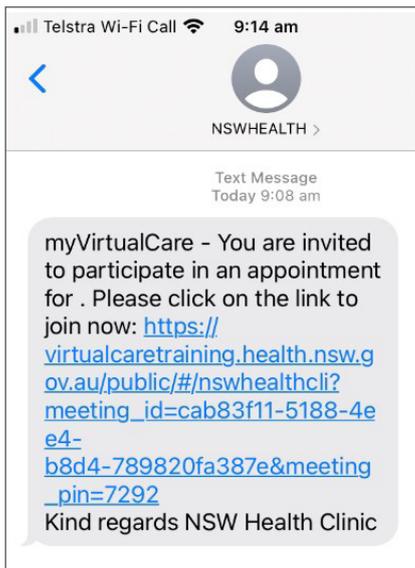
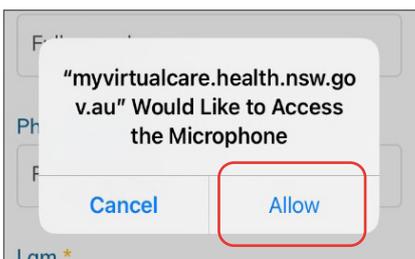
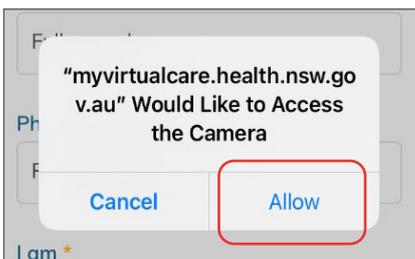


Accessing myVirtualCare

At the time of the video call, you will be sent a link to join the call. This link will arrive via SMS or email. Open in a compatible browser (see Tip at right), then follow the steps to connect to your appointment.



You will automatically be prompted to allow access to your microphone and camera.



TIP

Successful connection to myVirtualCare depends on your internet speed, device and browser. An upload and download speed of at least 1Mbps is required. You can test your connection speed at www.speedtest.net and check your browser at www.whatismybrowser.com

More system requirement information is available at https://aci.health.nsw.gov.au/_data/assets/pdf_file/0017/651032/myVirtualCare-recommended-system-requirements.pdf

Approximate data usage for a 15 minute video call is 80MB and for an audio-only call is 10MB.

Browser compatibility



Apple Safari version 11.1 and later



Google Chrome version 80+



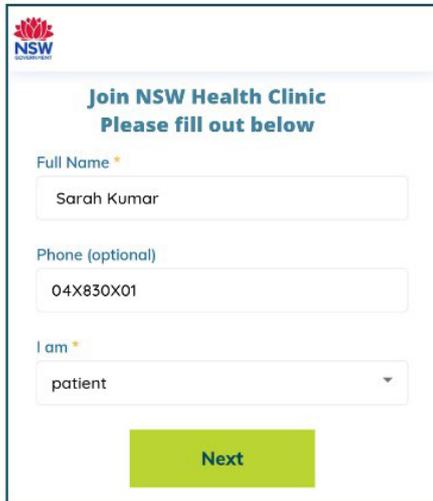
Mozilla Firefox version 60+



Microsoft Edge version 80+

Joining the myVirtualCare video call

Enter your details and identify your role by using the dropdown list. Click the **Next** button.

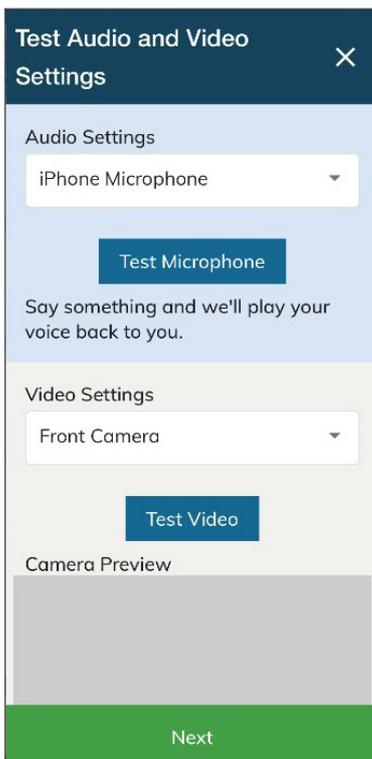


The screenshot shows a registration form for NSW Health Clinic. At the top left is the NSW Health logo. The title is 'Join NSW Health Clinic' with the instruction 'Please fill out below'. There are three input fields: 'Full Name' with 'Sarah Kumar', 'Phone (optional)' with '04X830X01', and 'I am' with a dropdown menu set to 'patient'. A green 'Next' button is at the bottom.

Audio and video test

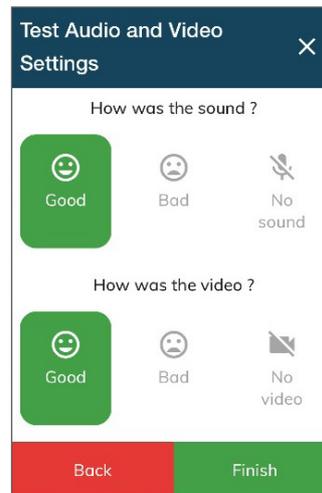
You will be prompted to test your audio and video devices before joining the video call.

1. Select your preferred microphone from the **Audio Settings** dropdown.
2. Click the **Test Microphone** button, say something and it will be played back to you.



The screenshot shows the 'Test Audio and Video Settings' screen. It has a dark blue header with a close button. Under 'Audio Settings', there is a dropdown menu for 'iPhone Microphone' and a blue 'Test Microphone' button. Below this is the instruction 'Say something and we'll play your voice back to you.' Under 'Video Settings', there is a dropdown menu for 'Front Camera' and a blue 'Test Video' button. At the bottom is a green 'Next' button.

3. Select your preferred camera from the **Video Settings** dropdown list, click the **Test Video** button.
4. You should see the video from your camera displayed on screen.
5. When you finish the test, click the **Next** button.
6. Rate your audio and video quality and click the **Finish** button. If you have any technical issues connecting, please contact your service provider.



The screenshot shows the 'Test Audio and Video Settings' rating screen. It has a dark blue header with a close button. Under 'How was the sound?', there are three buttons: 'Good' (green), 'Bad' (grey), and 'No sound' (grey with a microphone icon). Under 'How was the video?', there are three buttons: 'Good' (green), 'Bad' (grey), and 'No video' (grey with a video camera icon). At the bottom are two buttons: 'Back' (red) and 'Finish' (green).

The video call

You will now be in the video call.

To finish the call, simply click the telephone button in the Call Control bar at the base of your screen.



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