myVirtualCare Portal

Recommended system requirements

Successfully connecting to myVirtualCare will depend on:

1. the speed of your internet connection

2. the device you are using

3. the web browser you are using.

Please refer to the device, operating system and browser compatibility information.

Recommended network requirements

An upload and download speed of at least 1Mbps is required. You can test your connection speed at www.speedtest.net speed before joining a consultation. To check what browser you are using go to www.whatismybrowser.com

As a guide, data usage for a 15 minute video call is approximately 80MB and for an audio-only call is approximately 10MB.

Recommended requirements for desktop and laptop computers

Your computer must have a minimum core i5 CPU and 4GB RAM.

Operating system compatibility

Apple devices

Devices running OS 11 or later

 Apple Safari version 11.1 and later

Windows devices

Devices running Windows 7 or Windows 10

Browser compatibility

 Google Chrome version 80+

 Mozilla Firefox version 60+

 Microsoft Edge version 80+

Recommended requirements for mobile devices

Not all mobile devices have the capability to run myVirtualCare. It is not possible to test every make and model to confirm compatibility. We strongly recommend testing your device before your appointment.

Operating system compatibility

Apple devices

iPhone 7 and later and iPads using iOS 11 or later and using Safari version 11.1 or later

 Apple Safari version 11.1 and later

Android and Windows devices

Android devices running Android 7.0 or later and using Google Chrome

Browser compatibility

 Google Chrome version 80+

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