



AGENCY FOR
**CLINICAL
INNOVATION**

Pexip User Training

A thick dark blue horizontal bar spans the width of the slide. Below it, the background is composed of several overlapping, semi-transparent blue shapes in various shades, creating a modern, abstract design.

Introduction and Overview



- Welcome
- Introductions
- Training resources

[Home](#)

 **Pexip User Training (Virtual)**

^ **Sessions** 1

 **Session 1** 
Date: Tue, 14 Apr, 04:00pm - 05:00pm (GMT+10) AEST
Location:

^ **Description**

Welcome to the Pexip User training.

Pexip is one of NSW Health's videoconferencing platform. This user training will prioritise clinicians, project and administrative support officers wishing to use telehealth to connect with patients/carers and other relevant providers.

Copy and paste this link into **GOOGLE CHROME**: <https://conference.meet.health.nsw.gov.au/webapp/conference/4936597>

Minimum technology requirements:

1. Computer or laptop with Google Chrome installed
2. Headset or headphones with microphone capabilities
3. Webcam

Details

Course Code: 290587573

Availability: **Places:9**

Language: **English (en-au)**

Delivery Language: **English (en-au)**

Start Date: **14-Apr-20 16:00 AEST**

End Date: **14-Apr-20 17:00 AEST**

Additional Details

Contact Name: **Val Middleton**

Contact Phone/Email:
0459872950

Contact Team: **ACI Learning Support**

Reference Materials

[Pexip User Guide](#)

[Pexip Host Control Guide](#)

What is Pexip



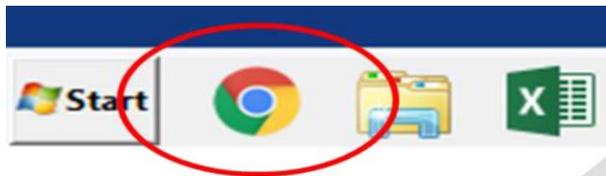
Pexip is a web-based video conferencing solution endorsed and supported by eHealth NSW.

It is a private and secure platform that is used for 90% of clinical care in NSW.

You can use Pexip from a PC, laptop, room based solution or a mobile device such as a tablet or phone.

Connecting to Pexip...

1. Open Google chrome on your device



2. Enter the below address into the browser

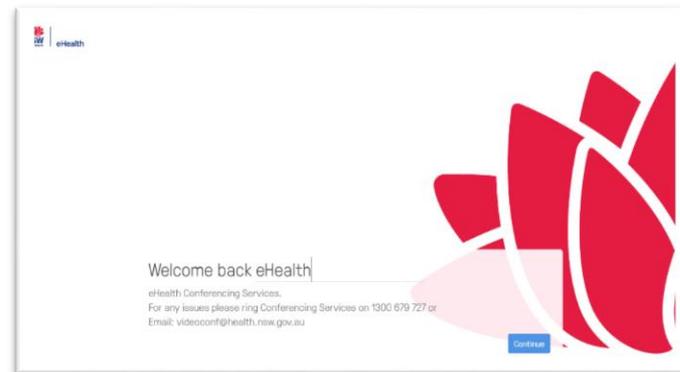
<https://conference.meet.health.nsw.gov.au/webapp/>

conference.meet.health.nsw.gov.au/webapp/home



If google chrome is not your default browser – you will need to copy and paste the link.

The landing page should look like the image





Select the three ... to change your device settings.

Donna Parkes



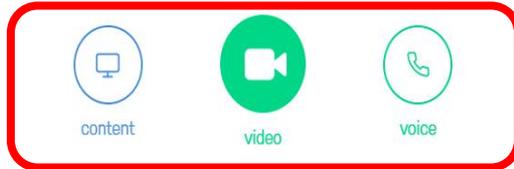
Settings

- Default
- Default
- Default
- Bandwidth - medium
- Languages - en
- Advanced settings
- Plugin





Donna Parkes



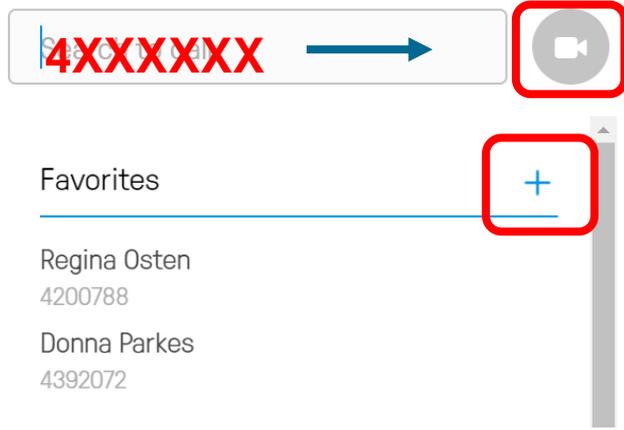
Choose content when you want to see or share content but do not require audio or video.

Choose video when you want the full experience of a video conference. You will be able to hear, speak and share content.

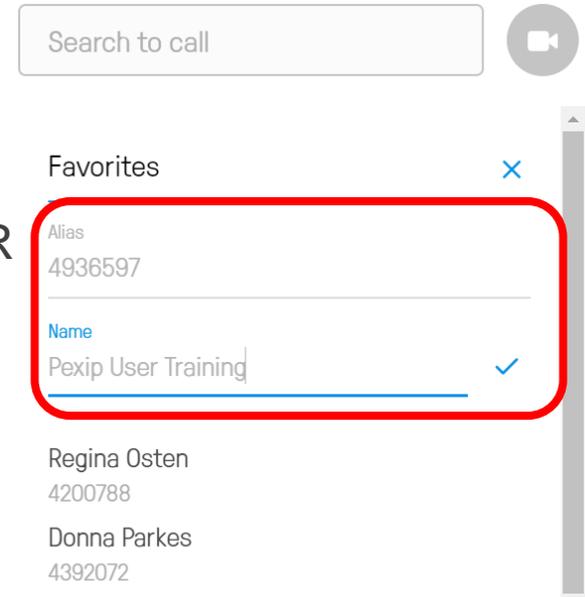
Choose voice when you want be able to speak and see content but not be seen.

Enter the VMR number and
press the video button.

You can add numbers that
you call frequently as a
favourite – Press the +



Enter in the VMR
Number and a
Name and click
on the tick





Welcome to the meeting

Enter your PIN here

or just

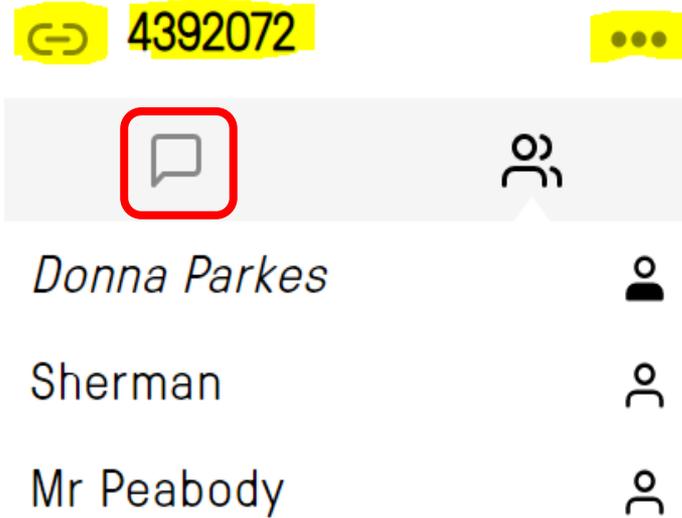
Join

If you are the host you will need to enter the 5 digit pin number and click join.

If you are a guest – no pin is needed. Just click

Join

Getting to know Pexip



 Pressing this button will give you the link for the room. You can provide this link to patients, carers and any others invited to attend.

4392072 This is the Virtual Meeting Room number (VMR) every VMR is unique and has its own pin number.

 Only a host will be able to see the three dots. You can click on these to see the host features.



This expands or collapses the screen to hide the list of participants.

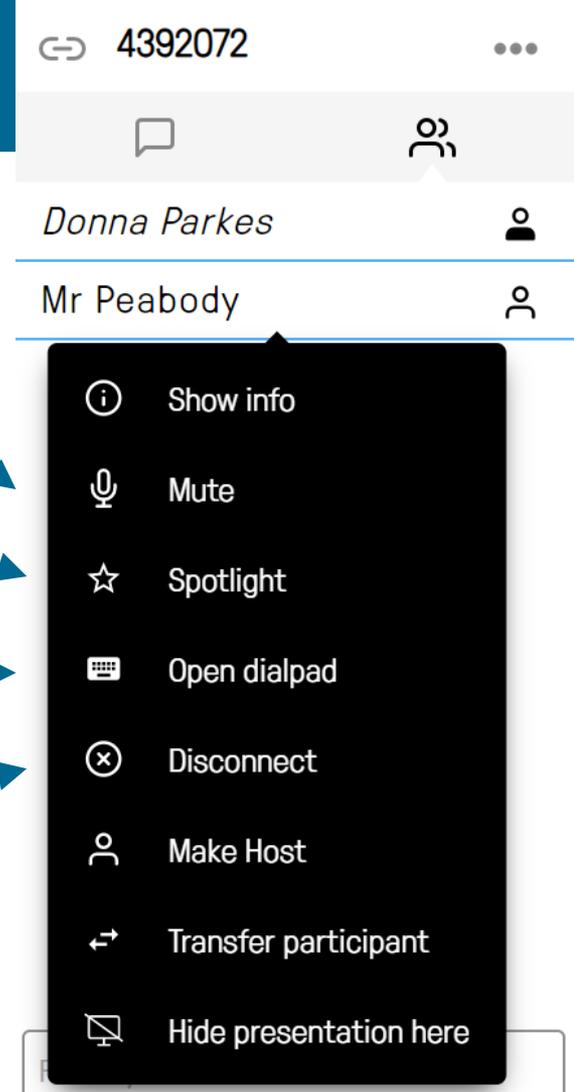
The Participant

You can mute a particular participant

When changing the layout of the conference you select spotlight to choose this participant to be the main screen.

The open dial pad could be selected to enter the pin if you selected just join on entry.

You click on disconnect if you wish to remove this participant from the conference.

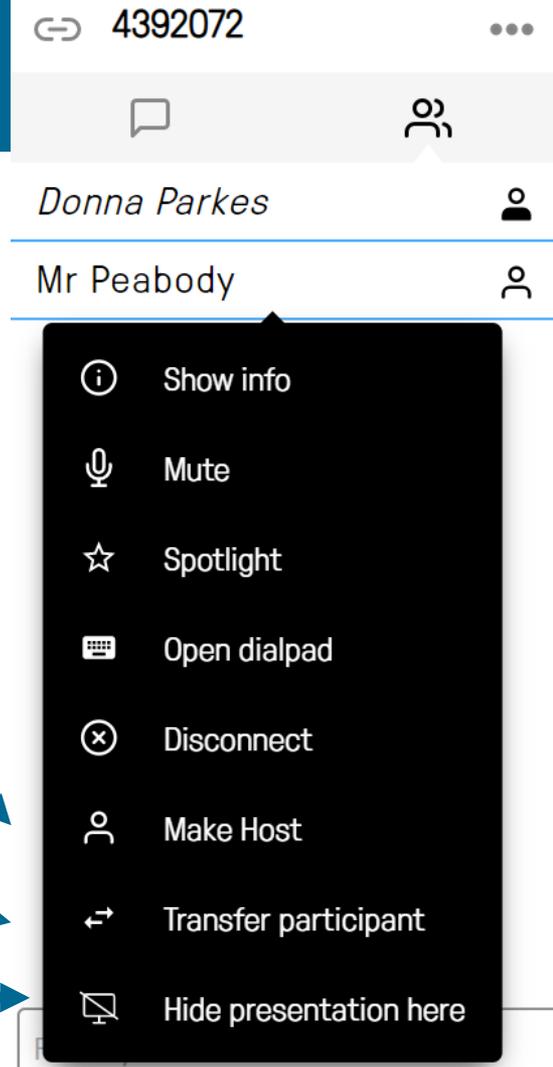


The Participant

You can make a participant a HOST by clicking on Make Host.

For specialised clinics, you can also transfer a participant to another VMR.

You can also hide a presentation from a participant



Call Controls



Mute the sound coming from other participants.



Microphone & Camera disabled.

- Click icons to disable or to enable.

Call Controls



Share Content

Click and then select which screen you want to share.

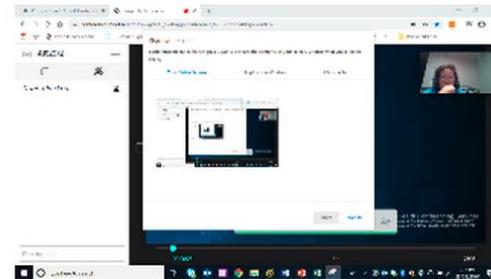
Share your screen

conference.meet.health.nsw.gov.au wants to share the contents of your screen. Choose what you'd like to share.

Your Entire Screen

Application Window

Chrome Tab



This button will
disconnect the call

Call Controls



Present Files

Press the + button and select the file you want to present.



Float Video Window

This allows you to move the video window anywhere on your screen.

Call Controls



Add participant

Add people to the consultation by phone (mobile or landline) or by NSW Health email using skype for business.

This could be a carer, a GP or another provider.

Add participant

0400925127

Guest ▾

Call in

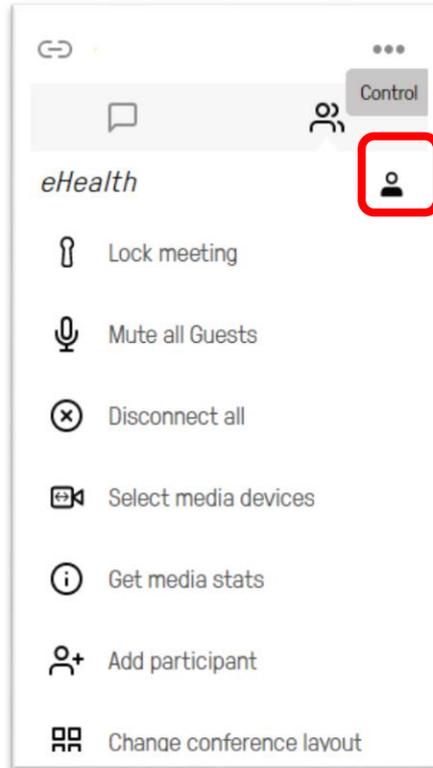
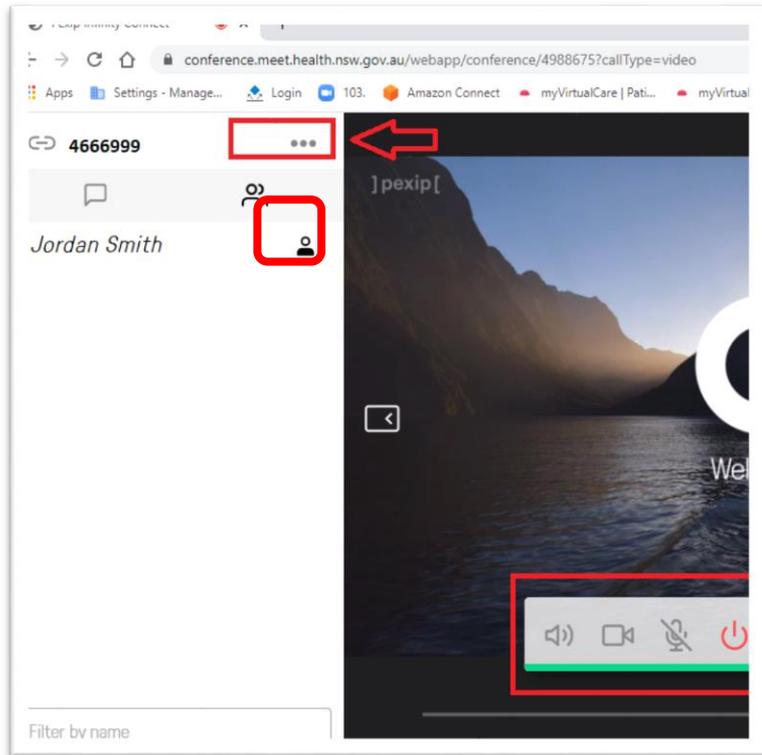
donna.parkes@health.nsw.gov.au

Guest ▾

Call in

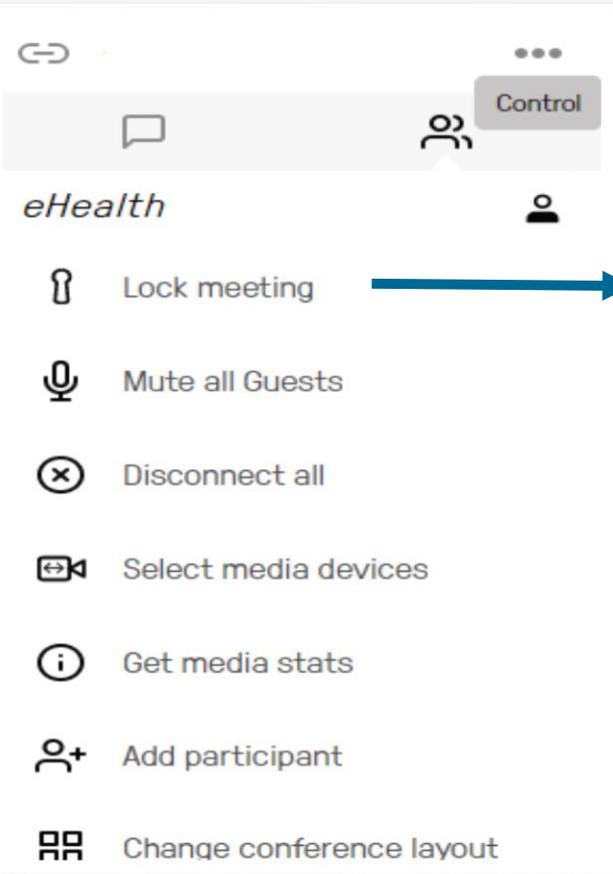
Host Controls

As a host you will have access to the conference host controls. Click on the 



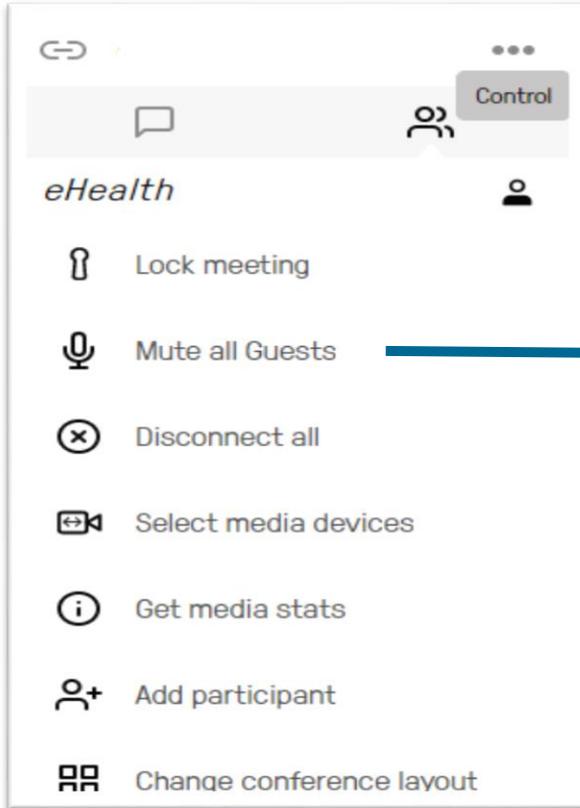
A Host will have a black shirt on.
Your guests will have white shirts

Lets turn everyone into a host so you have the 



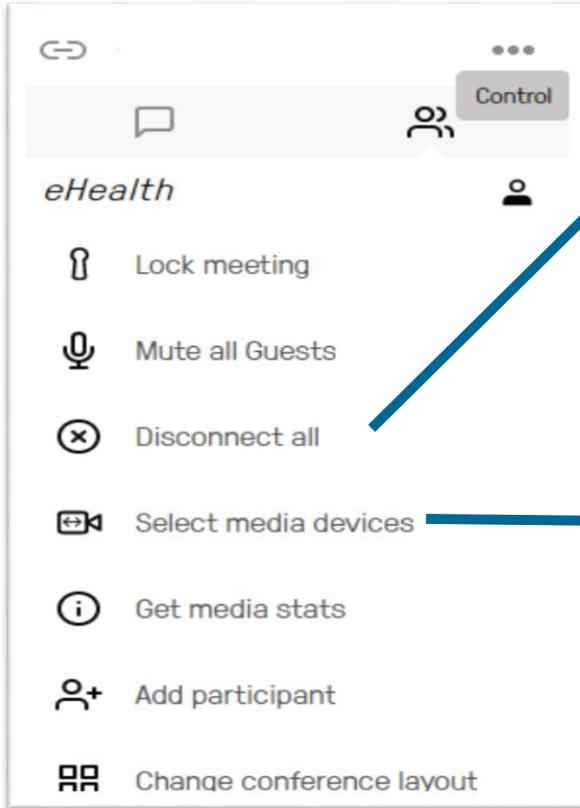
Lock Meeting

All clinical services using a VMR should have an automatically locked conference. This will prevent other joining without your authority. When a new participant wants to connect you will hear a 'knock knock' sound, their name will appear and you will need to click on the green tick to connect with them.



Mute all Guests

All guests joining the VMR will be automatically muted. Unmute all Guests Option is available if guests are muted. Participants who are a host are not placed muted so they will need to mute themselves using the call controls.



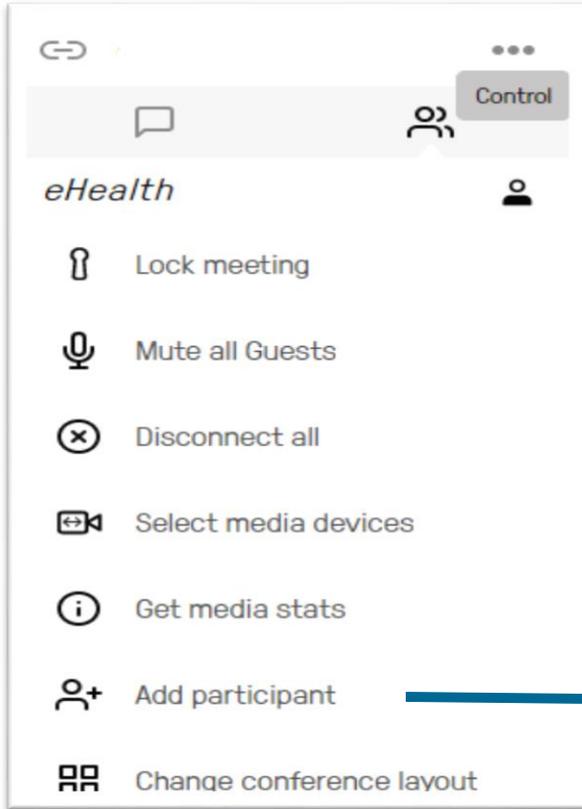
Disconnect all

This will automatically disconnect all participants in the consultation.

Select Media Devices

If you need to change your own camera/mic/audio settings you can also do this during the call.

This only applies to your device. It will not impact on any other participants.



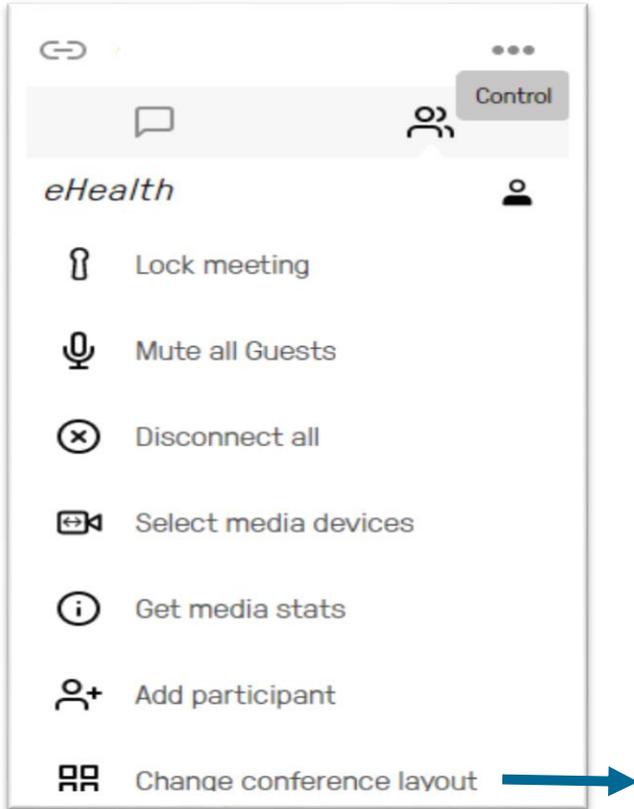
Add participant

Click *'Add participant'* and enter the phone number of the person you want to dial.

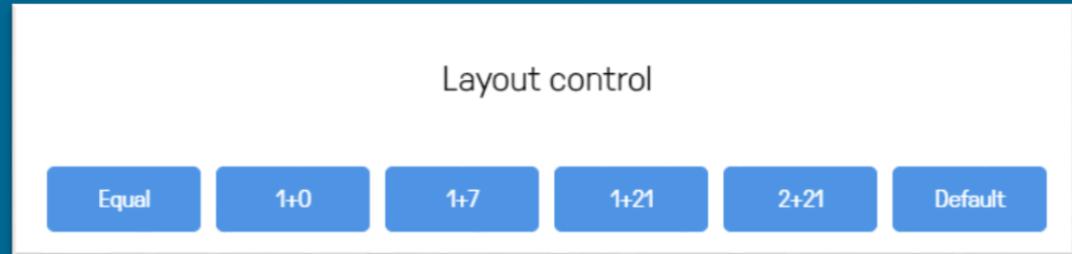
Select whether you want the participant to have Host or Guest privileges. Select OK.

When the participant accepts the call they will then join the conference; if they do not answer, or do not accept the call, they will disappear from the participant list.

Host Controls – Conference Layout



As a host you can change the VMR layout during the call.



For clinical purposes the Equal 1:0 1+7 and the default may be used. The other two are more for large educational forum.

Host Controls - Conference Layout



The **Equal Layout** will split the screen equally based on the active participants.



1 + 0 layout will show a full-screen main video plus an icon indicating the number of additional participants.

Host Controls - Conference Layout



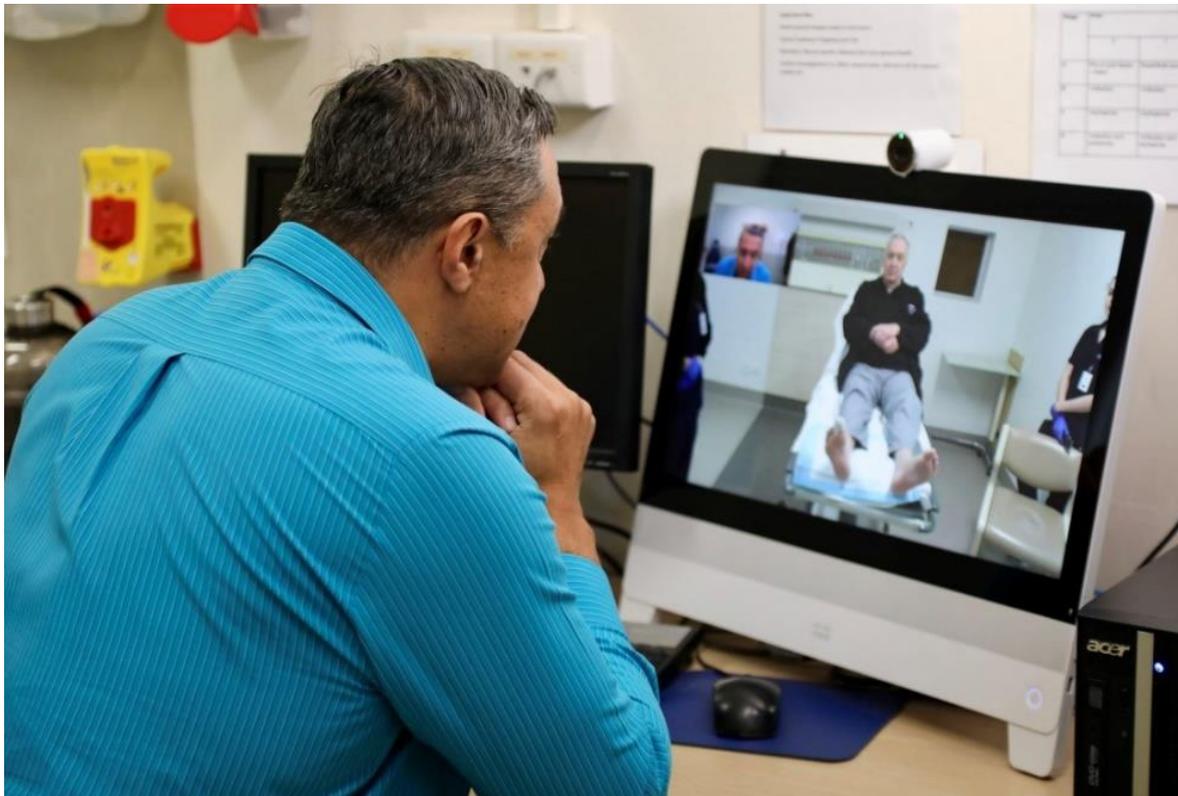
The **1+7** layout will show the main video and a single row of other participants. A number indicator identify other participants. The number of participants that have dialled in will be shown next to the phone icon.

Default

The default layout switches the person speaking as the main screen. You will still see other participants on the bottom of the screen



Connecting - Room Based Video Conferencing



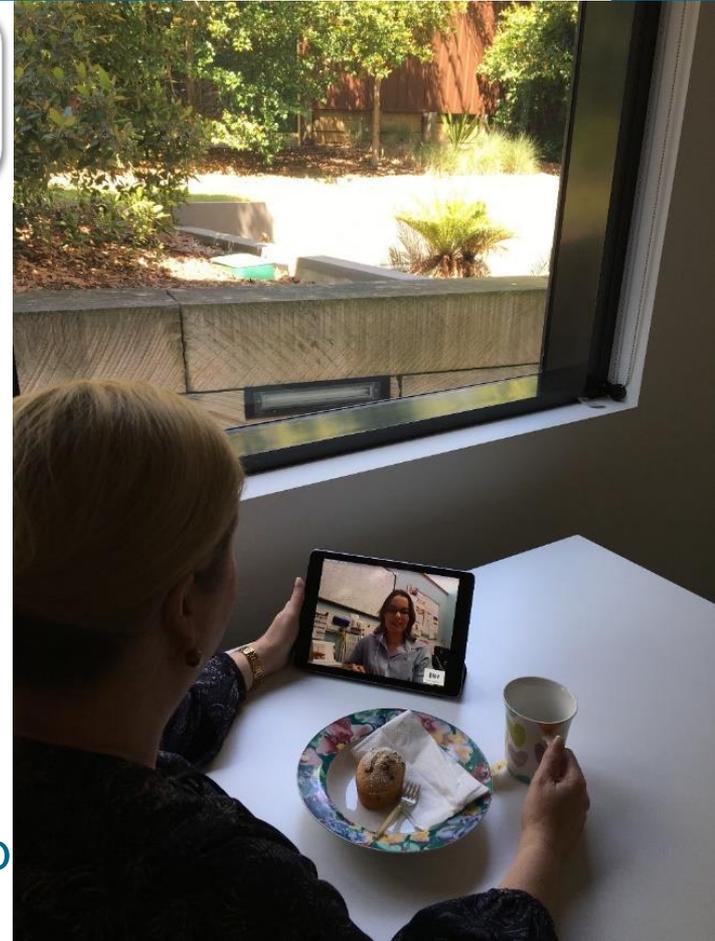
1. Ensure the Video Conferencing Equipment is turned on.
2. Pick up your remote control or Touch Ten (looks like a small tablet)
3. Enter **VMR number** using the number pad or remote control
4. Press the call button
5. Use the number pad to enter the pin

Connecting – Using the App

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1. Download the Pexip Infinity App
2. Select Video and enter the VMR Number
4XXXXXX@conference.meet.health.nsw.gov.au
3. Enter the Pin and select Join
4. Turn the tablet / phone to landscape to get a better experience.

All the Host Controls are the same if using a laptop



The patient perspective



Contact the eHealth Conferencing Services Team

NEED HELP

Technical support is available from the eHealth Conferencing Team

Call: 1300 679 727

email: videoconf@health.nsw.gov.au

If using SFB with Pexip - Contact the Statewide Service Desk **1300 28 55 33**

Don't give this number to external participants. They can call **(02) 8644-2867**

Next steps



- ✓ Speak with your local Telehealth Manager or Lead
- ✓ For more information on setting up telehealth services go to the ACI website <https://www.aci.health.nsw.gov.au/make-it-happen/telehealth>
- ✓ Request a VMR number on Search And Request Anything (SARA) <https://sara.health.nsw.gov.au/customerportal>
- ✓ Once you get your number. Become a confident user – you cant break it!

Practice... Practice Practice



Any ?

Ask me anything FAQ
on
Sli.do

Event Code: **FAQ**

