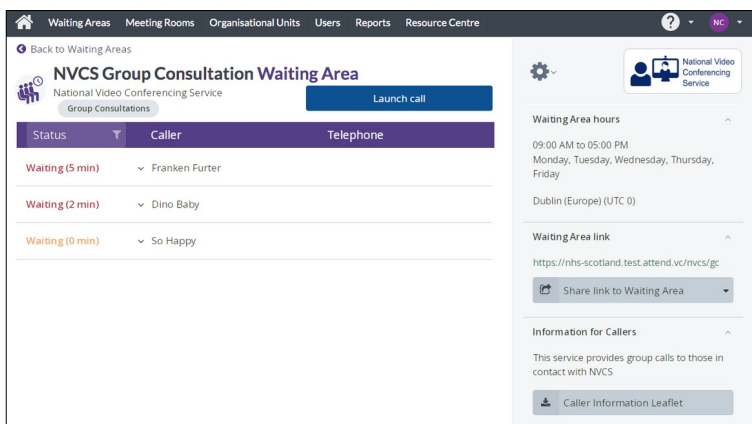




Email: vc.support@nhs.scot

Telephone: 01224 816 666

Near Me: Group Calls (beta) – Service Provider basics v.1.2

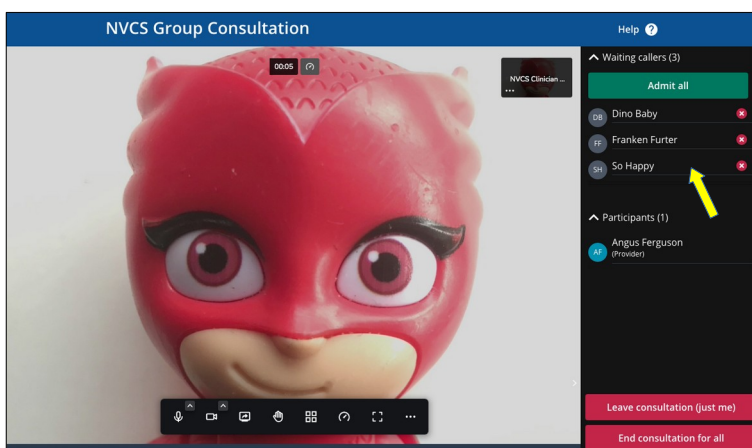


Once logged in, if you have a choice of Waiting Areas, you'll see Group Consultation ones clearly labelled.

Functionality is similar to standard Near Me Waiting Areas, with you able to send the entry link to callers by [SMS or email](#).

N.B. You can't enter into a group call before you have callers in the call queue.

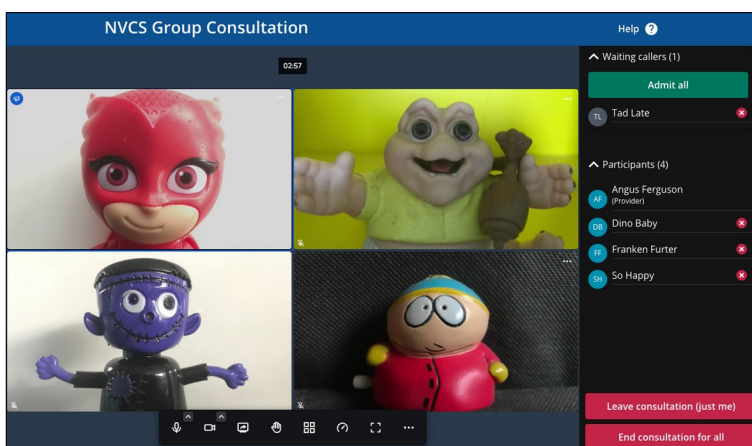
Once you have a caller or callers waiting, click the blue Launch Call button to enter the group call.



On entering, you're presented with a self-view, with a list of the callers waiting in the lobby area, to the right (yellow arrow).

Click Admit All to let them in. Their microphones, but not yours, will be muted on entry.

Call controls are at the bottom of the screen. They auto-hide but will reappear if you move your mouse (or tap, if using a tablet or phone).



If more callers arrive later, they'll appear in the lobby too (no prompt in this release).

When you admit them, participant names will be displayed below the lobby.

You, like other callers, will only see a caller's initials in the call window - when you hover over their image.

There are additional controls for each caller: accessed by clicking the three dots to at the top right of their tiles.

The end call options are in red.