

Toilet Time video consultations via CoviU

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CoviU (known as Collaborative Viewing) provides a browser based video consultation that was designed in Australia, specifically for the Tele-Health field.

CoviU uses end-to-end encryption to meet the national requirements for privacy and security. This means that only the accepted call participants can access data shared within a call. In addition, no audio, video or shared documents exchanged during the call is ever stored by CoviU.

To join a Toilet Time call:

- There is no need to sign up with CoviU or download an App.
- You will simply be emailed a confirmation for the agreed consultation date and time, and an invitation with a link to the session. The email will have a button that says click here to '**join the call**'.
- Once you click on the 'join the call', at the appointed time, you will be asked to fill in your first and last name and take a snapshot photo for identification purposes.
- You will also be prompted by the browser to 'enable camera and microphone'. Please click **YES** to enable.

Things to check if the link to 'join the call' does not work:

1. Internet Connectivity	CoviU needs the Internet with a minimum of 350 Kbps for both upload and download.
2. Device or Computer	CoviU has been built to run on all modern devices, including computers, tablets and smart phones, which generally have an in-built camera, speaker and microphone. If you have an older computer, perhaps dated before 2010, you may need to investigate options to install a camera, speaker and microphone.
3. Browser	Try your usual Internet browser first. If this connection does not work then try Google Chrome as the preferred browser for CoviU.
4. IOS device: iPad or iPhone	Make sure your device is updated and running on Safari 12+.