myVirtualCare Portal

Successfully connecting to myVirtualCare will depend on:

1. the speed of your internet connection

2. the device you are using

3. the web browser you are using.

Please refer to the device, operating system and browser compatibility information.

Recommended network requirements

An upload and download speed of at least 1Mbps is required. You can test your connection speed at **www.speedtest.net** speed before joining a consultation. To check what browser you are using go to **www.whatismybrowser.com**

As a guide, data usage for a 15 minute video call is approximately 80MB and for an audio-only call is approximately 10MB.

Recommended requirements for desktop and laptop computers

Your computer must have a minimum core i5 CPU and 4GB RAM.

Operating system compatibility

Apple devices
Devices running iOS 11 or later

Windows devices
Devices running Windows 7 or Windows 10

Browser compatibility

	Apple Safari version 11.1 and later
	Google Chrome version 80+
	Mozilla Firefox version 60+
	Microsoft Edge version 80+

Recommended requirements for mobile devices

Not all mobile devices have the capability to run myVirtualCare. It is not possible to test every make and model to confirm compatibility. We strongly recommend testing your device before your appointment.

Operating system compatibility

Apple devices
iPhone 7 and later and iPads using iOS 11 or later and using Safari version 11.1 or later

Windows devices
Android devices running Android 7.0 or later and using Google Chrome

Browser compatibility

	Apple Safari version 11.1 and later
	Google Chrome version 80+

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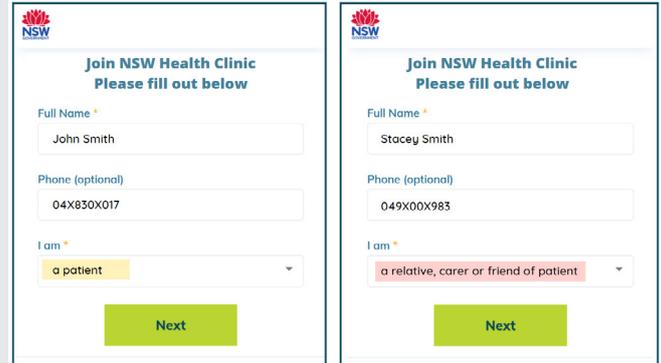
User guide for patients and carers

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 your 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+
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Audio and video test

You will automatically be 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.
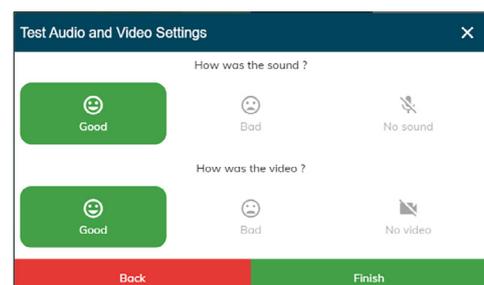
7. Enter your appointment time and if prompted, select your clinician.
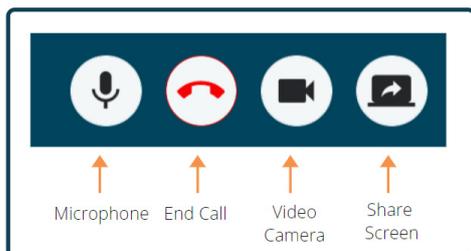
Carers will be asked some additional questions.
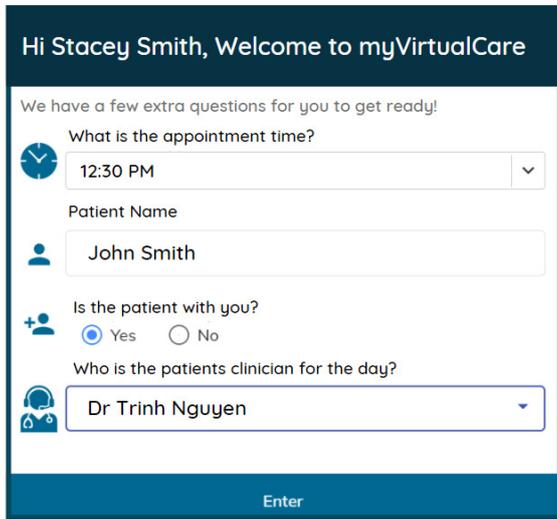
8. After logging in you will be transferred to a virtual waiting room. On entry, a notification will be sent to your clinician to notify them that you are waiting.

Consultation call controls

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

Microphone

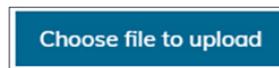When you are not speaking you can mute the microphone.

Chat

You can chat 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 and click the Finish button.

Concluding the consultation

When your appointment has finished, simply click the telephone button in the Call Control bar at the base of your video screen.

1. Click the **Yes** button.

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

Consultation link

Name of clinic

Clinic contact number