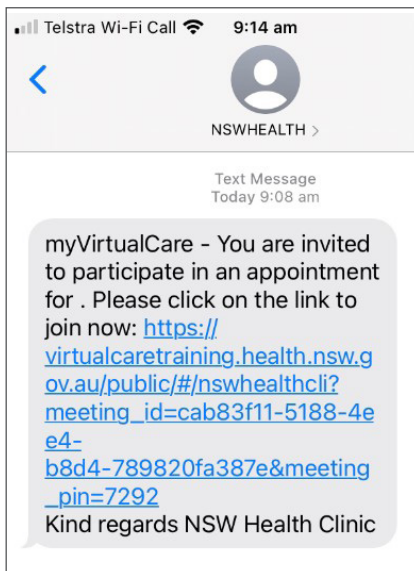
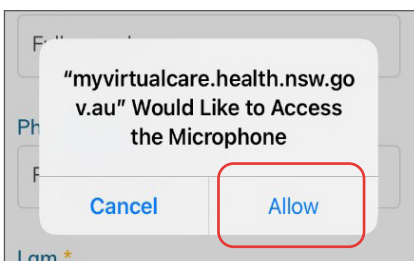
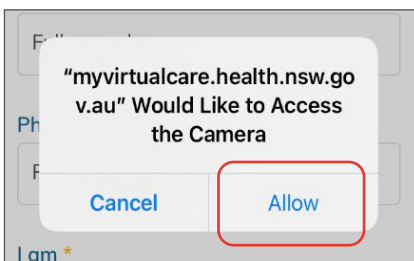


Accessing myVirtualCare

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.

Join NSW Health Clinic
Please fill out below

Full Name *
Sarah Kumar

Phone (optional)
04X830X01

I am *
patient

Next

Audio and video test

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

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.

Test Audio and Video Settings

Audio Settings
iPhone Microphone

Test Microphone

Say something and we'll play your voice back to you.

Video Settings
Front Camera

Test Video

Camera Preview

Next

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.

Test Audio and Video Settings

How was the sound ?

Good Bad No sound

How was the video ?

Good Bad No video

Back **Finish**

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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