



Telehealth Patient's Manual

1. Open **Chrome, Edge or Firefox** Browser and go to www.svhs.org.au/telehealth
2. Click **For Patients** "Have an appointment CONNECT NOW"

Enter this address into the address bar:

<https://conference.meet.health.nsw.gov.au/webapp/>

3. Enter your **Name** into the name box and Click Continue
4. Select the **green** "Video" button
5. Enter room number (in "Search to call") & Click video camera icon
6. Select the **green** 'Join' button. No PIN is required (this box can be left blank)
You will be taken into a virtual meeting waiting area as a guest

OR

Desktop Computer or Laptop

Copy the following link and paste into the Chrome, Edge or Firefox Browser:

[https://conference.meet.health.nsw.gov.au/webapp/conference/\[VMR Number\]](https://conference.meet.health.nsw.gov.au/webapp/conference/[VMR Number]) & Select the **green** 'Join' button. No PIN is required (this box can be left blank)

OR

If you are using an Apple iOS device (such as an iPhone or iPad)

Download the free **Pexip Infinity Connect app**  from Apple App Store
[\[VMR Number\]@conference.meet.health.nsw.gov.au](https://conference.meet.health.nsw.gov.au) into the "Search to call" box

If you are using an Android Phone and Tablet

Download the free **Pexip Infinity Connect app**  from Google Play Store
[\[VMR Number\]@conference.meet.health.nsw.gov.au](https://conference.meet.health.nsw.gov.au) into the "Search to call" box

(Once you have downloaded the app, enter your name, then press the green video call button, in the search to call box, enter your VMR number so@conference.meet.health.nsw.gov.au and then your pin. You can save your VMR in your favourites.

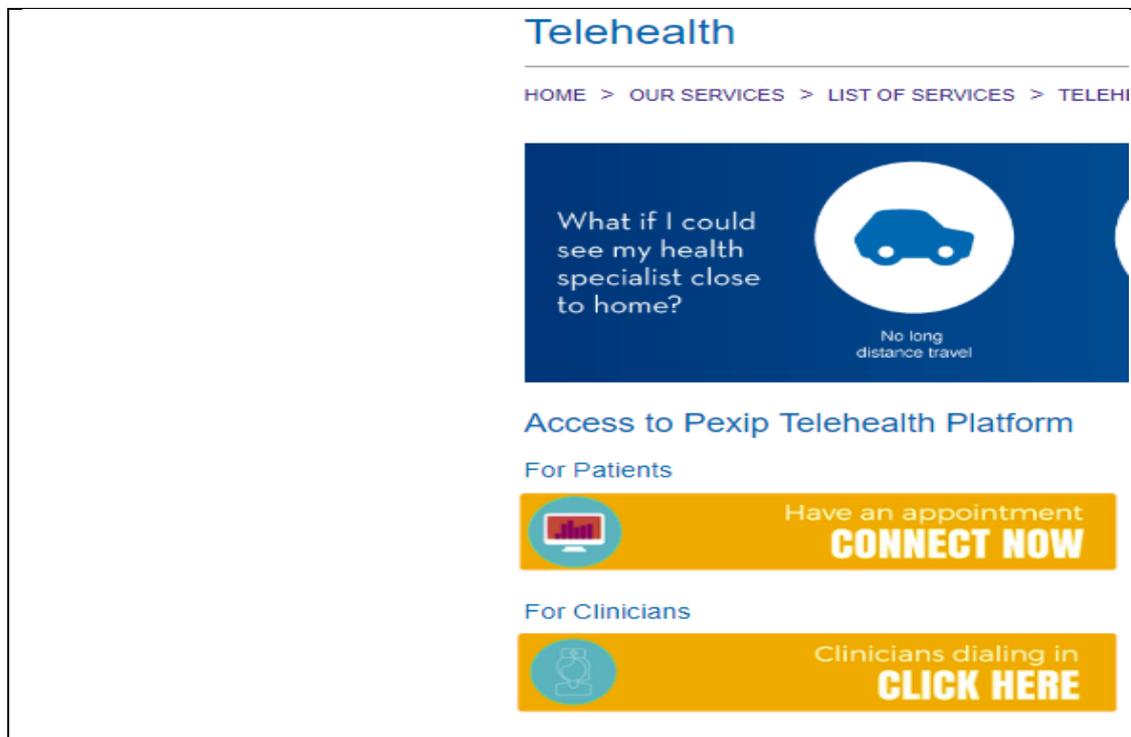
OR

You can join the meeting on their office or mobile phones by

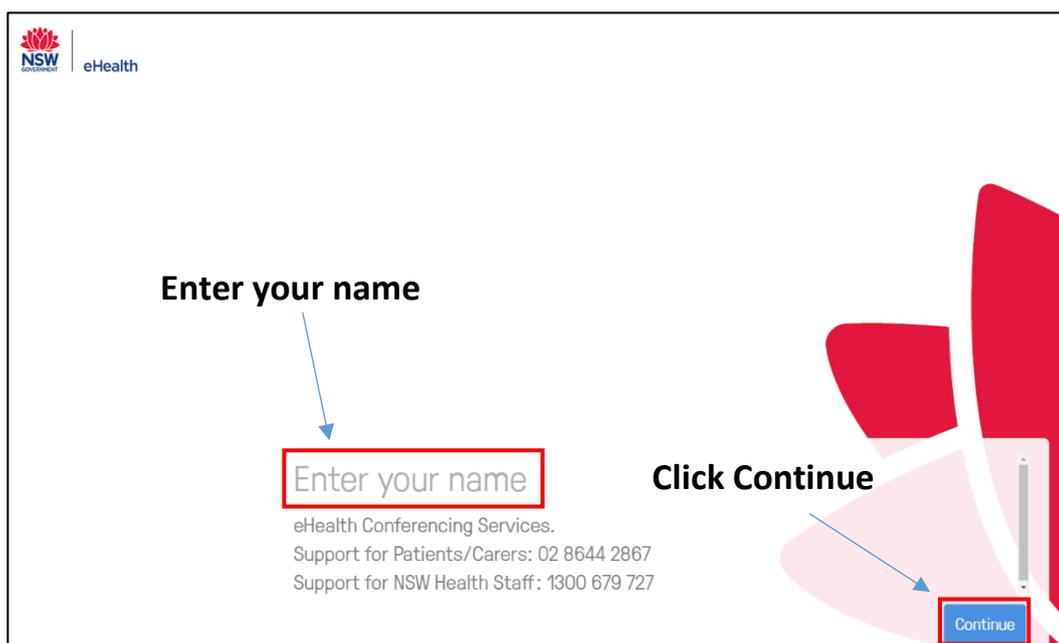
From a telephone:
02 9842 2500, then #

Instructions

- Click on the “Have an appointment CONNECT HERE”

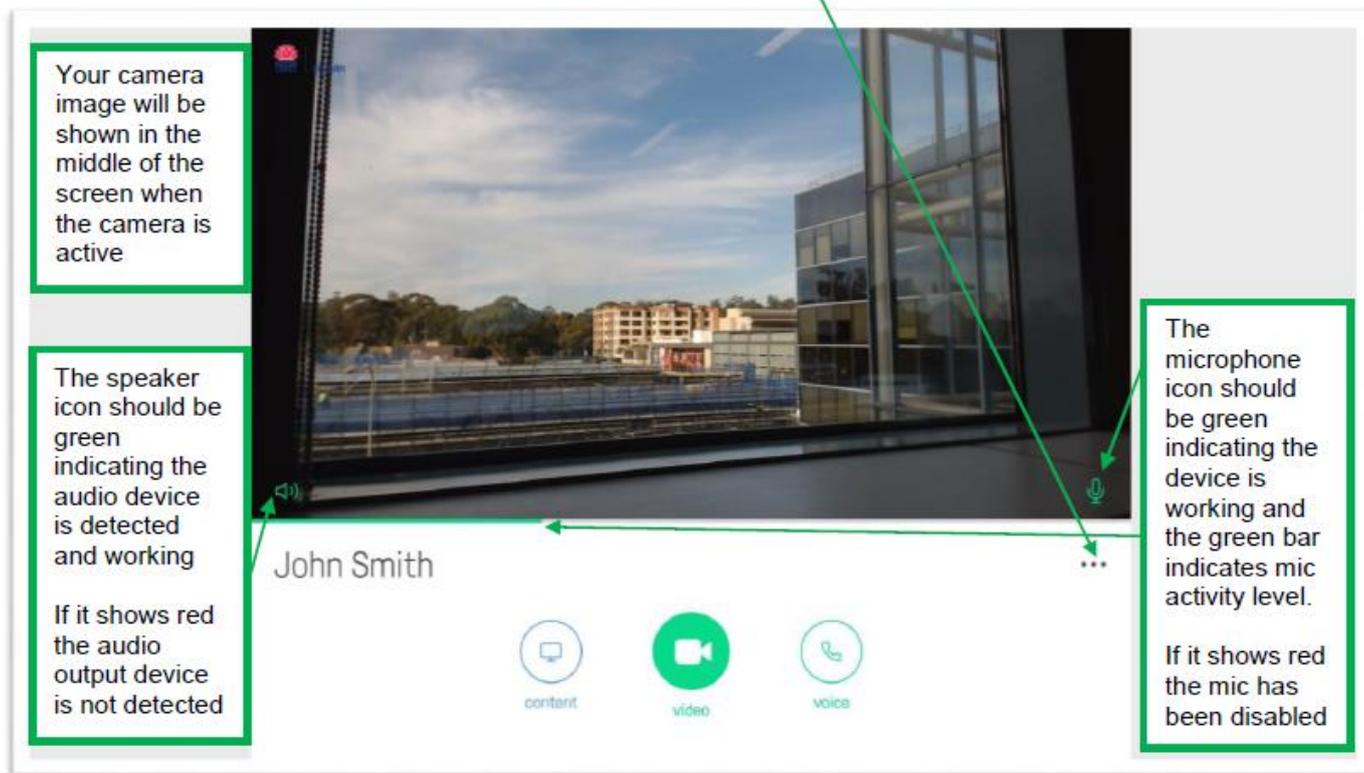


- Enter your **Name** and Click Continue



After clicking **“Allow”** you will be able to see the screen below with your display name. The Google Chrome browser automatically detects your default camera, microphone and audio output device. The default devices are already set on your computer but you can change them to any other media devices connected to your PC/Laptop such as: USB webcam, Headset or External Speaker

To enter the Settings Menu click on the Settings Icon 



The screenshot shows a video call window with a landscape view. Below the video is a name tag that says "John Smith". At the bottom are three call control icons: "content" (a screen with a cursor), "video" (a video camera icon), and "voics" (a telephone handset icon). To the left of the video is a speaker icon with a green bar above it. To the right is a microphone icon with a green bar above it. A settings icon (three dots) is in the bottom right corner of the video area. Green arrows point from text boxes to these icons.

Your camera image will be shown in the middle of the screen when the camera is active

The speaker icon should be green indicating the audio device is detected and working

If it shows red the audio output device is not detected

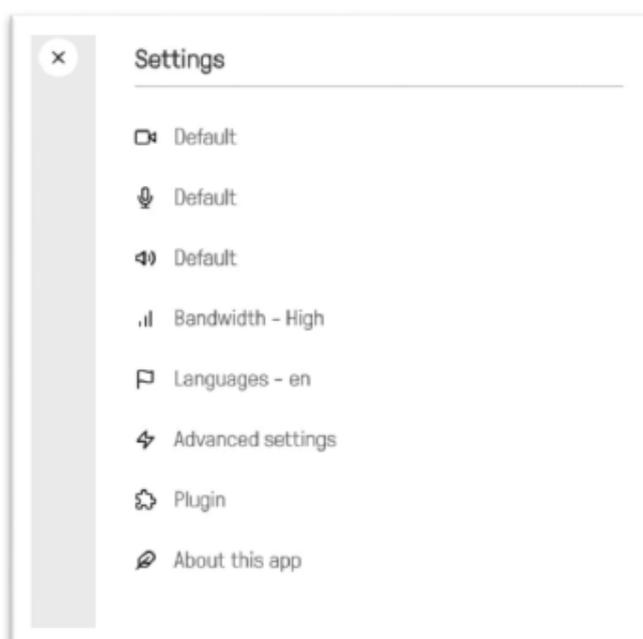
John Smith

content video voics

The microphone icon should be green indicating the device is working and the green bar indicates mic activity level.

If it shows red the mic has been disabled

Settings Menu



The screenshot shows a settings menu with a close button (X) in the top left. The menu items are: Default (with a camera icon), Default (with a microphone icon), Default (with a speaker icon), Bandwidth - High (with a signal strength icon), Languages - en (with a flag icon), Advanced settings (with a gear icon), Plugin (with a plug icon), and About this app (with a leaf icon).

Settings

- Default
- Default
- Default
- Bandwidth - High
- Languages - en
- Advanced settings
- Plugin
- About this app

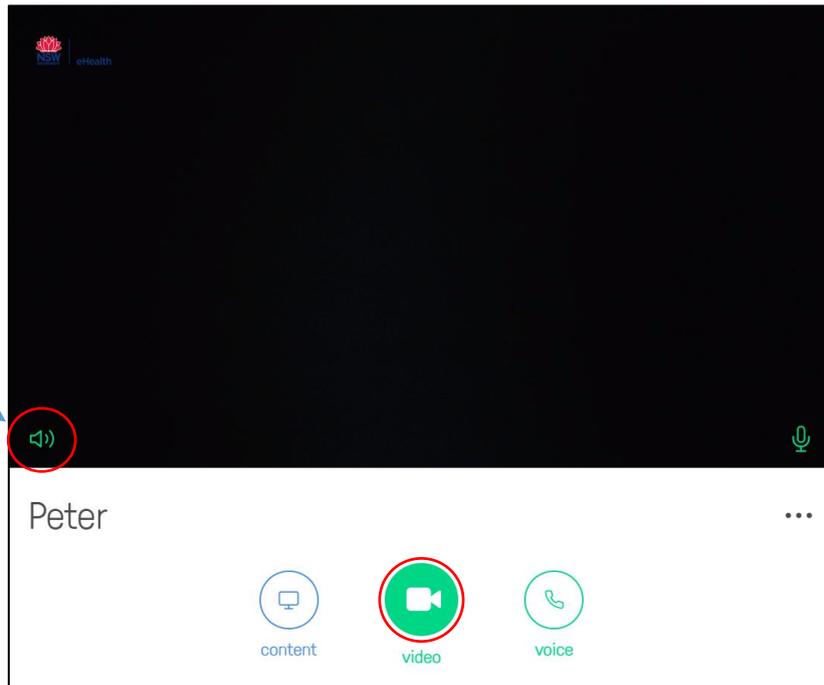


Click the 3 dots to enter settings

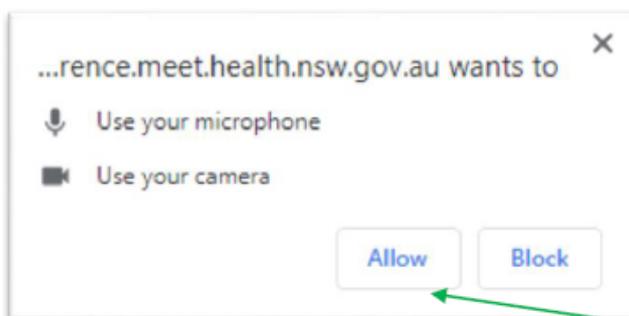
- Click on the **green Video** button

Click and select sound output.

Hearing a sound will confirm the output is working



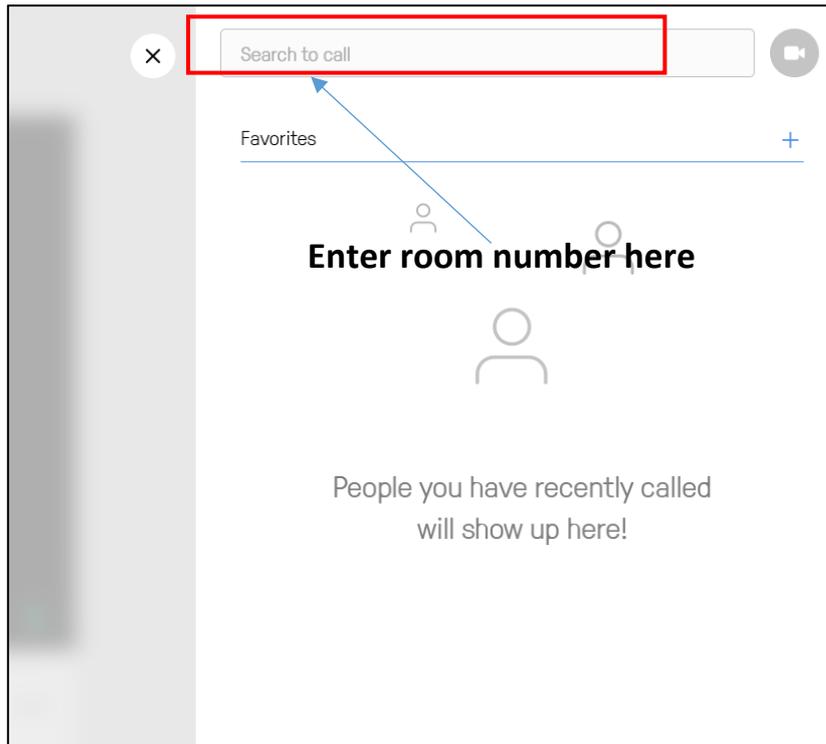
Note: Allow video and microphone if prompted.



If you are using the web app for the first time you will be prompted to allow the eHealth Conferencing website to use your Microphone and Camera. Please ensure you allow this otherwise the Camera and Microphone will be blocked and you will not be able to make calls in the web app

Click Allow

- Enter the room number into the 'Search to call' box in the top right

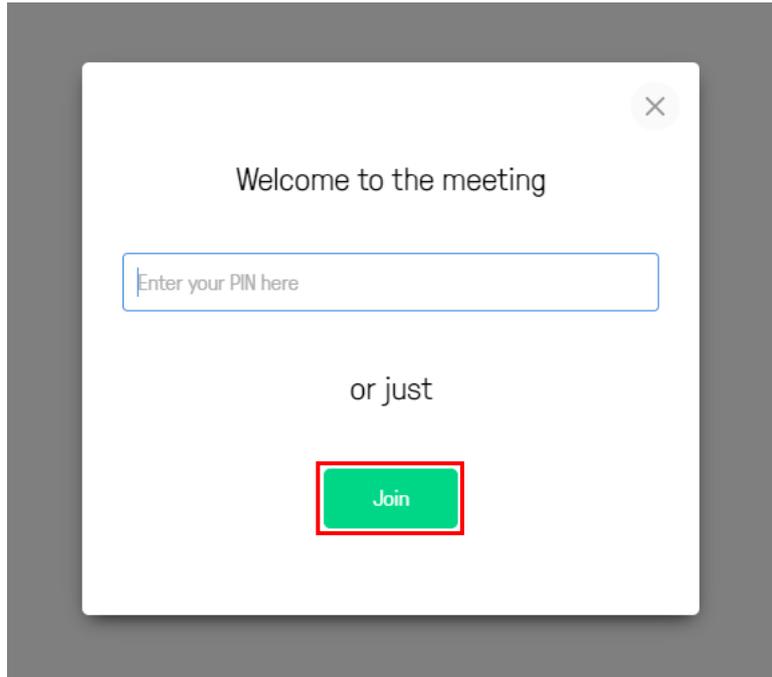


Type in the 7 digit number that you have been given

- Click video camera icon to connect



- Click the **green 'Join'** button. **No PIN** is required (this box is to be left blank)



- You will be taken into the virtual meeting room as the guest



eHealth NSW - people helping people deliver excellent health care

Welcome to eHealth Conferencing
Virtual Meeting Room

Waiting for the conference host to join

if you are the conference host please enter the conference pin number now.

Click on the self-view image to hide it

Click on the show side panel icon to access side panel. Participants who have joined will be listed here. You can also change your selected media devices (camera, mic, audio) during the live call

eHealth Conferencing Support
1300 679 727
videoconf@health.nsw.gov.au

NSW GOVERNMENT | eHealth

-  Mute/Unmute Incoming Audio
-  Turn camera OFF/ON
-  Turn your microphone OFF/ON
-  Disconnect from the call
-  Share your screen with all other participants
-  Float Video Window – Moves main video channel to a Picture-In-Picture Window
-  Present files – (JPEG, BMP, PNG, GIF) and PDFs
-  Add a participant to the conference (**Only the host can do this**)

Please call the clinic staff if you are having any trouble, and we will talk you through the process.

If you have an older computer, you may need to download **Google Chrome first, then follow the steps from Page 1.**

NEED TECHNICAL SUPPORT?

Contact Admin/ Booking Secretary



T: 02

Contact the eHealth NSW Conference Support Team **for technical difficulties only**



T: 02 86442867

Message:

You have called the myVirtualCare Patient and Carer Technical Support line.

Our hours are Monday to Friday 8.30am to 5.30pm. If you wish to leave a message press 1, to be transferred to State-wide IT Service Desk press 2.

This number is for technical difficulties and connectivity issues to the NSW Health Video Conferencing service.

If you have an enquiry that is related to clinical care please contact your clinical provider directly.

Please do not leave a message that is about your clinical care on this number.