

## 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.

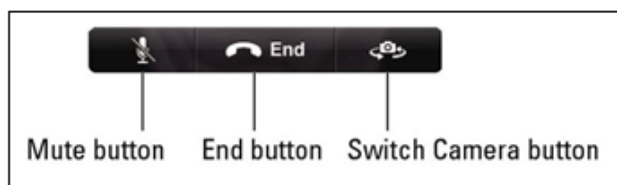
Or this YouTube video will show you how <https://www.youtube.com/watch?v=GbE-lalfpCk>

### How to receive a call

- Click/tap the green circle to display the accept/decline options



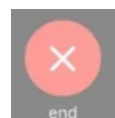
- During your Facetime call there are a few things you can do :-



- 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](mailto:virtual.visit@ggc.scot.nhs.uk)