

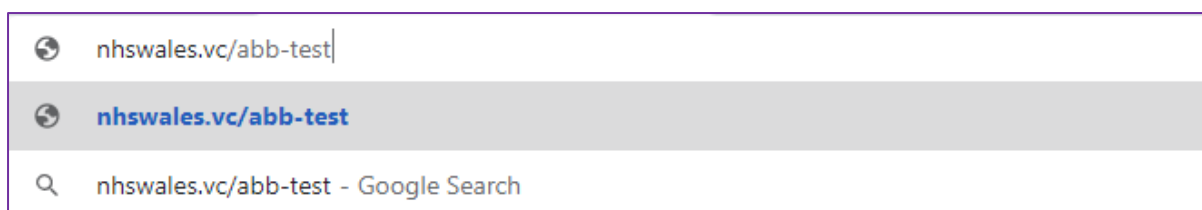
## Troubleshooting Guide for Starting a Video Call with your consultant:

You will need:

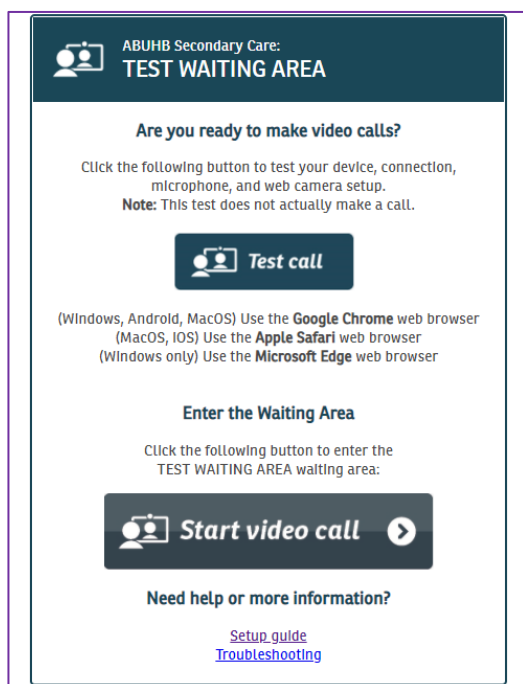
- The correct link for your appointment's Waiting Area, provided to you with your appointment information, used at the time of your appointment.
- A compatible web browser - see section below for details
- Camera and microphone connected and enabled in the browser

### The link for your appointment's Waiting Area

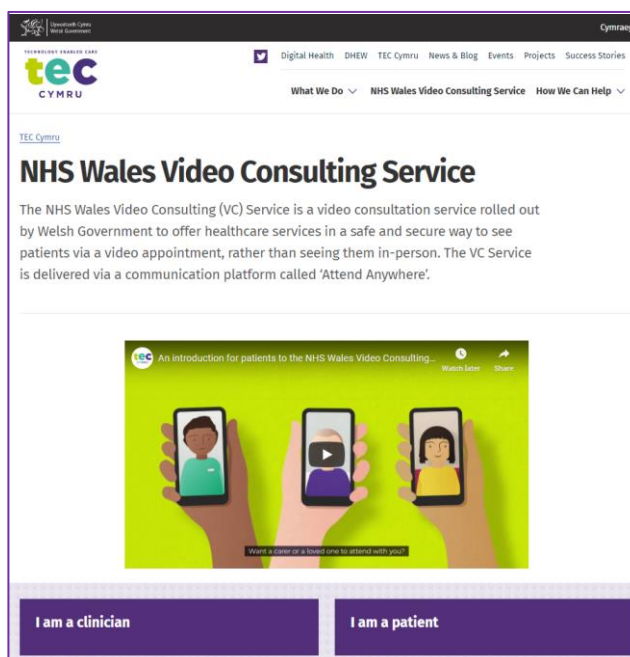
Please ensure that you enter the link given to you accurately and you do not allow your browser to auto-complete the incorrect address or to search for the link (the links are not indexed on search engines and you will not be taken to the waiting area from a search engine).



e.g. of the view when entering the text manually –select the top option to navigate to the link, rather than search for it.



This is what you should see (you can also check the name of the waiting area here)



Patients often report they land on this page for the link (this is the top search result after 'searching' for the link and not navigating to it directly).

The link will need to be used at the time of your appointment, as the service is not used for drop in visits and joining a call outside of your appointment time does not mean your call will be answered by your consultant.



## Compatible web browsers


Windows	Android	iPhone/iPad	Mac	Linux
Chrome	Chrome	Safari	Safari	Chrome/Chromium
Edge (v79+)			Chrome	Firefox
Firefox				
Opera				

## Browsers that are known to be incompatible

Windows	Android	iPhone/iPad
Internet Explorer	Samsung browser	Chrome
	Firefox	Blackberry Access browser
	Opera	
	Edge	
	Probably all browsers bar Chrome	

Video Call Setup


**Attend Anywhere**

### Oops! Things aren't quite right...

To continue on this Windows PC, copy the link below and paste it into either the Edge or Chrome web browser. Alternatively, use a different device.

<https://wales.nhs.attendanywhere.com/service/?apikey=00a7cfe4-2186-4a6d-930a-d53324863951&nid=j12Fhtj%60w>

Copy link

Your current web browser is Microsoft Internet Explorer

Opening the link in an incompatible browser will present a message like the above.

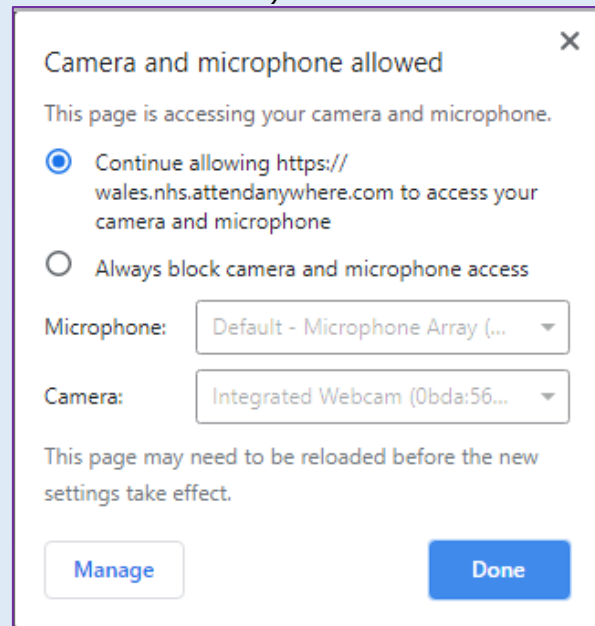
## Ensuring the camera and microphone are enabled in the browser

### On a desktop computer

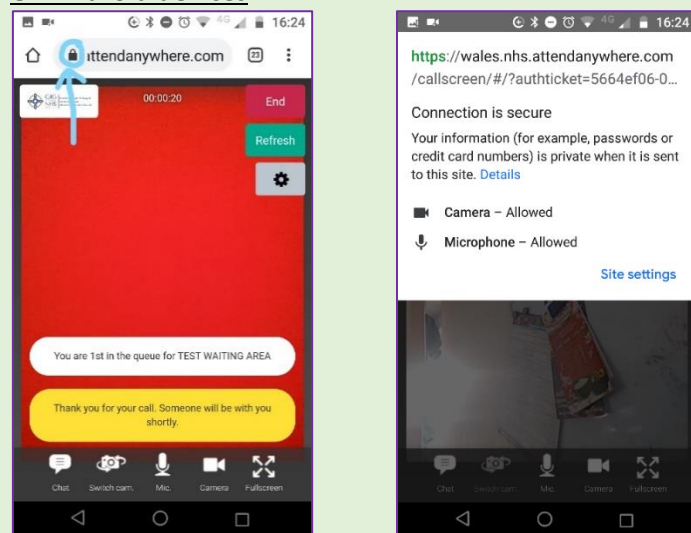
Ensure the camera and microphone are plugged in.

### Enabling the camera and microphone in Chrome on Windows and Mac

The camera and microphone settings can quickly be seen by clicking on the camera button at the far right of the address bar (this may appear as a red cross if they have been disabled)

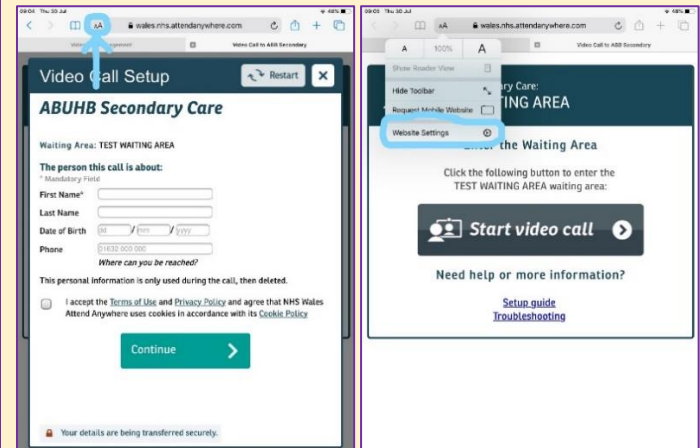


### On Android devices

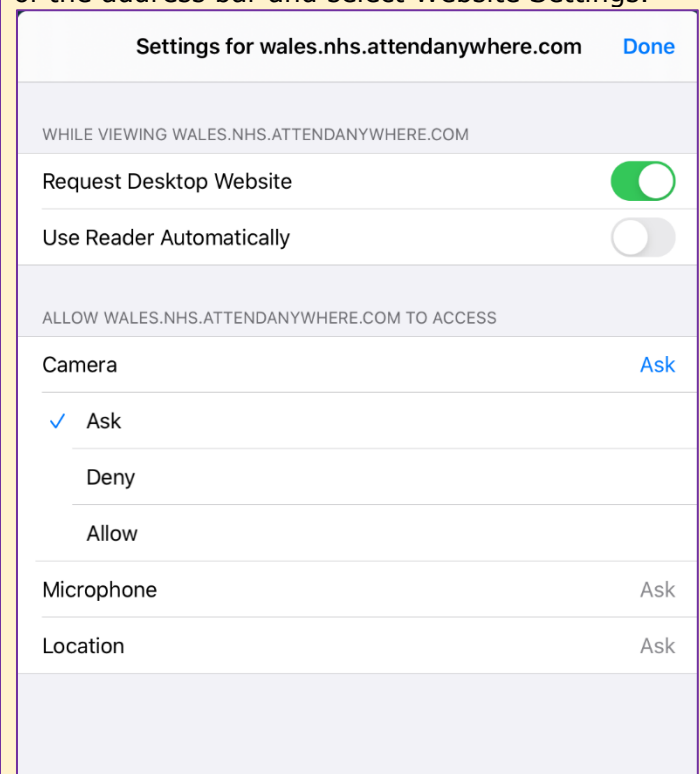


Clicking on the lock button on the address bar will bring up the site settings for this page where you can allow/deny camera and microphone access.

### In Safari on iPads/iPhone

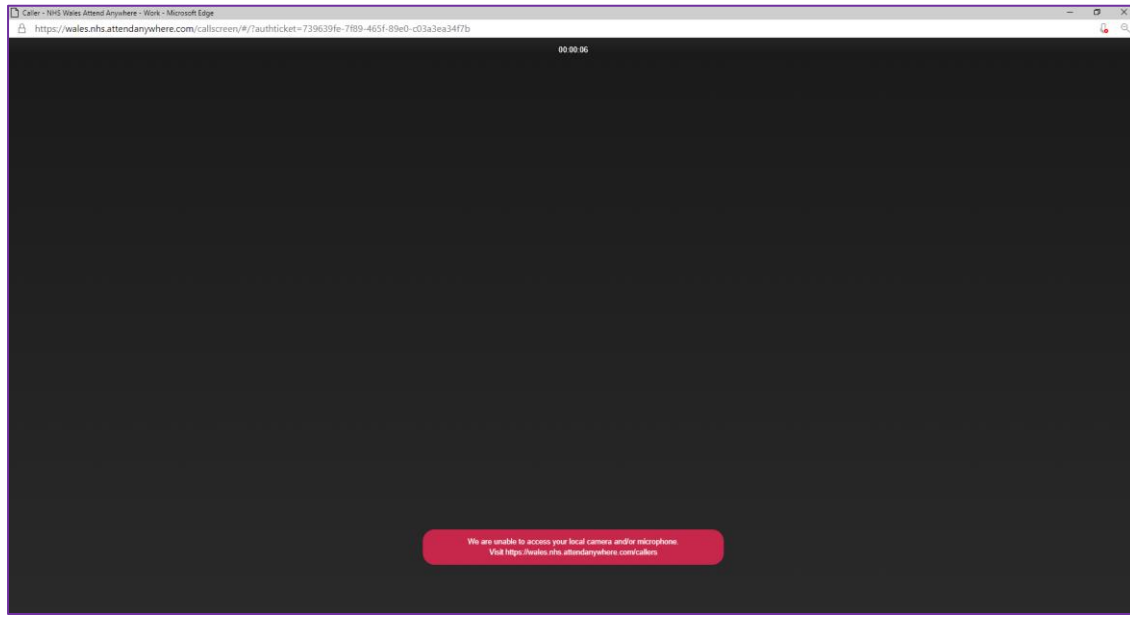


On an iPad/iPhone, click the **aA** button to the left of the address bar and select **Website Settings**.



This will let you choose whether to **Allow** or **Ask** for permission each time.

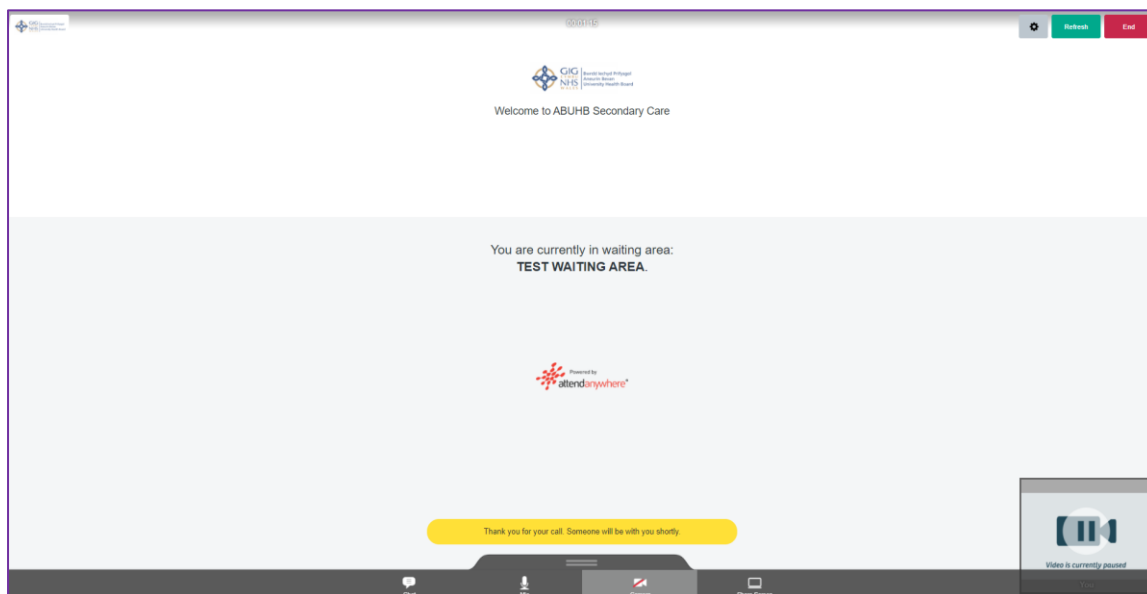
## How unsuccessfully starting a call in your waiting area looks



If the camera or microphone are not connected and enabled (both must be for the call to begin), you will see a screen like the above. The red error message includes a link to a help page with troubleshooting guidance.

If this happens, you have not joined the call to appear in the waiting area for your clinician to see you. You must rectify the camera/microphone issue and restart the call by re-entering the waiting area.

## How successfully starting a call in your waiting area looks



When you have successfully joined the waiting area you will be told which waiting area you are in (please check this is for the correct service – if not, check whether the correct waiting area link was used at the beginning) and you will hear a message played in Welsh and English explaining someone will be with you shortly.

If you see and hear the above, then you have successfully joined the waiting area and your consultant will be able to join your call.