Video Call Transition Information for IT staff

Video Call | JULY 2019

From 1 September 2019 there will be a change to the telehealth platform, Video Call.
To prepare for the transition, we recommend that you review the information below and action.

Whitelisting Healthdirect Australia e-mail addresses

All users will need to reset their passwords the first time they log in after 2nd September. Ensure that the email addresses from Healthdirect Australia have been whitelisted by your IT department as emails will be sent to all users to successfully change their passwords.

- *.healthdirect.org.au
        and
- *.vcc.healthdirect.org.au

Example of email sources:

- donotreply@vcc.healthdirect.org.au
- videocallsupport@healthdirect.org.au
- videocall@healthdirect.org.au

Network Settings

There is no change, should be as is, just double check with your IT department that the network rules (if you are a hospital or large health organisation) are maintained as below:

- Protocol: UDP

- Destination Port: open 3478

- Allow STUN/TURN Server URL: vcct.healthdirect.org.au

Minimum Browser Support

To facilitate the migration to the new platform by 1st September 2019, ensure the correct device, operating system and browser is used as below.

For example, iPhone and iPad users must be using iOS12 or later version

Device type	Operating system
Windows computer	Microsoft Windows 7 or later
Apple computer (iMac, Mac Pro, Mac Mini, MacBook, MacBook Air, or MacBook Pro)	MacOS 10.12 (Sierra) or later
Android tablet or smartphone	Android 5.1 or later
Apple iPhone or iPad	iOS 12 or later

If you have any questions, email the Video Call support desk at: videocallsupport@healthdirect.org.au

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