

# Attending your group consultation by video

## Video calling is convenient and easy to use

Instead of travelling to your group consultation, you can attend online, using the link below.

The service will see you in the online waiting area, and the consultation will begin as scheduled.

There is no need to create an account.

Group consultation video calls are secure and your privacy is protected.




## Here is the link you need

Go to:

### What do I need to join a group consultation?

- ✓ **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 group 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

## What do I need to know?

### Is it secure / confidential?

Only your service provider will see your contact details.

Your information is not stored.

All participants can see and hear each other unless their camera or microphone is off.

### 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 join a group consultation?

1. Open a browser and enter the service's link into the address bar (not the search box).

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

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

4. Select the **Enter Waiting Area** button to join the group consultation.

**Enter Waiting Area**

- Your microphone is muted at first. You can unmute it when you need to by using the call controls.
- If the controls are hidden, click or tap to see them.



- The call controls also let you pause your video, raise a virtual hand when you'd like to contribute, try different layouts, or switch to full screen mode.
- In some group consultations you may see a **Chat** button

in the call controls area. You can use this to send messages to the group or reply to messages the provider sends you.

- Your service provider may split the group into smaller groups using breakout rooms. The call controls remain available to you, even while you are in a breakout room.
- To leave the session, select the **Leave the call** button on the far right of the controls.



## What if something's not working?

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

### More information

