
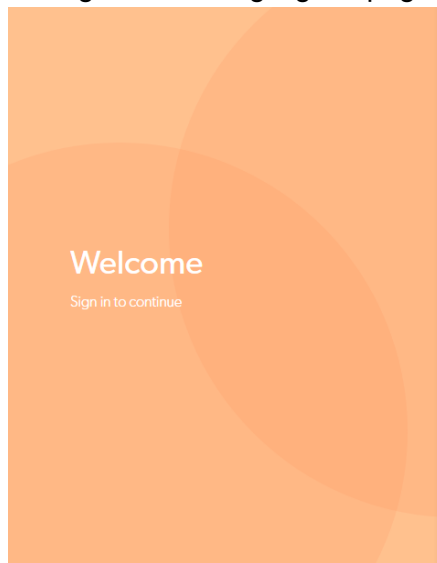


Single Sign On (SSO) Factsheet

What is Single Sign On for VideoCall?

Single Sign On (SSO) is an alternative signing in method, that integrates into your organisation's existing network sign in systems. SSO allows users to use one network password to access their systems.

If your organisation decides to change to SSO for Video Call then when you log in, instead of seeing the following sign in pages:




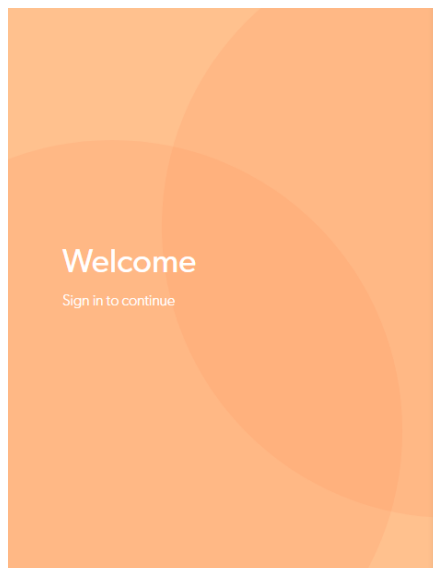
Having trouble signing in?
Patients please note: No sign in is required and you have arrived at this page in error. Please contact your health service for instructions on how to attend your appointment.
Service Providers: If you require assistance please contact your Telehealth Manager.
[Need an account?](#) [Need Help?](#)
If you require further assistance call Healthdirect on 1800 580 771

Sign in

Email Address

|your@email.com

NEXT >



Having trouble signing in?
Patients please note: No sign in is required and you have arrived at this page in error. Please contact your health service for instructions on how to attend your appointment.
Service Providers: If you require assistance please contact your Telehealth Manager.
[Need an account?](#) [Need Help?](#)
If you require further assistance call Healthdirect on 1800 580 771

Sign in

Email Address

rhiannon@covi.u.com

Password


.....|

LOGIN >

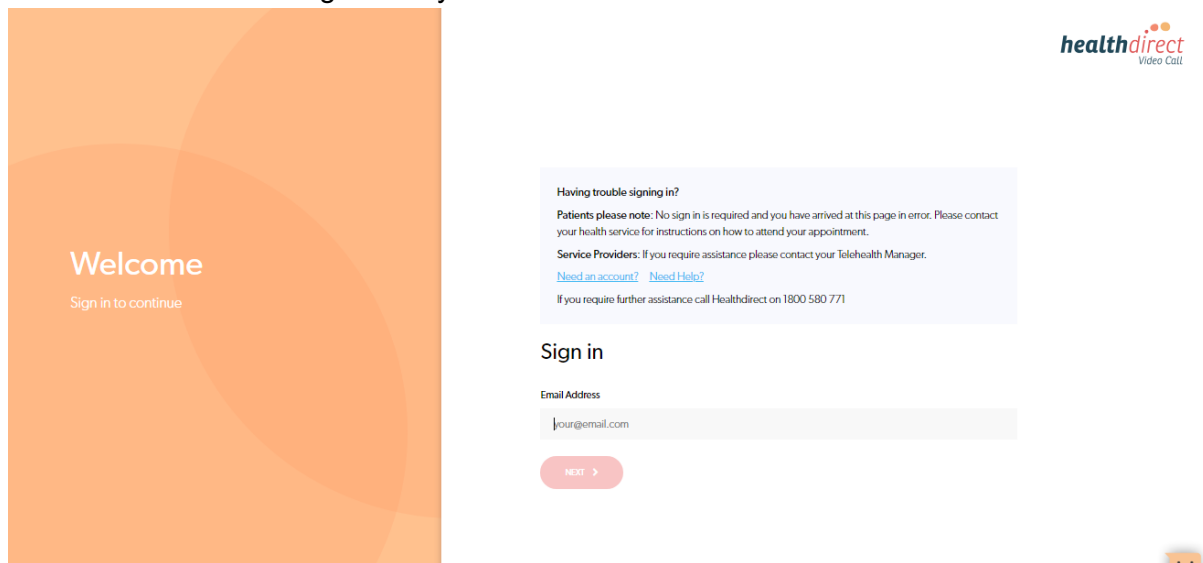
CANCEL

Keep me signed in for today

[Reset your password](#)



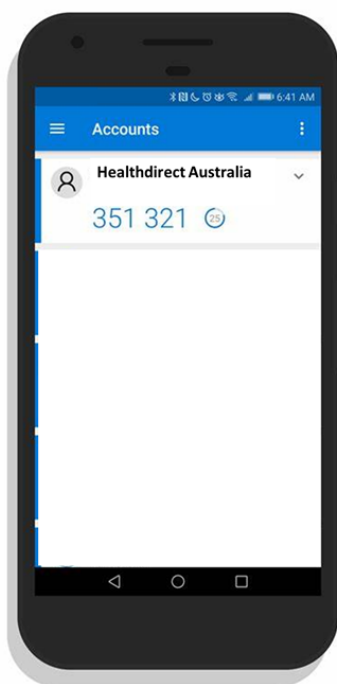
You will see the following for entry into Video Call:



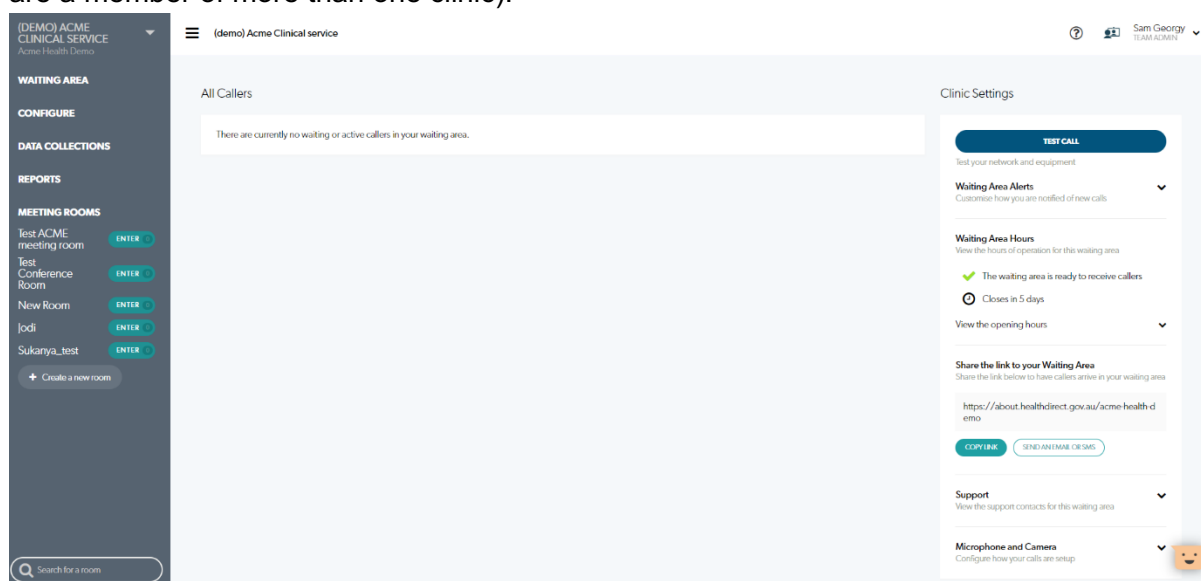
Once you put in your email address and click 'Next' you will sign in using your organisation credentials similar to the example below.



Some organisations may require you to use your phone authenticator application as per your normal sign-in process:



After you sign in, you will arrive in your clinic waiting area in Video Call (or My Clinics if you are a member of more than one clinic):



What are the benefits of this change?

The aim is to enable Video Call to become part of current sign in processes. If your organisation uses SSO and includes Video Call in that scope, then account holders will no longer require an additional password for our telehealth service.

Who is affected by this improvement?

Individuals with a Video Call account that work in an organisation using SSO for all other clinical and administrative applications will benefit from this process.

How is this implemented?

This implementation requires your telehealth lead or corporate IT department to work with Healthdirect and complete the [Corporate IT SSO Form](#). Once completed, email the form to videocallsupport@healthdirect.org.au

All Video Call account users on your email domain will have their sign in process updated on the same day and then seamlessly log in with their current organisation passwords.

When is this improvement coming?

This feature is now available for testing in our User Acceptance Testing (UAT) environment.

What happens if my organisation does not use SSO?

There will be no change to current sign in functionality (username/password) if your organisation is not using SSO.

What if I have users that do not use our organisation email addresses?

If you have a user that currently signs in with a personal email address (e.g. a gmail address) to access Video Call, then they will need to have an account created with your organisation email address if they want to use SSO to sign in. If they do not, they will continue to sign in using the current method.