

This resource provides links to official support pages, user guides, and troubleshooting resources for telehealth platforms commonly used in residential aged care.

Use it when setting up a new platform, training staff, or resolving technical issues. Links were current at time of publication – check directly with your vendor for the most up-to-date information.

Platform	Support & User Guides
HealthDirect Video Call	RACH Technology and Troubleshooting
Coviu	Coviu Help Centre
Visionflex – Vision Platform	Visionflex Support & User Guides
HealthTeams Connect	HealthTeams Connect Platform
Telstra Health – Virtual Health Platform	Telstra Health Virtual Care
Telstra Health – Smart Telehealth (<i>MedicalDirector integrated</i>)	Smart Telehealth
Cisco Webex	Webex Help Centre
TytoCare	TytoCare Support
Zoom for Healthcare	Zoom Healthcare Support
FaceTime	Apple FaceTime Support
Skype	Skype Support
Victorian Department of Health – Virtual Care	health.vic.gov.au/patient-care/telehealth
TytoCare	TytoCare Support