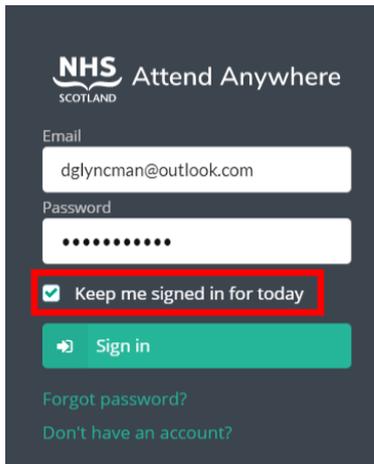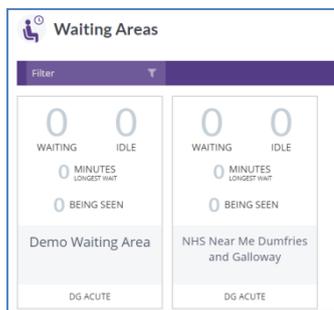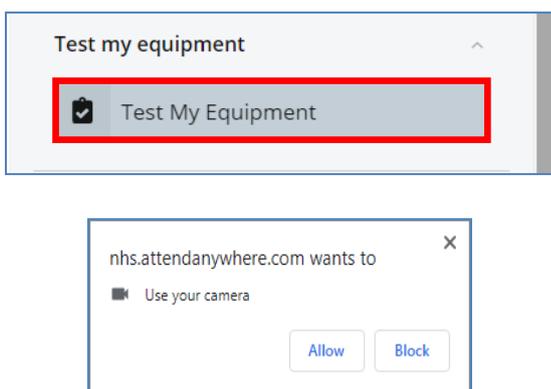|	
	Log into NHS Attend Anywhere from the desktop shortcut. The shortcut could be listed as **NHS Near Me** or **NHS Attend Anywhere** If the desktop shortcut is not available open Google Chrome and go to https://nhs.attendanywhere.com If this is the first time the logged on user has accessed NHS Near Me on that PC, they will be prompted to show notifications from the system. Clicking **Allow** will enable them to receive notifications as people arrive in their waiting areas.
	The user will need to sign in with the username (NHSmail address) and the password that they created when completing their registration. Users need to tick the **Keep me signed in for today** box so that they can sign in and minimise the window to access other systems. If the user can't remember their password, they can click on the **Forgotten password?** link, enter their NHSmail address and click on **Send**. This will send a unique link valid for 1 hour to their email address
	If the user is setup for only one waiting area, they will be taken straight into the waiting area when they log in. If they are setup for more than one waiting area, they will be see all the waiting areas they are registered for and can choose the one they want to enter by clicking on the square for that waiting area.
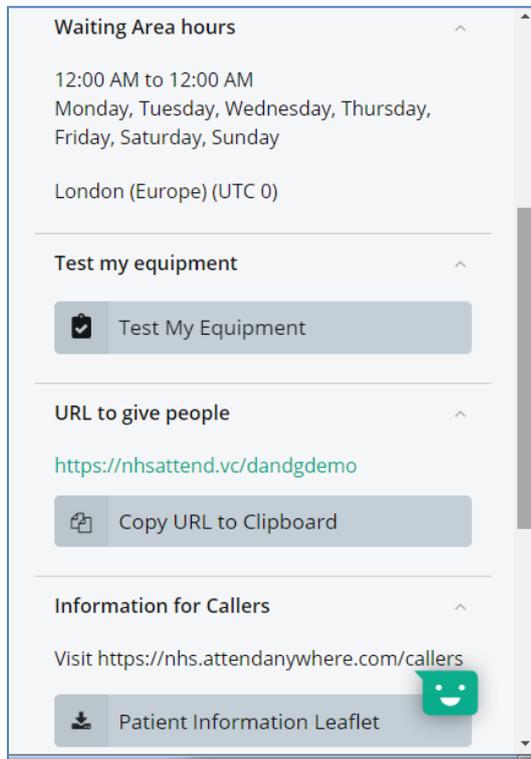
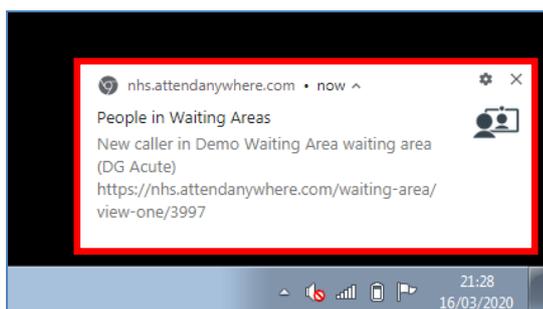|	
	The panel at the right hand side of the waiting area contains helpful information about the waiting area. This includes: **Waiting Area hours** showing when the waiting area is currently accessible to people. **URL to give to people** which can be provided to a person directly to support an episode of unscheduled care or if someone has contacted the service stating that they have lost their appointment letter with the link on it. **Information for Callers** has a link to download a **Patient Information Leaflet** that can be shared with people by email and contains guidance on accessing the waiting area and usually a phone number to contact the service on.
	SERVICE PROVIDERS (CLINICIANS) ONLY Once logged into the system, **ALL Service Providers** are encouraged to click on the **Test My Equipment** button to make sure their connection, speakers, microphone and camera are working correctly. If this is the first time you have logged in on this device, you may need to **Allow** access to the camera and microphone.
	People are encouraged to 'arrive' for their NHS Near Me appointment 5-10 mins before their allocated time. As people arrive in the waiting area, a notification will pop up at the bottom right corner of the screen and a sound will play to make the user aware that a person has arrived for their appointment. Clicking on the notification will take the user straight back to the waiting area.
	The **Status** of people in the waiting area is colour coded: Amber – just arrived in the waiting area Red – been waiting 2 minutes or longer Green – begin seen by a Service Provider
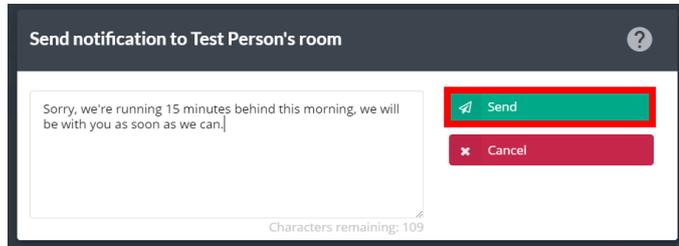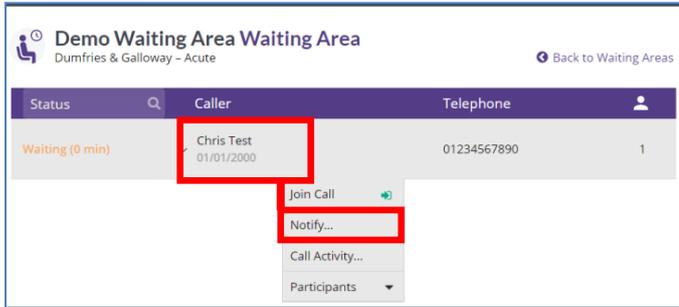
ALL USERS

If the user is unable to collect the person waiting they can send them a message to make them aware of any delays and how long the person might need to wait.

Click on the **person's name** and from the menu that appears, click on **Notify**.

Enter a message into the box and then click on **Send**.

The message will appear on screen for the person as they are waiting and is only one way, it can not be replied to.
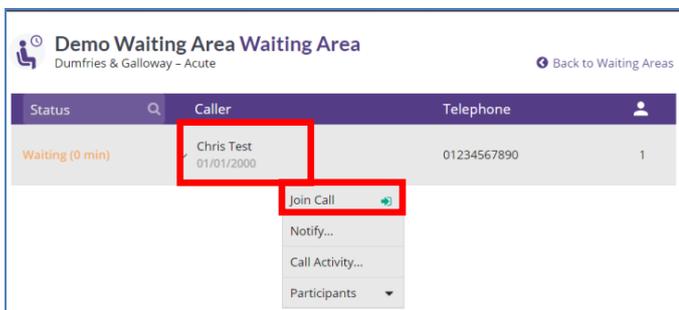
SERVICE PROVIDERS (CLINICIANS) ONLY

Make a note of the persons **telephone number** if displayed before starting the video call in case you need to revert to a telephone consultation.

To collect a person from the waiting area and begin their video consultation click on their **name** and then click on **Join call**.

DURING THE VIDEO CONSULTATION

The person's **name** and **telephone number** will be displayed at the top of the call window. In call tools are displayed whenever the mouse is moved.
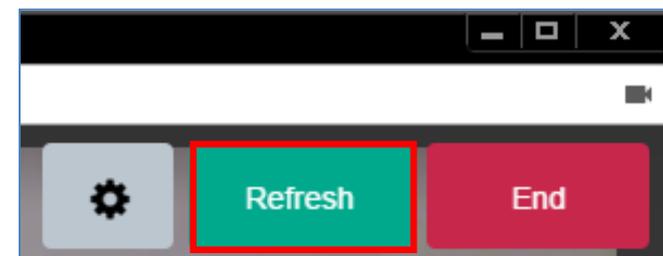
In call tools are visible at the bottom of the call window and include a **Chat** function that enables types messages/information to be sent to the person and for them to be able to reply.
e.g. send a message asking if they could check their microphone if you are unable to hear them.

At the top right corner of the call window is a **Refresh** button.

If their are issues with the **audio or video quality** during the call, clicking **Refresh** will refresh the call by temporarily disconnecting you and the person before reconnecting the call.

ADD ANOTHER PERSON TO THE CURRENT CALL
After collecting the first person from the waiting area, **minimise the video call window** to return to the waiting area.

In the waiting area, click on the **name of the other person** that is to join the call and then click on **Add to Call +** to add the person to the ongoing call.

You will be asked to confirm that you want to **Add "Persons Name" to the call?**

If you are sure that this person is to be added to the ongoing call click on the **Yes** button.

ENDING THE VIDEO CONSULTATION
When the video consultation is over, move the mouse pointer to the top right corner of the call window and click on the **End** button.

Three options will be displayed:

End the call (for everyone) disconnects you and the person from the call and the person exits the waiting area.

Leave the call (just me) disconnects you from the call and puts the person back in the waiting area.

On leaving the call, a short **Provider Survey** will be displayed. Closing the survey window will return you to the waiting area to collect the next person.

SIGNING OUT (ALL USERS)

Once the clinic or session has finished move the click on the **circle** at the top right corner of the waiting area page (it will have the **initials** of the logged on user) and then click on **Sign out**.