

Attend an individual appointment

Quickstart for service users

1

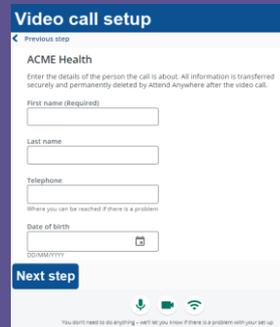
If you have received a waiting area link via email, text message, or post, open the link

Alternatively, go to the entry point on the service's website and select the **Start Video call** button



2

Follow the on-screen prompts and enter your details

A screenshot of a mobile app form titled "Video call setup". It includes a "Previous step" link, the service name "ACME Health", a disclaimer, and input fields for "First name (Required)", "Last name", "Telephone", and "Date of birth". A "Next step" button is at the bottom, along with a small status bar showing signal, Wi-Fi, and battery icons.

3

Check the **Terms and policies** box, then select **Enter Waiting Area**

Enter Waiting Area

Read any messages from the service. You can switch the hold message off if you like



4

Your service provider arrives and the call begins

