

# Telehealth Portal - How to connect for patients

## Overview

The Queensland Health Telehealth Portal provides an easy, safe and secure way to videoconference with your clinician from any PC, MAC or smart device (i.e. phone/tablet).

## Requirements

1. PC, MAC, laptop or smart device with a webcam, microphone, and speakers. You may also prefer to use headphones.
2. Internet connection – For a good experience you will need at least 0.4Mbps for both download and upload. You can test your Internet connection speed by clicking [here](#) and selecting Begin Test.

## Starting your videoconference

There are two methods to start your videoconference:

- A. Click on the link you were provided to start your videoconference (continue to Videoconferencing Controls next page).
- B. Alternatively you may connect via the Telehealth Portal website page (<https://telehealth.health.qld.gov.au>) and enter the dial number provided (see box below).

### Option B – Manual Connection

**Step 1** When you visit the Telehealth Portal for the first time, you will be presented with a 'Welcome screen' please enter your name into the text box. This will be how you are displayed as a participant when connected to any videoconference. Once completed, click OK.

**Step 2** Next, you'll see the 'Homepage'. Please click "allow" on the pop-up box asking for access to the camera and microphone. Then select your preferred camera and speaker as shown below.

The screenshot shows the Telehealth Portal homepage in a browser window. The address bar shows '165.86.64.55/webapp/home'. There are two permission pop-ups: one for microphone and camera access, and another for enabling camera and microphone. Red arrows point from the instructions to the 'Allow' button in the first pop-up, the 'Use Camera' icon in the second pop-up, and the speaker icon in the bottom control bar.

**a) Allow:** Allow pop-ups

**b) Camera:** Click the "Use Camera" icon

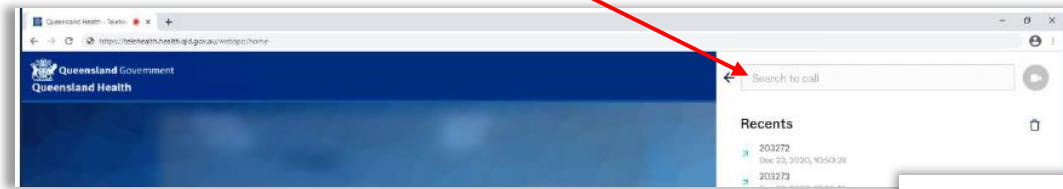
**c) Speakers:** Click to select audio output

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**Step 3 Connecting:** Join a videoconference with audio and video by clicking on the centre video icon “Click to Make Call” located under the name field.

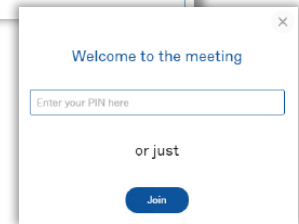


This will prompt a Dial Tab to appear on the right side of the page. Here you type the number you wish to dial into the ‘search to call field’ then hit ‘enter’.



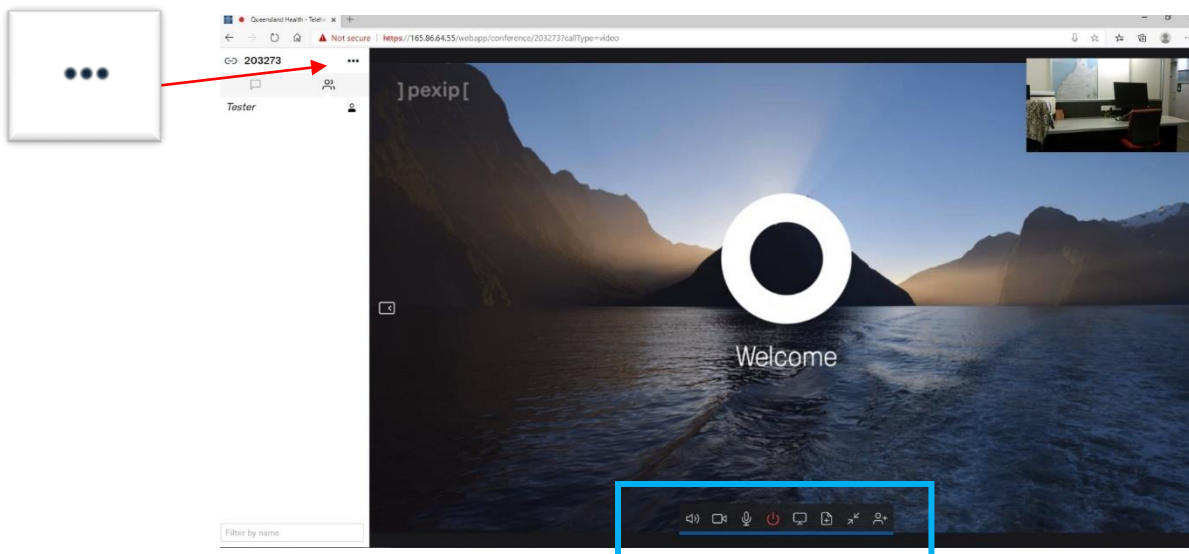
If prompted, enter a PIN number (*this prompt will only show if applicable*)

Your video conference will now begin.



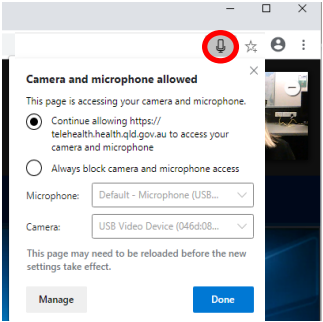
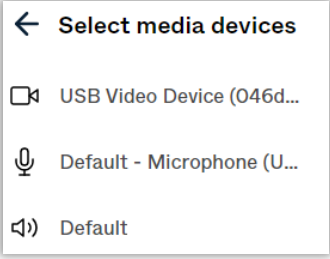
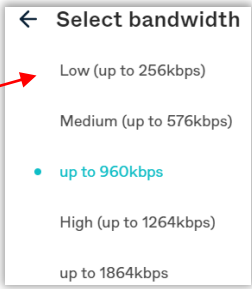

### Videoconference Controls

Click the three dots to change camera and audio options while in a call



### Videoconference Controls

Bottom blue bar is your speaker volume	Mute/unmute microphone	Turn webcam on/off	Screen sharing options	Mute incoming audio	Disconnect call
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Problem	Solution
<p><b>Placing a test call</b>  <i>Telehealth services recommend testing your connection prior to your appointment.</i></p>	<p><b>A test can be done by dialing 810000 or 111. Both test dial services are 24/7. If you experience any technical difficulty, please call the Telehealth Support Unit on 1800 066 888.</b></p>
<p><b>Webcam and Microphone Issues</b></p> <ul style="list-style-type: none"> <li>• Error message – “Could not get access to camera or microphone. Please check your browser settings”.</li> <li>• No self-view image during videoconference.</li> <li>• Other participants can't hear or see you.</li> </ul>	<p>Try each of these in the following order.</p> <ol style="list-style-type: none"> <li>1. Double check your webcam is plugged in correctly.</li> <li>2. Check no other applications are using your webcam, ie. Skype. If so, close the program.</li> <li>3. Check the camera status icon in your browser.             If it has a red cross on the camera icon, click on it and choose the option to always allow your camera and microphone.            Disconnect and reconnect the call.</li> <li>4. Click on the Settings button (three dots at the top of the panel on the left). Select media devices and make sure you choose the correct camera and microphone.</li> </ol>  
<p><b>Quality and Bandwidth Issues</b></p> <ul style="list-style-type: none"> <li>• Poor quality audio and video</li> <li>• Image freezing</li> <li>• Call drops out</li> </ul>	<p>Disconnect the call and click on the <b>Settings</b> button from the main screen. (three dots icon shown on page 2)            Choose a lower bandwidth such as Low (256kbps) and reconnect the call.            If any other applications are using the Internet on your network, close them down if possible.</p> 
<p><b>Connection Issues</b></p> 	<p>Please contact the Queensland Health staff member that provided the dial in information.</p> <ul style="list-style-type: none"> <li>• The dial number you have been given may be incorrect.</li> <li>• The videoconference system you are trying to reach may be switched off or not answering.</li> </ul>
<p><b>Echo/high pitched sounds during videoconference</b></p>	<p>If using computer speakers, try a pair of headphones instead. You may need to disconnect and reconnect the call once you have plugged your headphones in to change the audio output.</p>
<p><b>General Issues</b></p>	<p>Try using an alternative web browser to connect or for further assistance call the Telehealth Support Unit on 1800 066 888</p>