

# Telehealth Tips & Troubleshooting for Patients



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

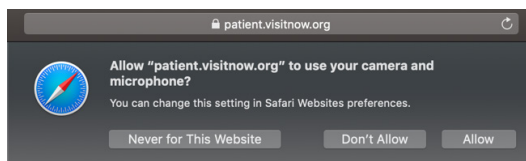
## General Tips

- 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!
- **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!**

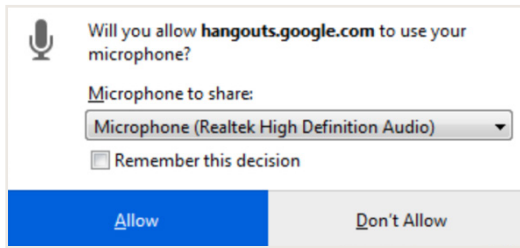
## From Your Computer – Browser Tips

- Make sure you're 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

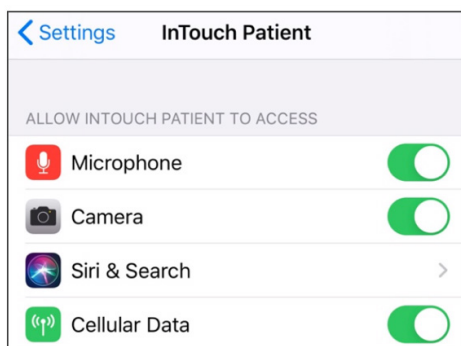
If you're on your phone, in some cases, you may get directed to download an app. In this case, make sure your phone settings allow for the InTouch app to access your camera + microphone so our team can see/hear you! The app should automatically prompt you to allow access to the camera and microphone,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