NHS
The Leeds Teaching Hospitals NHS Trust

attendanywhere®

# Video Consultation

Administrators Guide

# Attend Anywhere Account Creation/Logging In

## Create an NHS Attend Anywhere user account!

Tom Gascoyne invites you to create a user account for access to the NHS Attend Anywhere *Video Consulting Management Console*.

- Your **account name** will be the email address to which this invitation was sent
- You will be asked to **create a password:** note that this is <u>not</u> related to your existing health service passwords, and should be unique

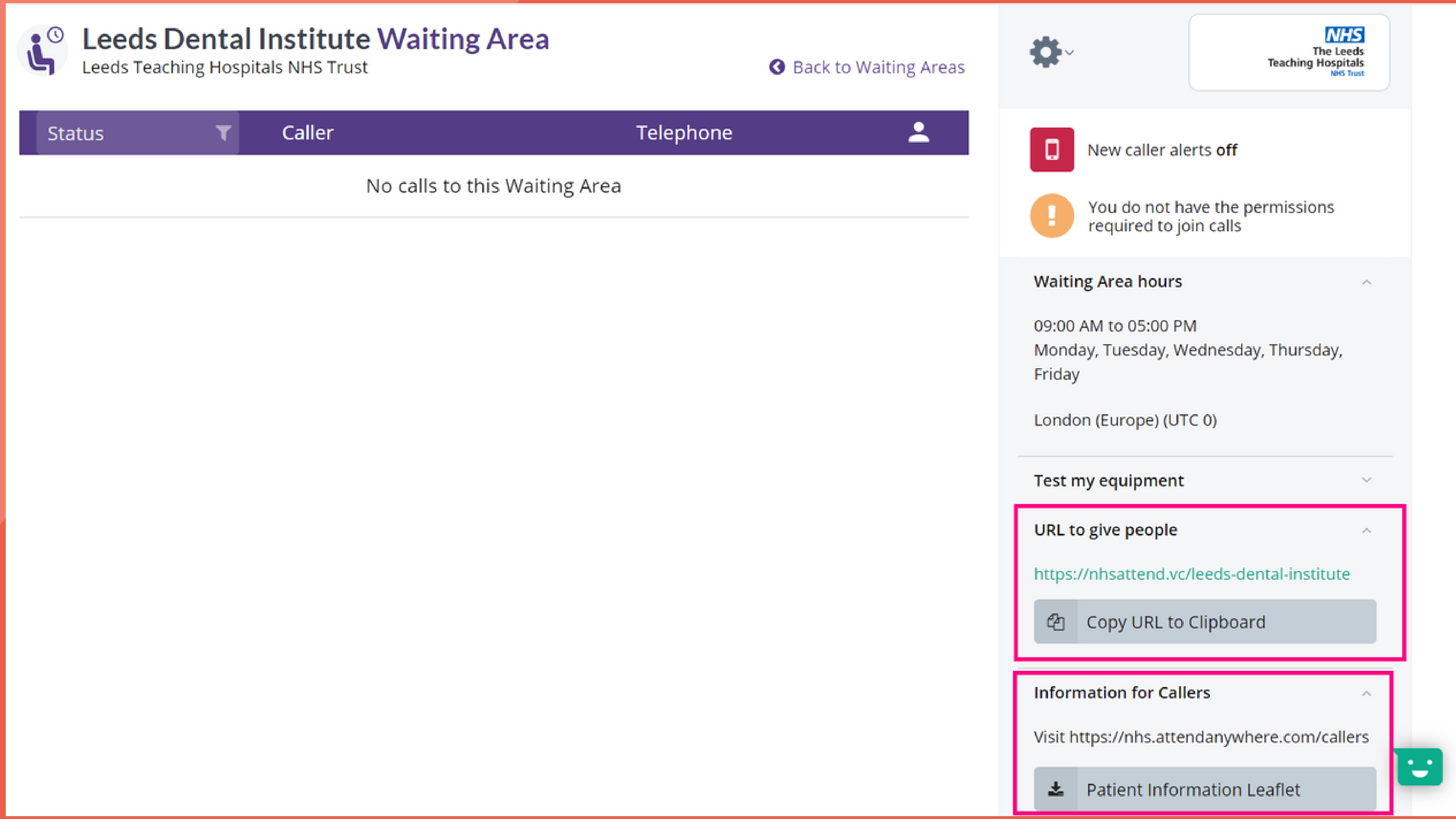
Create an NHS Attend Anywhere account!

A member of the Video Consultation Team will send you an email invitation for Attend Anywhere. Simply click the link within the email and create your account.

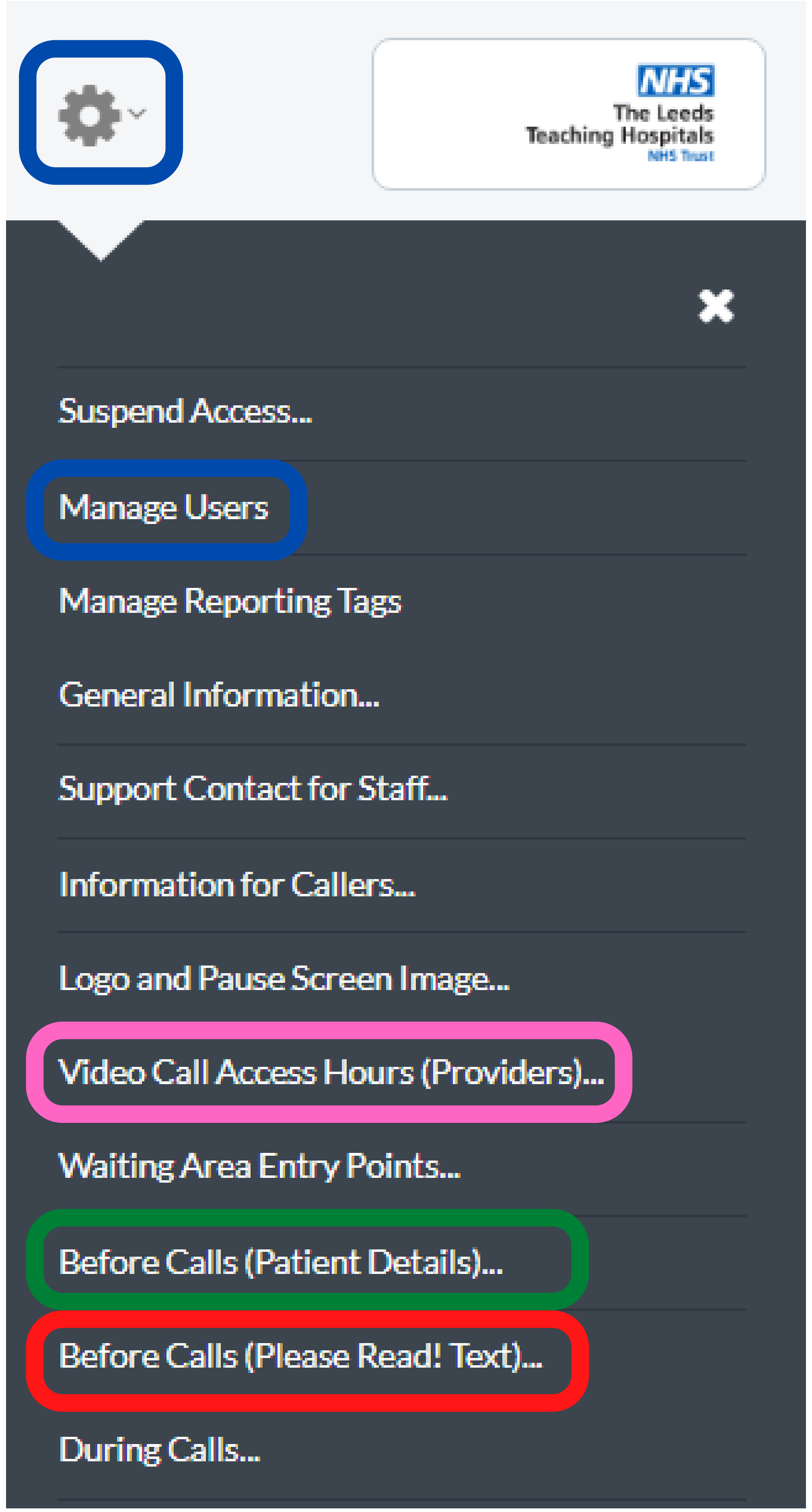
If you already have an account you can log in via nhs.attendanywhere.com

# Home Screen & Waiting Area

Once you have logged in, you will then be brought to your waiting area.




Here you can find the URL to give to the patients for them to connect to the call. The Patient Information Leaflet can also be downloaded from here. This can then be attached to emails sent to patients.

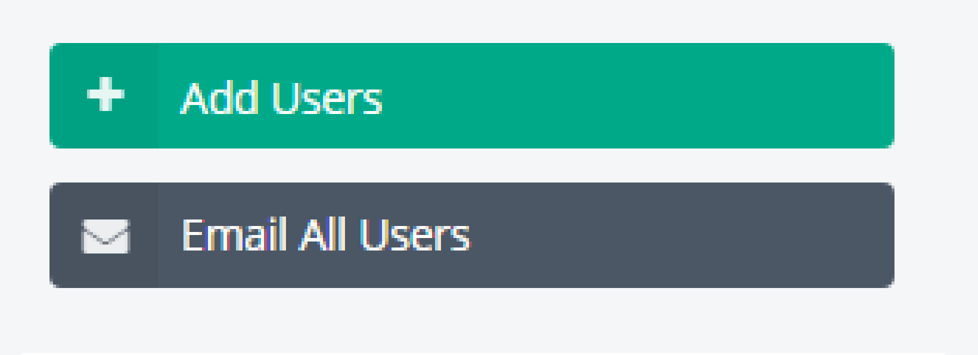



# Waiting Area Settings

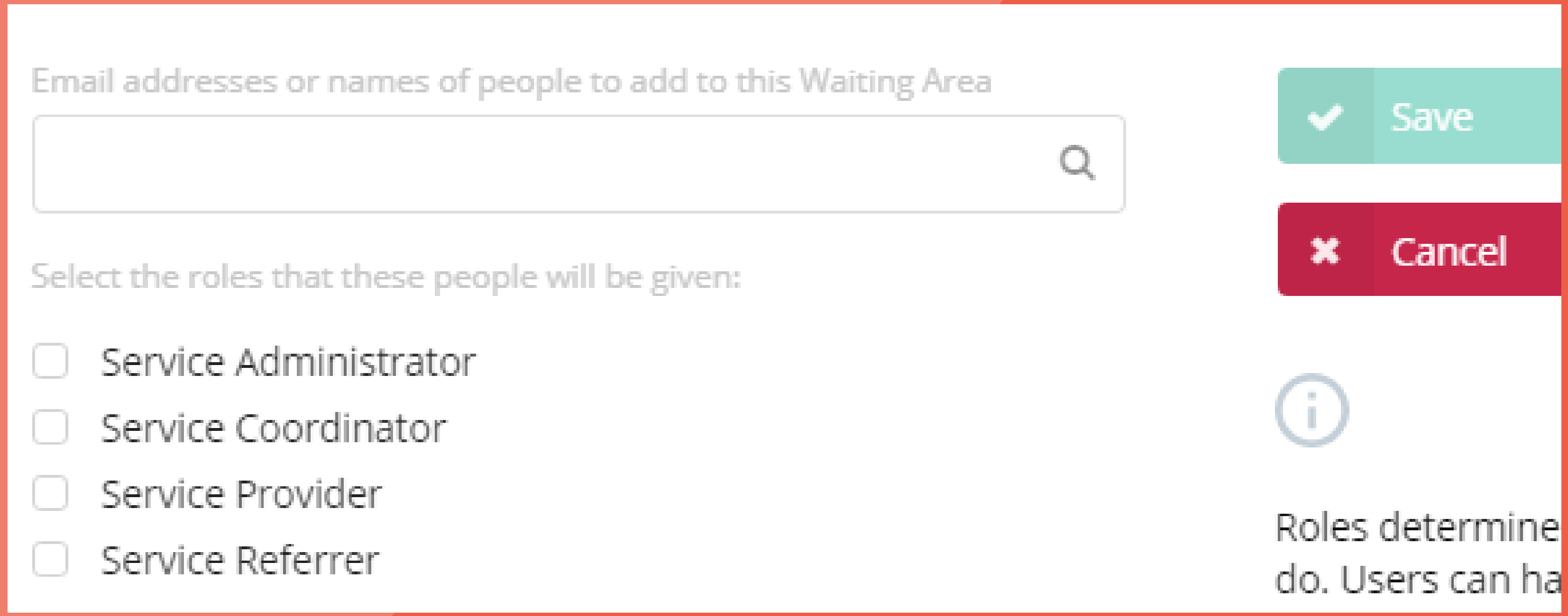
In the top right corner of your waiting area, click the settings button to bring up a list of the settings you can manage.

As an admin user, you will be particularly interested in the options: MANAGE USERS, VIDEO CALL ACCESS HOURS, BEFORE CALLS (Patient Details) and BEFORE CALLS (Please Read! Text) .

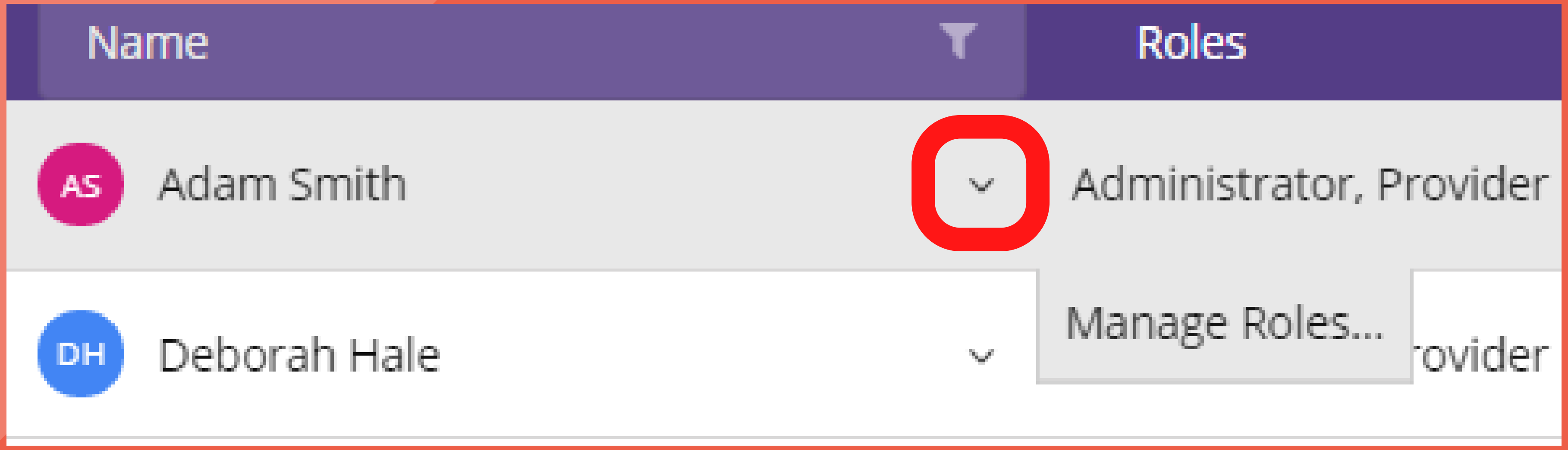
# Manage Users




To add a new user to the waiting list click ADD USERS

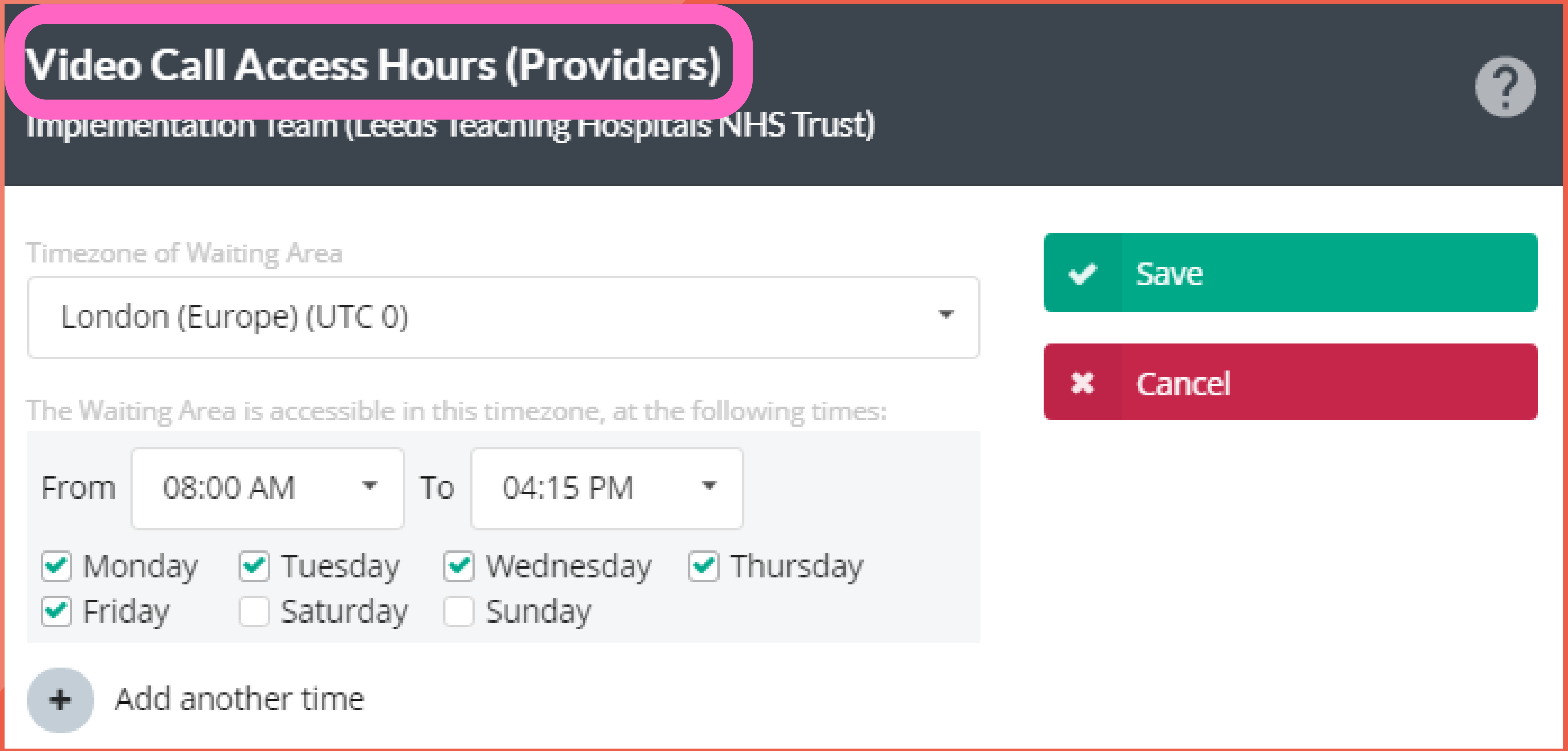



Use the search field to find the user you want to add, you can search by their NHS email address. The user should then be set up as either a Service Administrator or a Service Provider only.



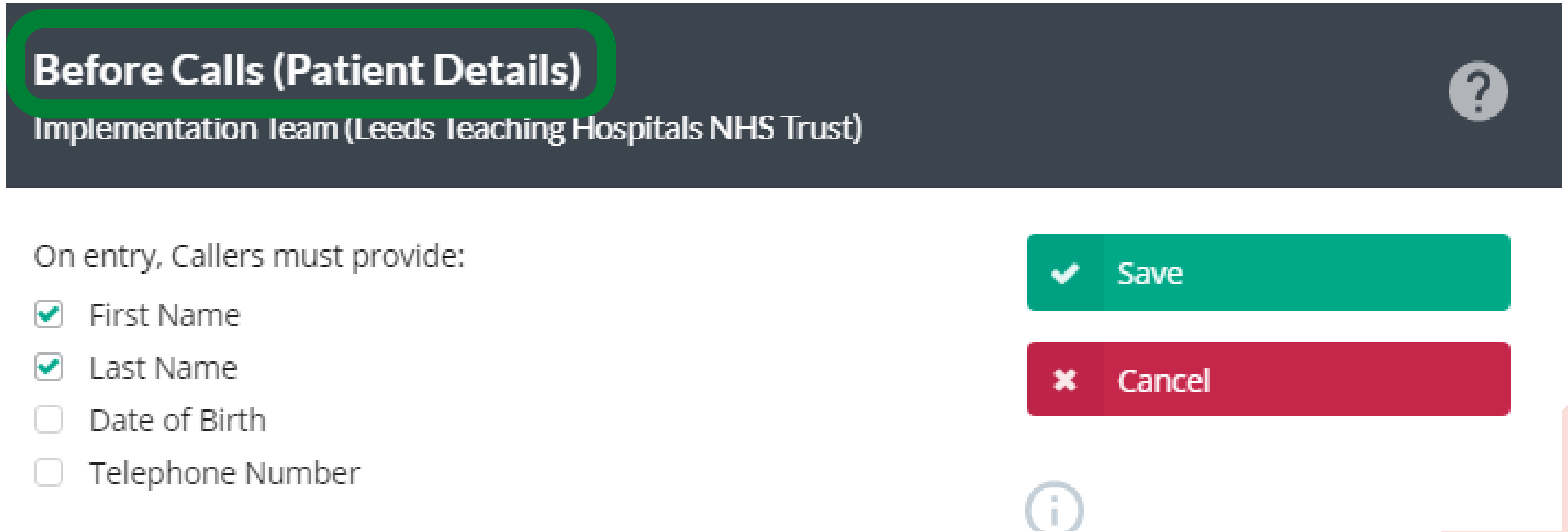

To edit a users roles who has already been added to the waiting area. Simply click on the arrow, then manage roles and from here you can edit.

# Video Call Access Hours




The Video Call Access Hours setting allows you to ammend the time and days that your waiting area opens and closes.

# Patient Information Requirements

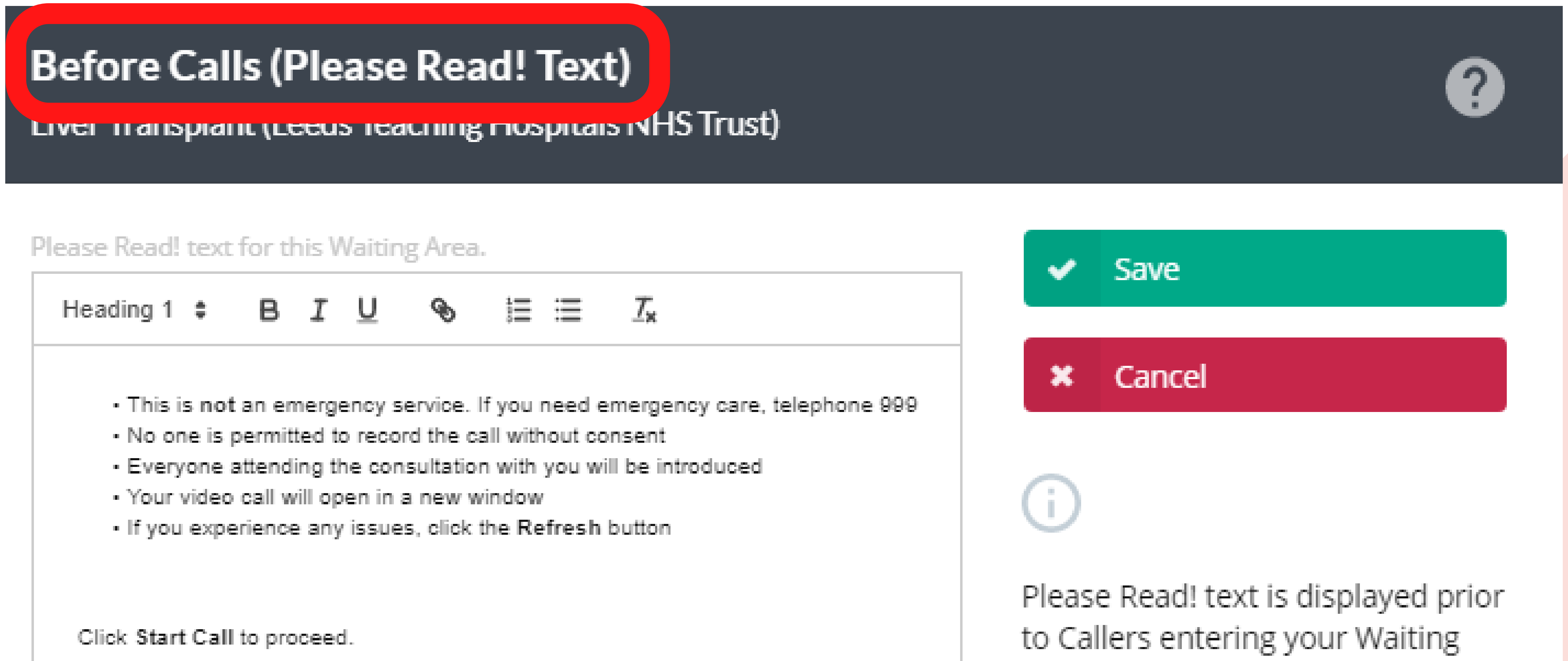



As an admin member you can edit the mandatory information a patient must provide before entering the video consultation. It is **strongly advised** to ensure first name, last name and date of birth are selected.

To make one of the options mandatory, tick the box next to the required option. Or  to make one of the details optional untick the relevent box.

Click **save** once complete.

# Information Displayed Prior To Callers Entering Your Waiting Area

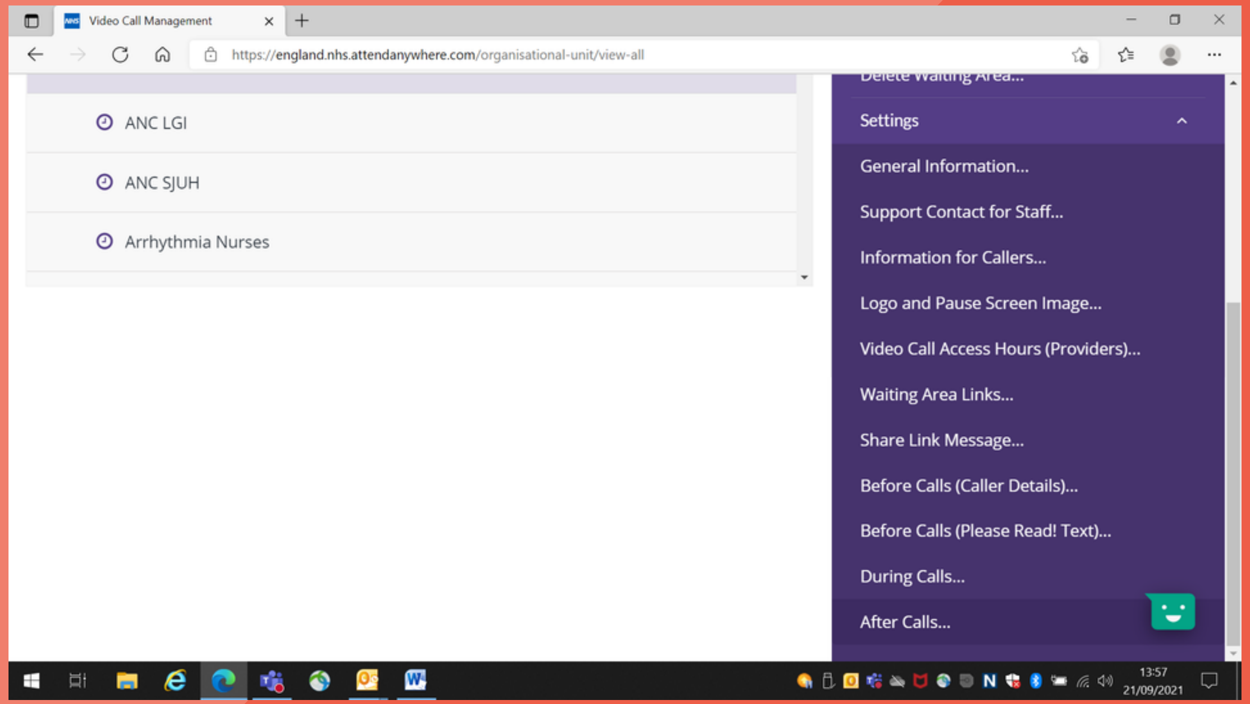


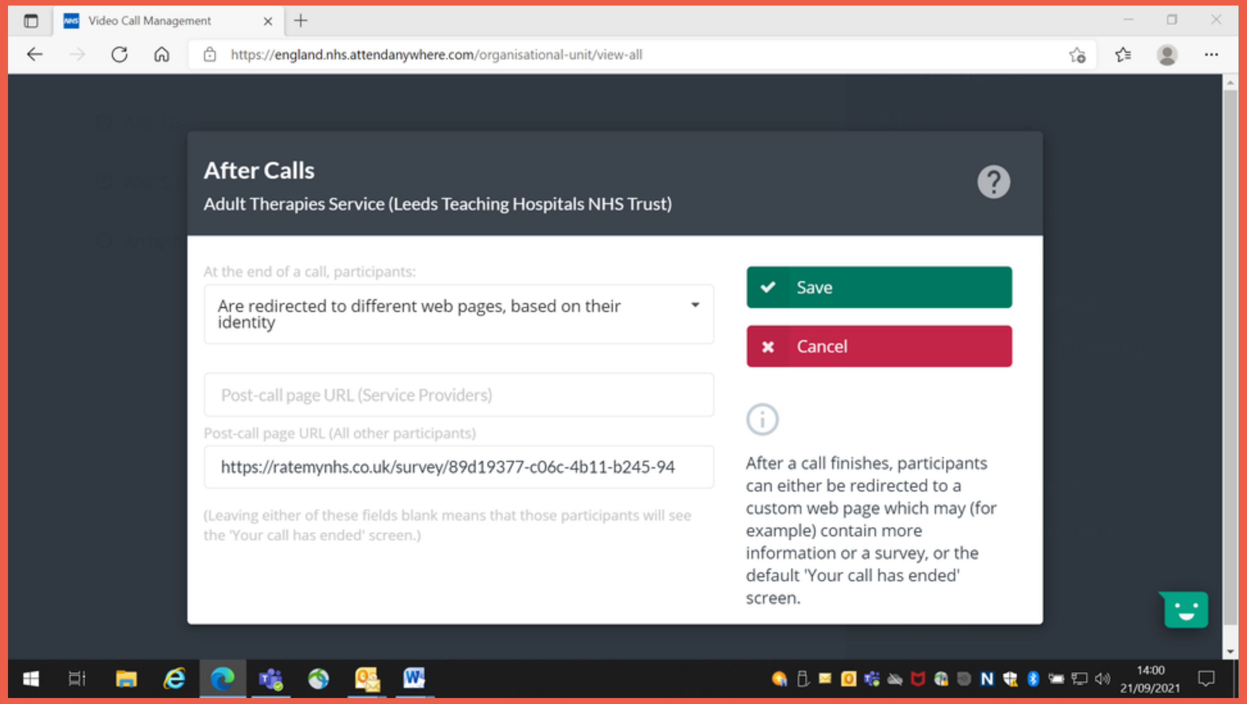

You can also edit the information a patient sees before entering your waiting area.
This can be used to convey or reaffirm information about your service.
If left blank, the default text will be displayed (as shown).

Click **Save** Once Complete.

# After Calls

As an admin member you can edit the mandatory information a patient sees after their video consultation. We recommend that a web link is inserted here directing patients to the Trust's 'Friends and Family Test'




1

Click "After Calls..."

2

Select the option ''are redirected to different web pages, based on their identity''

3

In the "Post call page URL (All..." Insert this weblink: https://ratemynhs.co.uk/survey/89d19377-c06c-4b11-b245-94b

4

Do not add the link in the "Post-call page URL (Service Provider)" as this is for clinicians

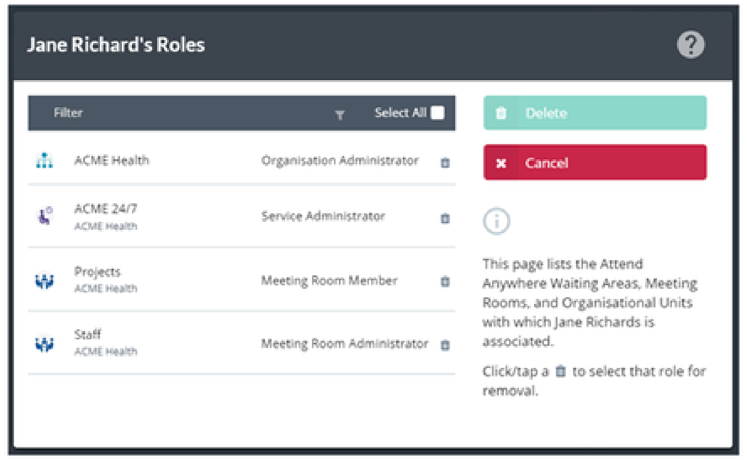
Please note: you are only able to add one web link in this section

# Deleting a User

**These steps describe how to delete a user from your waiting area:**

1

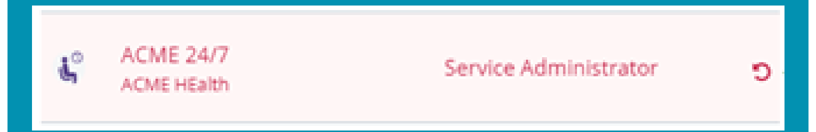
From the selected user's action menu, select Roles. Then the selected users **Roles** box opens:




2

To flag a role for removal, click its trashcan icon.

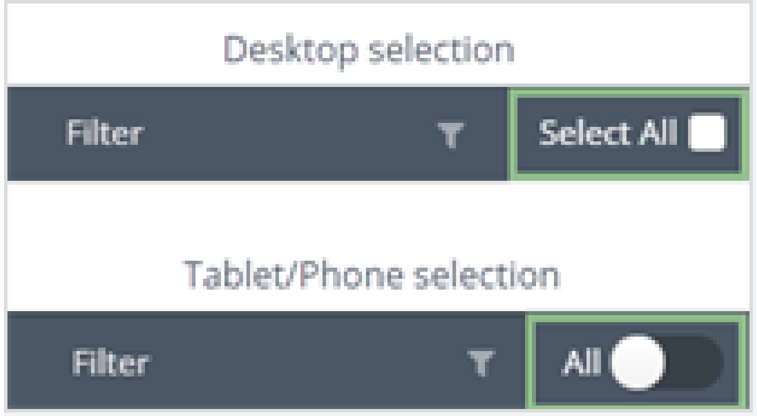
Marked entries change colour, and display a 'restore' icon in place of the trashcan:




**Important:** This does not actually delete the role until you click Delete.

3

**Note:** You can flag multiple roles for removal or use the checkbox at the top of the dialog to select all / deselect all.




4

Click Delete.

To proceed, click Yes or to go back, click No.

**Note:** If you remove all roles from a user, their user account will be deactivated.

# Contact Information

*Set-up, training & support.*

## Training and Guidance

ittraining.ltht@nhs.net

## Set-up, Problems & Issues

Internal - 26655

External - 0113 392 6655

***Service Desk Portal***

***(Click Here)***