Virtual Care

Technical issues – troubleshooting guide

Good quality audio and video are essential if users are to have a positive experience of virtual care. Poor quality sound or vision can make people reluctant to use technology to access their care.

Please test devices before beginning a consultation. Then check this document to troubleshoot issues that may arise. If you are unable to quickly resolve an issue, contact the Conferencing Services Support Team on **1300 679 727**. Refer to the **Support and reporting** section on page 4 for more details.

Troubleshooting options

Issue: Web page not loading

- Plugged in and connected
- Recommended system requirements

Issue: No audio or video

- Check browser settings
- Change your input source
  i. myVirtualCare
  ii. Pexip

Issue: Screen frozen

- Refresh

Clear your cache

Support and reporting

Issue: web page not loading

Plugged in and connected

Check that all your devices are correctly plugged in and that the battery has enough charge.

Check that you are connected to the internet. The cellular data icon 📶 or Wi-Fi icon 🛜 should appear in your desktop toolbar or top corner of your mobile device.

You can check your internet by accessing your device network settings.

Recommended system requirements

Videoconferencing platforms will only perform properly in a supported browser such as these: Apple's Safari, Google Chrome, Mozilla Firefox and Edge.

If your default internet browser is not a recommended browser, you will need to copy and paste the link into a recommended browser rather than clicking on the link.

Ask your local IT officer to suggest the recommended browser you should use as your default browser.

Issue: no audio or video

Check browser settings

The first time you access a videoconferencing platform, you will be prompted to allow access to your microphone and camera. When this pop up appears, select Allow.

If the camera icon in the web page address bar has a red cross, it indicates that your device does not have access to your microphone or camera.
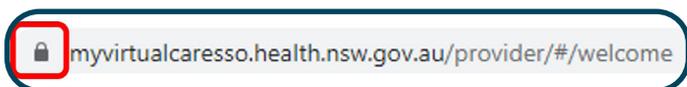

Click on the camera icon and select Continue allowing.

You will need to refresh the page for the setting changes to take effect.

You can also check the site settings of the browser to see if you have allowed access to your audio and video devices.

In the address field, on the left side of the address, click on the padlock.

This will open a window that shows this site settings.
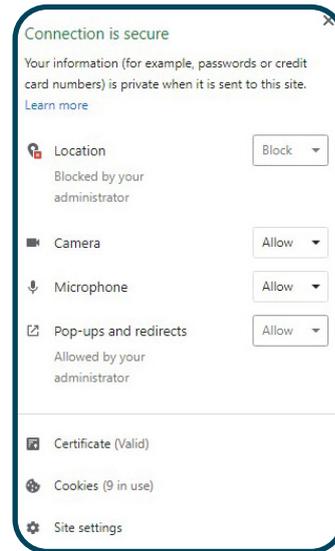
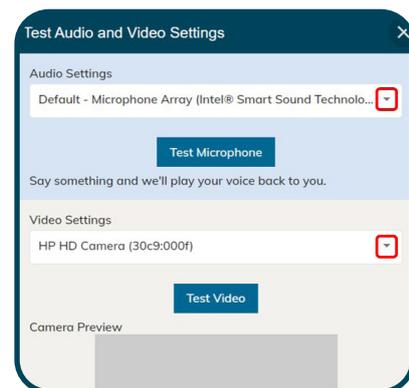Use the drop-down arrows to ensure the camera and microphone access is set to Allow.

Change your input source

If you have more than one audio or video source, you can switch devices. This may improve your audio or video.

i. myVirtualCare

From the home page top bar, click the Audio and video settings button.

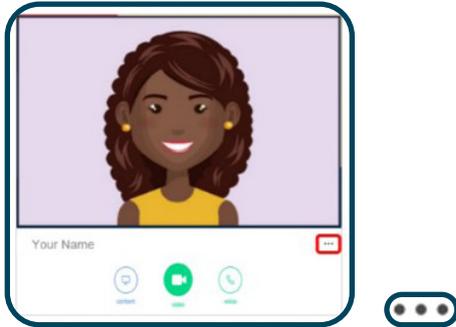Select different audio or video devices using the drop-down menu.

Click on Test microphone and speak. You should hear yourself or an echo.

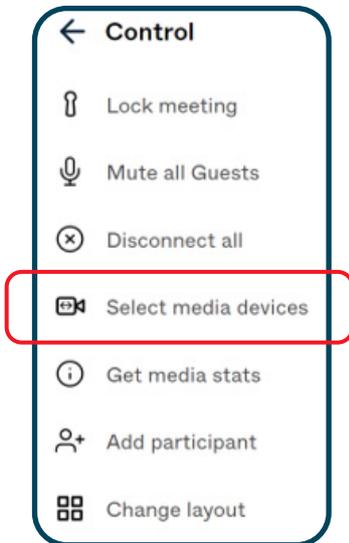Click on Test video. You should see yourself in the preview window.

ii. Pexip

The device settings can be accessed when first logging into Pexip or through the host controls.
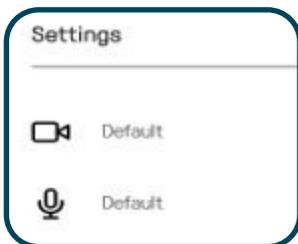
Click the three dots to access settings.

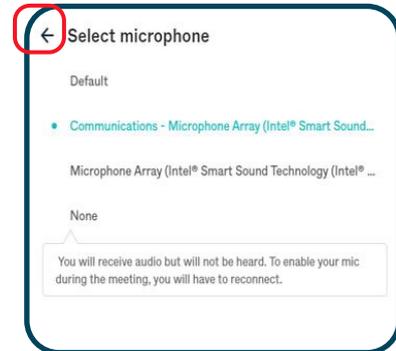Or click Select media devices within the host controls.

The device settings menu will open.

Select the audio or video icon for the input you wish to change.

Available input sources will be shown.

Click on the output you want and then click the arrow next to 'select' to return to the device settings window.

Issue: screen frozen

Refresh

If the browser is frozen or there is a poor connection, refreshing the browser can reload the webpage and improve the connection.

For Windows, click on the refresh button, ⟳ which is found in the top left corner.

For Mac, select Command + R

myVirtualCare also has a screen refresh button in the top bar that can be used.

Clear your cache

Every time you use a browser, it saves information from websites in its cache. This saved information can sometimes cause issues with how the browser functions. Clearing your cache can fix problems such as webpages not loading correctly.
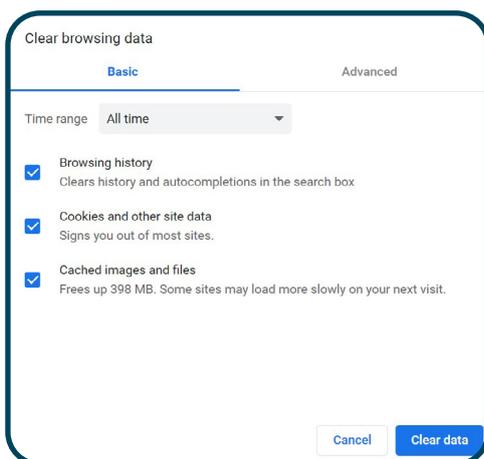
In top right-hand corner of browser, click on the three vertical dots. Select Settings. You may need to initially click more and then settings will present as an option.
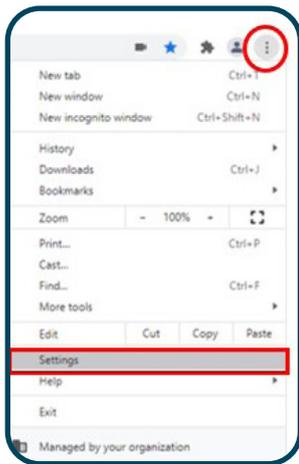
In settings menu, on the left, select Privacy and security.

Select Clear browsing data.

On the Basic tab, ensure the Cached images and files option is ticked.

On the Advanced tab, ensure the time frame is set to All time.

Click Clear data at the bottom of form.

You will need to close all open browsers and reopen the page for the setting changes to take effect.

> **Tip**
>
> On the Advanced tab, unticking Passwords and other sign-in data will keep any saved passwords.

Support and reporting

The eHealth Conferencing Support Team can assist NSW Health staff with technical issues for myVirtualCare and Pexip.

eHealth Conferencing Services Team contact details

Phone: **1300 679 727**

Email: videoconf@health.nsw.gov.au

Any technical issues should be reported. Contacting eHealth Conferencing Services team by phone or email will automatically generate a ticket.

Technical issues can also be reported by completing an enquiry on Search and Request Anything (SARA). This will be resolved by the eHealth Conferencing Services Team.

https://sara.health.nsw.gov.au/customerportal