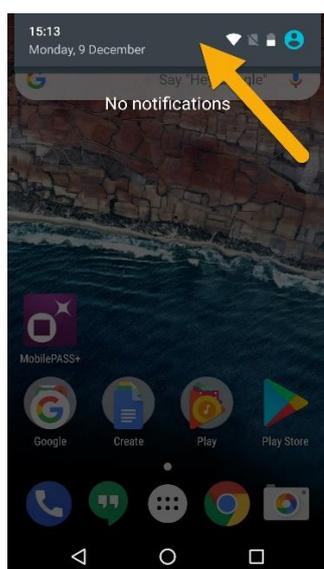
Follow the below instructions to do this.

For Apple devices:

Swipe down from the top right of the screen (for older devices swipe up from the bottom). This should bring up a menu.

Click the screen lock icon to change if from a red closed padlock to an open padlock, as shown in the screenshot.

For Android Devices:

Swipe down from the top of the screen. This should bring up notifications.

Click the top grey bar.

Click the auto-rotate icon so it looks the same as in the screenshot.