

Telehealth Tips & Troubleshooting for Patients

Your care team is excited to meet you! **Here's how you can get ready for your video visit:**

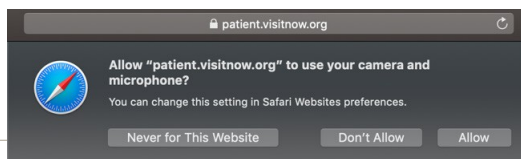
General Tips

- Find a quiet place to sit still for the whole visit. Moving around a lot can make it harder to hear and listen.
 - You might want to plug in your headphones for this, too!
 - **Do not** use phone while application is running
 - **Do not** minimize application, while waiting for the provider to start the session
 - **Do not** answer phone while application is running
 - **Do not** allow the mobile device to “sleep” while waiting for the provider to start the session
- **WiFi slow?** If you have trouble with your WiFi because multiple people or devices are connected, try disconnecting other devices from the WiFi network you are using.

You can connect to your visit from either your computer or your phone!

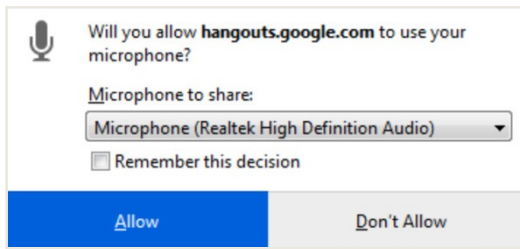
From Your Computer — Browser Tips

- Make sure you are using the **most updated version** of Chrome, Safari, or Firefox (not Internet Explorer or Edge)
- Most browsers automatically update, but you can check if it's updated with these steps:
 - [Chrome](#), [Safari](#), [Firefox](#)
- **Video not connecting?** Check the camera and microphone settings for your browser:
- **For Chrome:**
 - Open Chrome.
 - At the top right, click More Settings.
 - Under “Privacy and security,” click Site Settings.
 - Click Camera or Microphone.
 - » Turn Ask before accessing on or off.
 - » To remove an existing exception or permission, to the right of the site, click Delete.
- **For Safari:**
 - When the site opens, be sure to click ‘allow’ when you get this pop-up:



- **For Firefox:**

- You'll likely get a confirmation window like the one below: be sure to click "allow"



- If this doesn't work, you can click the menu button and select **Preferences**.
- Click Privacy & Security from the left menu.

- Scroll down to the Permissions section.
- Click the **Settings** button for the Camera option and Microphone option
- Enter the website URL in the Search field for the site that you want to access your camera.
- Press the Enter key.
- The website displays in the list below. You can remove it at any time by selecting it from the list and clicking the **Remove Website**.
- Click the **Save Changes** button.

From Your Phone - Settings Tips

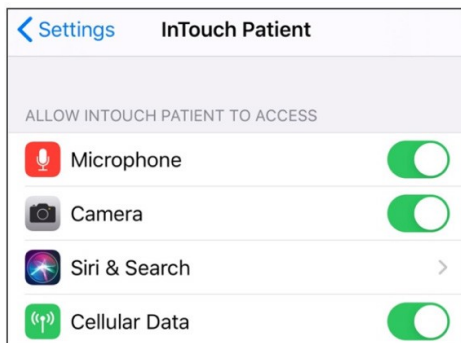
If you're on your phone, in some cases, you may get directed to download an app. In this case, make sure your phone settings allow for the InTouch app to access your camera + microphone so our team can see/ hear you! The app should automatically prompt you to allow access to the camera and microphone, but you can manually check your settings in your phone with the steps below.

If you're having problems with WiFi on your mobile device, if possible, you may want to turn off WiFi on your mobile device and use your cellular data instead.

Audio/Video Settings for Apps (on your phone)

- **iPhones**

- Go to Settings
- In the left-hand navigation bar, scroll down and select **InTouch Health Patient**
- Allow access to the device Microphone and Camera as shown below



- **Androids**

- On your Android device, open the Settings app .
- Tap Apps & notifications.
- Tap the app you want to update (your browser or InTouch Patient App).
- Tap Permissions.
- Choose which permissions you want the app to have, like Camera or Phone.

Update Google Chrome

To make sure you're protected by the latest security updates, Google Chrome can automatically update when a new version of the browser is available on your device. With these updates, you might sometimes notice that your browser looks different.

Get a Chrome update when available

Normally updates happen in the background when you close and reopen your computer's browser. But if you haven't closed your browser in a while, you might see a pending update:

1. On your computer, open Chrome.
2. At the top right, look at More .
3. If an update is pending, the icon will be colored:
 - **Green:** An update was released less than 2 days ago.
 - **Orange:** An update was released about 4 days ago.
 - **Red:** An update was released at least a week

ago. To update Google Chrome:

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click Update Google Chrome.
 - Important: If you can't find this button, you're on the latest version.
4. Click Relaunch.

The browser saves your opened tabs and windows and reopens them automatically when it restarts. Your Incognito windows won't reopen when Chrome restarts. If you'd prefer not to restart right away, click Not now. The next time you restart your browser, the update will be applied.

Other info about updating Chrome

Learn more about when to update Chrome, as well as extra tips for your operating system.

[Check for an update & the current browser version](#)

1. On your computer, open Chrome.
2. At the top right, click **More** .
3. Click **Help** > **About Google Chrome**.

The current version number is the series of numbers beneath the "Google Chrome" heading. Chrome will check for updates when you're on this page.

To apply any available updates, click

Relaunch. [Keeping Chrome updated](#)

(1:05)

Learn about what happens when Chrome updates to a new version.

More information for Mac, Linux, & Windows 8 users

- Mac users: You can also set up automatic browser updates for all users of your computer if Google Chrome is installed in your Applications folder. Go to "About Google Chrome," and click Automatically update Chrome for all users.
- Linux users: To update Google Chrome, use your package manager.
- Windows 8: Close all Chrome windows and tabs on the desktop, then relaunch Chrome to apply the update.

Get design changes & new features early

Want a preview of what's coming soon? Download the [beta version of Chrome](#), then [join our community](#) and [let us know](#) how well it works for you.

Related topics

- Having problems updating? Check our [troubleshooting guide](#) for more information.
- Google Chrome uses a process called Google Update to check for updates. Learn more about how [Google Update works](#).
- Using a Chrome device at work or school? Your network administrator might choose whether you can update Chrome, in which case you won't see an option to update Chrome. Learn how to [use a managed Chrome device](#).

Was this helpful?

Yes

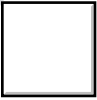
No



Want a preview of what's coming soon?

Download the [beta version of Chrome](#), then [join our community](#) and [let us know](#) how well it works for you.

English



Update or reinstall Safari for your computer

For Mac computers, the Safari web browser is installed and updated as part of macOS. For PCs, Safari updates are no longer available.

Safari for Mac

[Safari](#) is included with your Mac operating system.

Updating Safari

To keep Safari up to date for the version of macOS you're using, [install the latest macOS updates](#).

The [most recent version of macOS](#) includes the most recent version of Safari. For some earlier versions of macOS, Safari might also be available separately from the Updates tab of the App Store.

Reinstalling Safari

If you deleted Safari and don't have a [Time Machine backup](#) or other backup, [reinstall macOS](#) to put Safari back in your Applications folder. Reinstalling macOS doesn't remove data from your computer.

Before reinstalling, you might want to use [Spotlight](#) to search for Safari on your Mac. If you find it, but it's no longer in your Dock, just drag it to the Dock to add it back.

Safari for Windows

Apple no longer offers Safari updates for Windows. Safari 5.1.7 for Windows was the last version made for Windows, and it is now outdated.

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Helpful?

[Yes](#)

[No](#)

Ye

No



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Support

Update or reinstall Safari for your

