Person Centred Virtual Visiting  
FaceTime Guide for Relatives

Who is it for?
This guide is for relatives who will be receiving a call using FaceTime.

About this guide
FaceTime only works with Apple products i.e. iPhone, iPad, MAC computer/laptop.

What does it do?
FaceTime is a video-chat app. It is built in to iPhones, iPads and Macs. Multiple people can be connected in one call.

Setting up for the first time
- Turn on the app and register if you have not used it before. To register follow the instructions on the screen.
- If you plan on using your iPhone, send the hospital staff your phone number. If you want to use your iPad or other device, send them your Apple ID.
- If you’re not sure how to find your apple ID on an iPhone or iPad:-
  - go to Settings,
  - find the FaceTime app, there should be a line telling you what your Apple ID is.
Or this YouTube video will show you how https://www.youtube.com/watch?v=GbE-laIfpCk

How to receive a call
- Click/tap the green circle to display the accept/decline options
- During your Facetime call there are a few things you can do :-
  - To mute the sound, tap the mute button. Tap again to unmute it.

How to end a call:
- Press on the red circle with a white cross in it, or tap the ‘end’ button

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 virtual.visit@ggc.scot.nhs.uk