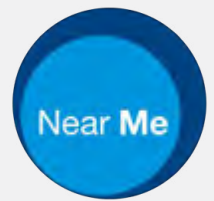


Group Calls:

Attending your group by video v1.8



Video calling is convenient and easy to use

Instead of travelling to your group, you will enter your video session, using the link below.

The service will see that you have arrived, and the group session will begin when ready.

There is no need to create an account.

Video calls are secure and your privacy is protected.



How do I attend my video group?

What do I need to join a group call?



A device for making a video call, such as a smartphone, tablet, or computer with a webcam and speaker (often built into laptops).



A reliable internet connection (wired, WiFi or mobile data).
If you can watch a video online, you should be able to make a video call.



A private, well-lit area for your session, where you will not be disturbed.



Use the latest version of **Chrome, Safari** or **Edge** to join your group call.



Google Chrome
Windows, Android,
MacOS



Apple Safari
MacOS, iOS,
iPadOS



Microsoft Edge
Windows

What do I need to know?

Is it secure / confidential?

Only your provider will see your personal details.

No information you enter is stored.

Calls are not recorded.

All participants will be able to see and hear each other unless their camera or microphone is muted.

How much does a video call cost?

The video call is free except for your internet usage.

Tip! If you can, connect to a Wi-Fi network to avoid using your mobile data.

How much internet data will I use?

The video call doesn't use data while you are waiting for someone to join you.

After the call connects, it uses a similar amount of data to Skype® or FaceTime®.

How do I make my video call?

1. Open your web browser and type or paste the service's web address into the address bar (not the search box).

2. If asked, allow your browser to access your camera and microphone.

3. Follow the on-screen prompts, clicking the Next Step buttons to proceed (you may need to scroll to see it).

4. Click or tap the Enter button to join the group call.

Enter Waiting Area

5. While you wait for the group session to start, you'll see a screen like the one below.

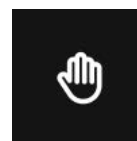


6. When the session begins your microphone will be mute.

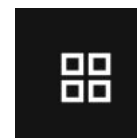
7. Call controls are at the bottom of your screen. If they're hidden, tap or click your screen to see them.



Tip! Keep your microphone muted unless you need to be heard. It gives you more privacy and won't interrupt the rest of your group accidentally.



If you'd like to speak, tap or click the hand button for attention.



Tip! You can change your layout. Click or tap the tiles button to do so.



To end your call, click or tap the red button.

What do I do if something's not working?

Visit <https://nhs.attendanywhere.com/troubleshooting>

More information

