



The Virtual Care Accelerator is a collaboration between local health districts, speciality health networks, the ACI and eHealth NSW.

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CCON User Guide

Accessing the Critical Care Overbed Network





A collaboration between local health districts,
speciality health networks, the ACI and eHealth NSW.

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1. Prerequisites

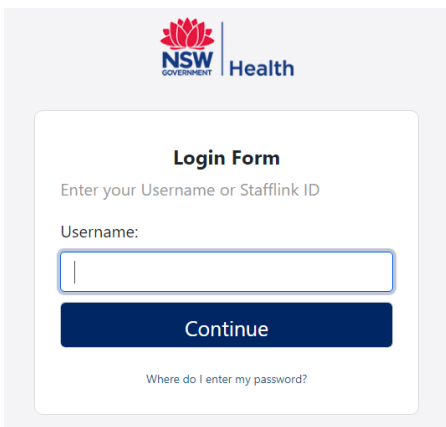
- Request access to the CCON web portal. Access must first be approved and granted.
- Computer or Laptop connected to either the NSW Health Network or the Internet
- Google Chrome or Edge Chromium Web Browser

2. Logging into the CCON Portal

- Open your Google Chrome or Edge Chromium Web Browser
- Copy and paste the following URL into the browser: <https://ccon.health.nsw.gov.au/>

After loading the website, you will first be presented with the Login Form

Enter your **Stafflink ID** and click **Continue**



The screenshot shows the login interface for the CCON portal. At the top left is the NSW Government Health logo. The main heading is "Login Form". Below it, the instruction "Enter your Username or Stafflink ID" is displayed. A label "Username:" is positioned above a text input field. A dark blue button labeled "Continue" is located below the input field. At the bottom of the form, there is a link that says "Where do I enter my password?".

After clicking Continue you will need to **enter your Stafflink Password** into the Secure TextPad

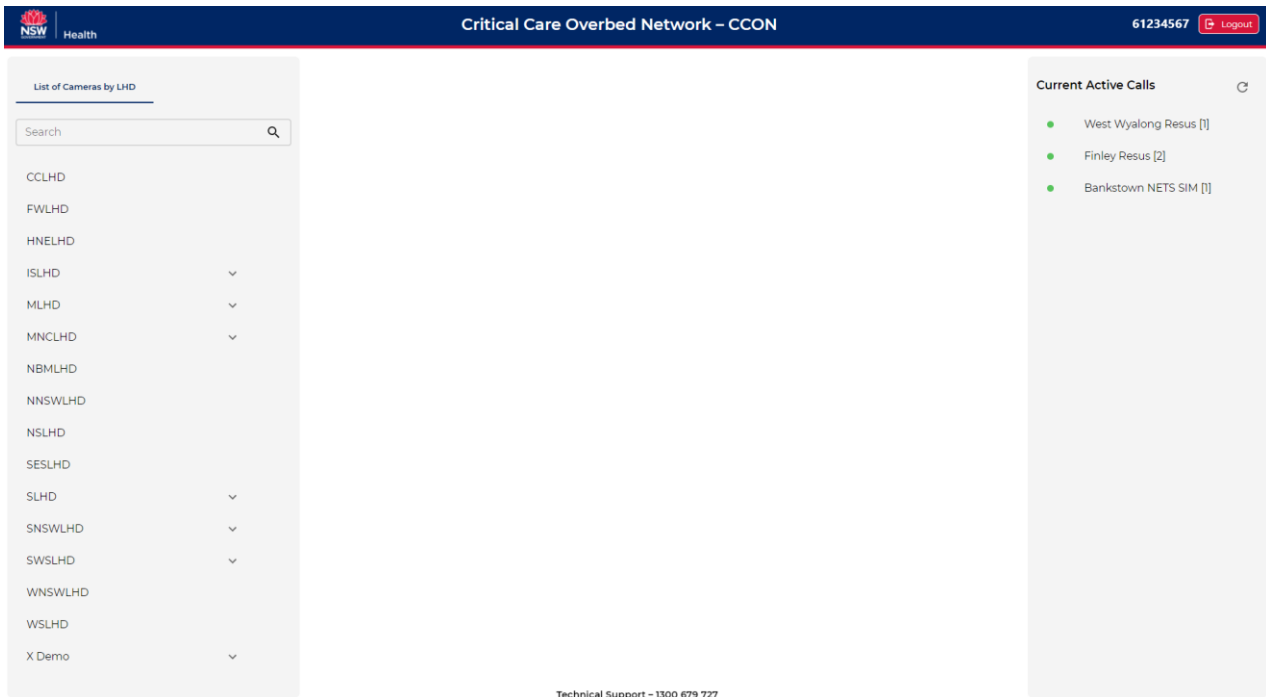
You may receive a request to enter an identity code – select email or text as your preferred option

After logging in successfully you will see the Critical Care Overbed Network – CCON Home Page

3. CCON Home Page

The Current User logged in will be displayed next to the Logout button

Current Active Calls shows the cameras currently being accessed by other users. You can also access the camera by clicking on the camera from the Current Active Calls list, if required.



4. Searching for a Camera

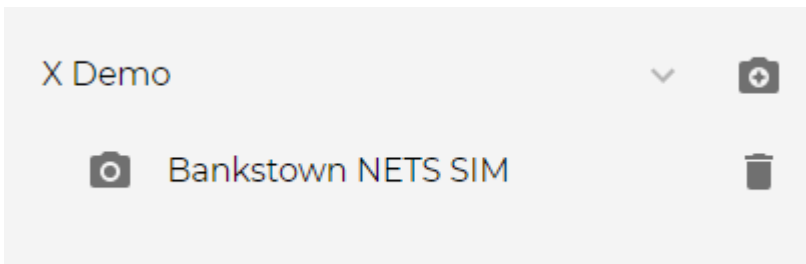
A list of Local Health Districts (LHDs) appear as folders under the search bar on the left-hand side

If you click the down arrow next to an LHD it will show you a list of cameras within that LHD

Click the down arrow next to an LHD (**X Demo** for example) to reveal the list of cameras



Click the up arrow to hide the list of cameras



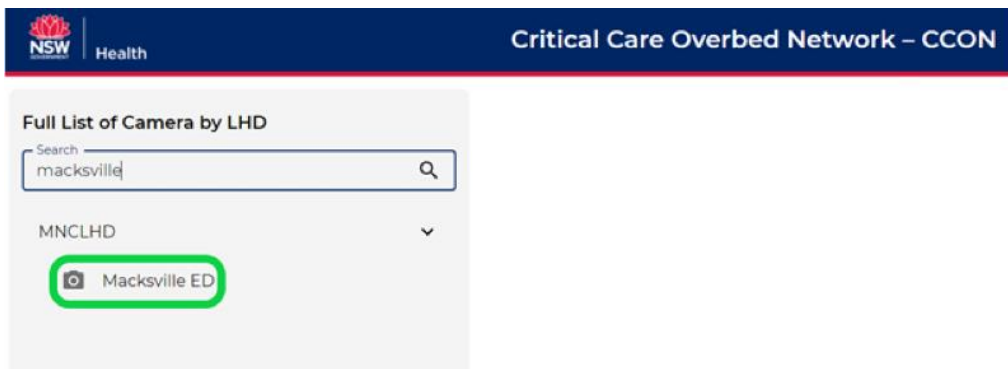
You can also search for any camera without knowing the LHD and the hospital it belongs to from the **List of Cameras by LHD**



Include the name of the Site/Location by Hospital Name, Town or Suburb and drill down to Department and section

Search example: Looking for Macksville ED, Search “Macksville” and locate the correct camera “Macksville ED”

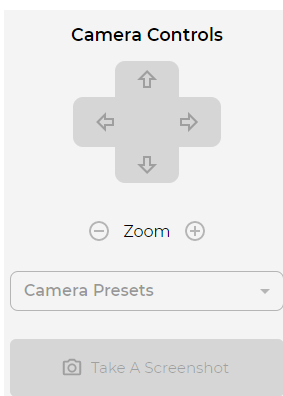
We can see from the search that one camera was located called “Macksville ED” which sits in the MNCLHD folder



Click on the Camera name to load the live camera image for the Macksville ED Camera

5. Accessing Cameras

After selecting the camera, the live image for the camera will appear on screen. If the camera is in standby mode it will be set to privacy position and the camera controls on the right-hand side will be greyed out and inaccessible until the wall switch has been activated by local hospital staff (See the Wall Switch and On-Air Light section)



6. Wall Switch and On-Air Light

The wall switch button must be pressed by local staff at the hospital for the camera controls to be accessible in the CCON portal. When the wall switch button has been pressed, the red light turns on to indicate the camera is in use and the Camera Controls become available in the CCON portal for the remote clinician. The wall switch button will need to be pressed again once the consultation has ended to place the camera back to Standby mode and to disable remote camera controls in the CCON portal. This is required to ensure privacy and to provide camera access control to the hospital.

There is a separate on-air light on the ceiling near the camera that will also turn on when the wall switch is pressed and will be red when the camera is in use and turned off when the camera is returned to standby mode.



Wall Switch – Red = Camera in Use



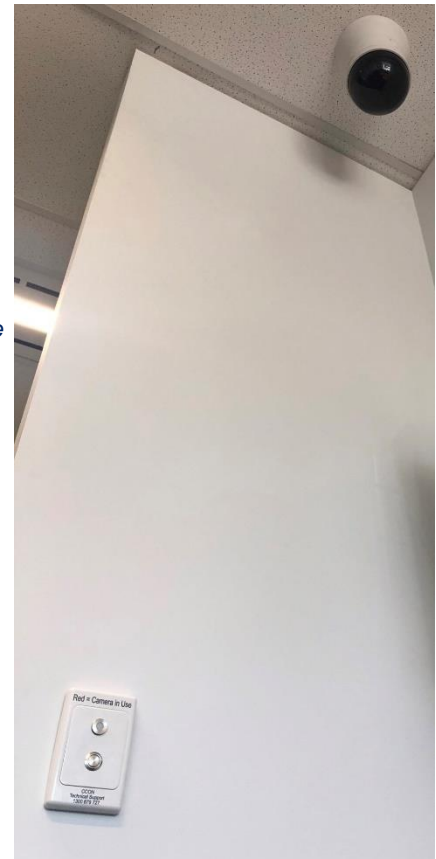
On-Air Light – Red = Camera in Use



On-Air Light – Camera in Standby



Wall Switch - Camera in Standby



Wall Switch in relation to Camera (Sample Only)

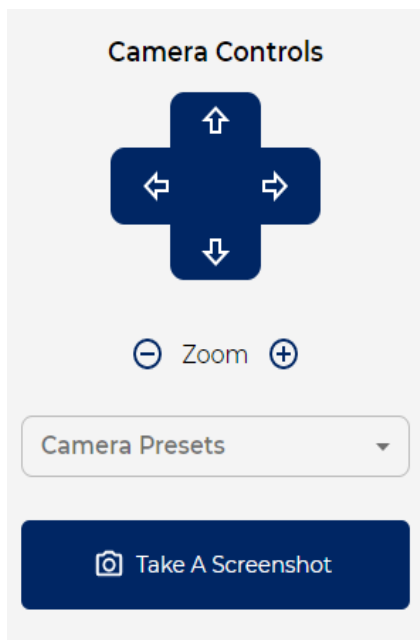
7. Live Camera Image

A list of users currently accessing the camera will appear on the top left-hand side under **Participants**



Drag to Zoom – Drag to zoom by dragging your mouse over the live image. You can repeat this action.

8. Camera Controls



Up, Down, Left, Right arrows are the Pan Tilt controls

Zoom – to Zoom Out
Zoom + to Zoom In

Camera Presets – Click the drop down to select a camera preset. There are multiple presets that point the camera to different positions in the room.

Take A Screenshot - Click this button to take a screenshot of the live image. The image will download to your local Downloads Folder and include the camera name, date and time in the image and file name.

9. Returning to Home Page

 < Camera Home

Click on Camera Home to return to the home page.

10. Technical Support

For technical support please call eHealth Conferencing Services on 1300 679 727 or email videoconf@health.nsw.gov.au

Our standard operating hours are **7:00AM-5:30PM Monday to Friday**

We also have an on-call person available 24/7 for urgent clinical issues. If calling after hours, your call will route to the SWSD. Provide all the information about your issue to the SWSD including your name, contact number, site/location, department, description of the issue, when the issue started and if you need to escalate to our on-call person.

Escalating to the on-call person is reserved for urgent clinical patient impacting issues only.

If your issue can wait until the next business day, we will respond during our standard operating hours. If your issue cannot wait until the next business day please escalate your issue to the on-call person.