

Inviting multiple participants to a Video Call

You can have multiple participants in a Video Call consultation. You can, for example, join the health service provider and then add a resident's family member (who is at a different location to the resident), an interpreter or a specialist into the current consultation. In this way the RACF resident can receive a wholistic approach to their health care. You can have a maximum of 6 participants in a Video Call in the clinic waiting area.

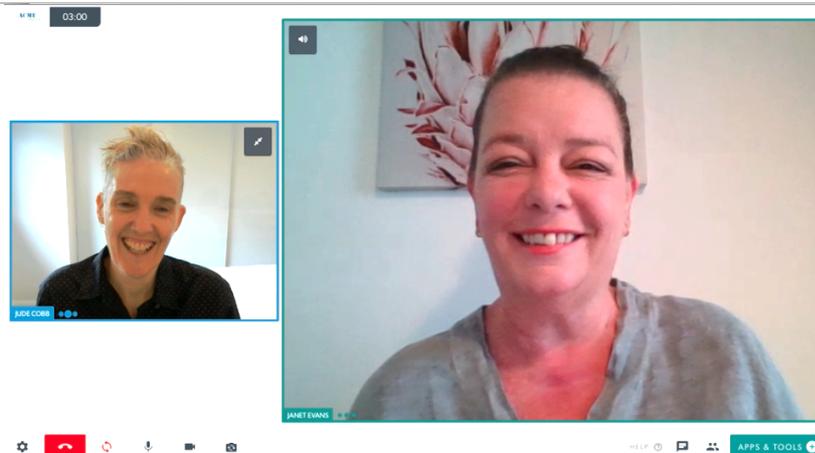
If you require more than 6 participants, your service can create and use Group Rooms which allow up to 20 participants in a Video Call. The steps for using Group Rooms are different to joining a call from the waiting area and you can find more information [here](#).

There are two ways to add participants to a call:

- Add a person to the call from the waiting area
- Invite a participant directly into your current call using the Call Manager.

Add a participant to the call from the waiting area:

1. Sign in and **join** a caller from the Waiting Area dashboard. This will be the first person you join in the call, for example the resident's health service provider.



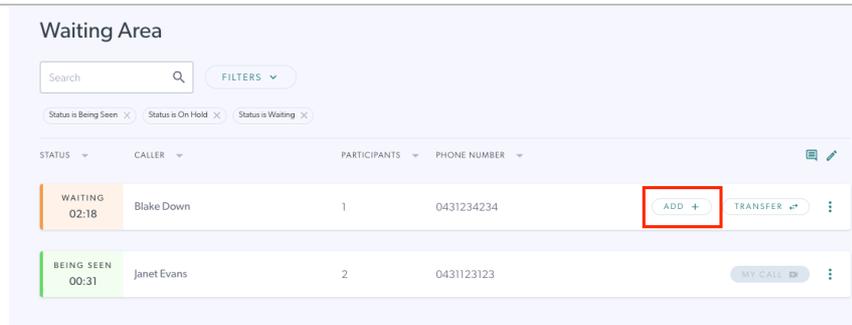
2. Let the participant know you are adding another person into the call, then navigate back to the waiting area (which is open in another tab or window in your browser).

A screenshot of the 'Waiting Area' dashboard. It features a search bar, a 'FILTERS' dropdown, and three status filters: 'Status is Being Seen', 'Status is On Hold', and 'Status is Waiting'. Below is a table with columns for STATUS, CALLER, PARTICIPANTS, and PHONE NUMBER. There are also 'ADD +', 'TRANSFER', and 'MY CALL' buttons.

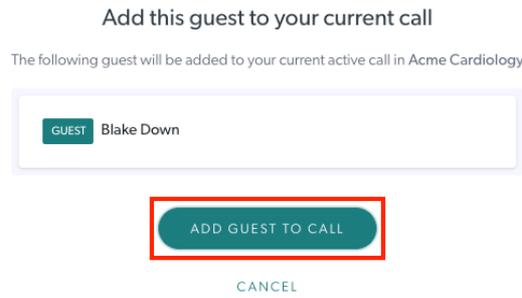
STATUS	CALLER	PARTICIPANTS	PHONE NUMBER	Actions
WAITING 02:18	Blake Down	1	0431234234	ADD + TRANSFER
BEING SEEN 00:31	Janet Evans	2	0431123123	MY CALL

3. You will see your current call and all other callers in the Waiting Area will now have an **Add** button, instead of a Join button.

Find the person you are looking for and click **Add**.

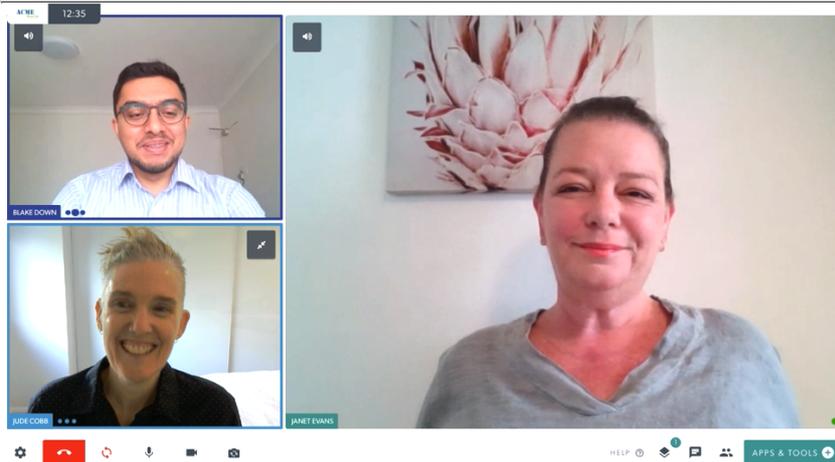


4. A confirmation box will open. Click **Add Guest To Call**.



5. Navigate back to the Call Screen (which is open in another tab or window in your browser).

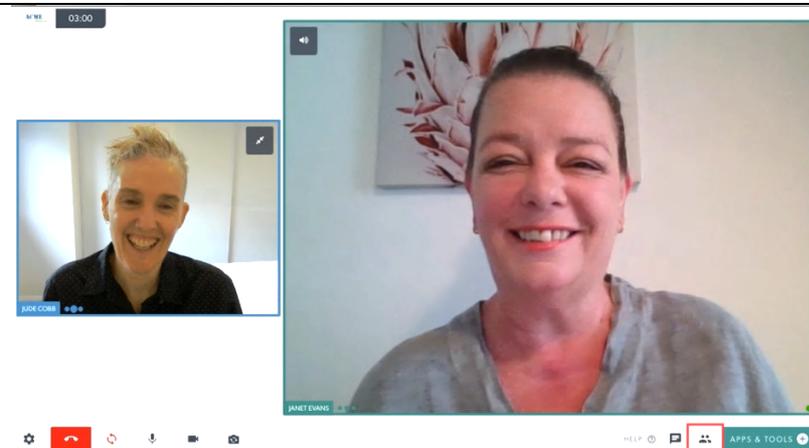
You will see the person you added in the call, which now has 3 participants.



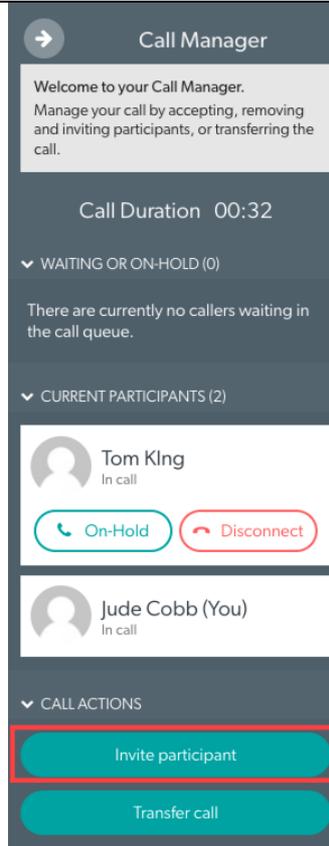
Invite a participant directly into the call:

1. While in a Video Call you can invite another participant directly into the call.

Click on **Call Manager** at the bottom right of the call screen.

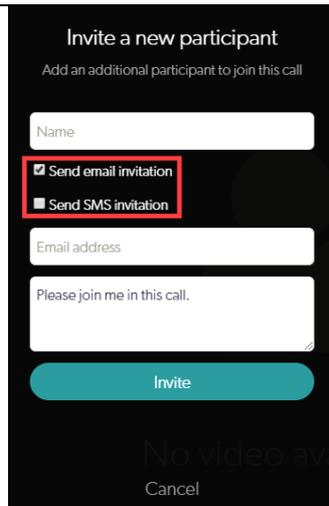


2. Click on the **Invite Participant** button in the Call Manager drawer, under **Call Actions**.

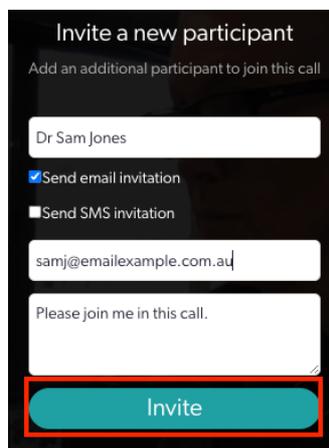


3. You can invite a participant to join the call via email or via SMS.

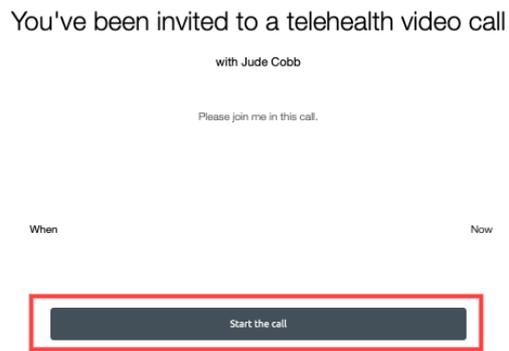
Tick either 'Send email invitation' or 'Send SMS invitation'.



4. Add their name and contact details. Click on **Invite** to send the invitation.



5. They will receive the email or SMS (based on your invitation method) and can click on the highlighted button to arrive directly in your current Video Call.



6. Once they enter the call, the consultation continues with multiple participants.

