



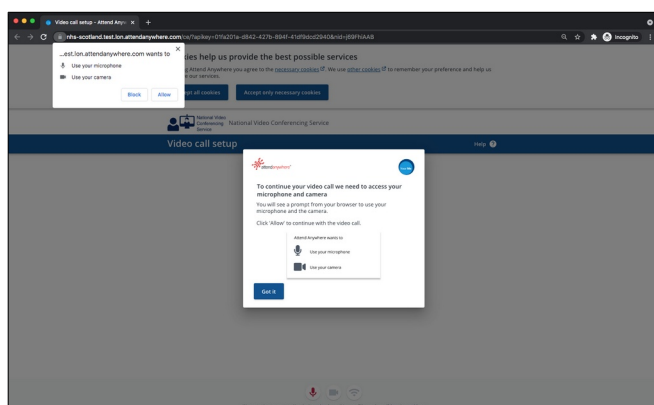
National Video Conferencing Service

Email: vc.support@nhs.scot

Telephone: 01224 816 666

Near Me: caller entry experience – MacOS or Windows version 21r4 1.6

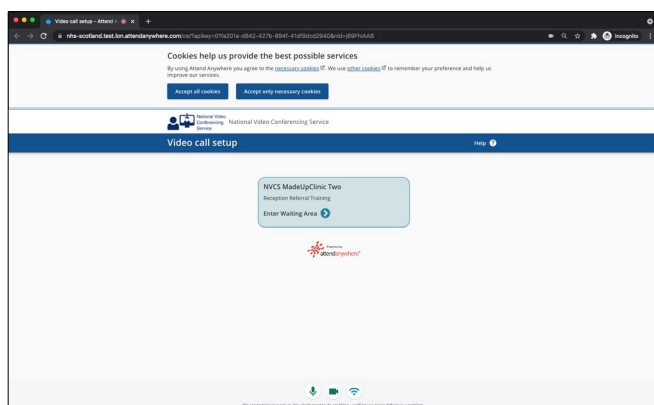
This document assumes your caller is making their first Near Me call. Depending on browser settings, subsequent calls may not feature the pop-up messages about camera, microphone, etc.



On opening your call link, your caller will receive a pop-up message from the browser asking for permission to allow use of their camera and microphone.

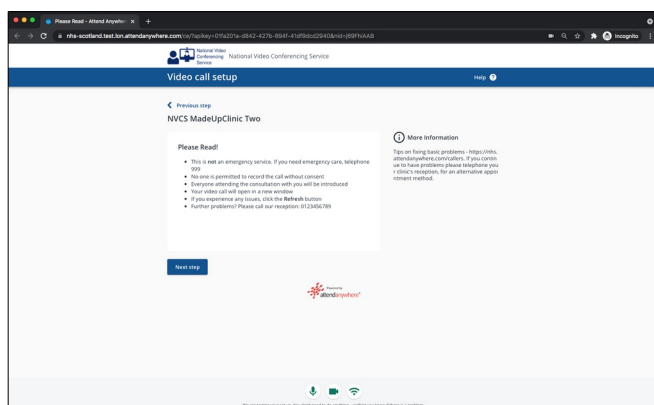
Until they tap Allow, a platform pop-up will inform them of why their camera and microphone are required and asking them to click Allow.

They can click the Got It button to clear the platform message. It will disappear automatically if they click Allow in the browser pop-up.



Once camera and microphone have been allowed your caller will see the Waiting Area entry page, including the new cookie banner where they can accept all or only necessary cookies.

Callers see your Waiting Area's name and Enter Waiting Area text within a large green button. Clicking anywhere on that button will progress the call.



They'll see your Waiting Area's name, along with Please Read information [configurable in your Before Calls - Please Read setting] and, to the right, More information [from your Information for Callers setting].

The foot of the page shows the caller's microphone, camera and bandwidth status – green if OK.

The caller clicks the Next step button to continue.

Video call setup

Previous step

NVCS MadeUpClinic Two

Caller details
Enter the caller's details. The caller is the person the video call is about. All information is transferred securely and permanently deleted from Attend Anywhere after the video call.

First name (required)

Last name

Telephone

Where you can be reached if there is a problem

Date of birth

Next step

More information
 Tips on fixing basic problems - [Attend Anywhere.com/callers](#). If you continue to have problems please telephone your clinic's reception, for an alternative appointment method.

We are testing your set up. This does not need to be perfect - we'll let you know if there is a problem.

Your caller will be asked to fill in their personal details. You can choose which fields are to be compulsory in your Before Calls (Caller Details) settings.

When the compulsory fields have been filled, your caller clicks the Next Step button to continue to the Terms and Policies window.

Terms and policies

☒ I understand this service is provided in accordance with the [Data Protection Act 2018](#) and I consent to the [Terms of Use](#)

You may not see your video or hear your audio until they join your call.

Enter Waiting Area

More information
 Tips on fixing basic problems - [Attend Anywhere.com/callers](#). If you continue to have problems please telephone your clinic's reception, for an alternative appointment method.

We are testing your set up. This does not need to be perfect - we'll let you know if there is a problem.

Once your caller is happy with the Terms and Policies and ticks the box to indicate this, the Enter Waiting Area button will allow them to start their call.

Attend Anywhere
 National Video Conferencing Service
 You can change this setting in Safari WebKit preferences.

Your browser requires your permission to play all audio.

Allow

We are unable to access your local camera and/or microphone.
 Tips on fixing basic problems - [Attend Anywhere.com/callers](#). If you continue to have problems please telephone your clinic's reception, for an alternative appointment method.

Chrome or Edge users will get on with their call.

Safari users (macOS or iOS) may be asked for camera and microphone permissions again. They will also see an on-screen message that their browser requires their permission to play all audio. They need to click Allow to hear you.

The message remains on their screen until they do.

Welcome to National Video Conferencing Service

You are currently in waiting area:
NVCS MadeUpClinic Two.

Powered by **attendanywhere**

Thank you for testing successfully. This call will not be answered. Please end your call.

While the caller waits to be joined by a provider, they'll see any messages you've set to appear in your During Calls setting. They'll also see a self-view at the bottom right-hand corner of their screen.