

# Attending your appointment via video

**Where appropriate, you can attend your appointment online via a video call.**

Video calling is as convenient as a phone call, with the added value of face-to-face communication.



## Where do I go to attend my appointment?



**Go to:**

You enter the online waiting area with the link provided. The service is notified when you arrive, and a social care professional will join you when ready.

There is no need to create an account.

No information you enter is stored.

### ✔ **What do I need to make a video call?**

- ✔ **A good connection to the internet** If you can watch a video online (e.g. YouTube) you can make a video call
- ✔ **A private, well-lit area where you will not be disturbed** during the appointment
- ✔ **One of these:**
  -  Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone
  -  Safari web browser on an Apple iMac, MacBook, iPad, or iPhone
- ✔ **Web-camera, speakers and microphone** already built into laptops or mobile devices



### **Is it secure?**

**Video calls are secure; your privacy is protected.**

You have your own private video room that only authorised social care professionals can enter.



### **How much internet data will I use?**

You don't use any data while waiting for a social care professional to join you.

A video call uses a similar amount of data to Skype® or FaceTime®.



### **How much does a video call cost?**

**The video call is free** (except for your internet usage).



### **Smartphone and tablet users**

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

## Get ready to make video calls

Make sure that you use one of the following web browsers



### Google Chrome

Windows 7+, Android 5.1+, MacOS 10.11+, iPadOS 13+



### Apple Safari

MacOS 10.12+, iOS 11.4+, iPadOS 13+



Go to:

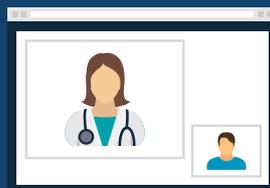
1

On this web page, click the **Start video call** button and follow instructions



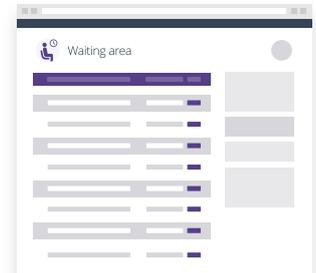
2

Wait in your own private video room



3

Your social care provider sees you arrive in the waiting area queue...



4

...and joins you in your video room when they are ready

## What do I do if something is not working?

Visit <https://consult.attendanywhere.co.uk/troubleshooting>

More information

