

### **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.





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



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

0	Settings	Q Search settings	
•	You and Google	Your browser is managed by your organization	
Ê	Autofill	You and Google	
0	Privacy and security	Get Google smarts in Chrome Sync and personalize Chrome across your devices	Turn on sync
۲	Appearance	Sync and Google services	
Q	Search engine	Customize your Chrome profile	



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

Î	Clear browsing data Clear history, cookies, cache, and more	•
٩	Cookies and other site data Third-party cookies are blocked in Incognito mode	•
0	Security Safe Browsing (protection from dangerous sites) and other security settings	•
	Site Settings Controls what information sites can use and show (location, camera, pop-ups, and more)	•
X	Privacy Sandbox Trial features are on	Z

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





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.





- 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.

<b>R</b>	https://connect.ot	tohealth.com/home
	Will you allow conne use your camera and	ct-stage.ottohealth.com to microphone?
	Camera to share:	
	FaceTime HD Camer	a 📀
	Microphone to share:	
	External Microphone	e 🖸
	🔲 Remember this de	cision
Don't Allow		Allow

- 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**.





#### 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.

e a Virtual Visit scheduled:	
r: Ashley Cochran	
me: 6/24/2020 11:40 AM	
's time for your Virtual Visit, clic d paste the link into a supporte	k "Join Visit," d browser.
's time for your Virtual Visit, clic d paste the link into a supporte Join Visit	k "Join Visit," d browser.
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's time for your Virtual Visit, clic id paste the link into a supporte Join Visit med-lest2.ottobecth.com/patient/into 2767/25a84	k "Join Visit," d browser.
e	shley Cochran, ve a Virtual Visit scheduled: er: Ashley Cochran ime: 6/24/2020 11:40 AM

### 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.