QUICK REFERENCE GUIDE
CONNECTING TO TELEHEALTH
COMPUTER OR LAPTOP

Telehealth Tasmania

Providing care over distance.

1

ACCESS YOUR EMAIL

Open your nominated email account on your computer or laptop.

__Important!__ Ensure you have an appropriate camera, microphone and speaker connected to your computer or an inbuilt camera in your laptop.

Open the email/calendar invitation for your Telehealth Appointment.

F.Y.I. *Telehealth appointments are sent as email calendar invitations. If you cannot locate the email, please check your device's calendar for the corresponding date and time of your telehealth appointment. If you cannot locate the email within your inbox or your calendar, please contact Telehealth Tasmania for assistance.*

F.Y.I. *Please note Edge, Google Chrome, FireFox and Safari are supported web browsers. Internet Explorer is __not__ compatible.*
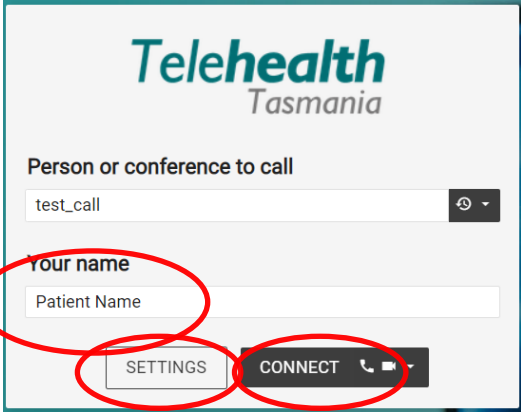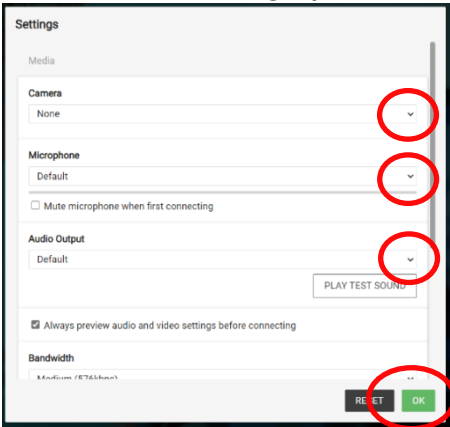

2

UNDERTAKE A TEST CALL

In the body of the telehealth appointment go to '**Step 1 - Test Call**' and click the web browser link: https://meet.inviewuc.cloud/dhhs/#/?conference=test_call

Step 1 – Test Call
Use a device with camera and microphone.

Download the **Pexip Infinity Connect** app for Smartphone / Tablet here - iTunes or Google Play Store

Click for Web Browser (then click Connect to start the Test Call)
https://meet.inviewuc.cloud/dhhs/?conference=test_call

1. Enter your **Name**.

2. Click **Settings** to check your camera, microphone and speaker settings then click **OK**.

3. Click **Connect** to begin your test call.

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Person or conference to call

test_call

Your name

Patient Name

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You will be prompted to count out loud from one to three. If the test is successful you will see yourself in the screen and hear your voice with a small delay.

If you have technical difficulties, please contact Telehealth Tasmania

P: 1300 027 894　　　E: telehealth@ths.tas.gov.au

3

JOIN YOUR TELEHALTH APPOINTMENT

Open the email or calendar invitation.

In the body of the telehealth appointment go to 'Step 3 - On the Day of your Appointment'. Click the web browser link:

i.e https://meet.inviewuc.cloud/dhhs/#/?conference=7777XXXXXX@inviewuc.cloud

(note that the link will become live 10 minutes before your scheduled appointment time)

Step 3 – On the Day of your Appointment
The link is live 10 minutes before your appointment.

Click for Web Browser (then click Connect to start the video call)
https://meet.inviewuc.cloud/dhhs/?conference=7777XXXXXX@inviewuc.cloud

1. Enter **your name**

2. Check your camera, microphone and speaker **Settings** and Click **OK**

3. Click **Connect**

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Person or conference to call
7777XXXXXX

Your name
Patient Name

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If prompted, allow access to your camera and microphone

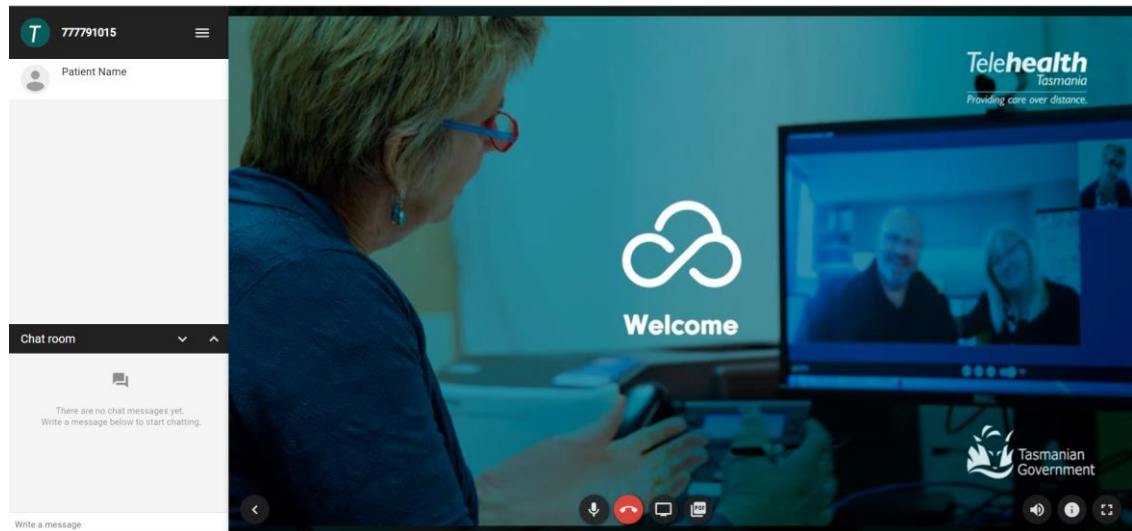🔒 https://meet.inviewuc.cloud/dhhs/#/?co

meet.inviewuc.cloud wants to　✕
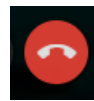
🎤 Use your microphone

📷 Use your camera

Allow　　Block

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Once the connection has activated, you will be directed to a virtual waiting area to wait for your clinician (see screen shot below).

* At the end of your appointment click the **red disconnect button** to end the call.

If you have technical difficulties, please contact Telehealth Tasmania on 1300 027 894

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