

QUICK REFERENCE GUIDE CONNECTING TO TELEHEALTH SMARTPHONE OR TABLET

1

You need to have the **Pexip Infinity Connect** application installed on your device.

You can download it free from the:

- **Google Play Store**

<https://play.google.com/store/apps/details?id=com.pexip.infinityconnect> (Android), or

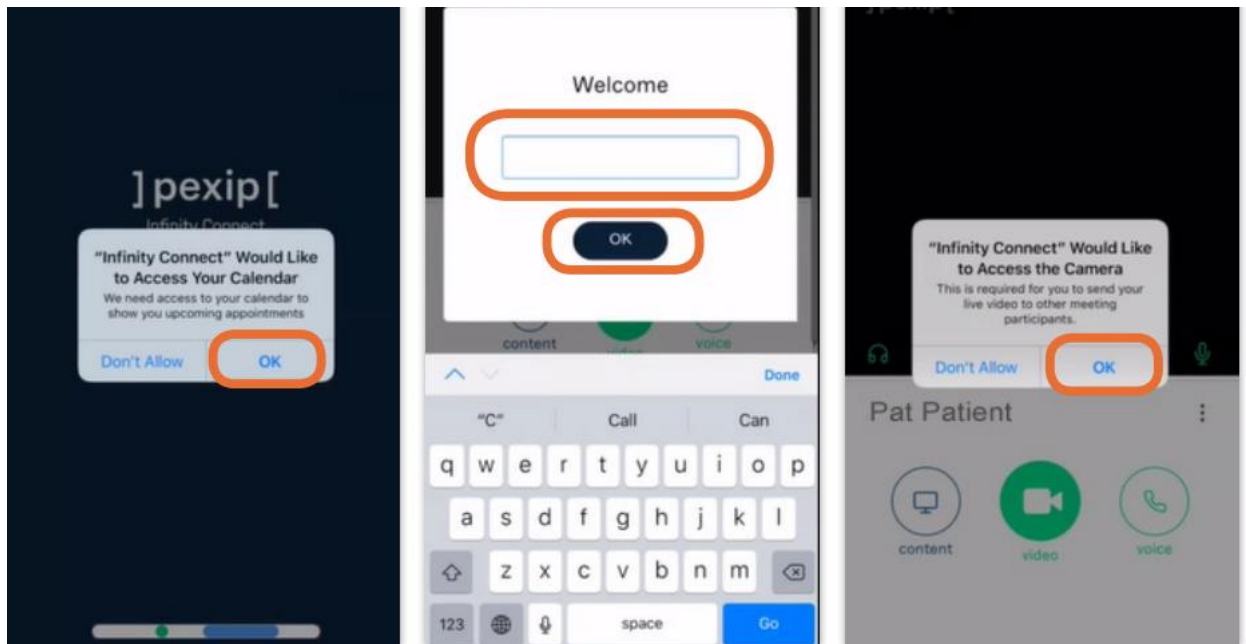
- **Apple Store**

<https://apps.apple.com/au/app/pexip-infinity-connect/id1195088102>



2

1. The first time you open **Pexip**, you must allow access to your calendar. **Select 'OK'**
2. You will see a Welcome screen. Enter your full name so that you can be easily identified.
3. If prompted, please ensure you click OK to allow access to your camera and microphone.



3a

With your Setup complete, there are two ways to join your Telehealth Appointment.

I. Joining via the email link:

Click on the link provided in step 3 of the email invitation.

It will be in the same format as this example: pexip://7777XXXXXX@inviewuc.cloud

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>

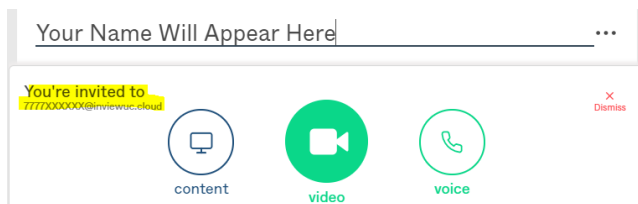
Click for PEXIP app (then click the green video button to start the video call)

pexip://7777XXXXXX@inviewuc.cloud

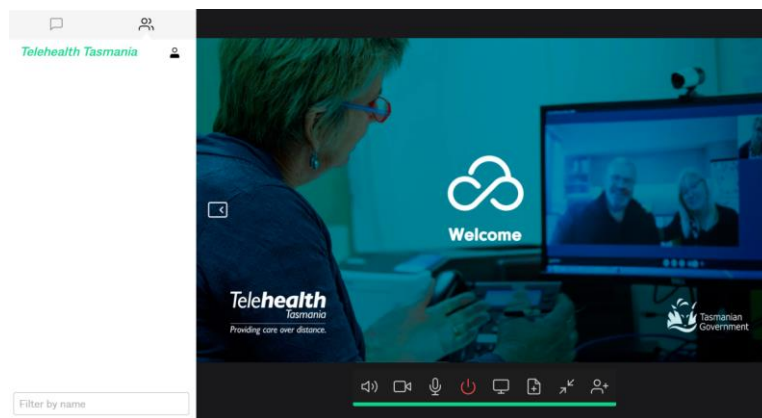
or copy and paste 7777XXXXXX@inviewuc.cloud into the app

The Pexip app will launch, and you will see a message **‘You’re invited to 7777XXXXXX@inviewuc.cloud.’**

Click the **green video button** to join the live call.



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 tap the screen and hit the **red disconnect button** to end the call.



If you experience any difficulty connecting to your appointment please call the Telehealth helpline on 1300 027 894.

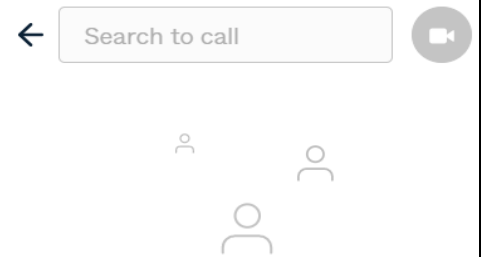
3b

2. Joining by manually typing the link into the Pexip app

If clicking the link does not automatically launch the Pexip app and display the message 'You're invited to' as shown on the previous page, then you should open the Pexip app manually and click the big green video button.

A 'Search to call' field will display

In the 'Search to call' box, simply copy and paste (or type) the link exactly as it appears in your email invitation. For example:
7777123456@inviewuc.cloud



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>

Click for PEXIP app (then click the green video button to start the video call)

<pexip://7777XXXXXX@inviewuc.cloud>

or copy and paste 7777XXXXXX@inviewuc.cloud into the app

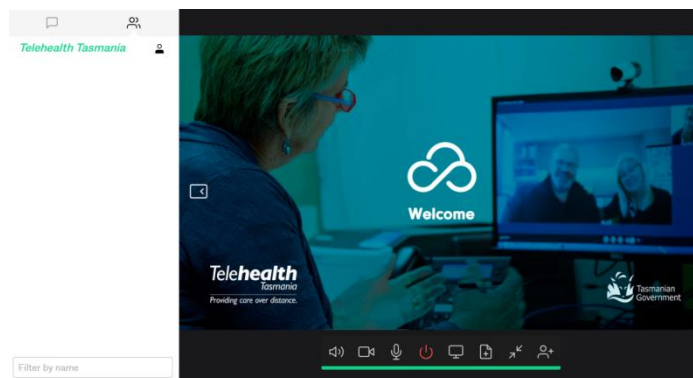
People you have recently called will show up here!

The grey camera icon to the right of the 'Search to Call' field will illuminate green. **Click the green camera icon** to connect to your appointment.



Note: When typing or copying the link into the Search to Call field please be careful to copy the text exactly, ensuring that there are no spaces at the beginning or end of the text, as this will prevent the link from working.

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 tap the screen and hit the **red disconnect button** to end the call.



If you experience any difficulty connecting to your appointment please call the Telehealth helpline on 1300 027 894.