

Telehealth

Troubleshooting Guide



I can't dial into my session

Call your therapist on their mobile phone to let them know. Your therapist will help.



My session keeps dropping out

1. Check your internet connection.
2. End the call. Follow the telehealth instructions you received via email or text to link back in.
3. Copy the telehealth link and paste it into a different web browser (e.g. Google Chrome, Microsoft Edge, Safari, etc).



I can't hear my therapist's voice

1. Check your volume is turned on or increase the volume on your device.
2. Check the microphone icon at the top right of the Teams screen to ensure your audio is not set to mute (no red line through the microphone icon).



3. Unless you are using them, disconnect headphones from your device. Sound will travel to headphones if connected.



I have audio or video problems

1. Ensure your microphone and camera are turned on.
2. Check the video camera icon at the top right of the Teams screen to ensure the video camera is operating (no red line through the camera icon).



3. Ensure there is nothing covering the camera on your device.



For more information · **1300 13 16 19** · mail@nrah.com.au · nrah.com.au