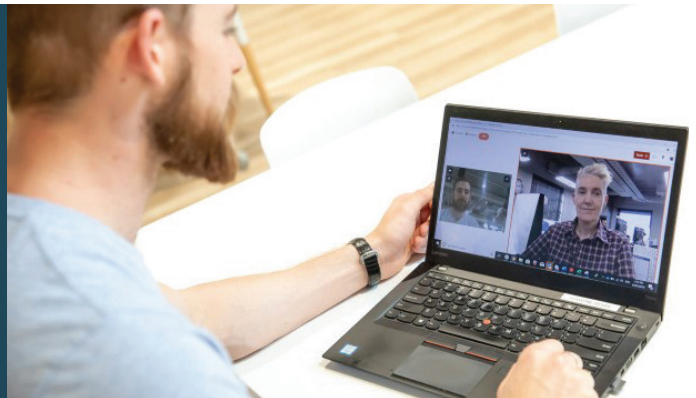


Video Call is changing

From 1 September you will see a change to the telehealth platform, Video Call.



What you will need to do:

Reset your password after 1 September as follows:

1. Go to the link: vcc.healthdirect.org.au
2. Click on 'Reset password'.
3. Enter your email and click 'Send reset instructions'.
4. You should receive an email from healthdirect to reset password.
5. Click on the **reset password button** in the email.
6. Set your new '**passphrase**':
 - make the password at least 13 characters long e.g. 'ilovevideocall'
 - no special characters, numbers or capitals are needed
7. Login using your new password

Watch this video to familiarise yourself with the new platform: <https://bcove.video/2MQoaxa>

Turn over for a step by step guide on: How to begin a Video Call consultation

For local support contact:

Or

Healthdirect Video Call Team on:

Phone: 02 9263 9102

Email: videocallsupport@healthdirect.org.au

Sign in

Keep me signed in for today

[Reset password](#)

Refer to step 2

How to begin a Video Call consultation

1

Sign into the Management Console

A white sign-in form with a light grey border. It features three input fields: 'Email' and 'Password' are greyed out, while the 'LOGIN >' button is highlighted in red. Below the fields is a checkbox labeled 'Keep me signed in for today' and a blue link for 'Reset password'.

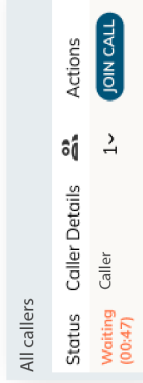
2

Select your patient from the Waiting Area queue



3

Click on the Join Call button from the action menu



4

The Call Screen opens

