Virtual Care

Technical issues – troubleshooting guide

When you join a virtual consultation as a patient, carer, or other participant, it is important that you have good quality audio and video, and your devices are working.

You should test your device(s) prior to starting a myVirtualCare or Pexip consultation.

This guide provides some simple troubleshooting tips for common technical issues.

If you are unable to resolve a technical issue, please advise the health service your appointment is with, as soon as possible.

Troubleshooting options

Issue: Web page not loading

- Plugged in and connected
- System requirements

Issue: No audio or video

- Check browser settings
- Windows
- <u>Apple</u>
- <u>Change your input source</u> i. myVirtualCare <u>ii. Pexip</u>

Issue: Screen frozen

<u>Refresh</u>

Clear your cache

- <u>Windows</u>
- <u>Apple</u>

Test equipment prior to myVirtualCare appointment



Issue: Web page not loading

Plugged in and connected

Check that all your devices are correctly plugged in and that the battery has enough charge.

Check that you are connected to the internet. The cellular data icon 📶 or Wi-Fi icon 穼 should appear in your desktop toolbar or top corner of your mobile device.

You can check your internet by accessing your device network settings.



Turn off other devices connected to the same Wi-Fi to improve connection.

System requirements

Videoconferencing platforms, such as Pexip and myVirtualCare, will only perform as expected in a supported browser.

Supported browsers

Apple devices: Safari Windows devices: Chrome, Firefox, or Edge



If your default internet browser is not a supported browser, you will need to copy and paste the link into a <u>supported browser</u> rather than clicking on the link.

Click here to find more information on supported browsers.

Issue: No audio or video

If your microphone (audio) or camera (video) are not working correctly, you can check your browser settings or change your device.



If your device is connected to another device via Bluetooth, this may impact on your audio and video quality.

Check browser settings

The first time you access a videoconferencing platform, you will be prompted to allow access to your microphone and camera.

When this pop up appears, select **Allow**.

my	VirtualCare.health.nsw.gov.au wants to
Ŷ	Use your microphone
	Use your camera
	Allow Block

Windows

If the camera icon in the web page address bar has a red cross, it indicates that your device does not have access to your microphone or camera.



Click on the camera icon and select **'Continue allowing ...'**.



You will need to <u>refresh</u> the page for the setting changes to take effect.

You can also check the site settings of the browser to see if you have allowed access to your audio and video devices. In the address field, on the left side of the address, click on the padlock.

myvirtualcaresso.health.nsw.gov.au/provider/#/welcome

This will open a window that shows this site settings. Use the drop-down arrows to ensure camera and microphone access is set to **'Allow'**.

Your card Lear	r information (for example, pass I numbers) is private when it is : n more	swords or credit sent to this site.
ନ୍ତ	Location Blocked by your	Block
	Camera	Allow -
Ŷ	Microphone	Allow -
Z	Pop-ups and redirects Allowed by your administrator	Allow
	Certificate (Valid)	
۵	Cookies (9 in use)	
à	Site settings	

Apple

To ensure you have allowed access to your microphone and camera in Apple devices, select the **AA button**, which is in the address bar and select website settings.



The address bar can be at the top or bottom of screen, depending on your device and version.

A	100%	A	
Show Re	ader View	=	
Hide Too	lbar	لا	
Request	Desktop Web	site 🖵	

Select **'Camera'** and then select **'Allow'**. Select **'Microphone'** and then select **'Allow'**. Click **'Done'** to save these settings.

Settings for myvirtualcare.heal	th.ns Done
WHILE VIEWING MYVIRTUALCARE.HEALTH.NSW.GOV.AI	U
Request Desktop Website	
Use Reader Automatically	
ALLOW MYVIRTUALCARE.HEALTH.NSV TO ACCESS	V.GOV.AU
ALLOW MYVIRTUALCARE.HEALTH.NSV TO ACCESS Camera	V.GOV.AU
ALLOW MYVIRTUALCARE.HEALTH.NSV TO ACCESS Camera Ask	v.gov.au Allow
ALLOW MYVIRTUALCARE.HEALTH.NSV TO ACCESS Camera Ask Deny	v.gov.au Allow
ALLOW MYVIRTUALCARE.HEALTH.NSV TO ACCESS Camera Ask Deny Allow	Allow
ALLOW MYVIRTUALCARE.HEALTH.NSV TO ACCESS Camera Ask Deny Allow Microphone	Allow Allow

Change your input source

If you have more than one audio or video source, you can switch devices. This may improve your audio or video.

i. myVirtualCare

If you need to change input, in the top bar of your consultation, click **'Audio and Video Settings'** and the below window will open.

Test Audio and Video Settings	8
Audio Settings	
Default - Microphone Array (Intel® Smart Sour	nd Technolo 🔽
Test Microphone Say something and we'll play your voice back to	you.
Video Settings	
HP HD Camera (30c9:000f)	•
Test Video Camera Preview	

Select different audio or video devices using the drop-down menu.

Click on **'Test microphone'** and speak. You should hear yourself or an echo.

Click on **'Test video'**. You should see yourself in the preview window.



On mobile devices, you can select the 'Front' or 'Back' camera by using the drop-down options in Video Settings.

Video Settings	
Front Camera	1
Back Camera	

ii. Pexip

The device settings can be accessed through the user controls. The three dots will open your user controls.



Click the three dots to access user controls when first logging in.



User controls can also be accessed by clicking the three dots on the top right of the side panel when in a call.



Click 'Select media devices' in user controls.



The device settings menu will open.

Select the icon for the input you need to change (audio or video).



Available input sources will be shown.

Click on the input you want and then select the arrow next to 'select' to return to device settings window.

	Default
٠	Communications - Microphone Array (Intel® Smart Sound.
	Microphone Array (Intel® Smart Sound Technology (Intel®
	None

Issue: Screen frozen

Refresh

If the browser is frozen or there is a poor connection, refreshing the browser can reload the webpage and improve the connection.

For Windows, click on the refresh button, ${f C}$ which is found in the top left corner.

For Apple, click the refresh button, ${f C}$ which is found in the address bar

For Mac, select Command + R

myVirtualCare also has a screen refresh button in the top bar that can be used.

Refresh C

Clear your cache

Every time you use a browser, it saves information from websites in its cache. This saved information can sometimes cause issues with a browser

functioning correctly. Clearing your cache can fix problems such as webpages not loading correctly.

Windows

In the top right-hand corner of browser, click on the three vertical dots. Select 'Settings' (you may need to initially click 'More' and then settings will present as an option).

	• *	28	-(
New tab			Ctrl+T
New window		<	tri-N
New incognito	window	Ctrl+SI	nift+N
History			
Downloads			Ctrl+J
Bookmarks			
Zoom	- 100	- 20	0
Print			Ctrl+P
Cast			
Find		9	Ctrl+F
More tools			
Edit	Cut	Сору	Past
Settings			
Help			

In settings menu, on left hand side, select 'Privacy and Security'.

Select 'Clear browsing data'.

On the Basic tab, ensure the 'Cached images and files' option is ticked.

On the Advanced tab, ensure the time frame is set to 'All Time'

Click 'Clear data' at bottom of the form.

	Basic	Advanced
lime range	All time	Ŧ
Brow	sing history	
Clear	s history and autocom	pletions in the search box
Cook	ies and other site data	
Signs	you out of most sites	
Cach	ed images and files	
Frees	up 398 MB. Some site	es may load more slowly on your next visit.

You will need to close all open browsers and reopen the page for the setting changes to take effect.

Apple

On the home screen, select **Settings**.



Select Safari and then click 'Clear History and Website Data' or 'Clear cookies and data' or 'Clear cookies and clear cache'.

Telstra Wi-Fi Call 🗢	10:38 am	100%
Settings	Safari	
Clear History a	nd Website Dat	а
Clearing will rem	ove history, cookie browsing data.	s and other
History will be clear id	red from devices sig Cloud account.	gned into your
Clear H	History and D	ata
	Cancel	

When prompted, confirm you would like to clear history.

Test equipment prior to myVirtualCare appointment

You can test your devices anytime in myVirtualCare. Open the link that has been provided by your health service in a <u>supported browser</u>.

You will be taken to a landing page and asked to complete your name, phone, and role.

In the drop-down menu for role, select **'testing** audio & video settings only'.

	oin NSW myVirtualCare Room Please fill out below
I Name *	
Samuel Edwa	ards
hone (option	al)
040000000	
am *	
testing audio	& video settings only
a patient, clie	ent or consumer
a relative, ca	rer or friend of patient
another prov	ider

You will be directed to a **'Test Audio and Video Settings'** window as shown.

Click on **'Test Microphone'** and speak and you should hear yourself or an echo.

Click on **'Test Video'** and you should see yourself in the preview window.

If required, select different audio or video devices using the drop-down menus.

rest Audio and Video Settings	6
Audio Settings	_
Default - Microphone Array (Intel® Smart Sound Technology (Intel® SST))	
Test Microphone Say something and we'll play your voice back to you.	
Video Settings	_
HP HD Camera (30c9:000f)	•
Camero Provlew	
Next	

Click **'Next'** and you will be prompted to rate the results of your audio and video test.

Ho	w was the sour	d?
☺	\odot	a);
Good	Bad	No sound
н	ow was the vide	o ?
Θ	\odot	
Good	Bad	No video
Good	Bad	No vide

When you click **'Finish'** you will be directed back to the original landing page. From there, you can click **'Next'** to start consultation or simply close the browser.



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