

## Troubleshooting Tips

### I'm getting "browser not supported" error.

Epic's Video Client is not compatible with Internet Explorer. If you already have access to another browser, try accessing MyChart in the alternate browser and attempt to launch the video visit again. If you only have access to IE, try downloading an alternate browser (Chrome, Firefox, etc).

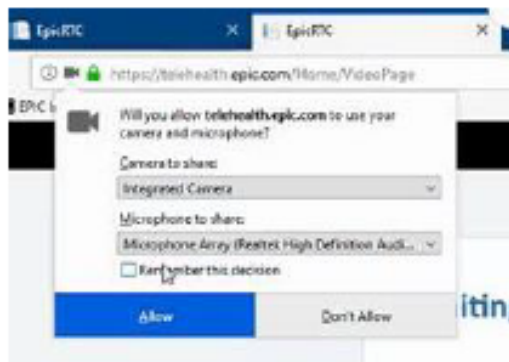
### I click the "Join Visit" button on mobile, but it does not launch this visit.

If Safari is configured to block popups, it may prevent you from launching the video visit. Turn off the popup blocker temporarily in their Safari settings. This could be applicable to other browsers as well.

### I cannot give the browser microphone and camera permissions, or I denied access by accident.


You will be asked if you want to allow access to the microphone and camera. Ensure that you are clicking "Allow" when prompted or updating the settings to allow camera and microphone access. You can always change this setting later.

- **From Your Browser:**
  1. Click the camera icon in the browser.
  2. Select your Camera and Microphone options.

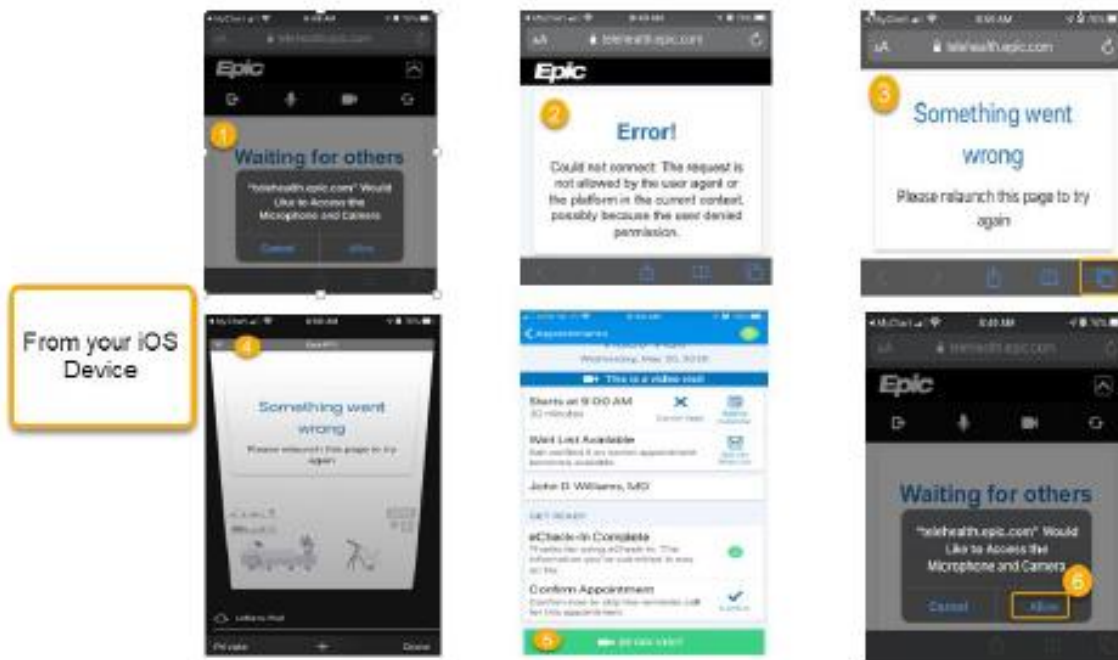


- **From an iOS Device:**


Reload the Safari window to get a new prompt to click "Allow."

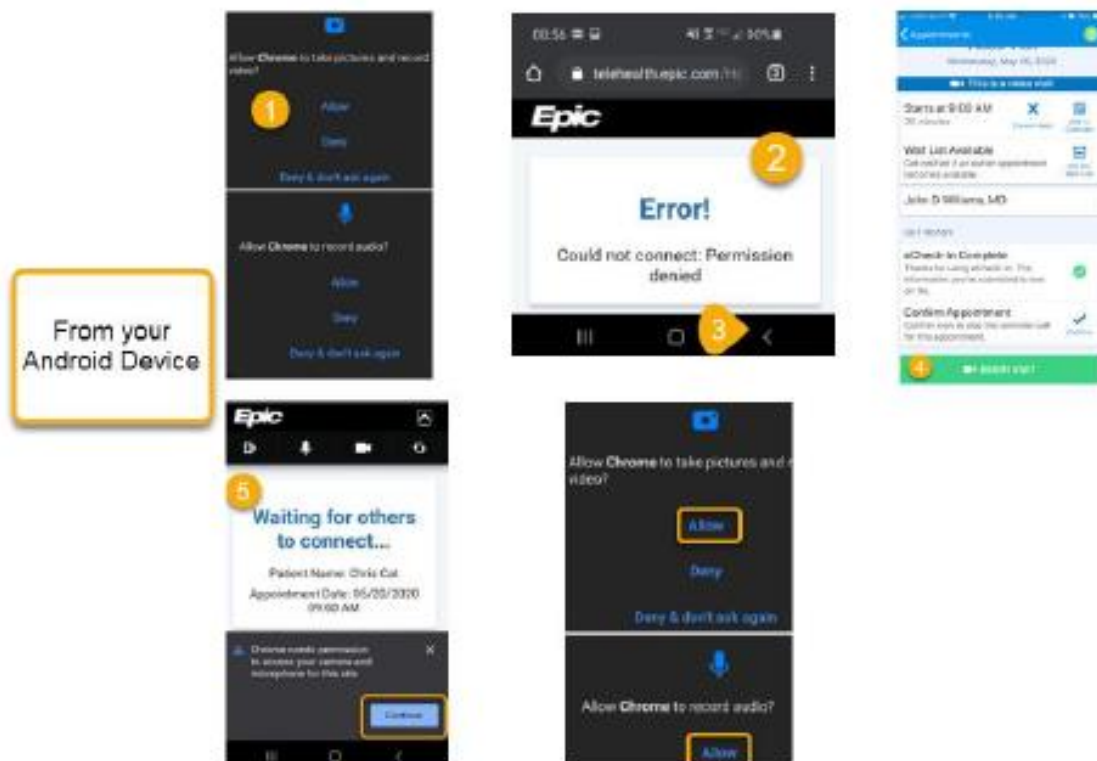
  1. iOS prompts you to allow access to microphone and camera.
  2. If you hit cancel or deny you will get an error message.
  3. You will need to relaunch this page.
    - Press on the  "Tabs" icon denoted by two squares. On iPhones, it's at the bottom of the browser in portrait mode or at the top in landscape mode. On the iPad, it's at the top.
  4. Select the X on the window to close it.
  5. Navigate back to MyChart and click **Begin** again.
  6. iOS prompt will return, click "Allow" to allow access to microphone and camera.

**\*\*See photo guide on next page.**



From your iOS Device

- **From an Android Device:** Reload the window to get a new prompt to click "Allow."
  1. Device prompts you to allow access to microphone and camera.
  2. If you hit Deny for both camera and microphone you will get an error message.
  3. You will need to relaunch this page.
    - Press on the  "back" icon on your phone.
  4. You should be back to MyChart and click Begin again.
  5. Device prompt returns, click "Allow" to allow access to microphone and camera.



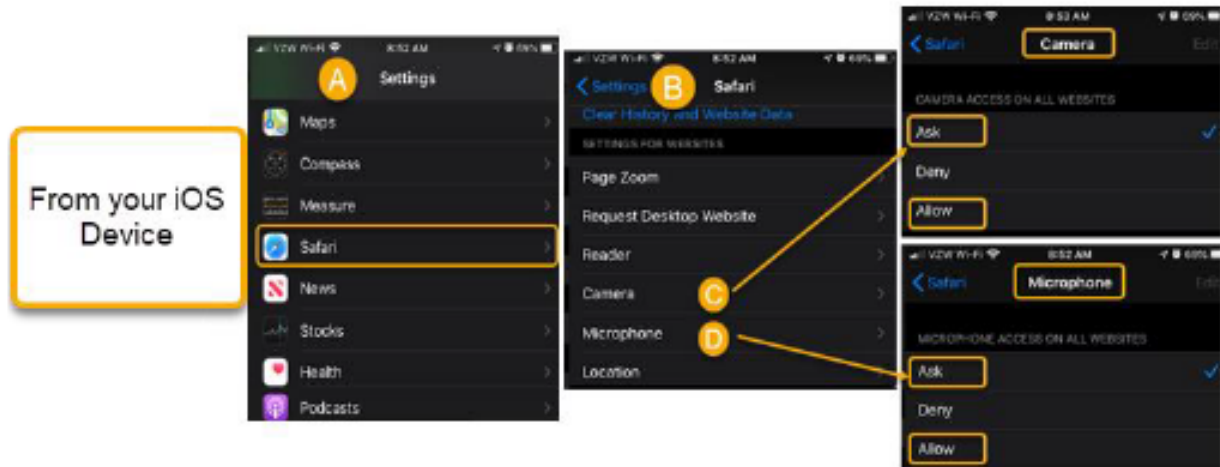
From your Android Device

- If the above steps **do not work**, adjust your settings.

**From an iOS Device:**

- Go to your phone's Settings > Apps
- Find settings for websites (i.e. Safari)
- Select Camera and set to "Ask" or "Allow"
- Select Microphone and set to "Ask" or "Allow"

Exit Settings and relaunch the MyChart application. Go back to the Video Visit appointment and click Begin Visit. The video visit will launch and either prompt returns, click "Allow" to allow access to microphone and camera or it will connect or to the clinician depending on the setting you have chosen.



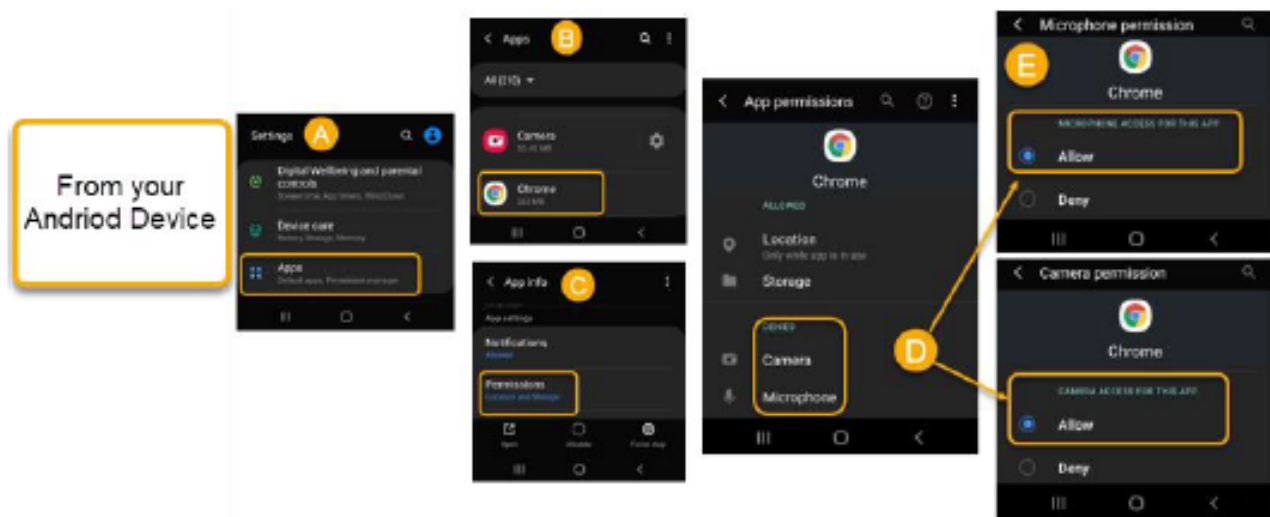
- In the event the above steps **don't work or you deny access**, adjust your settings.

**From an Android Device**

- Go to your phone's Settings > Apps.
- Find and click the Chrome app.
- Select Permissions.
- You will see Camera and Microphone listed under "Denied."
- Click both Camera and Microphone. For both, select "Allow."

Exit Settings and relaunch the MyChart application. Go back to the Video Visit appointment and click Begin Visit. The video visit will launch and connect to the clinician.

***\*\*See photo guide on next page.***



**I'm using multiple screens and having trouble finding video.**

Look for open browsers in your application bar and open one. The tab should have a speaker on it if you are connected to the visit already.

**I'm having audio or video issues.**

Try refreshing their browser. If that doesn't work, close any applications that could be using the microphone or camera, such as a concurrent phone call, WebEx, or social media. You will not be able to use audio/video if another application is actively using the device's microphone/camera.

If the video feed is delayed or choppy, make sure that there aren't too many applications currently running on the system. The video visit component requires a certain amount of processing power based on the computer's specifications, and closing other applications will free some resources and improve streaming quality.

**I'm having eCheck-In Related issues.**

If the eCheck-In option is not available, you may have attempted to access eCheck-In when it isn't allowed. You can eCheck-In up to 7 days in advance of your appointment.

**Need Assistance?**

For more information, step-by-step guides and Help Line hours, please visit [MiddlesexHealth.org/MyChartHelp](http://MiddlesexHealth.org/MyChartHelp), or call the MyChart Help Line at 860-358-4111.