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 if it has a camera and microphone!

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
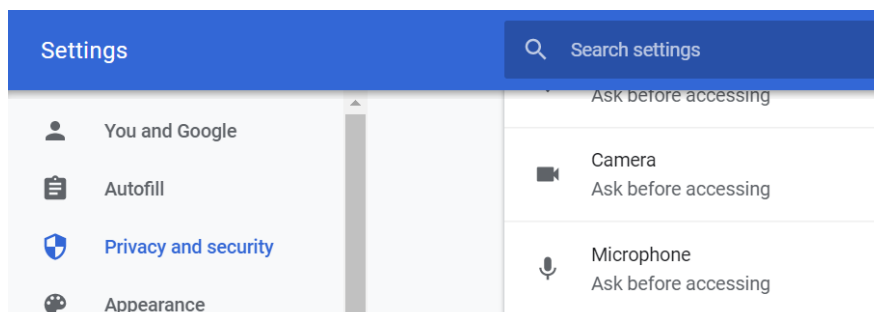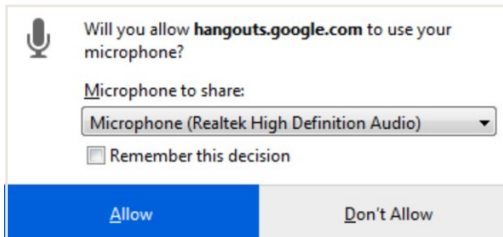
- **For Safari:**
  - When the site opens, be sure to click "allow" when you get this pop-up:
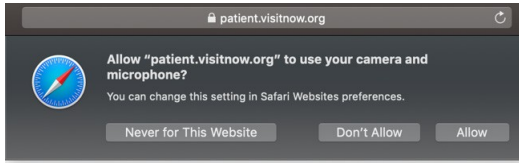
- **For Firefox:**
  - You'll likely get a confirmation window like the one below: be sure to click "allow"

  - 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

Make sure your phone settings allow access to your camera + microphone so our team can see/ hear you! When clicking on the link, it 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 (on your phone)

- **iPhones**
  - Make sure you are not in private mode in Safari 11+ https://support.apple.com/en-us/HT203036
  - **For iOS 13 and up:**
  - Go to Settings
  - Scroll down and open Safari tab
  - Ensure **Camera & Microphone** are set to Allow
  - Make sure **Request Desktop Site** option is turned off

- **Androids**
  - On your Android device, open the Settings app
  - Tap Apps & notifications
  - Tap the browser you want to update (Chrome or Firefox)
  - Tap Permissions
  - Choose which permissions you want the browser to have, like **Camera & Microphone**