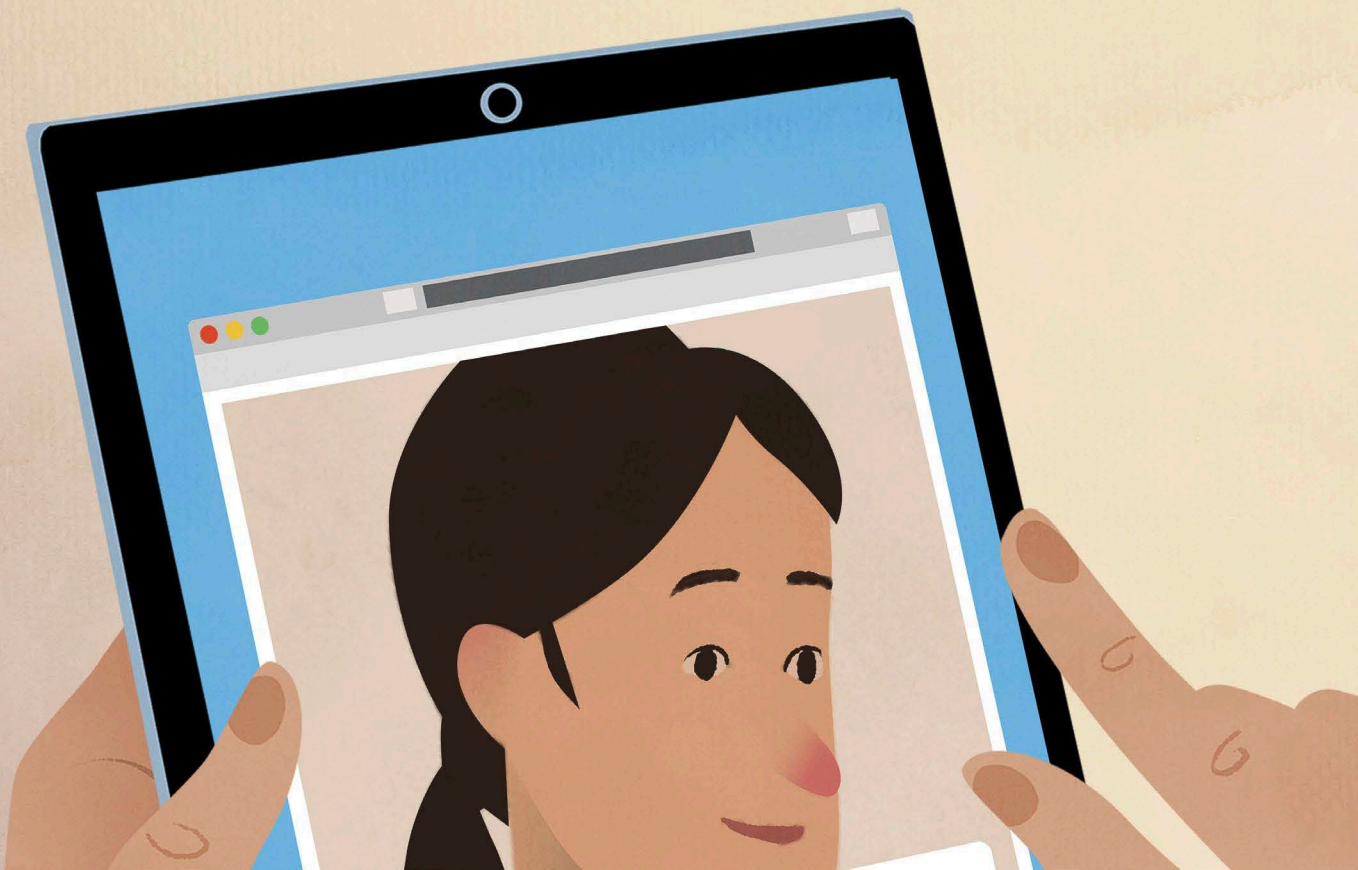




How to have your appointments by video call



Easy read booklet

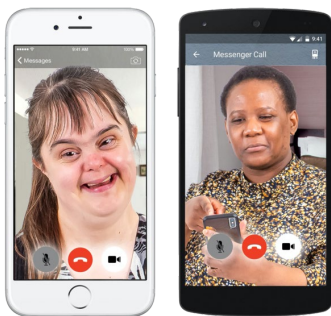
Who we are



We are **Near Me**.



Near Me is a service that lets you have your appointments by video call. These could be for health, care or other services.



Video call is when you talk to another person using video on a device like an iPad, smartphone or computer.



This booklet tells you how to use Near Me video calls for your appointments.

About Near Me



Near Me video calls make it easy for you to have your appointments.



You don't need to travel to your appointments. You can have your appointments from home or wherever is good for you.



Near Me video calls are secure and confidential

This means your video calls are safe and your information is protected.



You have your own online video room and only the right people can enter.



We don't keep information you tell us.

Near Me video calls are free



The only cost is what you pay for your internet.

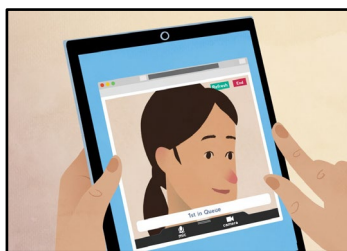


Internet data means how much internet is used.

Near Me video calls use the same amount of internet data as things like Zoom[®] or FaceTime[®].



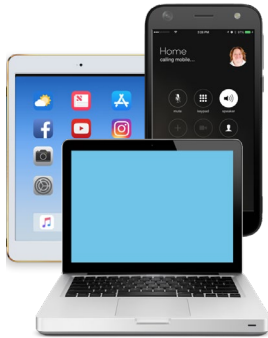
If you want to use a smartphone for your Near Me video call try to join a WiFi network.



This will be cheaper than using the **mobile data** on your smartphone.

Mobile data is what your smartphone uses to join the internet when you are away from WiFi.

What you need to use Near Me



To use Near Me you need

- **A device** that can make video calls like an iPad, smartphone or computer. The device must have a camera and a speaker.



- **A good internet connection** that lets you make video calls.

If you watch videos using your internet connection this means you have a good internet connection for Near Me.



- **A quiet and private place** to have your appointment.

Private means a place where there aren't lots of people and you won't be interrupted.



- **A web browser.** A **web browser** is a programme on your device that lets you look at websites and use the internet.



Web browsers you can use are **Google Chrome**, **Apple Safari** and **Microsoft Edge**.



You can use

- **Google Chrome** if your device is Windows or Android or MacOS.
- **Apple Safari** if your device is MacOS or iOS or iPadOS.
- **Microsoft Edge** if your device is Windows.



You don't have to make an account to use Near Me.

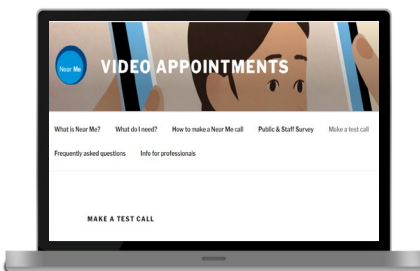


You can do a **test call** before you have your first appointment to make sure your Near Me video calls will work.

A **test call** means a practice video call.

Go to this website

nearme.scot/make-a-test-call



Click the button called **Test call** and follow the instructions. The test call will not be answered.

How to make your Near Me video call

1



Open your web browser.

Your service will send you a **link**.

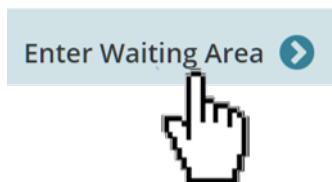
A **link** is a website address.

2



Click on the link or type the website address into the address bar at the top of your web browser.

3



When you are ready to begin your video call click on

Enter Waiting Area.



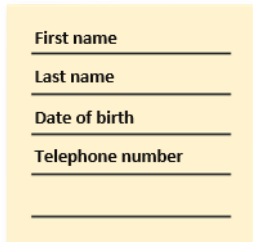
If you get a message on the screen asking if your browser can access your microphone or camera click **Yes** or **Allow**.

4



Your service will give you some information. Read the information and click the **Next step** button.

5



Enter the information we ask you to tell us

- first name
- last name
- date of birth
- telephone number.

6



Tick the small box to say you agree with our **Terms and Policies**.

This means you agree to use Near Me video calls.



You are now in a private online waiting room. The people you are seeing know you have arrived.

They will join your video call when they are ready and you will have your appointment.

7



To end your appointment click the red button called **Leave** at the top of the screen.

What to do if you have problems



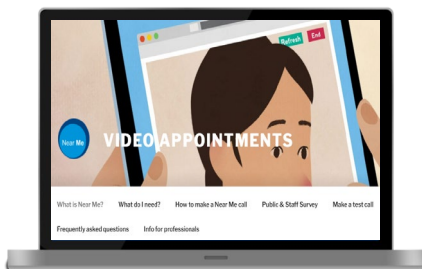
If you have problems with sound or video during your appointment click the reload button in your browser window.



If you have problems making a Near Me video call contact the people who sent you your appointment.

Call the telephone number on your appointment letter.

How to find out more



Go to this website
[nearme.scot](https://nearme.scot.nhs.uk)