NextGen Virtual Visits - Device and Connection Troubleshooting - Devices

Before assisting with device help, ensure the patient has the following:

1. Verify the patient is using one of the following components:
   a. Google Chrome
   b. Private Wi-Fi (Public Wi-Fi connections are not recommended)
   c. 4G Network
2. Verify the patient is using one of the following compatible devices:
   a. Android
      i. Version 8 or later
   b. iPhone 6 or later
      i. Version 11 or later
3. Verify the patient's device has the applicable capabilities:
   a. Front-Facing Camera
   b. Browser access to Camera and Microphone
   c. Earphones/Headset has a microphone

|		
COMPUTER/LAPTOP	• Update your browser to the **most recent version**. • *Please note: Internet Explorer is NOT supported.*	CHROME FIREFOX SAFARI
ANDROID	• Update your device to the most recent operation system **(version 8 or later)**.	CHROME
iPHONE/iPAD	• Use an **iPhone 6s, or later**. • Update your device to the most recent operating system **(version 11 or later)**.	SAFARI

![Peak Vista Community Health Centers logo]

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Android Devices -

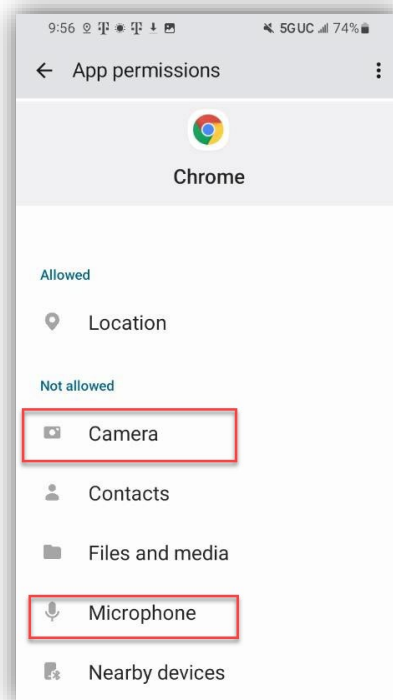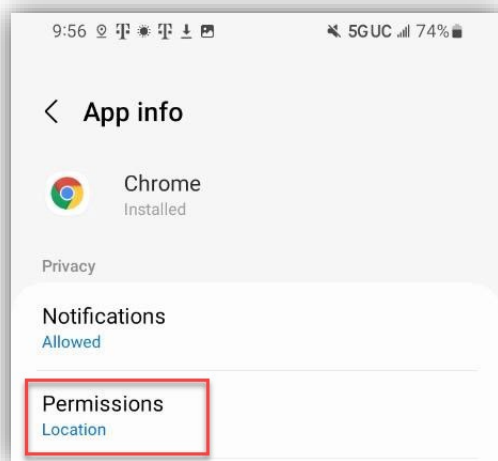1. Open the **Android Settings** and click on the **Apps** tab.
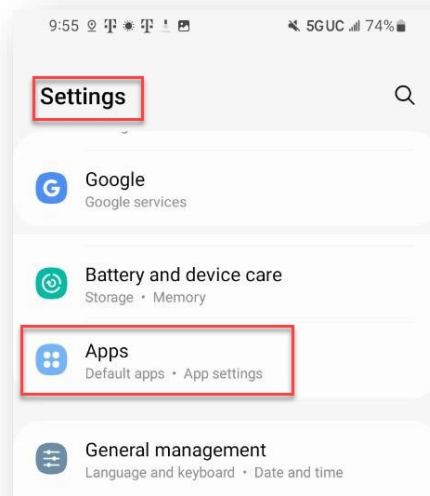
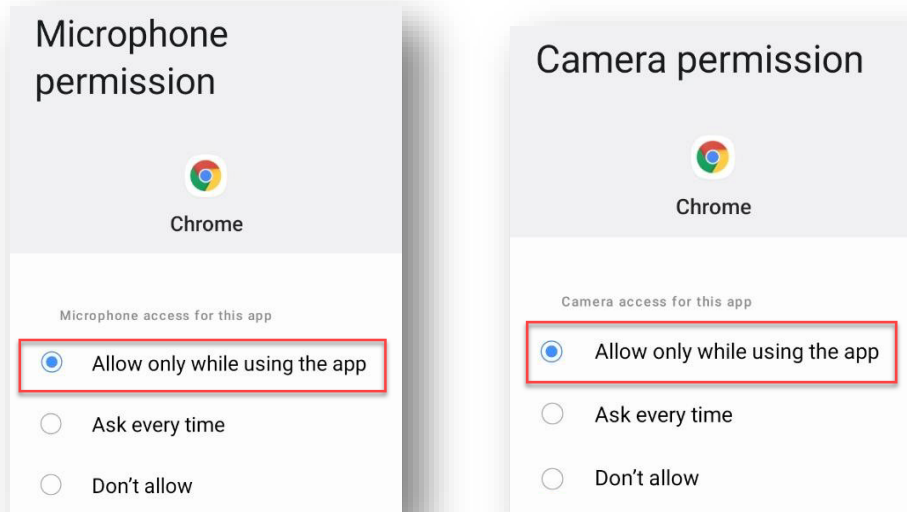2. Scroll down and select the **Chrome** app.
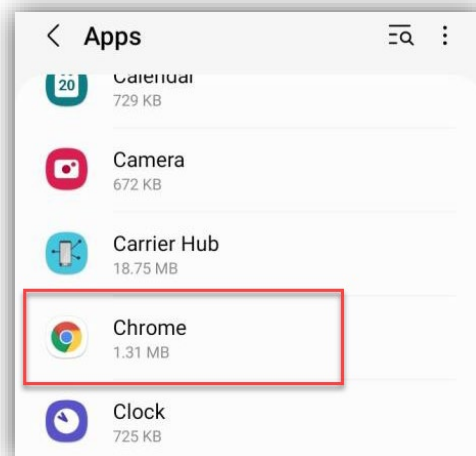
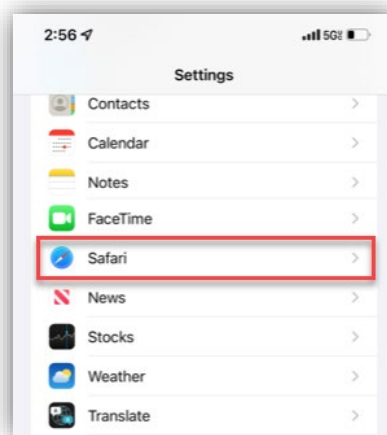3. Scroll down to **Permissions**. Click on **Camera** and/or **Microphone.**

a. In the **Microphone permission** and **Camera permission** windows, verify/select the radio button for **Allow only while using the app**.

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Apple Devices -
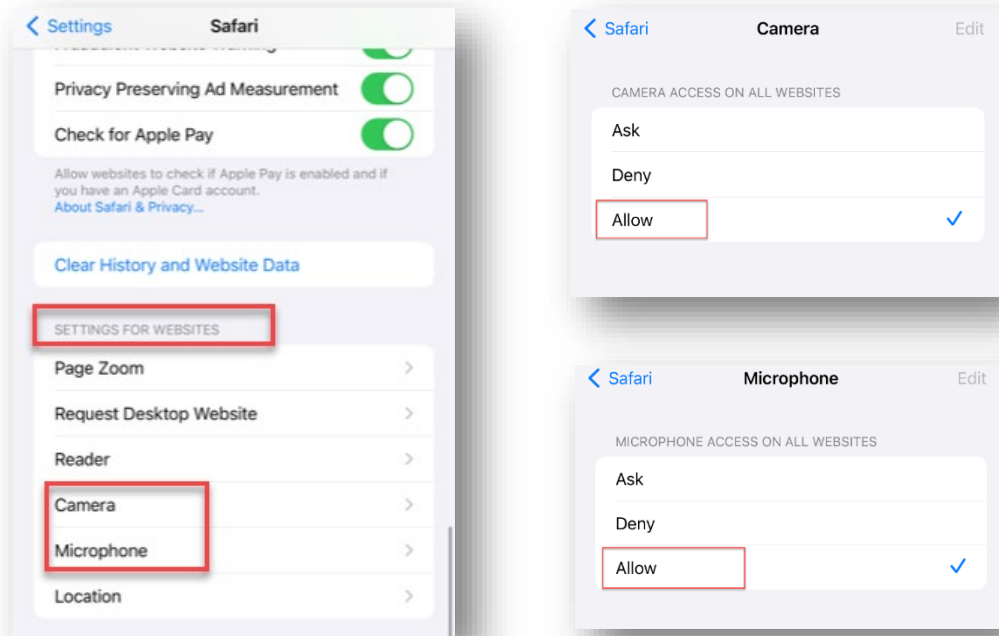
1. Open the Apple device **Settings** app, scroll down and click on the **Safari** option.

2. Scroll down to the **Settings for Websites** section. Click on **Camera** and/or **Microphone** and verify **Allow** is selected.
    a. If this section has **Deny** selected, even if enabled in Safari(app), the camera and microphone will not have permissions to load the video connection.
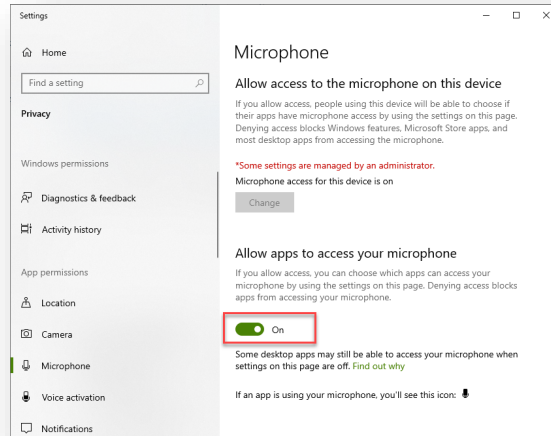
Windows Devices-Phone/Computer -

1. Open the windows settings from the home menu and type **Microphone privacy settings** into the search bar.
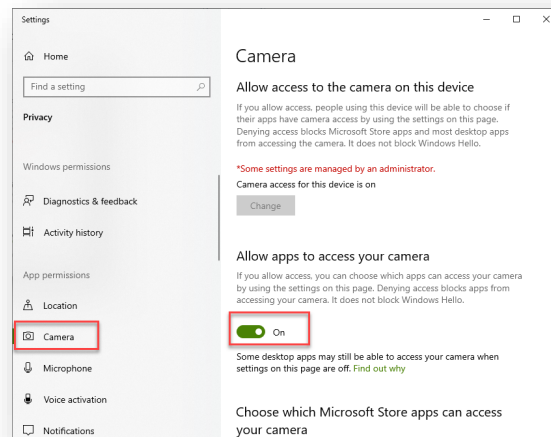

2. Verify **Allow apps to access microphone** is turned **On**.

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3. Verify **Allow apps to access camera** is turned **On**.

Connectivity/Network Troubleshooting -

1. **Has the patient checked their phone, computer, or tablet for virtual visit compatibility?**
   a. Encourage the patient to test their 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.

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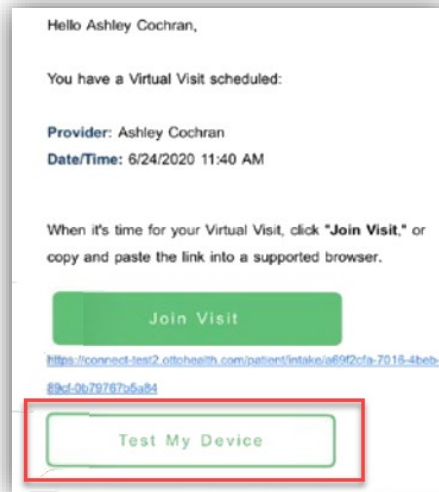
2. **Is the patient in a public place? Using public/shared Wi-Fi?**
   a. Public Wi-Fi connections are not recommended. If facing disruptions with your video connection, it is often due to a lack of available bandwidth to support a strong connection.
3. **Is the patient in a remote location using cellular 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.