



Your guide to Video Calls to our Care Homes

Overview

This guide will provide you with some basic instructions for receiving video calls from your loved ones in our Care Homes, via Google Hangouts.

You will need the following:

- A Gmail Account
- The Google Hangouts App

Booking Calls

Please call the Care Home and arrange an agreed time to call your family member or friend.

You will need to provide the Care Home with your Gmail email address.

The Care Home will then send you an invitation to register your account via Google Hangouts. You must accept the invitation sent from the Care Home before you can receive video calls.

Please see instructions below.

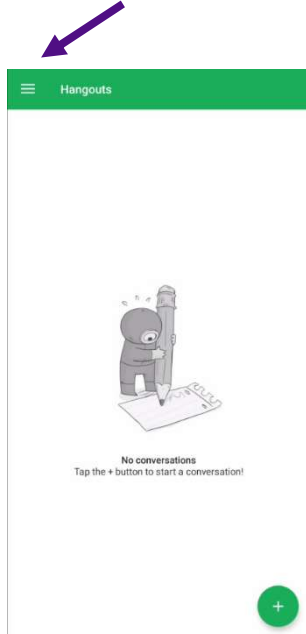


Accepting an Invitation

1) **Open** Google Hangouts



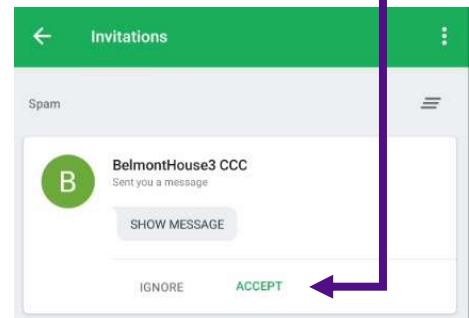
2) **Select** the Menu option.



3) **Select** Invitations.



4) **Select** Accept.



You will now be able to receive video calls from the Care Home.

Receiving A Call

The Care Home will call you at the agreed time.

You will see the below notification on your device when they are calling.



Select Answer or Decline.