myVirtualCare Set up your Apple device

Configure your iPad or iPhone

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



Apple Safari version 11.1 and later

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

 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 A **button** in the address bar.



5. Select Website Settings.



6. Change the Camera setting to Allow.

Settings for myvirtualcaresso.healt	h.ns Done
WHILE VIEWING MYVIRTUALCARESSO.HEAI	TH.NSW.GOV.AU
Request Desktop Website	
Use Reader Automatically	\bigcirc
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7. Change the Microphone setting to Allow.



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

Settings for myvirtualcaresso.healtl	h.ns Done
	TH.NSW.GOV.AU
Request Desktop Website	
Use Reader Automatically	
ALLOW MYVIRTUALCARESSO.HEALTH.NSW. TO ACCESS	GOV.AU
Camera	Allow
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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.



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



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

ζ γ	Where would you like to go to today? Please select an option from below		
	A My Waiting Queue	Interpreter Services	Subject call
Welcome to my VirtualC Rima	I would like to	Or o join another clinician's e or URL here	room

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