

## Attend Anywhere Frequently Asked Questions

### 1. Is it secure?

Attend Anywhere video consultations **are** secure; the users' privacy is protected. The user has their own private video room that only authorised clinicians can enter.

### 2. What do I do if I don't have Google Chrome or Safari?

You can download [Google Chrome](#) and [Safari](#) for free.

### 3. How much does a video call cost the service user?

The video call is free (except for internet usage)

### 4. How much internet data will it use?

Service users will not use any data while waiting for a clinician to join them. A video consultation uses less than half of the data expended while watching a YouTube video in High Definition (about 230 MB on a mobile device and 450 MB on a PC for a 20 minute call, which is similar to a Skype or FaceTime call).

Data use is less on lower-speed internet connections, or if using a less powerful computer, tablet or smartphone. These factors can also reduce the overall quality of the call.

Data use increases when there are more than two participants in the call.

### 5. Where can I find more information?

You can find more information [here](#). This contains a wider range of information covering the planning, implementation and operation of the system.

### 6. What do I do if something is not working?

If something is not working you will need to download the troubleshooting guide or visit the [resource centre](#) for more information.

### 7. How can I find out more about Attend Anywhere?

A wealth of information is available on the [Attend Anywhere resource centre](#).