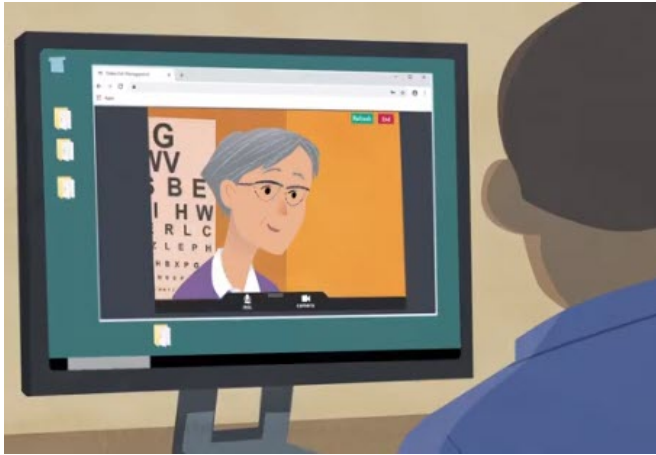


Attending your appointment via video



Video is as convenient as a phone call.

Instead of *physically* travelling to your appointment, you will enter the clinic's online waiting area, using the link below.

The service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account.

No information you enter is stored.

Where do I go to attend my appointment?

Go to:

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



One of the following **web browsers**:



Google Chrome

Windows 7+, Android 5.1+,
MacOS 10.11+



Apple Safari

MacOS 10.12+,
iOS 11.

What do I need to know?

Is it secure / confidential?

Video calls are secure; your privacy is protected.

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

Calls are not recorded.

How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video call uses a similar amount of data to Skype® or FaceTime®.

How much does a video call cost?

The video call is free except for your internet usage.

Tip: If you can, connect to a home or work Wi-Fi network to avoid using your mobile data.

Make your video call

Open your browser and enter the service's web address in the address bar (not the search box).

When you're ready, click **Start video call**.

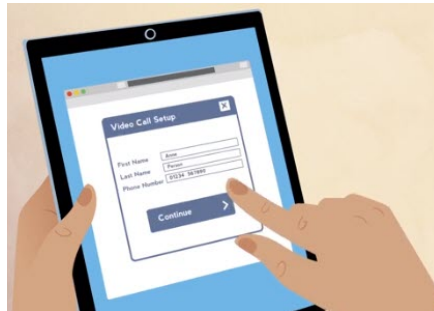
 **Start video call** 

Tip! Make a test call before your appointment to see how it all works.

 **Test call**

The system will check that you have everything in place (internet, speaker, microphone, and video).

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



Enter your details, agree to the *Terms and Conditions*, and start your call.



To end the call, click **End**.

Tip! Many call issues can be fixed by clicking **Refresh**.

End

Refresh

What do I do if something's not working?

Troubleshooting URL for each site /troubleshooting

[More information](#)