

Attending your appointment by video



Video calling is convenient and easy to use

Instead of travelling to your appointment, you will enter the online waiting area, using the link below.

The service will see that you have arrived, and a provider will join your call 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 appointment?

Go to: Click the link in your MyCARE portal, available 30 mins prior to appointment

What do I need to make a video 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 consultation, where you will not be disturbed.

✓ Use the latest version of **Chrome, Safari,** or **Edge** for best video calling performance.



Google Chrome
Windows, Android,
macOS



Apple Safari
macOS, iOS,
iPadOS



Microsoft Edge
Windows

See page two for more information on how to make a video call

What do I need to know?

Is it secure / confidential?

You have your own private video room that only authorised providers can enter.

No information you enter is stored.

How much does a video call cost?

The video call is free except for your internet usage.

Tip! If you can, connect to a wifi 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 the service's web address into the address bar (not the search box).

2. Depending on the available controls you may either:

- Click the **Start video call** button and select your Waiting Area, or



- Click **Enter Waiting Area**.

Enter Waiting Area

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

4. Follow the on-screen prompts to start your video call.

5. To end the call, click **Leave**.



Tip! To fix common problems, reload the page in your browser.

Tip! If a **Test call** button is available, make a test call before your appointment to check your setup.

1. Click the **Test call** button to run a quick test:



2. If asked, allow your browser to access your camera and microphone. The **Video call setup** runs through four testing stages: microphone, camera, connection, and speaker.



What do I do if something's not working?

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

More information