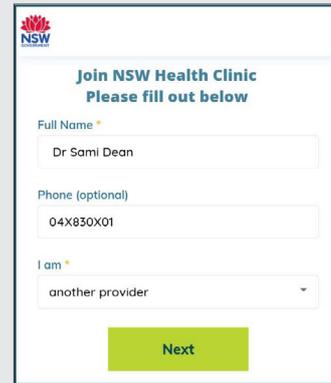


User guide for other providers

Accessing myVirtualCare

You will be provided with a link to join the consultation. Open a compatible browser (see TIP below), then follow the link and steps to connect to the appointment.

1. Enter your details and identify your role by using the dropdown list.
2. Click the **Next** button.



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 www.aci.health.nsw.gov.au/_data/assets/pdf_file/0018/630252/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+

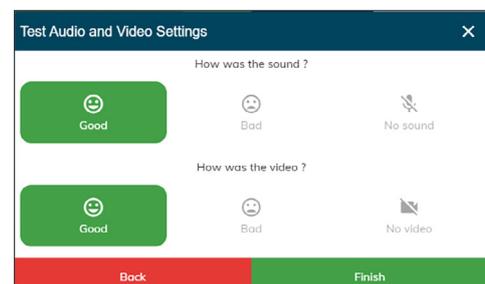


Microsoft Edge version 80+

Audio and video test

You will be automatically prompted to test your audio and video devices prior to joining the consultation.

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.
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. Once complete, click the **Next** button.
6. Rate your Audio and Video quality and click the **Finish** button. Your clinician will see the results of your device test. If you have any technical issues connecting please contact your service provider.



Consultation details

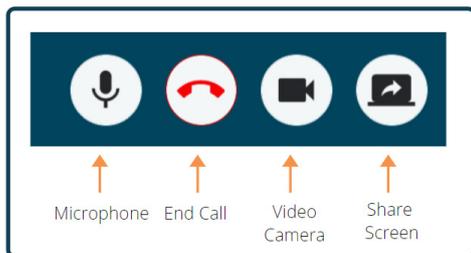
Enter your appointment time and if prompted which clinician you are joining. As a provider you will be asked additional questions to assist in connecting you and the patient.

Provider view

After entering your details, be directed to a virtual waiting room.

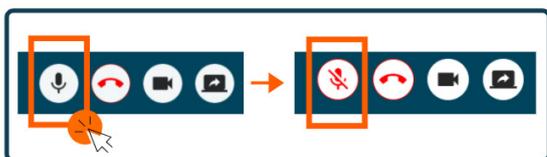
Consultation call controls

These call controls are available. These controls will auto-hide at the bottom of the window and reappear when you activate the screen (move mouse/touch screen).



Microphone

When you are not speaking you can mute the microphone.



Chat

You can chat with participants by typing into the **Chat Window** and pressing **Enter** on your keyboard, or clicking the **Send** icon.



You can also attach documents and photos via the chat window.

1. Click the **paper clip** icon.
2. Click the **Choose file to upload** button or drag and drop a file into the blue area and click the **Finish** button.

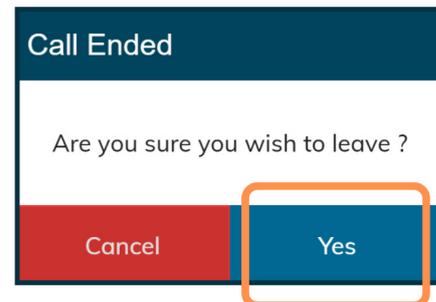


Concluding the consultation

When the appointment has finished, simply click the telephone button.

You will be asked to confirm if you would like to leave the consultation.

Click the **Yes** button.



The consult may continue between other participants after you leave.

You will be asked to complete a short survey following your consultation. We appreciate your feedback about your experience.

If you have any technical issues connecting please contact the service who organised your appointment.