

**INSTRUCTIONS FOR USE OF IPADS FOR VIDEO CALLS WITH RELATIVES USING
EITHER FACETIME OR SKYPE**

**(UNREDACTED DOCUMENT WITH PASSWORDS IN EMAIL, OR ICU HANDOVER
FOLDER)**

For relatives who need to communicate with relatives who do not have/are not able to use their own phones/ipads to video call, the ICU is able to use the ICU Ipads to facilitate this.

- **Make sure using one of new ipad-pros (these are set up with appleIDs, older ipads (with covers) are not (yet)**
- **Turn on Ipad (code 1234)**
- **Make sure WIFI is NHSWIFI (video calls don't work if logged in to Whitswifi)**
- **Make sure apple account logged in (settings, AppleID) – appleID is same as the ICU gmail address (below), password is *******
- **If using Skype, when using for the first time, you need to log in to the ICU skype account (below), using the ICU gmail account below as the username**

ACCOUNTS AND PASSWORDS:



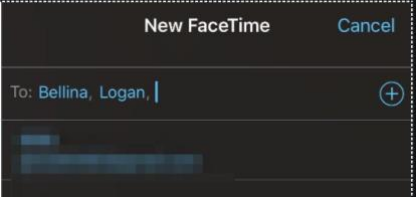


Ward	GMAIL Account/AppleID/Skype Username	GMAIL Password	AppleID password	Skype Password
Worcester ICU	worcestericu1@gmail.com	*****	*****	*****
Aconbury2 ICU	aconbury2@gmail.com	*****	*****	*****
Redditch ICU	redditchicu@gmail.com	*****	*****	*****
Cedar ICU	cedaricu@gmail.com	*****	*****	*****

Once logged in once, the ipad should stay logged in. Follow instructions on next page for setting up call with relative.



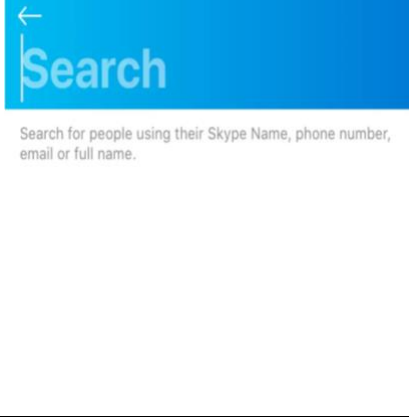

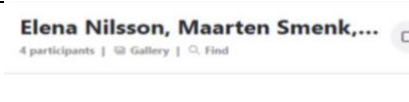
Worcestershire Acute Hospitals NHS Trust

Connecting Families off-site with their Relatives in Hospital

Using Facetime on the iPads (make sure you are on NHSWIFI NOT WHITSWIFI)

<p>Click the home button and press the 6 digit passcode</p>	
<p>Click on the Facetime Icon</p>	
<p>Click on Blue + icon</p>	
<p>The Blue cursor will now be flashing next to the 'To' field, click into this field</p> <p>Type the phone number (iPhone) or the email address (iPad) you want to call (email address must be the one that the relatives apple account is linked to).</p>	
<p>You will see two green options appear on the screen 'Audio' or 'Video'. Click Video and the call will now try to connect</p>	
<p>When you want to end the call press the Red button 'End'</p>	

Connecting Families off-site with their Relatives in Hospital with Skype on the iPads

<p>Click the home button and press the 6 digit passcode</p>	<p>MAKE SURE YOU ARE ON NHSWIFI (NOT WHITS)</p>
<p>Click on the Skype Icon</p> <p>Type the ICU skype name (or registered email account) and password</p> <p>Touch the Sign in button below the password field</p> <p>You should not have to enter this information again, it will be saved in Skype. Next time you touch Skype, it will automatically log you in</p>	
<p>Touch the Contacts icon displayed at the top right of the screen</p>	
<p>Next, touch the search Skype Directory and type the skype account of the relative</p> <p>Touch search to locate that person</p> <p>Touch Add contact at the top</p> <p>Click the back arrow to go back to the Contacts screen</p> <p>Touch 'Send' button to send this person an invitation to become a SKYPE contact</p>	
<p>Once you the relative has accepted the request will get a message back that says 'Great, you can now start chatting'.</p>	
<p>Click on the camera icon to make the video call`</p>	
<p>To end the call – press the red button</p> <p>To mute the call – press the microphone, the relative will still be able to see their relative</p> <p>To stop the video press the camera button, the person on the call will still be able to hear what is being said</p>	