

# AngelEye Cameras

AngelEye cameras livestream video of your baby is viewed via any internet-enabled device. The AngelEye app also allows you to receive photos, videos and messages of your baby. These can be sent by the nursing staff directly to your device if you wish.

We hope these cameras help families feel more connected to their baby. Many parents worry while they are away from their baby. The 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.

Please understand that our priority is to always provide safe and quality care to your baby. Cameras are turned off for care times, procedures and any other times that staff might need to. A privacy image will appear when this happens. We thank you for your patience during these times and we will restart the video as soon as possible.

We ask you to phone 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 more than one hour. Please ask family and friends to speak to you if they have questions about the camera system or your baby.

If your baby needs to move bedspaces, staff will try to call you before we move your baby. Staff will use the AngelEye app to send a message telling you about the move.



## Frequently asked questions

### How do I sign up to use AngelEye?

Please talk to the nurse caring for your baby about how to give consent and sign up to the program. Staff will need to add you as a user to the website before you can view your baby.

### Why is the birth parent the Primary Account Holder?

While your baby is in hospital, they will be linked to the birth parent for medical records and safety reasons. This allows easy identification of which baby belongs to which family. The non-birth parent is as a Secondary Account Holder and has the same access as the Primary Account Holder.

### How do I view my baby?

The camera allows you to see your baby only. Staff will try to make sure it is bright enough so you can see your baby clearly.

### How does the live-feed work?

You can watch 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 and speed. Slower internet connections may not allow the video to work. If the video won't load and you still 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 messaging from staff to families. If you need to speak with the staff caring for your baby, please phone the Neonatal Unit.

### How do I update my account information?

To change your name or email address, click the gear symbol at the top of your screen. Then click on 'Edit user information' and change what you need.

### 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.

### How do I add additional family members?

To add a family member, go to the 'My Family Members' tab and click the 'Add New Family Member' button. Family members can only view the baby via livestream and cannot receive photos or message.

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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  
[australiasupport@angeleyehealth.com](mailto:australiasupport@angeleyehealth.com)

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



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