

# Queensland Health Telehealth Portal with Internet Explorer and Safari (PC, MAC, Laptops)

## Overview

The Queensland Health Telehealth Portal provides an easy, safe and secure way to videoconference with your doctor from any PC, MAC or laptop.

## Requirements

1. PC, MAC or laptop 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 [here](#) and selecting **Begin Test**. Please be aware that a 15 minute videoconference will use approx. **130 megabytes** of your download limit

## Starting your Videoconference

1. There are two methods to start your videoconference:
  - a. You may have been sent a link that pre-populates the dial number and your name which you can click on to instantly start your videoconference
  - b. Alternatively you may have been sent a link that directs you to the main Telehealth Portal page (<https://telehealth.health.qld.gov.au>) and the details of a dial number to enter.



Enter the dial number and your full name and then click **Connect**

2. The first time you use the Telehealth Portal, you will be asked to allow the use of your webcam and microphone from both Google Chrome and the Telehealth Portal

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| <p>You should see an Adobe Flash Player Settings screen asking to allow access to your webcam and microphone. Click <b>Allow</b> and also the <b>Remember</b> option, then <b>Close</b>.</p> <p>If this message doesn't come up and you just get the revolving arrows then you need to install Adobe Flash Play from this link: <a href="https://get.adobe.com/flashplayer/">https://get.adobe.com/flashplayer/</a></p> |  | <p>Then from the Telehealth Portal, reconfirm the webcam and microphone are correct and you should be able to see yourself and see some movement of the blue line below the microphone section when you talk. If you are happy to always use these settings, tick <b>Don't show me these options again</b>, then click <b>Start</b></p> |  |
|---|--|---|--|

## Videoconference Controls

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|--|--|--|---|
|  | Mute and unmute your microphone        |  | Activate the keypad                     |
|  | Turn your webcam off and on            |  | Show the call statistics                |
|  | Disconnect the call                    |  | View the videoconference in full screen |
|  | Share a specific PDF document or image |  | Adjust your volume                      |

## Troubleshooting

| Problem   | Solution   |
|---|--|
| <p><b>When selecting your webcam and microphone, no options appear and you just get the revolving arrows</b></p>  | <p>Adobe Flash Player needs to be installed. Please follow the download and install instruction in the following link: <a href="https://get.adobe.com/flashplayer/">https://get.adobe.com/flashplayer/</a></p>   |
| <p><b>Other webcam and microphone issues</b></p> <ul style="list-style-type: none"> <li>• Error Message:<br/>Call Failed: Error: Could not get access to camera/microphone. Have you allowed access? Has any other application locked the camera?</li> <li>• You have no self-view image of yourself during a videoconference</li> <li>• The other participants in the videoconference can't hear or see you</li> </ul> | <p>Try each of these options 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 may be using your webcam such as Skype. If so, close them down</li> <li>3. Check the camera icon in the top right corner of Chrome.           <div data-bbox="1150 685 1373 816" data-label="Image"> </div> <p>If it has a red cross then click on it and choose the option to always allow your camera and microphone. Disconnect and reconnect the call</p> <div data-bbox="1150 923 1730 1210" data-label="Image"> </div> </li> <li>4. Disconnect the call and click on the <b>Settings</b> button from the main screen           <div data-bbox="1150 1320 1480 1608" data-label="Image"> </div> <p>Make sure you choose the appropriate microphone and camera from the lists</p> </li> </ol> |
| <p><b>Quality and bandwidth issues</b></p> <ul style="list-style-type: none"> <li>• Poor quality audio and video</li> <li>• Call drops out</li> </ul>   | <ul style="list-style-type: none"> <li>• Disconnect the call and click on the <b>Settings</b> button from the main screen           <div data-bbox="1150 1819 1520 1955" data-label="Image"> </div> <p>Choose a lower bandwidth such as <b>Low (256kbps)</b> and reconnect the call</p> </li> <li>• Check if any other applications on your network is using the Internet and close them down</li> </ul>   |
| <p><b>Connection issues</b></p> <div data-bbox="90 2220 386 2389" data-label="Image"> </div>  | <ul style="list-style-type: none"> <li>• The dial number you have been given may be incorrect. Please contact Queensland Health staff member that provided the details</li> <li>• The Queensland Health videoconference system may be switched off or not answering the call. Please contact Queensland Health staff member that provided the details</li> </ul>   |
| <p><b>Echo and high pitched sounds while in a videoconference</b></p>   | <ul style="list-style-type: none"> <li>• If using computer speakers, try using a pair of headphones instead</li> </ul>   |
| <p><b>Error Message: You are using an outdated browser</b></p>  | <ul style="list-style-type: none"> <li>• Please upgrade your browser to the latest version (<a href="http://browsehapp.com/">http://browsehapp.com/</a>)</li> </ul>  |
| <p><b>General Issues</b></p>  | <ul style="list-style-type: none"> <li>• Try using an alternative web browser</li> </ul>   |