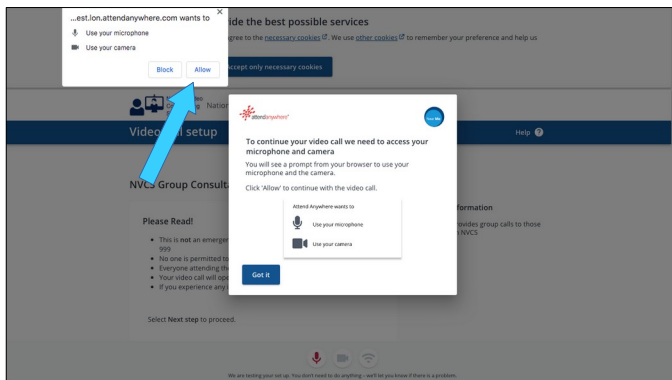


National Video Conferencing Service

Email: vc.support@nhs.scot

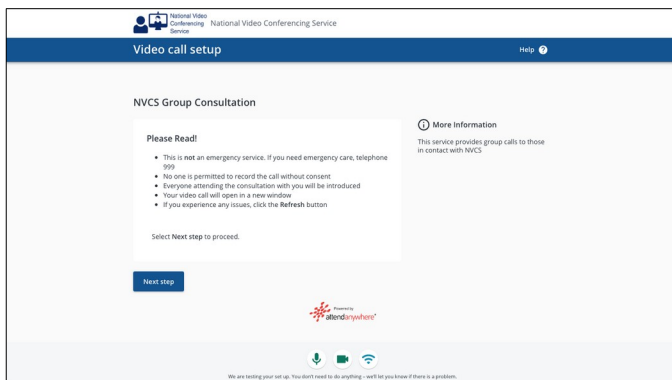
Telephone: 01224 816 666

Near Me: Group Calls (beta) – Caller Basics v.1.1



Near Me calls automatically test your camera, microphone and network speed. If there are problems found, you'll see on-screen notifications.

The first time you make a Near Me group call you will probably be presented with a pop-up message asking for use of your camera and microphone (blue arrow). Some Android devices ask for permission to record your video and audio. Please accept their use to continue.



Once camera/microphone have been detected, you'll see the group's name, information your Near Me provider wants you to read before joining and more information on their service.

If the name or information looks like it's for a different group than you expect, please contact your provider and ask them to text or email you a link for your group call.

Use the Next Step button to continue. You may have to scroll down to locate it.

NVCS Group Consultation

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.

Only Service Providers will be able to see the details you enter here. Other Callers in the group consultation will only see your initials.

First name (Required)
Gloria

Last name
Jones

Telephone
0777777777

Where you can be reached if there is a problem

Date of birth
08/01/1981

Next step

More Information

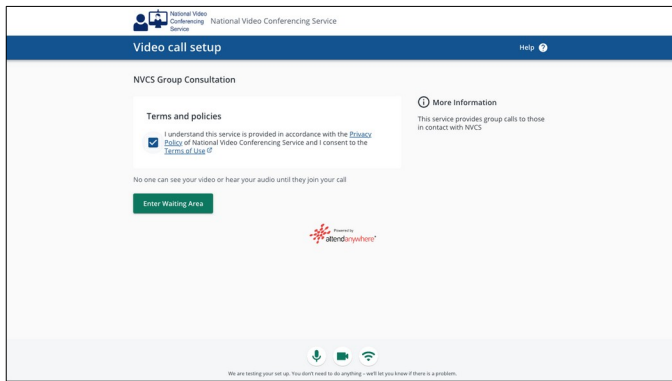
This service provides group calls to those in contact with NVCS

You will be asked to fill in some details about yourself, to identify you to your Near Me provider. You may have to scroll down to see all the fields.

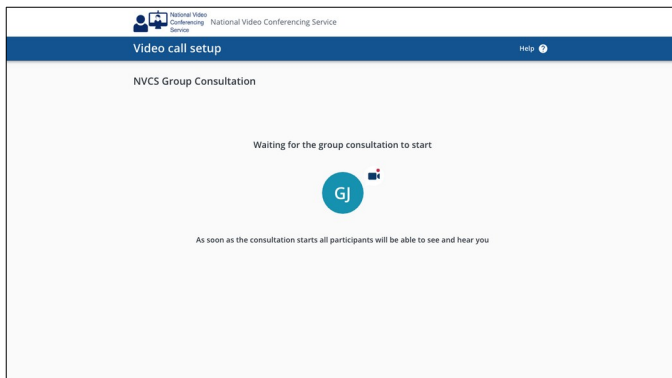
Apart from your Near Me provider(s), nobody else in the call will see any details except your initials.

Those details are only kept by the platform until the end of your call.

Use the Next Step button to continue.



If you agree to the Privacy Policy and Terms of Use, then tick the box to indicate, you can use the Enter Waiting Area button to join the group call.



While you wait to be admitted you'll see a screen like the one on the left. You may hear music and other messages too, depending on how your Near Me provider has set up the call.

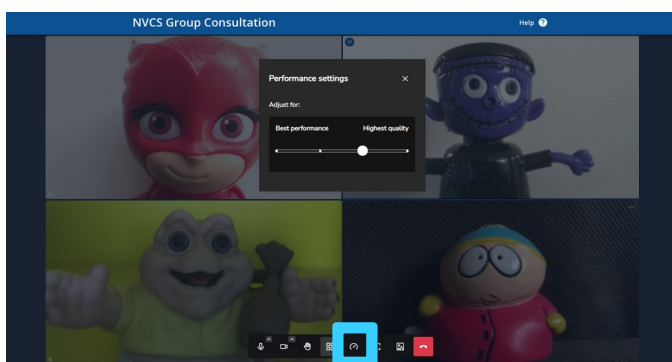
Once admitted, you'll see the others in the call, with a self-view at the top left.



Your microphone will be mute on entry.

When you wish to be heard, click the microphone icon at the left of the call-control bar (blue highlight). Muting your mic after is recommended. It can reduce audio feedback for you or others.

The call control bar auto-hides. If you can't see it, wiggle your mouse or, if using a tablet or mobile phone, click an unused part of the screen e.g the grey bars to the left/right or top/bottom of the callers.



Other call controls include layout change, perhaps to see just your provider, or call quality change - pictured. Using the speed control (blue highlight), to lower from highest quality, can improve your picture.

Should you wish to end your call, you can hang up using the red end call button at the right of the call control tab.

Should you encounter problems with your call, please contact your Near Me provider for assistance or to reschedule. Should you wish to attempt problem solving yourself, [this link](#) is a good place to start.