

**RHA**

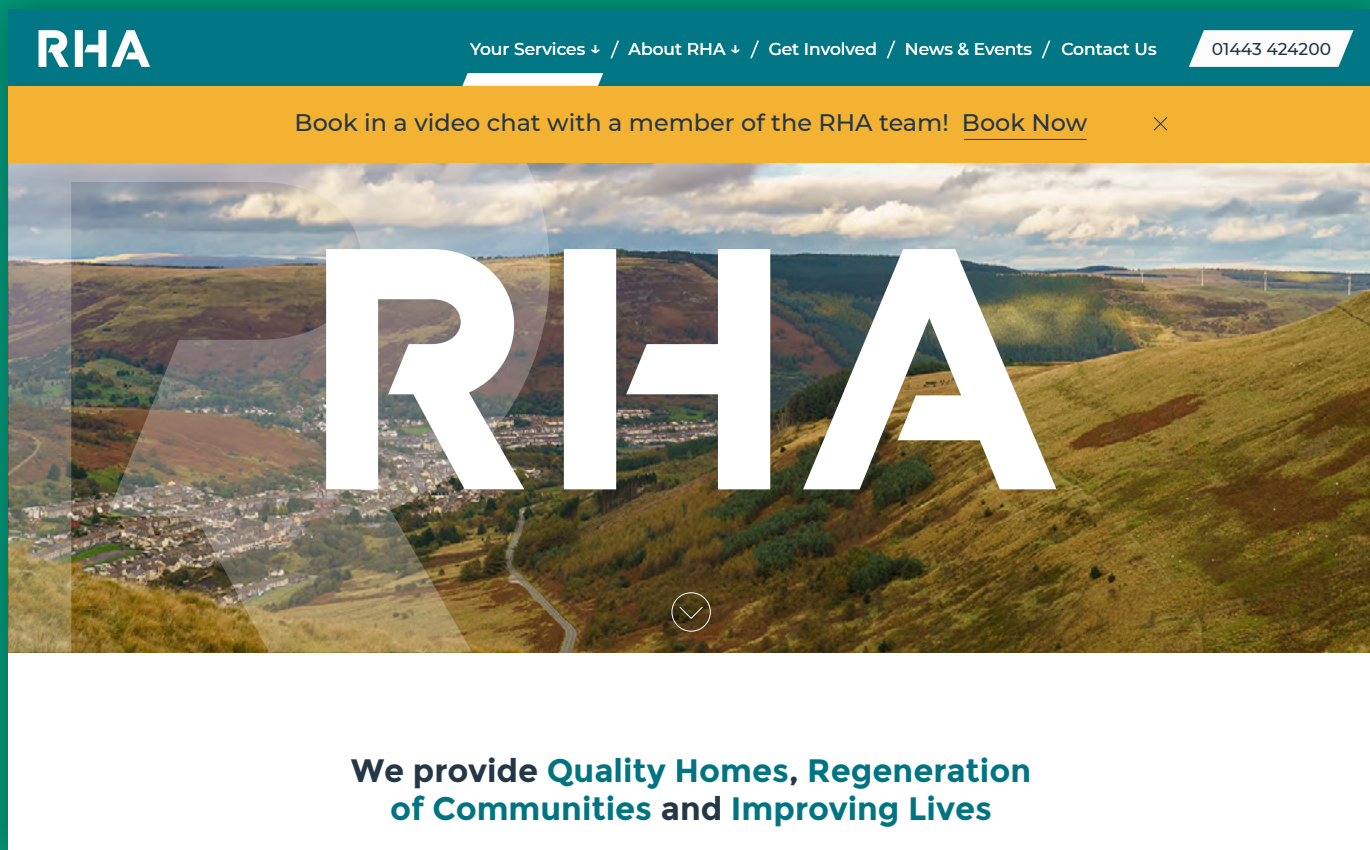
# **Video Chat User Guide**

HOW TO:

# BOOK IN A VIDEO CHAT WITH US

To access the video chat service on our website, click the link below:

<https://www.rhawales.com/videochat/>




The image shows a screenshot of the RHA website. At the top left is the RHA logo. To its right is a navigation menu with links: "Your Services", "About RHA", "Get Involved", "News & Events", and "Contact Us". On the far right of the header is a phone number: "01443 424200". Below the header is a yellow banner with the text "Book in a video chat with a member of the RHA team!" followed by a "Book Now" link and a close icon. The main content area features a large, semi-transparent RHA logo overlaid on a scenic landscape photograph of rolling hills and a town. At the bottom of the page, there is a white box containing the text: "We provide Quality Homes, Regeneration of Communities and Improving Lives".

# SELECT THE SERVICE



Select the service that most closely matches your query:



- I want to talk about my tenancy or have a housing enquiry
- I want to talk about my rent or get advice on benefits



## RHA Wales Video Chat

### Select service

I want to talk about my tenancy or Ho...    
20 minutes



I want to talk about my rent or Benefit...    
20 minutes

### 15 January, 10:00 with Tracey Turner

< > January 2021

Mo	Tu	We	Th	Fr	Sa	Su
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Select staff (optional)

 Tracey Turner 

10:00	10:30	11:00
11:30	12:00	12:30
13:00	13:30	14:00
14:30	15:00	15:30

### Add your details

Name

Email

Phone number (optional)

Address (optional)

Please let us know if you have any special requests. Thank you.

Notes (optional)

# SELECT THE TIME

The calendar displays dates when a staff member is available.

You can choose a specific member of the team by selecting that person in the **Select Staff** dropdown box. Or you leave the selection as 'Anyone'.

Then select the time for the meeting that suits you.

15 January, 10:00 with Tracey Turner

< > January 2021

Select staff (optional)

Tracey Turner

Mo	Tu	We	Th	Fr	Sa	Su			
				1	2	3			
4	5	6	7	8	9	10	10:00	10:30	11:00
11	12	13	14	15	16	17	11:30	12:00	12:30
18	19	20	21	22	23	24	13:00	13:30	14:00
25	26	27	28	29	30	31	14:30	15:00	15:30

**1**

**Housing Officer**  
Beverly John Davies

**Payment Advice**  
Donna Gale

**2**

**Housing Officer**  
Amanda Anstee

**Payment Advice**  
Amy Morgan

**3**

**Housing Officer**  
Liam Way

**Payment Advice**  
Emma Jones

**4**

**Housing Officer**  
Tracey Turner

**Payment Advice**  
Mark Richards

Map labels: HIRWAUN, ABERDARE, TREHERBERT, MAERDY, FERNDAL, TYLORSTOWN, GELLI, YSTRAD, YNYSHIR, LLWYNYPIA, TREALAW, PORTH, HOPKINSTOWN, TONYPANDY, WILLIAMSTOWN, PONTYPRIDD, TREForest, TONYREFAIL, THOMASTOWN, BEDDAU, LLANHARAN, CHURCH VILLAGE, BRYNNA, TALBOT GREEN, LLANHARRY, PONTYCLUN.

# ADD IN YOUR DETAILS

You need to enter your name, and your email address. The email address will be used to send you the meeting invitation and will also send you a reminder.

You have the option to add in additional details (optional).


After completing this section, select the **Book** button and a meeting invitation will be sent to you.

A confirmation of your booking will then appear on the screen.

**Add your details**

<input type="text" value="Trevor Small"/> <input type="text" value="tsmall@yahoo.com"/> <input type="text" value="Phone number (optional)"/> <input type="text" value="Address (optional)"/>	<p>Please let us know if you have any special requests. Thank you.</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 60px;"><p>Notes (optional)</p></div>
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**Thank you for booking with us!**  
You will get a confirmation message in email shortly



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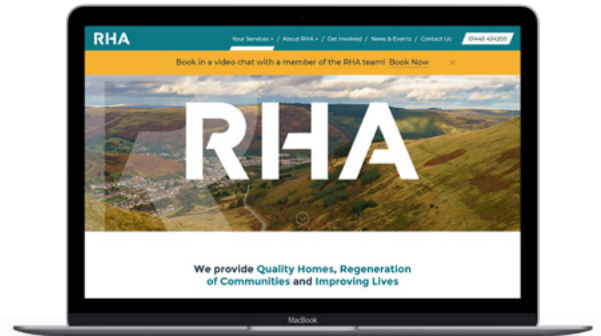
# BEFORE YOUR MEETING

## Using a laptop or PC for the meeting

You will be able to access the meeting using the link in the confirmation email you were sent. However, if you wish to install the Teams app it's available from the Microsoft Teams Download website.

Microsoft Teams Download

<https://teams.microsoft.com/uswe-01/downloads>



## Using a phone or tablet for the meeting

You will need to download the appropriate Teams app for your mobile device prior to the meeting.

Apple Store

<https://apps.apple.com/app/i1113153706?cmpid=downloadiOSGetApp&lm=deeplink&lmsrc=downloadPage>

Android Google Play Store

<https://play.google.com/store/apps/details?id=com.microsoft.teams&lm=deeplink&lmsrc=downloadPage&cmpid=downloadAndroidGetApp>



You won't have to create an account in Teams, you can join the meeting as a Guest using the link in the confirmation email.

The download links are also available from the RHA Video Chat webpage using the '**SCHEDULE ONLINE**' link.

If you're using a tablet or mobile, please click the link below to download Microsoft Teams App on your device to book your call with our team

[SCHEDULE ONLINE](#)

# ACCESSING YOUR MEETING

Using the confirmation email you were sent after booking the meeting then select the **'Join your meeting'** button:

Confirmed booking for  
**Trevor Small**

I want to talk about my tenancy or Housing queries  
with  
Tracey Turner

15 January 2021  
10:00 - 10:20  
(UTC+00:00) Dublin, Edinburgh, Lisbon, London

[Join your appointment](#)  
via Microsoft Teams

# NEED HELP?

If you have any questions or queries regarding your website, please contact a member of the RHA team via:

Call 01443 424200

Email [enquiries@rhawales.com](mailto:enquiries@rhawales.com)

