

# Template email for Near Me firewall issues

Please copy the text below and use it as the basis for an email to your IT support colleagues if you are experiencing connection issues with Near Me from corporate devices:

Dear Colleague,

I have recently signed up to the Scottish Government's Near Me service - <https://www.nearme.scot/> - to meet with clients but have been unable to make a successful test call, so far.

Near Me is supported by the National Virtual Consultation Service (NVCS) - <https://www.vc.scot.nhs.uk/near-me/> - and they have advised that these issues are most likely due to firewall and/or proxy settings preventing traffic passing to/from the Near Me servers.

Details of the relevant configuration requirements can be found here - <https://help.inductionhealthcare.com/attend/attend/how-to-guides/administrator/proxy-firewall-settings.htm>

In addition to correctly configuring the firewall, they suggest bypassing proxies for Near Me, as this greatly improves the quality of real-time traffic, such as video calls.

Similarly, there have been instances where corporate laptops being used remotely have been routing internet addresses, such as <https://nhs.attendanywhere.com>, through a VPN. It is recommended that they are routed directly for improved performance.

NVCS is happy to create a test Waiting Area and Near Me account(s) to allow you to check the firewall/proxy are correctly configured.

When they are, you should be able to make a test call between supported devices - <https://help.inductionhealthcare.com/attend/attend/get-started/what-do-you-need.htm> - with video/audio flowing in both directions.

Can you please apply the relevant settings to our infrastructure and confirm that you are able to make a successful test call?

If you have any questions regarding the configuration or wish to arrange a test call to confirm that things are working correctly, please contact NVCS on [vc.support@nhs.scot](mailto:vc.support@nhs.scot) or by calling 01224 816666.

Yours sincerely,