

How to access your virtual appointment (pexip)

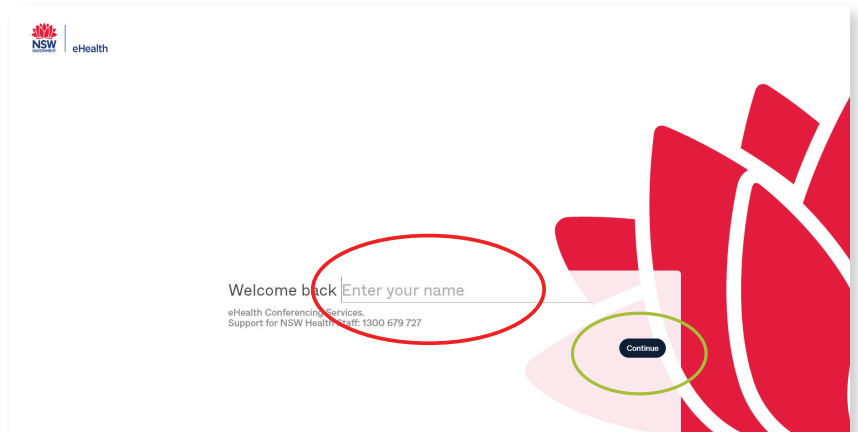
This handout gives you step-by-step details on how to log into a virtual clinic room for your telehealth appointment. Have this handout with you when logging into your appointment.

1. Use the link provided by your health professional using google chrome.

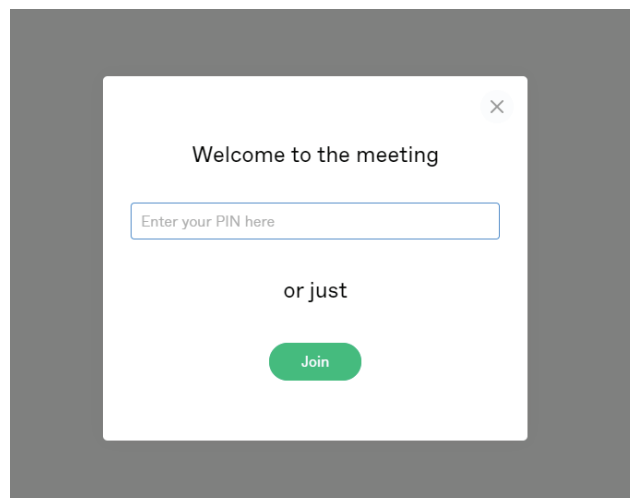
The first screen you see should look like this:

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

The words you enter here will be displayed so the clinician can identify you.



3. **Do not enter a pin. Click the green 'Join' button. No PIN is required** (leave this box blank).

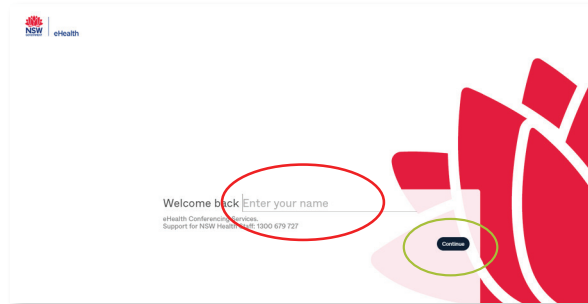


4. **You will be taken into a virtual waiting area where you will wait for your clinician to join you.**



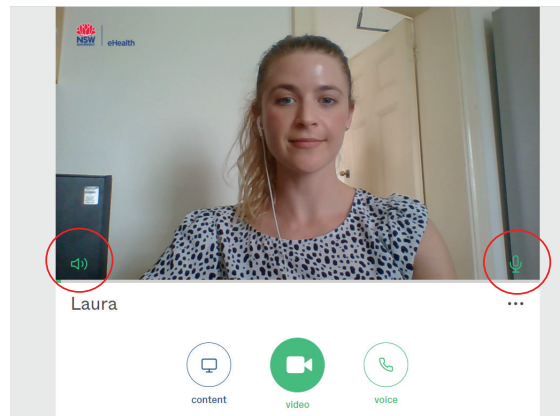
If the previous steps did not work, please try these steps to access your appointment

1. Use the link provided by your health professional using google chrome. The first screen you see should look like this:

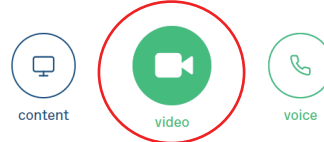


2. **Type your full name into the name box and click continue.** The words you enter here will be displayed so the clinician can identify you.

3. **On the next screen you should see your face. You will also see a green microphone and a green symbol.** The green colour confirms your sound and camera are working

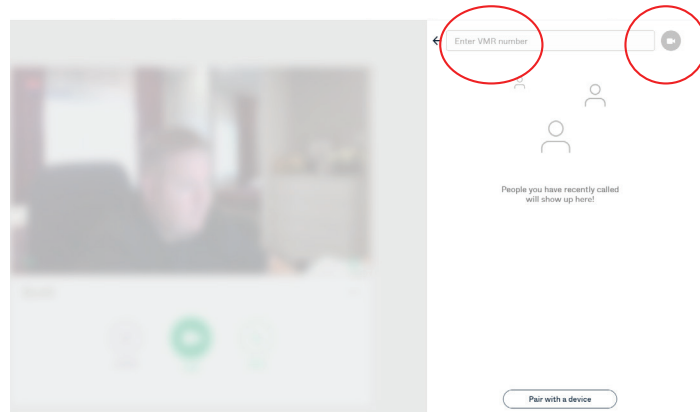


4. **Select the green video button.**

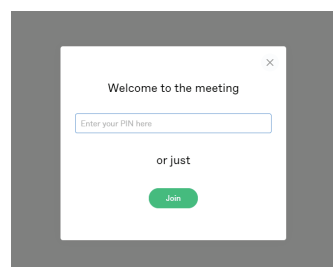


5. **Type the Virtual Meeting Room (VMR) number provided to you into the 'Search to call' box in the top right corner. Then click the video camera icon to connect.**

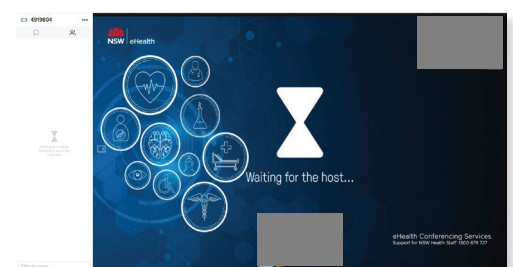
Your VMR number will be emailed to you by your health professional prior to your appointment.



6. **Do not enter a pin. Click the green 'Join' button.** No PIN is required (leave this box blank).



7. **You will be taken into a virtual waiting area where you will wait for your clinician to join you.**



Link to the Pexip Homepage:

<https://conference.meet.health.nsw.gov.au/webapp/home>