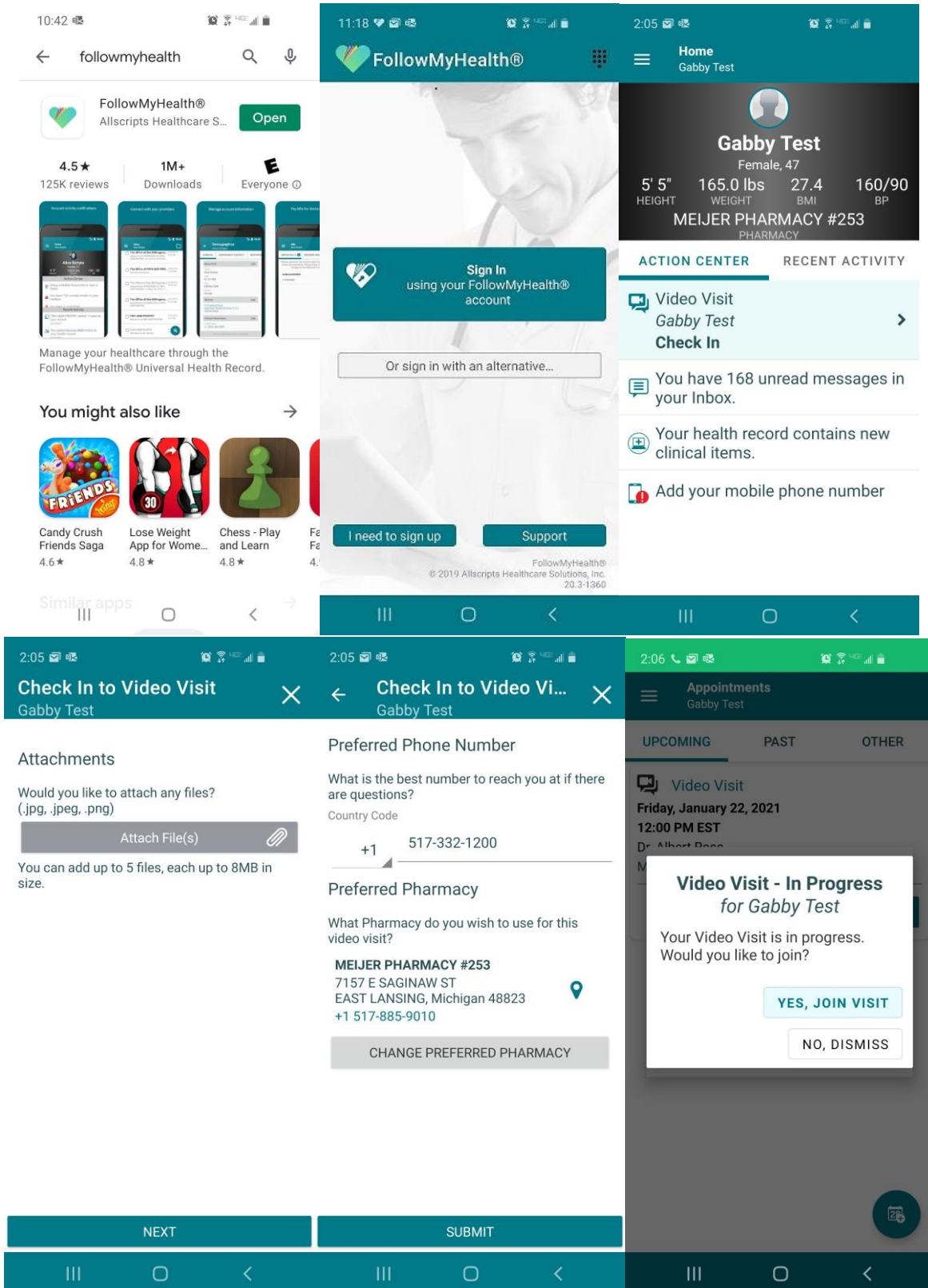


## Tips and tricks for Video Visits on a Tablet or Smart Phone

1. On a smart phone or tablet you must download and sign into the App from your app store. Once in the app the permissions for video and microphone button shows up backed by red. This should be done before joining the visit.



When all else fails leave the visit log out of the app, log back in and rejoin (sometimes this jumpstarts the idle camera and microphone).