

Signing in to healthdirect Video Call

If your RACF has its own Video Call clinic, RACF staff can be set up with accounts and access the clinic easily, using one of the commonly used [supported web browsers](#).

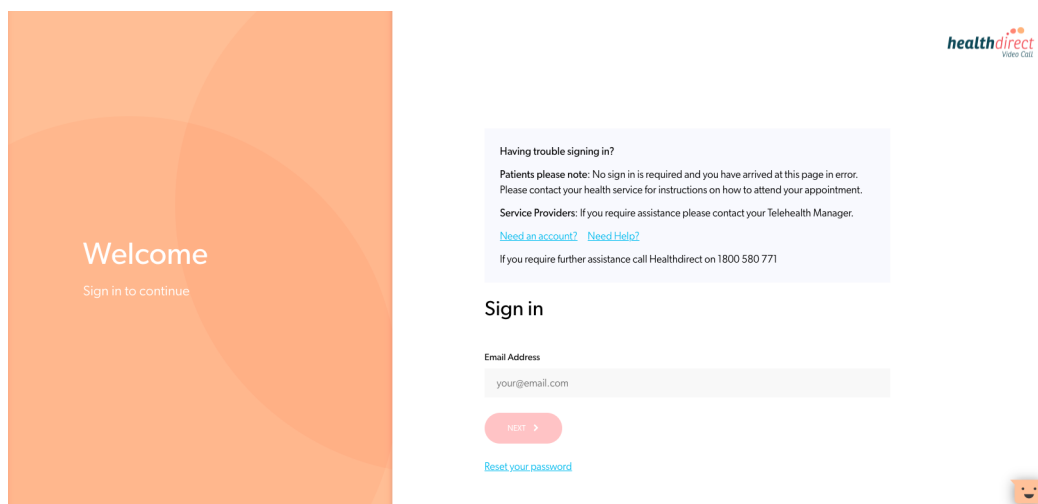
Accounts can be set up in various ways, for example using the RACF staff member's email account or via an email account created for each device (eg tablet) being used for Video Calls. If you have any questions about the best way to set up accounts for your clinic, please [contact us](#).

Once the user accounts are created, RACF staff can access Video Call and make health appointments for their residents with health service providers, including GPs and specialists, including the clinic link in the information they send. The health service provider uses the clinic link to come into the RACF clinic waiting area, where they can be joined by the RACF staff member assisting the resident to attend their appointment.

Once their account is set up, RACF staff can access their virtual clinic using these steps:

- Go to the Video Call sign in page: <https://vcc.healthdirect.org.au>
You can bookmark this page in your browser and/or create a shortcut on the desktop. Click [here](#) for more information.
- Type in the **email address** associated with the account
- Click **Next**, then type in the **password** for the account
- Click on **Login** to access the RACF Video Call clinic waiting area dashboard.

Click [here](#) for an infographic showing how to sign into Video Call (please note this graphic says Clinician Guide but is also applicable for RACF staff signing into Video Call).



Healthdirect Video Call sign in page for account holders

What if the health service has their own Video Call clinic?

If the health clinic (GP or specialist clinic, for example) your RACF resident has an appointment with has their own Video Call clinic, they may want to use this for the consultations. In this case they will send the appointment information to the RACF and include their own clinic link. In this workflow, RACF staff **do not need an account** and can assist the resident to click on the clinic link sent by the health service, enter their patient details and arrive in the clinic waiting area ready to be joined by their health service provider.

Please note: The workflow used in the RACF can be either of the two outlined above, with either the RACF or Health Service using their Video Call clinic for consultations, or it may be a combination of the two models. If both are set up with a clinic, a workflow decision can be made about which clinic will be used for the appointment.

Reset Your Password

If you have a healthdirect Video Call account and have forgotten the password:

- Click on **Reset your password** on our [Sign In](#) page
- Enter the **email address** for the existing account you would like to reset the password for. This can be your own account set up with your email address, or a generic email account set up for the device you are using for Video Call.
- Click on **Send reset instructions**
- Open the email you receive in the email account associated with the account and click on the **Reset your password** button.
- Use the new password to access your Video Call clinic waiting area. If other staff will be using the account (for example, if it is an account set up for a particular device), then please ensure they are aware of the new password.

[← BACK](#)

Would you like to reset your password?

Enter your email address, and we'll send you an email with instructions on how to reset your password.

Email address

jude.cobb@healthdirect.org.au

SEND RESET INSTRUCTIONS >