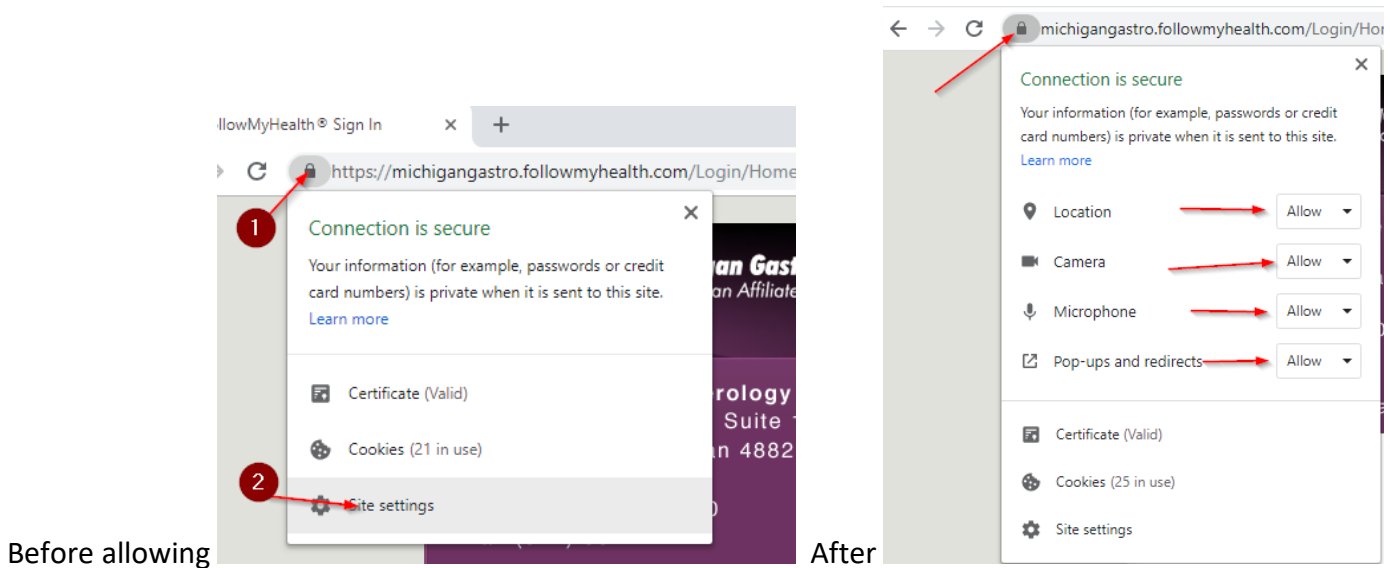
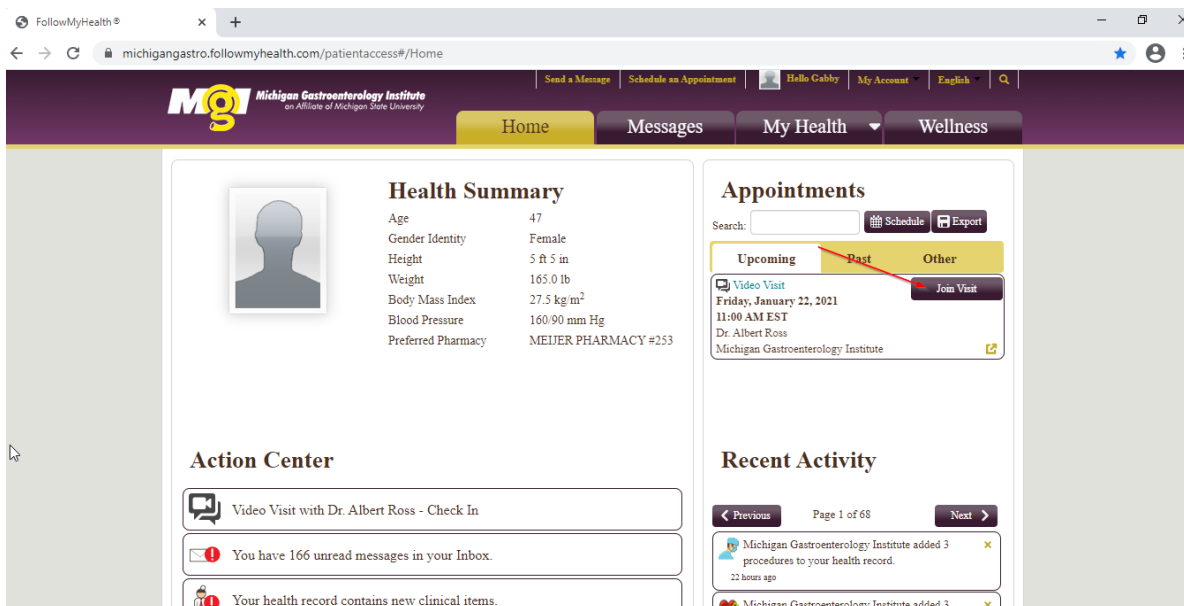


Tips and tricks for Video Visits on the Computer or Laptop

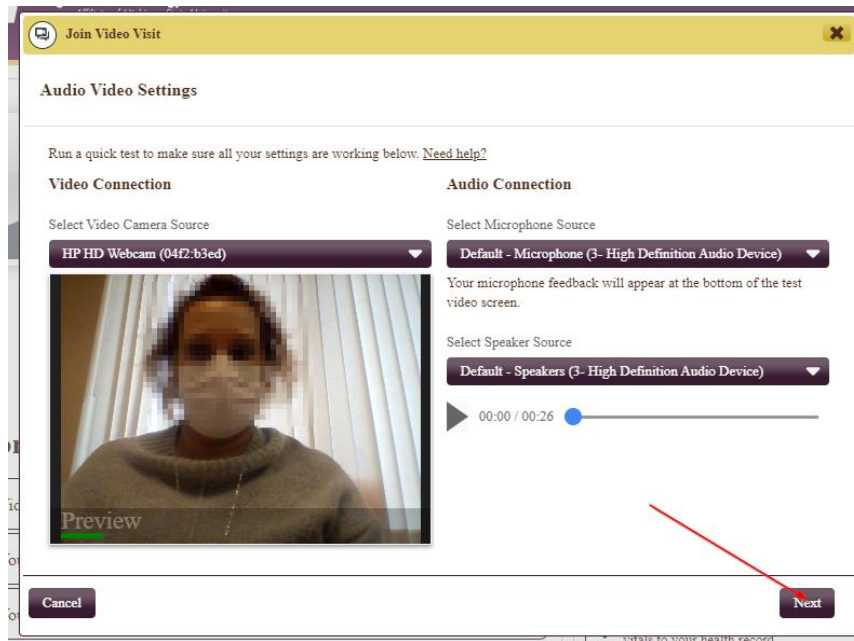
1. Google Chrome internet browser is preferred even on Mac and definitely best on laptops and desktop (video visits are not compatible with Edge or Safari)
 - a. Reason- Chrome pops up the allow location, video and microphone button the first time you join a visit ensuring default camera and microphone setting are turned on and working.
 - b. If there is a problem, check the camera, microphone and pop up settings by clicking on the lock icon to the left of the web address and go to the settings to make sure they are set to "Allow".



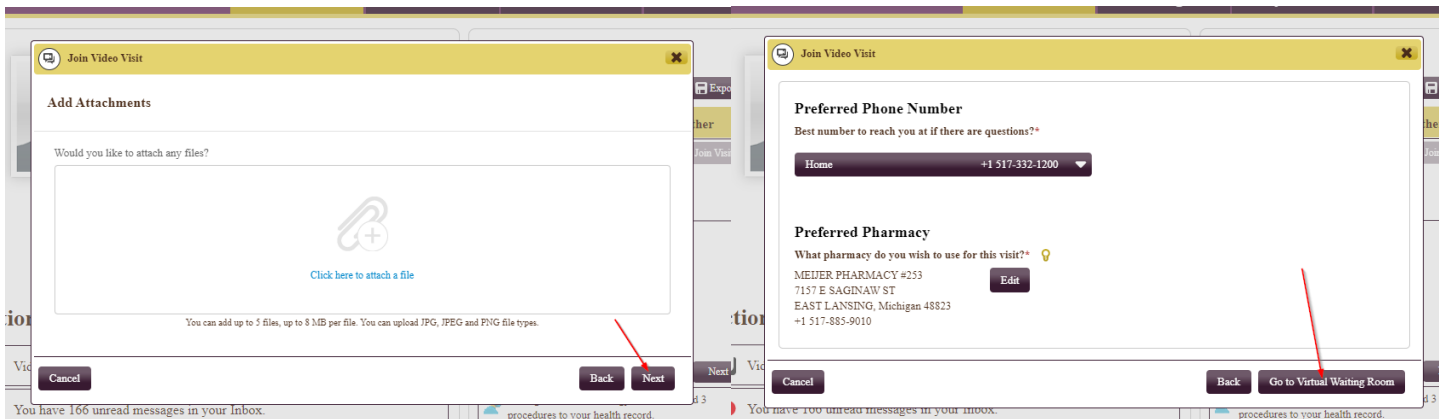
2. When checking in on a laptop or desktop you must allow video and microphone settings, and location in order for the go to virtual waiting room button to light up. Also there has to be a pharmacy and phone number listed in the check in step that asks for it or the go to the virtual waiting room button will not light up for the patient as well.



Click Join visit

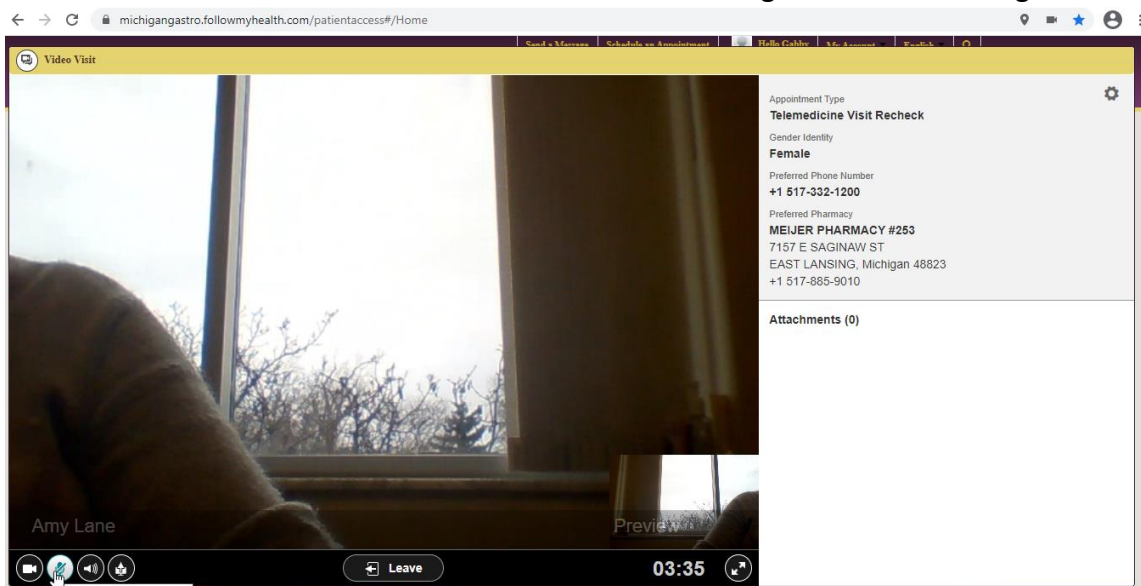


Check camera and sound Click next



Add attachments if desired

Ensure phone and pharmacy are listed then Click go to Virtual Waiting Room



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