

Video calling is as convenient as a phone call, with the added value of face-to-face communication. It can save you time and money, and brings your advice closer to home.



Where do I go for Money Advice by video?



<https://haltoncab.org.uk/mavc>

Instead of travelling to a Money Advice appointment, you enter our online waiting area. The specialist advice team is notified when you arrive, and a specialist adviser will join you when ready.

- There is no need to create an account.
- No information you enter is stored.

What do I need to make a video call?

A good connection to the internet. If you can watch a video online (e.g. YouTube) you can make a video call.

A private, well-lit area where you will not be disturbed during the consultation

Web-camera, speakers and microphone already built into laptops or mobile devices

One of these:

-  Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone
-  Safari web browser on an Apple iMac, MacBook, iPad, or iPhone
-  Microsoft Edge browser on desktop or laptop (Windows ONLY)



Is it secure?

Video calls are secure; your privacy is protected.

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



How much internet data will I use?

You don't use any data while waiting for a adviser to join you. A video call uses a similar amount of data to Skype® or FaceTime®.



How much does a video call cost?

The video call is **free** (except for your internet usage).



Smartphone and tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

See over for more information on how to make a video call

Get ready to make video calls

Make sure that you use one of the following web browsers

-  **Google Chrome**
Windows 7+, Android 5.1+, MacOS 10.11+, iPadOS 13+
-  **Apple Safari**
MacOS 10.12+, iOS 11.4+, iPadOS 13+
-  **Microsoft Edge**
Microsoft Windows ONLY



Go to: <https://haltoncab.org.uk/mavc>

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On this web page, click the **Start video call** button and follow instructions



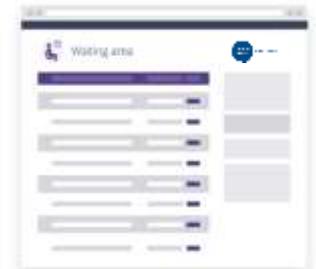
2

Wait in your own private video room



3

Your adviser sees you arrive in the waiting queue...



4

...and joins you in your video room when they are ready

What do I do if something is not working?

Visit <https://consult.attendanywhere.co.uk/troubleshooting>

More information

Visit <https://consult.attendanywhere.co.uk/callers>