Attending your appointment by video

Moray Council Housing Service
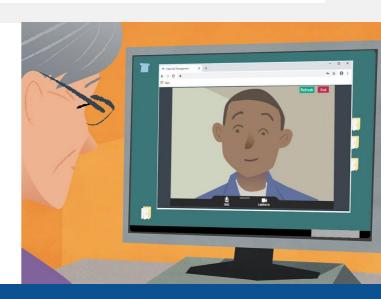
Video calling is convenient and easy to use

Instead of travelling to your appointment, you will enter the online waiting area, using the link below.

The service will see that you have arrived, and a member of our housing staff will join your call when ready.

There is no need to create an account.

Video calls are private and secure.

How do I attend my video appointment?

Go to: https://nhsattend.vc/moc/housing

What do I need to make a video call?

✅ **A device** for making a video call, such as a smartphone, tablet, or computer with a webcam and speaker (often built into laptops).

✅ **A reliable internet connection** (wired, WiFi or mobile data). If you can watch a video online, you should be able to make a video call.

✅ **A private, well-lit area** for your consultation, where you will not be disturbed.

✅ Use the latest version of **Chrome**, **Safari**, or **Edge** for best video calling performance.

Google Chrome
Windows, Android, MacOS

Apple Safari
MacOS, iOS, iPadOS

Microsoft Edge
Windows

See page two for more information on how to make a video call

What do I need to know?

Is it secure / confidential?

You have your own private video room that only authorised ~~providers~~ can enter.

We don't save any of the information you enter.

Calls are not recorded.

How much does a video call cost?

The video call is free except for your internet usage.

Tip! If you can, connect to a Wi-Fi network to avoid using your mobile data.

How much internet data will I use?

The video call doesn't use data while you are waiting for someone to join you.

After the call connects, it uses a similar amount of data to Skype® or FaceTime®.

How do I make my video call?

Open your web browser and type the service's web address into the address bar (not the search box).

When you're ready, click the **Start video call** button.

[Start video call →]

Tip! Make a test call before your appointment to check your setup.

[Test call]

The system will check that you have everything in place (internet, speaker, microphone, and video).

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

Enter your details, tick the box to agree to the *Terms and Conditions*, and start your call.

To end the call, click **End**.

Tip! Many call issues can be fixed by clicking **Refresh**.

[End]   [Refresh]

What do I do if something's not working?

Visit **https://nhs.attendanywhere.com/troubleshooting**

More information

Visit https://nhs.attendanywhere.com/callers

Powered by

See page one for your service's web address