



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 screenshot shows the Beacon website homepage. At the top left is the Beacon logo. The top right navigation menu includes: Your Services ↓ / About RHA ↓ / Get Involved / News & Events / Contact Us. A yellow banner across the top contains the text: "Book in a video chat with a member of the RHA team! [Book Now](#) ×". Below the banner, the main content area is split into two columns. The left column has a dark green background with the text "Welcome to Beacon." and "Change you can see*" in white. Below this is a white button with the text "Read More". The right column features a photograph of a modern building entrance with the Beacon logo and tagline "change you can see*" overlaid. At the bottom of the page, a white section contains the text: "We provide Quality Homes, Regenerate Communities and Improve Lives". Below this text are three colored rectangular bars: a teal bar, a yellow bar, and a green bar.

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



Beacon 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
Liam Way
Payment Advice
Donna Gale

2
Housing Officer
Amanda Anstee
Payment Advice
Kyron Pike

3
Housing Officer
Beverley John Davies
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, TONYPANDY, WILLIAMSTOWN, HOPKINSTOWN, 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"/>	<p>Please let us know if you have any special requests. Thank you.</p> <div><input type="text" value="Notes (optional)"/></div>
<input type="text" value="tsmall@yahoo.com"/>	
<input type="text" value="Phone number (optional)"/>	
<input type="text" value="Address (optional)"/>	

Thank you for booking with us!
You will get a confirmation message in email shortly



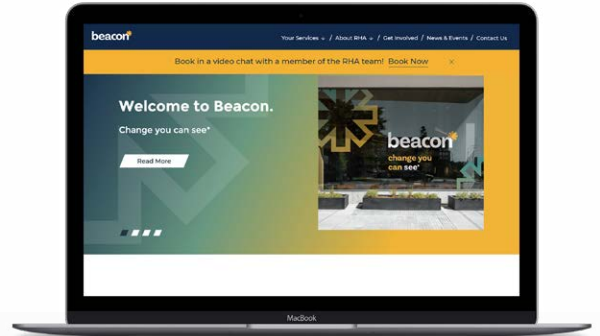
BEFORE YOUR MEETING

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

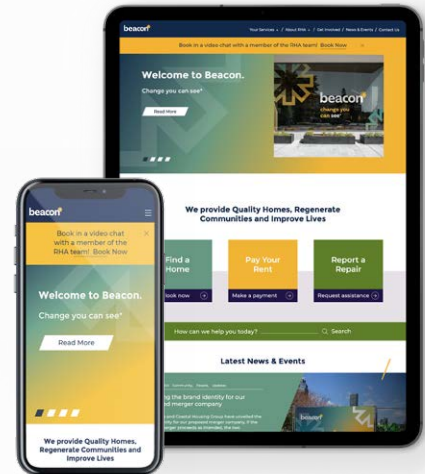
You will need to download the appropriate Teams app for your mobile device prior to the meeting.

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 Beacon 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 still have any queries about whose responsibility a specific repair is then contact a member of the team:

Call 01443 424200

Email enquiries@beacon.cymru

