Telehealth Visit Troubleshooting Tips

I can't join the visit. What do I do?

- Switch to a supported web browser
  - *For Windows:* Chrome (preferred) Firefox, Edge
  - *For Mac:* Safari
- Go to a location with a strong and stable internet connection
- Close all software and applications that use your device's microphone and camera
- Disconnect from all VPNs
- Clear your browser cache and browsing history
- Restart your device
- Update your browser

My video is blocked on my mobile device, what can I do?

Android users
- Navigate to *browser settings* on your Android device
- Select *site settings*
- Select *camera*
- Select the visit URL
- Select *allow*
- Repeat these steps for the microphone

Apple (iOS) users
- Navigate to the *general settings* and select Safari
- Select *camera*
- Select *allow*
- Repeat these steps for the microphone

My video is black, what can I do?

- You may have opened a different application. Return to the visit window.

My video is frozen, what can I do?

- A stronger connection may be needed. Connect to Wi-Fi, move closer to your router and limit household streaming.

I was dropped from the visit when I received a text message or phone call, what can I do?

1. Set your phone to *Do Not Disturb*
2. Return to the patient portal
3. Click the *camera icon* next to the appointment to enter. If you entered via text, click on the link again.

Need more help? Call 888-637-7605 or email *telehealthsupport@childrensnational.org*. You can expect an email response in 72 business hours.