

Virtual Care system requirements

To successfully connect you'll need:

1. A device

See requirements below. [Click here](#) to test your device meets virtual care requirements

2. A web browser

Click the link below to check what browser you are using
www.whatismybrowser.com

3. An internet connection

An upload and download speed of at least 1Mbps is required. Click on the link below to test your connection speed www.speedtest.net

4. Data

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

Desktop and laptop requirements

For the best experience use a recent model computer

Operating system compatibility

Apple devices

Devices running OS 11 or later



Apple Safari version 11.1 or later

Windows devices

Devices running Windows 7 or later

Browser compatibility



Google Chrome version 80+



Mozilla Firefox version 60+



Microsoft Edge version 80+

Tablet and smartphone requirements

Whilst not all mobile devices have the capability to run videoconferencing platforms, these specifications form a reliable guide

Operating system compatibility

Apple devices

iPhone 7 or later

iPads using iOS 11 or later

Android and Windows devices

Android devices running Android 7.0 or later and using Google Chrome

Browser compatibility



Apple Safari version 11.1 or later



Google Chrome version 80+