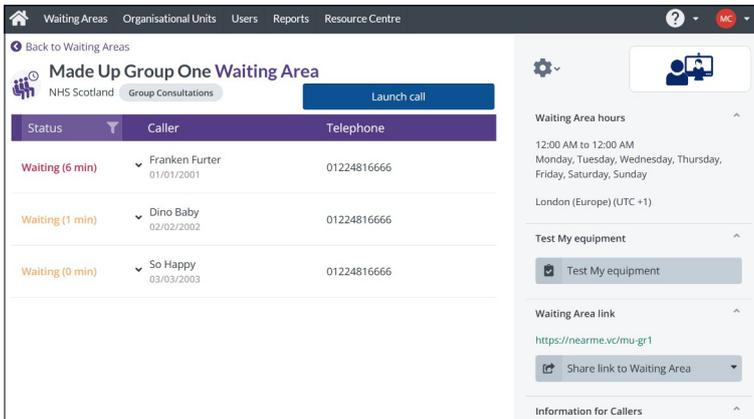




email vc.support@nhs.scot

telephone 01224 816 666

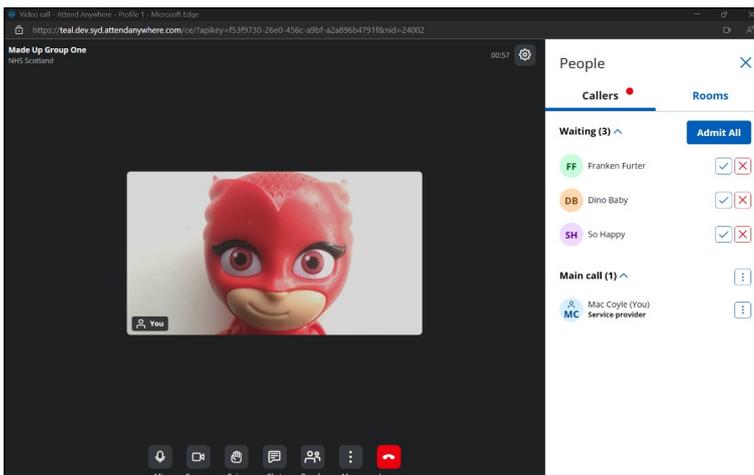
Near Me: Group Calls – Service Provider Basics v.2.2 (Sept 24)



If you have a choice of Waiting Areas, you'll see Group Consultation ones clearly labelled.

You cannot enter into a group call before you have callers* in your call queue. Once you do, click **Launch call** to start the session.

*To join other service providers before your callers arrive, all that's required is one of you using the Waiting Area's caller link on a smartphone. As soon as it's seen in the queue, you can launch the call.

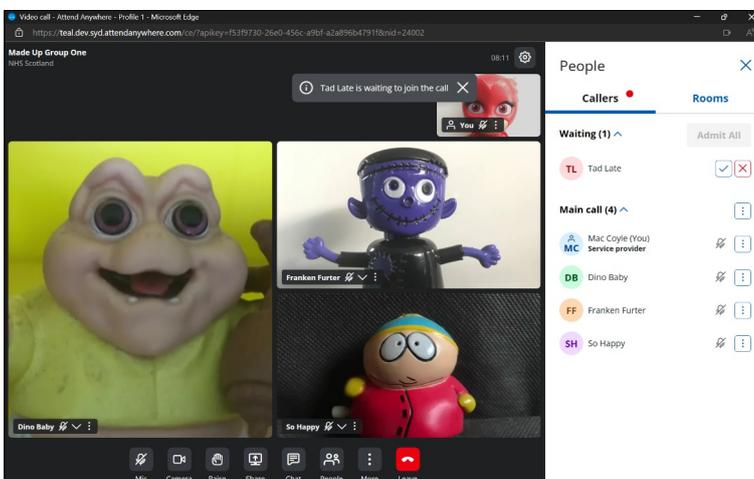


On entering, you'll receive a self-view and a list of your callers in the lobby area, to the right.

You can admit individual callers by clicking the by their name or drop unwanted callers with the .

Click **Admit All** to let all callers in at once.

On entry, all callers' microphones will be muted.



If callers arrive once you've begun your session, you'll see an on-screen notification and they'll appear in the lobby. If you've closed the right-hand pane, their arrival is indicated by a red dot on the People button.

Although you can see your callers' full names, default Waiting Area settings only allow a caller to see other callers' initials.

You can mute a caller's camera or microphone through the three dots in that caller's video tile or in the Callers pane. For their privacy, you cannot remotely unmute.

There are more detailed guides including a video guide on the [NVCS website](#).