

iPads & iPhones

System requirements:

iPads

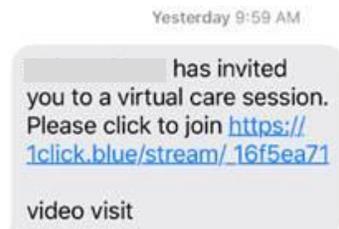
- iPad Air 2
- iPad mini 4
- Or newer than above

iPhone

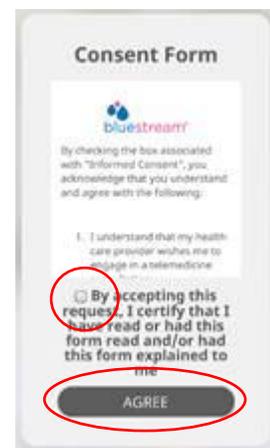
- iPhone 6 or newer

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.



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

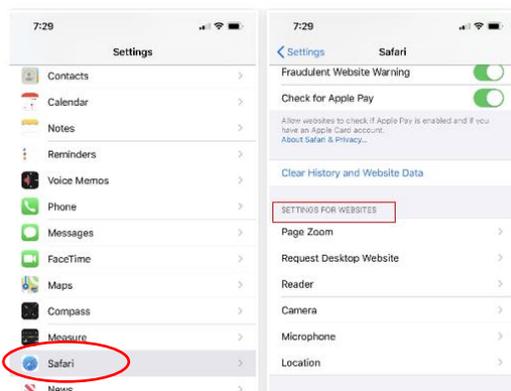


- Patient needs to ALLOW access to camera and microphone.

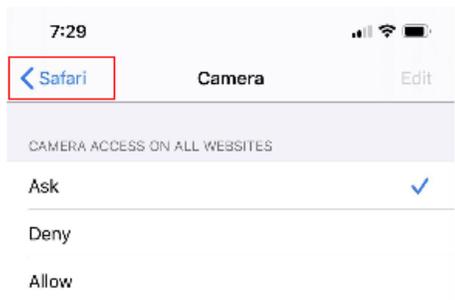


NOTE: If the patient does not get the pop up box to 'Allow' the camera and microphone, the patient may have this setting for Safari set to 'Deny'. The patient will need to make this change on their device.

- 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.



- 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

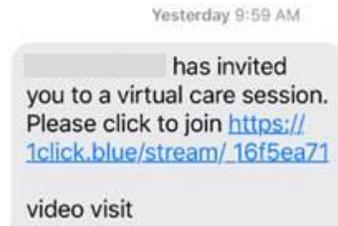
System requirements:

Android 5.0 or later with sufficient processing power to transcode video

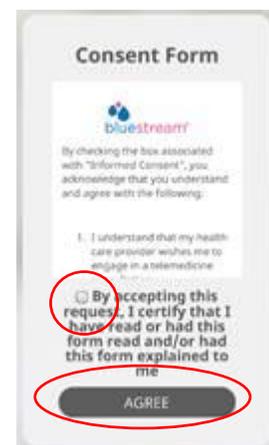
Connecting to visit using Android Tablets and Phones:

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.

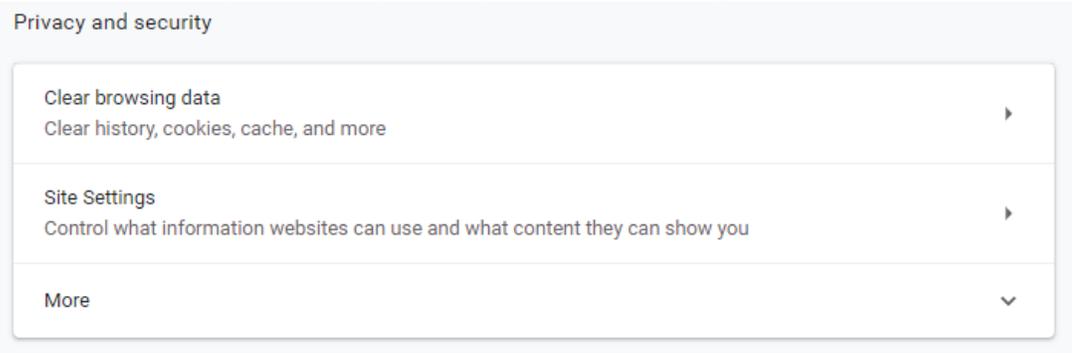


- Patient will check box to accept the Consent Form and select AGREE.
- Patient needs to ALLOW access to camera and microphone.



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  and choose Settings.
- Under the 'Privacy and Security' section, click on Site Settings.



- 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.



- 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