Pexip: User guide for consumers and carers

Accessing Pexip

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

TIP

Successful connection to Pexip 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 **https://aci.health.nsw.gov.au/ statewide-programs/virtual-care/ videoconferencing**

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+

1. **Open a recommended browser go to the following link or enter the link provided by your healthcare provider.**

   conference.meet.health.nsw.gov.au/webapp

   When you click the link, it will look like this:

2. **Type your full name into the box and click 'continue'.**

   The name you use here will be visible to your healthcare provider and any other people who join the video call.
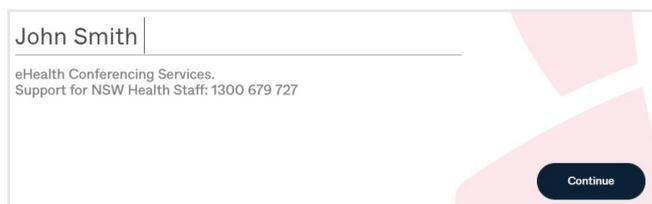
3. You will see your image and when you speak the green bar will move below your image. This confirms that your sound and camera are working,

Tip: if you cannot see yourself, click the camera icon in the address bar and ensure that you have allowed access to the camera and microphone.

John Smith
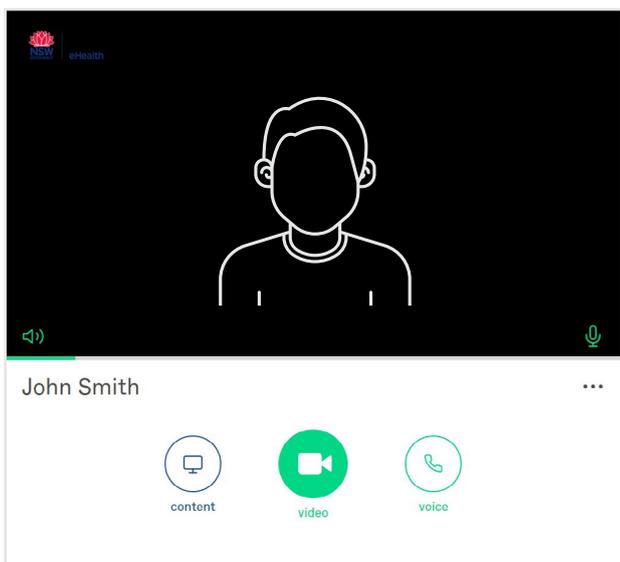
A pop up may appear requesting you to allow your camera and microphone. Please select allow.
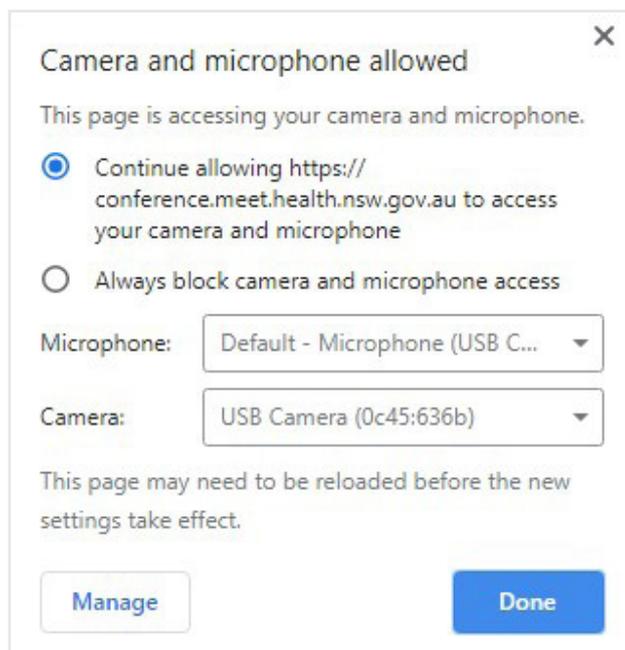
4. Select the green video call button.

content   video   voice
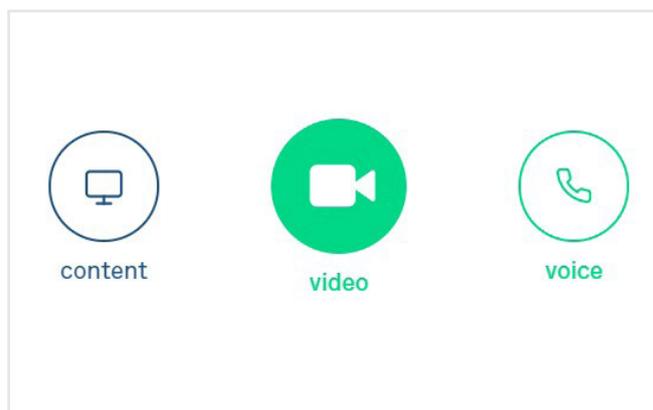
5. A new screen will appear where you enter the Virtual Meeting Room (VMR) number provided to you into the 'Enter VMR number' box in the top right.

The VMR number is a seven or nine digit number commencing with a '4' that will be provided to you by the service.

6. Once you enter the VMR, the video icon will turn green. Press this to connect.

Pexip: User guide for consumers and carers

7. Click the green button to join. You do not need to enter a pin.

Welcome to the meeting

Enter your PIN here

or just

Join
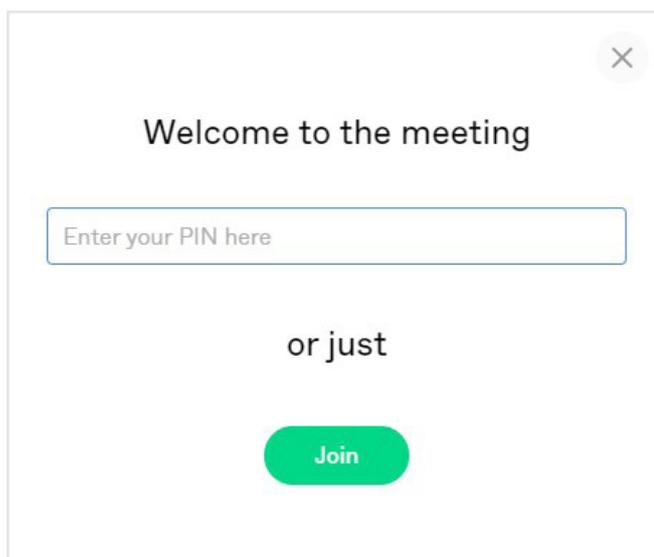
8. You will be in a virtual waiting area. You will be connected shortly. Contact the service for any further questions.

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).

Clicking this will mute all incoming audio for the conference

Clicking this will turn your camera on or off

Clicking this will mute and unmute you

Clicking this will end the conference

Clicking this will allow you to share your screen

Clicking this will allow you to upload a document to share

Clicking this will minimise your view of your clinician. It is not recommended to press this