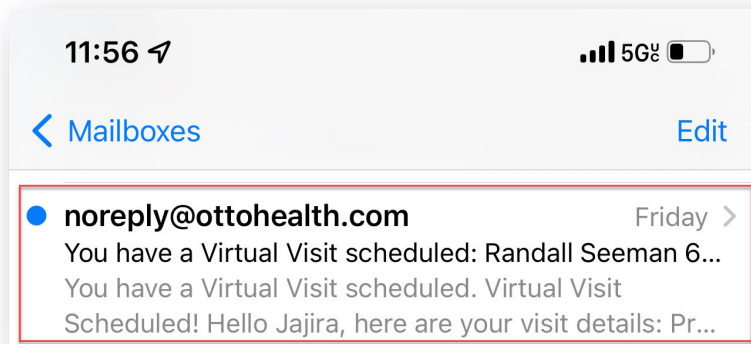


NextGen Virtual Visits - Device and Connection Troubleshooting-Browser

Missing Virtual Link -

1. Email/SMS

- a. Check your **Spam (junk)** folder for an email from **noreply@ottohealth.com**.



Camera and Microphone Access: Browser -

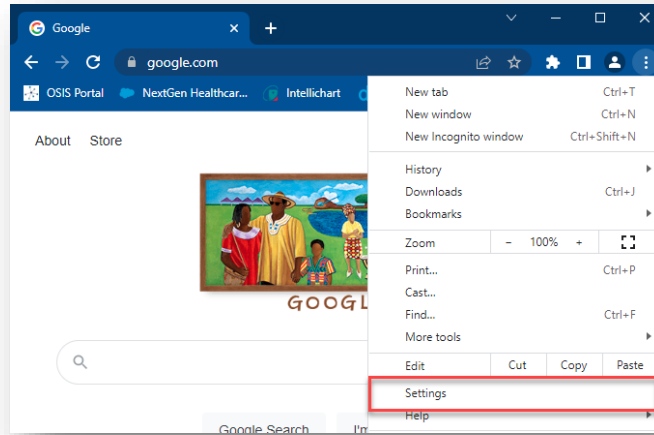
1. **Chrome Users** - Allow Chrome access to your camera & microphone:

- a. Click on the ellipses (3 dots) located to the right of the URL address bar.

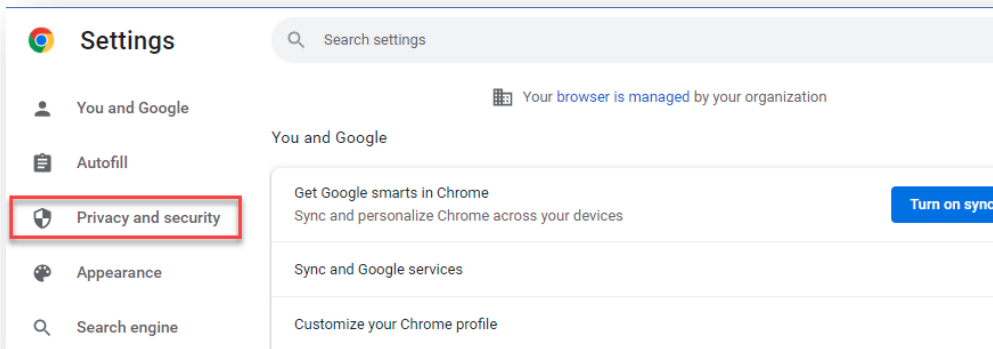


NextGen Virtual Visits - Device and Connection Troubleshooting-Browser

b. From the drop-down menu-select **Settings**.

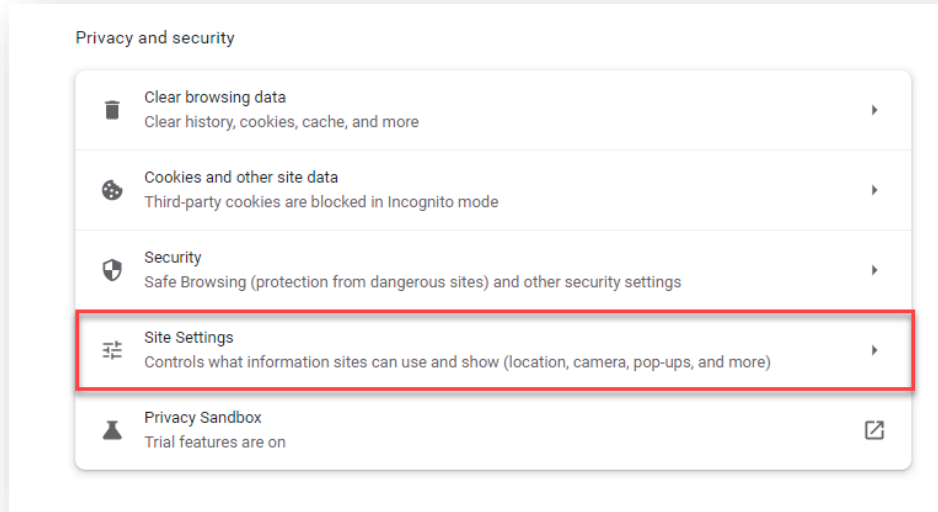


c. Select **Privacy and security** from the left-side.

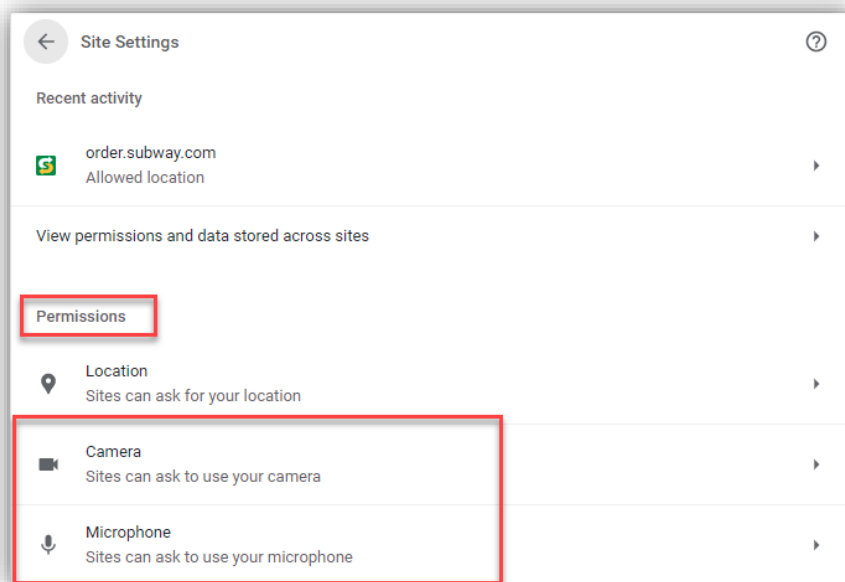


NextGen Virtual Visits - Device and Connection Troubleshooting-Browser

- d. From the **Privacy and security** section, click on **Site Settings**.

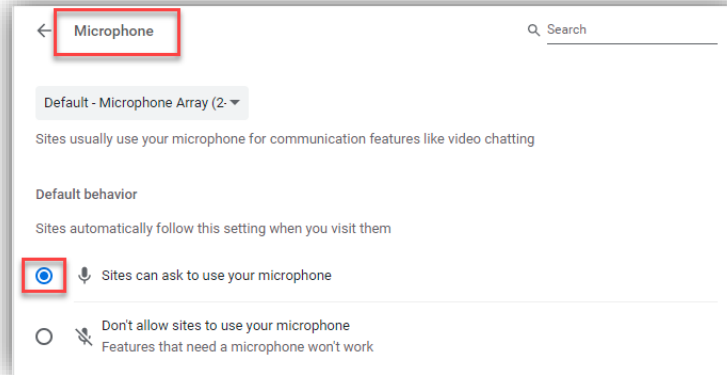


- e. Within the **Permissions** section, have the patient click on **Camera** and/or **Microphone**.

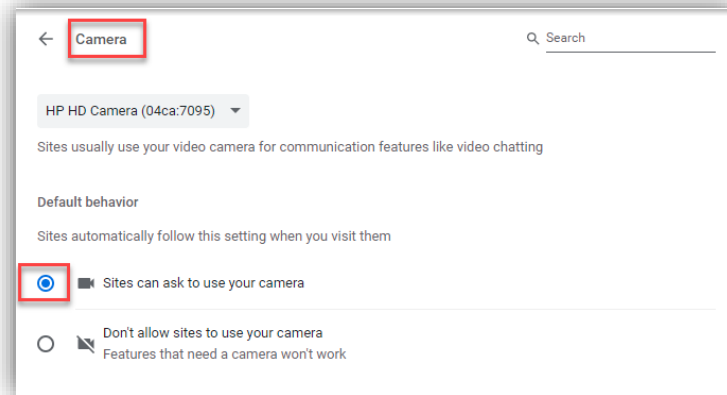


NextGen Virtual Visits - Device and Connection Troubleshooting-Browser

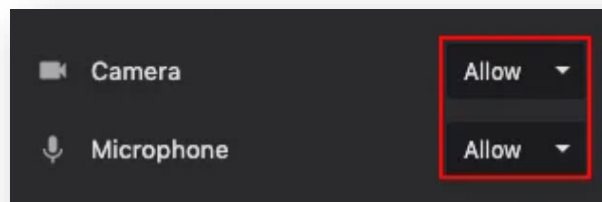
- i. **Camera** - ensure the radio button **Sites can ask to use your camera** is selected.



- ii. **Microphone** - the radio button **Sites can ask to use your camera** is selected.

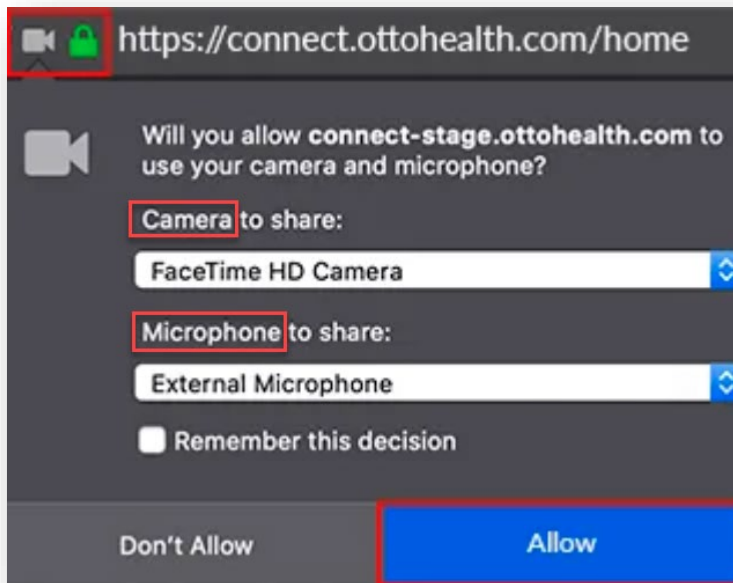


- f. Note, some versions of **Chrome** will have a drop down instead. Select **Allow** for both camera and microphone.

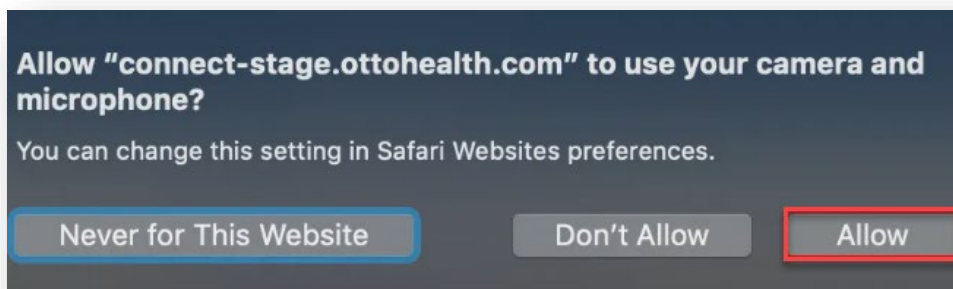


NextGen Virtual Visits - Device and Connection Troubleshooting-Browser

2. **Firefox Users** - Allow Firefox access to your camera and microphone:
 - a. Click the **Camera** icon or **Lock** icon located to the left of the URL address bar.
 - b. Click **Allow**.
 - c. Refresh your page.



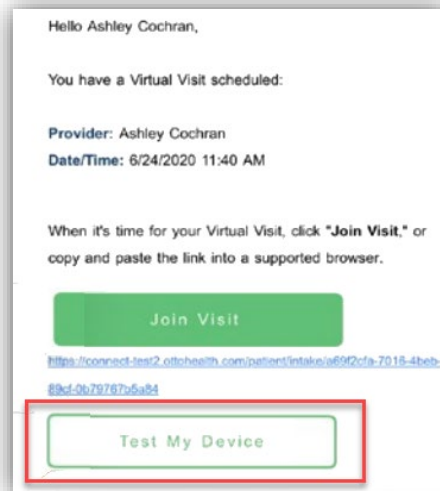
3. **Safari Users** - Allow Safari access to your camera & microphone:
 - a. A pop up will appear on the screen asking for permission to use the camera and microphone.
 - b. Click **Allow**.



NextGen Virtual Visits - Device and Connection Troubleshooting-Browser

Connectivity/Network Troubleshooting -

1. **Have you checked your phone, computer, or tablet for virtual visit compatibility?**
 - a. Test your device for compatibility.
 - b. Click the secure link in the email/text.
 - c. Click the **Test My Device** feature prior to joining the visit to make sure they are on a supported device.



2. **Are you in a public place? Using public/shared Wi-Fi?**
 - a. Public Wi-Fi connections are not recommended. If facing disruptions with your video connection, it is often due to a lack of available bandwidth to support a strong connection.
3. **Are you in a remote location using cellular service?**
 - a. Spotty cellular service can cause disruptions during a Virtual Visit.
4. **Are there other users on the same internet connection using bandwidth?**
 - a. Multiple users on one internet connection, using streaming services, or playing games can slow down internet speed and cause disruptions during the virtual visit.