Attending your appointment via video

at the PF Counselling Service

If necessary, you can attend your counselling online via a video call.

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

Video calls are secure, and your privacy is protected.



How do I attend my video appointment?

Go to: www.pfcounselling.org.uk/online

Instead of travelling to your appointment, you enter the PF's online waiting area. We are notified when you arrive, and your counsellor will join you at the start of the appointment.

There is no need to create an account.

No information you enter is stored.

What do I need to make a video call?

- **A device** for making a video call, such as computer (with webcam and speakers or headphones), a tablet or a smartphone.
- **A good connection to the internet** If you can watch a video online (e.g. YouTube) you can make a video call.
- **A private, well-lit area where you will not be disturbed** during the counselling session.
- **The latest browser:**
  - Google Chrome (Windows, Android or macOS)
  - Apple Safari (iOS, iPadOS, macOS)
  - Microsoft Edge (Windows)

Is it secure?

Video calls are secure; your privacy is protected.

You have your own private video 'room' that only authorised people can enter.

How much internet data will I use?

You don't use any data while waiting for a counsellor to join you.

A video call uses a similar amount of data to Skype® or FaceTime®.

How much does a video call cost?

The video call is free
(except for your internet usage).

Smartphone and tablet users

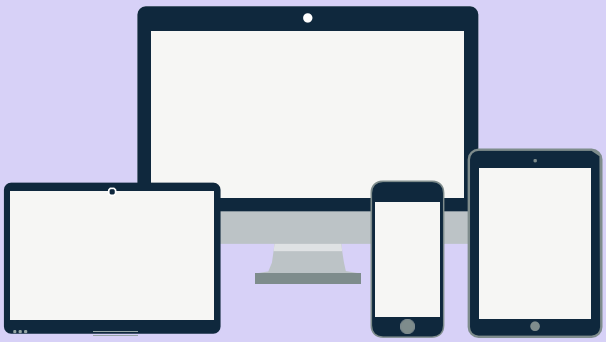
If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

See over for more information on how to make a video call

Get ready to make video calls

Make sure that you use *the latest version of* one of these web browsers:

- **Google Chrome** on Windows, Android or masOS
- **Apple Safari** on macOS, iOS and iPadOS
- **Microsoft Edge** on Windows



Go to: www.pfcounselling.org.uk/online

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1. Open the correct web browser for the device you are using and type the web address given above into the address bar (not the search box).
2. Click the Start video call button



3. If asked, allow your browser to access your camera and microphone.

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4. Follow the on-screen prompts to start your video call.



5. To end the call, click Leave.

Tip! To fix common problems, reload the page in your browser.

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Tip! If a Test call button is available, make a test call before your appointment to check your setup.

1. Click the **Test call** button to run a quick test.
2. If asked, allow your browser to access your microphone and camera. The **Video call setup** runs through four testing stages: camera, microphone, connection, and speaker.

Attend Anywhere Help

Troubleshooting Tips for Clients on the PF website

Visit https://www.pfcounselling.org.uk/online/troubleshooting

For technical set-up and more information about using Attend Anywhere

Visit https://help.inductionhealthcare.com

induction Attend Anywhere