

## Person Centred Virtual Visiting FaceTime User Guide for NHS Staff

### Who is it for?

This guide is for NHS staff who will be making a call using FaceTime.

### About this guide

FaceTime only works with Apple products ie iPhone, iPad, MAC computer/laptop.

### What does it do?

FaceTime is a video-chat app. It's built in to iPhones, iPads and Macs. Multiple people can be connected in one call (up to 32).

### Setting up for the first time

To make a call you need to ask the person who will be receiving the call for either:

- their phone number if they want to use their iPhone,
- their Apple ID if they want to use their iPad or Apple computer/laptop.

### How to make a call

- Open the FaceTime app. 
- Click/tab on the  icon on the top left of the screen.
- Type in the phone number or Apple ID of the person you wish to reach and click enter. 
- For group FaceTime click/tab the  icon on the top left of screen. Type in the phone number or Apple ID of the other recipients of the call and then press 'Video'.
- The option to audio or video call should pop up. Press 'Video'.  You are now calling your contact(s).

### How to end a call:

- Press on the red circle with a white cross in it. 
- You must delete the contact once you have finished your call. To do this, go to your contact list and select 'Edit' at the top left corner. Then select the contact you want to delete, and tap 'delete' at the bottom left.

### Troubleshooting

- If you would like these instructions in a different format watch: <https://www.youtube.com/watch?v=TXLZ-egtle0>
- If you require any further information or help, please email [library.network@ggc.scot.nhs.uk](mailto:library.network@ggc.scot.nhs.uk)

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