iPads & iPhones

System requirements:

iPads

iPhone

iPhone 6 or newer

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- iPad Air 2
- iPad mini 4
- Or newer than above

Connecting to visit using iPad or iPhone:

- The patient will receive a text or e-mail from the provider
- The patient just has to click a link in a text or email sent by the provider.

Yesterday 9:59 AM

you to a virtual care session. Please click to join <u>https://</u> <u>1click.blue/stream/ 16f5ea71</u> video visit

• Patient will check box to accept the Consent Form and select AGREE.



• Patient needs to ALLOW access to camera and microphone.



NOTE: If the patient does not get the pop up box to 'Allow" the camera and microphone, the patient may have this setting for Safari set to 'Deny'. The patient will need to make this change on their device.

- Go to Settings app on your iPhone or iPad.
- Tap on Safari.
- Find the Settings for Websites section.



- Tap Camera and choose 'Ask'
- Click on the back arrow in the upper left corner.

7:29		all 🕈 🗩
🗸 Safari	Camera	Edit
CAMERA ACCES	S ON ALL WEBSITES	
Ask		~
Deny		
Allow		

- Tap Microphone and choose 'Ask'
- Have the patient click on the link you sent to start your session or initiate a new session by sending a new invitation

Android Tablets and Phones

System requirements:

Android 5.0 or later with sufficient processing power to transcode video

Connecting to visit using Android Tablets and Phones:

Connecting to visit using Android or Google Chrome on their computer:

- For Androids:
 - The patient will receive a text or e-mail from the provider
- For Google Chrome on their computer:
 - The patient will receive an e-mail from the provider
- The patient just has to click a link in a text or e-mail sent by the provider.

Yesterday 9:59 AM

has invited you to a virtual care session. Please click to join <u>https://</u> <u>1click.blue/stream/_16f5ea71</u>

video visit

- Patient will check box to accept the Consent Form and select AGREE.
- Patient needs to ALLOW access to camera and microphone.





NOTE: If the patient does not get the pop up box to 'Allow' the camera and microphone, the patient may have this setting for Google set to 'Blocked'. The patient will need to make this change on their device.

- Open 🚫 Google Chrome.
- At the top right, click on i and choose Settings.
- Under the 'Privacy and Security' section, click on Site Settings.

Privacy and security

Clear browsing data Clear history, cookies, cache, and more	•
Site Settings Control what information websites can use and what content they can show you	Þ
More	~

- Click on Camera and unblock the camera by clicking on the toggle button.
- Once the Camera is unblocked, click the back arrow next to the word Camera.

← Camera	Q Search
Blocked	

- Click on Microphone and unblock microphone by clicking on the toggle button.
- Have the patient click on the link you sent to start your session or initiate a new session by sending a new invitation

Block