

# AngelEye Cameras

## *Information for parents*

The Townsville University Hospital Neonatal Unit team is happy to offer the AngelEye camera system. AngelEye lets you view your baby while you are away from hospital and interact with your care team.

These cameras allow you to see live video of your baby, plus receive photo and message updates. You will need an internet-enabled device to use the system.

We hope that AngelEye cameras will help you feel more connected to your baby. Many parents worry when they are away from their baby, these cameras allow families to see baby when they are unable to visit. It is still important to visit your baby as much as you can to learn how to care for them.

We encourage you to call the Neonatal Unit on **(07) 4433 3165** for updates on your baby's care.

Phonecalls about AngelEye cameras should **ONLY** be made if it is an emergency or the camera has been off for over an hour. Please ask family and friends to speak with you if they have questions about the camera system or your baby.

We value safe and uninterrupted care for your baby. Multiple phonecalls about

the cameras will result in limited or removal of access so staff can focus on caring for your baby.



## How to get started

1. Complete and return the AngelEye Consent Form. Ask your care team for the form if you do not have one. Please make sure your name and email address are easy to read.
2. Check your email inbox for a message from AngelEye prompting you to create a password for your primary parent account. Your invitation email will be from support@angeleyecameras.com with the subject line containing the phrase, AngelEye Camera Account.
3. You must login through the web browser at angeleyecameras.com to set up your account. From your email, click the button labelled 'Open AngelEye and Set Password', accept user agreement, create/confirm password then click Submit.
4. Once you have your user ID and password you can login and view your baby. You can also add other family members to give them access to viewing live video.
5. View one-way patient update messages from the care team through the AngelEye website.

## Frequently Asked Questions

### How do I view my baby?

The camera is for you to see your baby only. Camera visibility may vary based on lighting.

The camera will be turned off for care times, procedures or when baby is out of the cot. During this time a privacy image will appear. Please remain calm and refresh your screen often. If your video remains off for over an hour, you can contact the Neonatal Unit and ask for assistance.

### How does the live-feed work?

This is the ability to receive live video of your baby over the internet from any computer or phone when the camera is turned on.

Please note that the live-feed screen may lag, jump, or pixelate depending on your internet speed. If the view of your baby looks frozen, please refresh your screen, and check your internet connection speed. Slower internet connections may not allow the video to work.

If the video still won't load and you continue to see it trying to connect, try clicking the camera link again.

### Can I communicate with my baby's care team?

The camera system only allows one-way messages from staff to families. The provider chat feature is located below the video feed on the camera viewing page. Only parents can receive messages from staff.

### How do I update my account information?

To change your name or email address, click the gear symbol at the top of your screen. Next, click on Edit user information and make changes.

### How do I change my password?

Click on the gear symbol at the top right of your screen. In the drop-down menu, click Edit password.

### How do I reset my password?

Click on the 'forgot password' link under the 'sign into my account' button in the AngelEye app. You will receive an email with a new password.

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For further information, FAQs and support visit: [www.angeleyehealth.com/support/](http://www.angeleyehealth.com/support/)

### AngelEye Tech Support contact details:

1800 096 731      australianasupport@angeleyehealth.com

AngelEye offers support 24 hours a day, 7 days a week, 365 days a year.