

Set up your Apple device

Configure your iPad or iPhone

1. Select the **Safari browser** on your device.



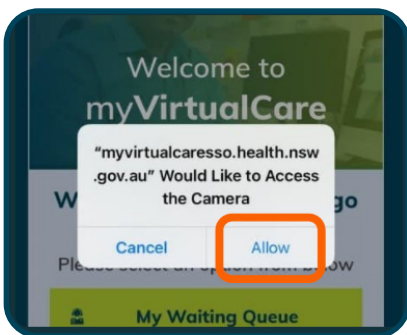
Do not use Google Chrome or other browsers, they affect how myVirtualCare connects with users.

2. In your web browser, navigate to: myvirtualcaresso.health.nsw.gov.au/provider/#/welcome

Or scan this QR code:



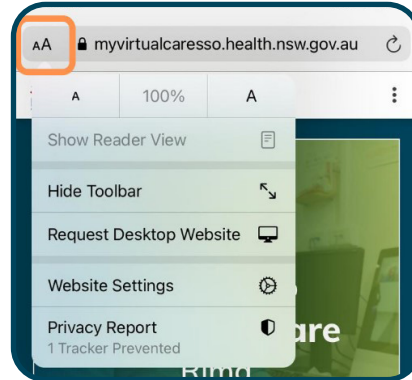
3. If you see the “myvirtualcaresso.health.nsw.gov.au” Would Like to Access the Camera pop-up message, select **Allow**.



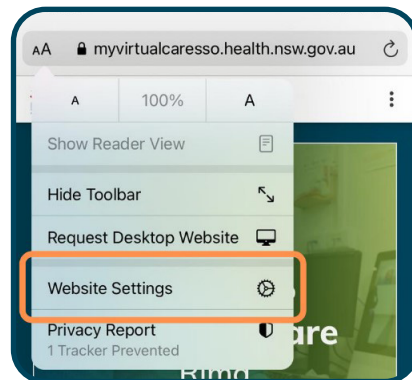
Important note: If the message does not appear, complete steps 4-8.

If you experience technical difficulties please call the Video Conferencing Services Team on 1300 679 727.

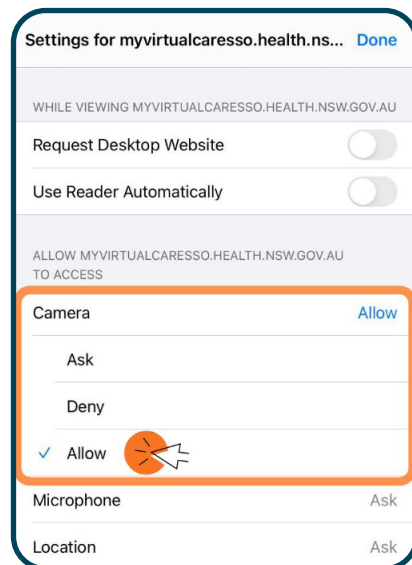
4. Select the **AA button** in the address bar.



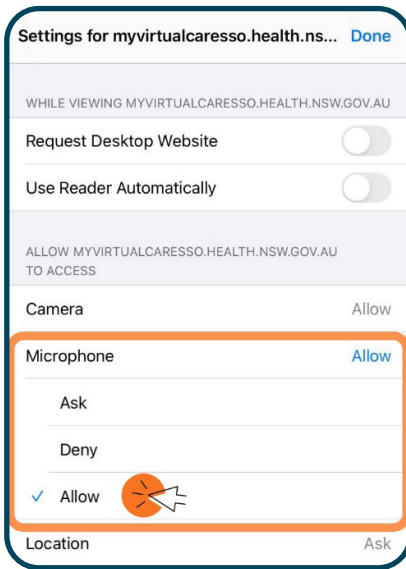
5. Select **Website Settings**.



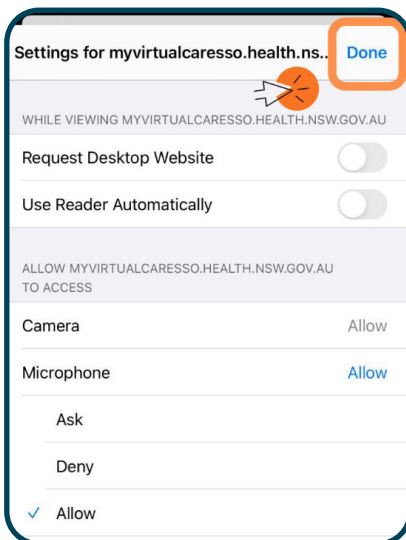
6. Change the Camera setting to **Allow**.



7. Change the **Microphone** setting to **Allow**.



8. Select **Done** to save these settings.

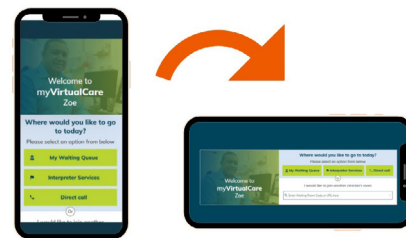


Important note: If you are asked to allow myVirtualCare access to your camera and microphone again, you will need to repeat steps 1-8.

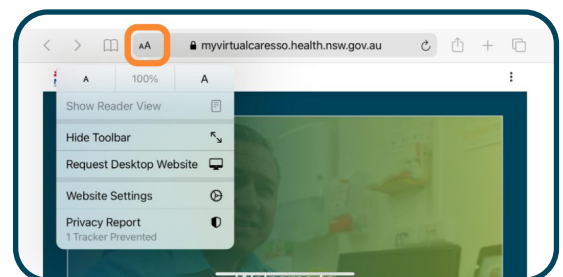
What if I cannot see the full myVirtualCare screen on my device?

You might not be able to see all the myVirtualCare fields because of the device's small screen space. You can fix this by resizing the webpage:

1. Use the device in landscape mode. This provides more screen space.



2. Open the myVirtualCare home page: myvirtualcaresso.health.nsw.gov.au/provider/#/welcome
3. Select the **AA** button in the address bar.



4. Select the **small A** on the left to zoom out until you can see all the fields.

