

Patient self help guide to resolving video consultations issues with your devices

This self-help guide has been crafted for patients that have tested their device 2-3 days before their appointment and found they can't log onto Attend Anywhere.

*Please complete a test on our patient webpage before referring to this guide.

Question: My Device fails the Test call, what do I do?

Answer: it is recommended to try another device for example if you are using an iPad and this fails during the test call, try an iPhone or laptop for example.

Question: What if I don't have another device?

Answer: for iPhone/iPad users try updating to the latest IOS version and also make sure Safari is up to date as well, for windows users make sure chrome is on the latest version.

Question: I have audio but not video or I have video but no audio?

Answer: if you are using a desktop PC make sure your webcam is connected and software installed for it, most webcams also have the microphone inbuilt. For iPad/iPhone/android devices the audio and video functionality is inbuilt, if the audio or video stops working, try restarting your device and try the test again.

Question: What if after trying another device and I cannot get the test call to work?

Answer: Contact the appointments bookings team on your appointment letter. Let them know you are unable to complete a video appointment and request an alternative appointment e.g. telephone or face to face consultation.

Question: I have connected to the waiting area but I think there might be a connection problem, what should I do?

Answer: If you think that the virtual receptionist is unable to start the video call, try disconnecting from the waiting area and pressing the reconnect button, this will refresh your connection and should avoid such issues.