**Easy guide to video call**

**A quick guide to your video call with the Macmillan cancer information and support centre Wythenshawe hospital**

Using the Macmillan Centre video call service allows you access to the centre’s information and support from home. The calls are free, safe and secure and very useful if cannot get into the centre or are working.

It is also useful during the Covid restrictions and the safety measure that are in place, as you may not wish or are unable to come into the hospital

**1. What you need for the call**

 



A fully charged computer, iPad, tablet or smart phone with a built in camera and microphone

**2. Preparing for the video call**

We send you an email with a link to Microsoft Team meeting, all you must do, is click ‘join meeting’

 **3.Starting the call**



Join the meeting a few minutes before your session, using the link we emailed you



A quiet place where you won’t be disturbed. It is important you feel able to speak freely.



Make sure you are familiar with ‘Microsoft Teams’ before the call. \*\* further information last page\*\*



When you click on the 'join' option, it will inform the Macmillan centre team, who will then open the meeting.



A good internet connection



It can be useful to have a list of questions you want to ask.

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The meeting will work best if you participate with the centre team face-to-face on screen (as you would in a normal conversation)

Microsoft Teams has built in Audio narrative if you find listening to conversation difficult.

It is accessible from the 3 dots on the toolbar.

**4. What can you expect from the call**



We will try our best to answer all your questions on what is most important to you-either about you or your family member. We may direct you to our cancer teams, other information and guidance or other services you may find useful.

**5.Ending video call**

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We hope to have addressed all your concerns and answered your questions. We can send you a summary of the call via email if you wish or we can arrange a follow up call as you may want to become part of our ‘support plus’ system.



It maybe best to have a phone to hand, just in case we lose connection we can call you instead

**After the call,**

**If required:**

**Please do not hesitate to call the centre any time for support and please check with the centre as to when all our support services are open as guidance and restrictions are being changed frequently eg complementary therapies, Macmillan Connections activities etc**

**Tel:0161** **291 4875/6**

You can join a Teams meeting anytime, from any device, whether or not you have a Teams account. If you don't have an account, follow these steps to join as a guest.

**Note:** Some meetings don't allow people to join as guests.

1. Go to the meeting invite and select Join Microsoft Teams Meeting. (How to guide ‘You tube’ link below)
2. That'll open a web page, where you'll see two choices: **Download the Windows app** and **Join on the web instead**. If you join on the web, you can use either Microsoft Edge or Google Chrome. Your browser may ask if it's okay for Teams to use your mic and camera. Be sure to allow it so you'll be seen and heard in your meeting.
3. Enter your name and choose your audio and video settings. If the meeting room (or another device that's connected to the meeting) is nearby, choose **Audio off** to avoid disrupting. Select **Phone audio** if you want to listen to the meeting on your mobile phone.
4. When you're ready, hit **Join now**.
5. This will bring you into the meeting lobby. We'll notify the meeting organizer that you're there, and someone in the meeting can then admit you.

**Notes:**

* If no one admits you to the meeting within 15 minutes, you'll be removed from the lobby. If that happens, you can try joining again.
* Some features of Teams meetings aren't available to guests.

<https://support.microsoft.com/en-us/office/join-a-teams-meeting-078e9868-f1aa-4414-8bb9-ee88e9236ee4>