

SSO Change management checklist

PLAN: Technical Process

- Complete this [SSO form](#) and email it to videocallsupport@healthdirect.org.au
- Work with Healthdirect to set a time to test SSO successfully in UAT (User Acceptance Testing) before implementing into the production environment for all users in your organisation.

INFORM: If your organisation is planning to roll out SSO for Video Call, inform your users this is coming:

- Issue internal communications about this improved login process
- [Share the Single Sign On Factsheet](#) (or edit to suit your organisation)
- Communicate your switch over plan and timeline to all Video Call users

DELIVER: Integrate Video Call into your login process, see additional information and support:

- [SSO page on Resource Centre](#)
- Join a webinar about moving to SSO. Visit our [webinar page](#) to register.

Please contact us if you have any questions:

Email: videocallsupport@healthdirect.org.au

Phone: 1800 580 771