

Teladoc Health™

Patient App

User Guide

P/N: MA-20162-005

© Teladoc Health, Inc. All rights reserved.



Table of Contents

COPYRIGHTS	6
ABOUT TELADOC HEALTH	7
TELADOC HEALTH PATIENT APP OVERVIEW	8
Intended Use	8
Patient Access Devices Overview	8
Teladoc Health Patient App Requirements	8
Teladoc Health Patient App Requirements	8
Browser Requirements	9
Hardware Requirements	9
iPhone Hardware Requirements	9
iPad Hardware Requirements	10
Windows Hardware Requirements	10
Mac Hardware Requirements	11
Lighting Requirements	11
Recommended Monitors	12
Recommended Webcams	12
Recommended Headsets	12
Teladoc Health Patient App Terms	13
Waiting Rooms/Services	13
Demographics	13
Forms and Questionnaires Overview	13
INSTALL THE PATIENT APP	14
Patient App for Windows	14
Using Windows Patient App with Windows 11 N Edition	16
Verify Media Feature Pack Installation	16
Download the Media Feature Pack	17
Patient App for Mac	17
iOS App	22

Install from the App Store	22
Install During Your First Check-In	23
Android App	29
Install from the Google Play Store	29
Install During Your First Check-In	30
INVITATIONS	32
RECEIVING A VIRTUAL VISIT INVITATION	33
SCHEDULING AN APPOINTMENT	35
CANCELED APPOINTMENTS	38
CHECK IN PROCESS	39
Check-In Steps	39
Launch the Patient App	41
Launch on iOS	41
Launch on Android	42
Launch on Mac	43
Launch on Windows	44
Using a Browser	46
Using the Chrome Browser	46
Using the Firefox Browser	46
Using the Safari Browser	47
Verify Your Identity	48
Review and Edit Demographics	50
Enter Your Reasons for Your Virtual Visit	50
Review Your Appointment Summary	51
Enter Your Insurance	53
Enter Your Payment	55
Read and Sign Forms Electronically	58
Read and Complete Questionnaires	62
Sign the Agreement	64

Test Your Audio and Video	66
Troubleshooting	67
VIRTUAL VISITS	68
Waiting Room Overview	68
Virtual Visit Overview	70
Push Notifications (iOS Patient App Only)	71
Notification Alerts	72
Unmute Button (iPad Only)	73
Battery Usage Notifications	73
Multi-Party Calls	73
Interpreters	76
Blurring Your Background Screen	77
iPhone and iPad	77
Required Hardware	77
Enabling and Disabling Background Screen Blurring	78
Windows and Mac	79
End Your Virtual Visit	79
AFTER YOUR VIRTUAL VISIT	81
Surveys	81
Thank You Page	83
Follow-Up Virtual Visits	84
TROUBLESHOOTING	85
Troubleshoot Network Issues	85
Troubleshoot Network Issues for iOS	85
Troubleshoot Network Issues for Android	87
Troubleshoot Network Issues for Windows	88
Troubleshoot Network Issues for Mac	89
Troubleshoot Audio and Video Issues	91
Troubleshoot Audio/Video for the Android App	91

Verify the Android Patient App is Up to Date	93
Troubleshoot Audio/Video for the iOS App	94
Verify the Practice	94
Verify That Your App is Up to Date	95
Verify Microphone	95
Verify the Camera	96
Troubleshoot Audio/Video for the Mac	97
Troubleshoot Audio for Mac	97
Troubleshoot Video for Mac	99
Uninstall the Patient App for Macs	101
Troubleshoot Audio/Video for the Windows App	103
Verify Audio	103
Verify Camera	105
Uninstall the Patient App for Windows	106
Troubleshoot Audio/Video Issues for Windows Chrome	108
Advanced Audio/Video for Windows Chrome	110
Troubleshoot Audio/Video Issues for Mac Chrome	113
Advanced Audio/Video for Mac Chrome	116
Troubleshoot Audio/Video for Android Chrome	118
Troubleshoot Audio/Video for Firefox	120
Advanced Troubleshooting for Firefox	123
Troubleshoot Audio/Video for Safari	126
CONTACT YOUR HEALTHCARE PROVIDER FOR ASSISTANCE	129

Copyrights

© Teladoc Health, Inc. All rights reserved. This manual contains information including, but not limited to, instructions, descriptions, definitions, firmware and software, which are proprietary to Teladoc Health. Copyright information is protected under Title 17 of the United States Code. This information shall not be copied, modified, or used in any manner that violate any rights of Teladoc Health. We will strictly enforce all of our rights.

Patent(s):

<https://teladochealth.com/patents/>

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS “AS IS” AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE FOUNDATION OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Microsoft® and Windows® are either registered trademarks or trademarks of Microsoft Corporation in the U.S. and/or other countries.

Last updated: June 2022

About Teladoc Health

Teladoc Health is transforming how people access and experience healthcare. Recognized as the world leader in virtual care, Teladoc Health directly delivers millions of medical visits across 175 countries each year through the Teladoc Health Medical Group and enables millions of patient and provider touchpoints for thousands of hospitals, health systems and physician practices globally.

Ranked #1 among direct-to-consumer telehealth providers in the J.D. Power 2019 U.S. Telehealth Satisfaction Study and Best in KLAS for Virtual Care Platforms for 2020, Teladoc Health leverages more than a decade of expertise and real-time insights to meet the growing virtual care needs of consumers, healthcare professionals, employers and health plans.

Teladoc Health Patient App Overview

Conduct virtual visits with your practitioner, provider, family members, and specialists as needed. The Teladoc Health Patient App is a telehealth platform that works with your browser and desktop and mobile devices.

NOTE: Any and all names used in this document are only used as examples. They do not represent true persons.

Intended Use

The Teladoc Health Patient App is intended to provide HIPAA compliant audio/video virtual visits between a practitioner and a patient with a mobile or desktop device over the Teladoc Health Telehealth Network.

Patient Access Devices Overview

Use of the word "device(s)" in this User Guide refers to Teladoc Health telehealth products, not medical devices as defined in Section 201(h) of the FD&C Act.

In addition, the word "mobile devices" refers to smartphones and tablets.

Teladoc Health Patient App Requirements

Teladoc Health Patient App is designed to run on a broad range of devices and network conditions.

Teladoc Health Patient App Requirements

NOTE: The table below is for the Windows, Mac, iOS, and Android versions of the Teladoc Health Patient App you install on your device only. See [Browser Requirements](#) for virtual visits on your web browser.

Teladoc Health Patient App Type	Software Version
Android Teladoc Health Patient App	Android 7.0 and later
iOS Teladoc Health Patient App on iPhones	iOS 13.0 and later
iOS Teladoc Health Patient App on iPads	iPad OS 13.0 and later
Mac Desktop Teladoc Health Patient App	Mac OS 10.13.1 High Sierra and later
Windows Desktop Teladoc Health Patient App	Windows 10 and 11

Browser Requirements

NOTES: The table below is for virtual visits on browsers, not the Teladoc Health Patient App you install on your device. See [Teladoc Health Patient App Requirements](#) for the Teladoc Health Patient App you install on your device.

Browsers more than a year old are not supported.

Browser	Version	OS
Chrome	91 and later	Mac OS 10.14 and later Windows 10 and 11 Android 7.0 and later
Safari	14 and later	Mac OS 10.14 and later iOS 13.0 and later
Firefox	88 and later	Windows 10 and 11
Edge	88 and later	Windows 10 and 11
IE	Not supported	N/A
Samsung Internet	Not supported	N/A

Hardware Requirements

iPhone Hardware Requirements

The iPhone 5 and later models are supported.

iPad Hardware Requirements

The following iPads are supported:

- iPad - 4th Generation and later
- iPad Air - iPad Air 2 and later
- iPad Pro - 2nd Generation and later
- iPad Mini - 3rd Generation and later

Windows Hardware Requirements

Hardware	Minimum Required
Processor	1.9 Ghz Intel dual processor (Second Generation)
RAM	6 GB
Microphone	Required
Speakers or headsets	Required

- Windows Operating System (OS): Windows 10 (32-bit and 64-bit) and Windows 11 (64-bit)
 - **Note:** Windows 11 (64-bit) will be supported in June 2022.
 - **Note:** Windows XP, 7, and 8 are not supported.
- CPU: Intel i5 1.9Ghz 2Core Class Processor (3rd Generation or comparable)
 - Windows Surface Pro 7s require an Intel i7 processor.
- Minimum Memory (RAM): 6GB
- Minimum Available Hard Disk Space: 4GB
- Video Capture Device: Webcam
- Audio: Speakers and a Microphone
- Monitor Resolution: 1280x800

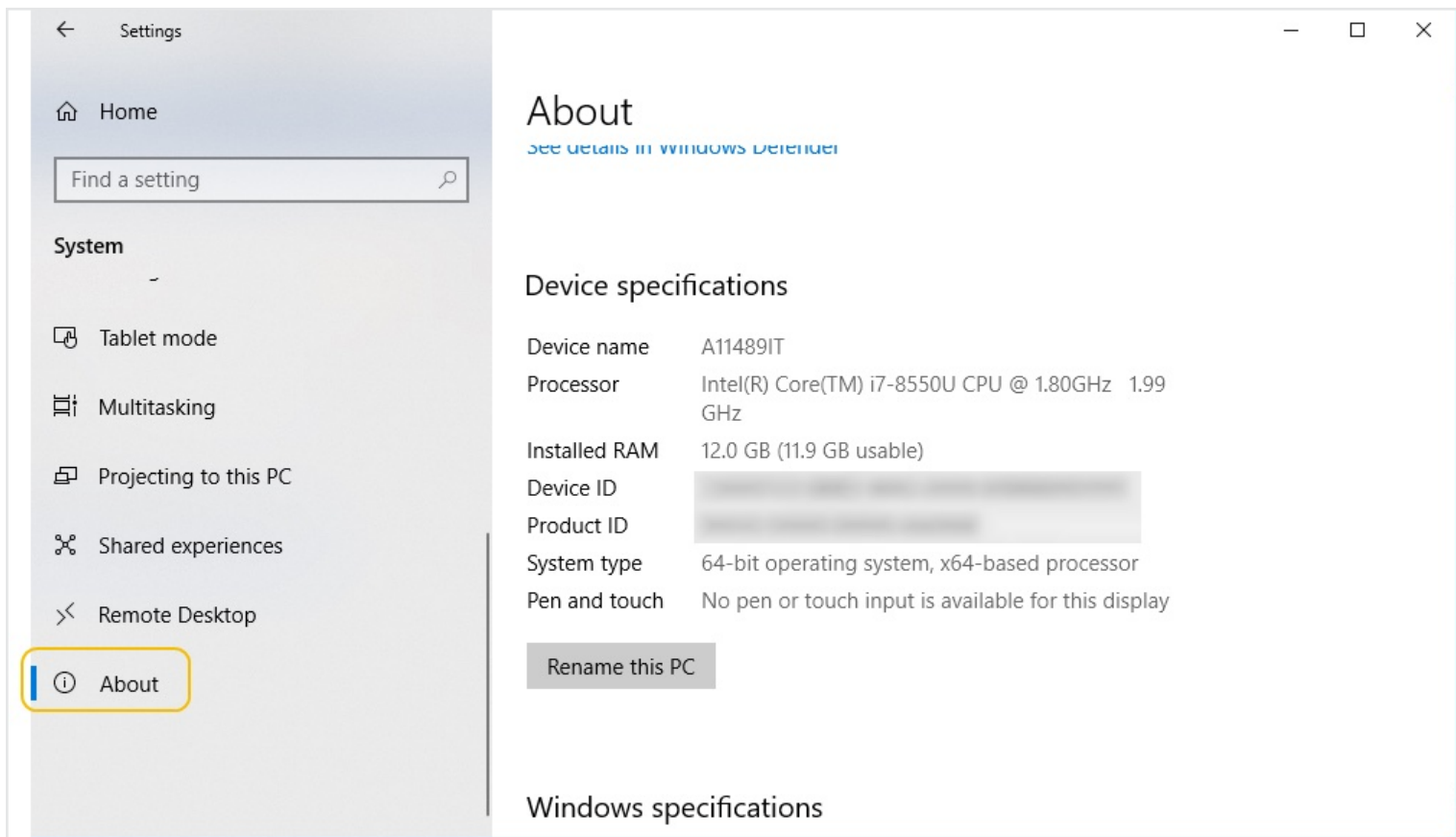
NOTE: If you are using Windows 11 N Edition you must install the optional Media Feature Pack before you run Patient App. See ["Using Windows Patient App with Windows 11 N Edition" on page 16](#) for information.

Perform the following steps to check your Windows hardware specifications:

1. Click the Windows icon.
2. Select **Settings**.

3. Click **System**.

4. Scroll down and click **About**.

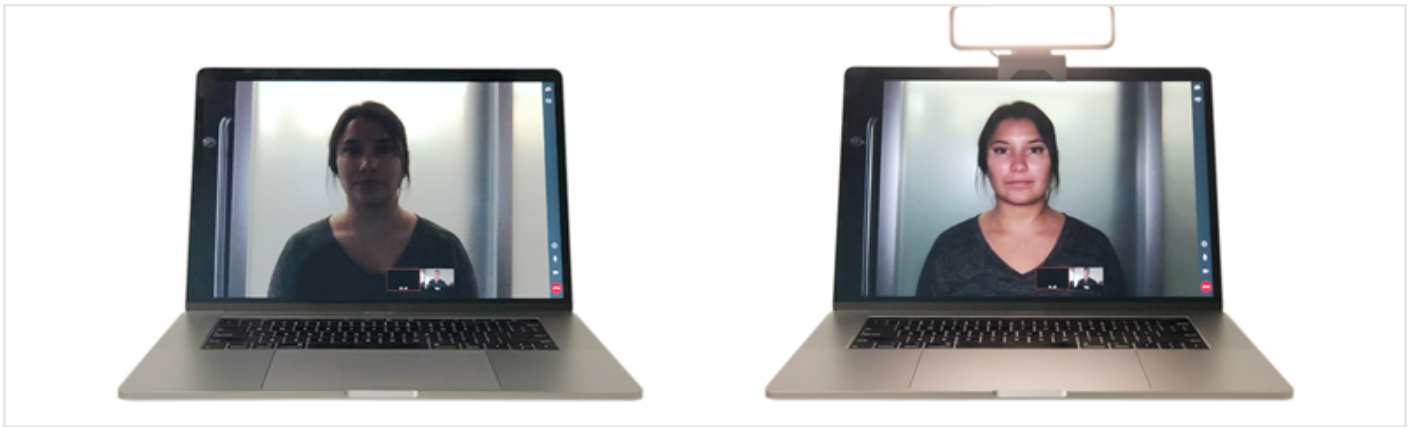


Mac Hardware Requirements

Macs running Mac OS 10.13 and later are supported.

Lighting Requirements

During your virtual visit, you should be in a place with good lighting that lets your provider see you clearly. The following shows good lighting on the right and poor lighting on the left.



Without Good Lighting

With Good Lighting

Recommended Monitors

You should use a monitor that lets you clearly see your provider during your virtual visit.

Recommended Webcams

Teladoc Health Patient App supports most webcams. For devices without webcams, Teladoc Health recommends using Logitech cameras.

Recommended Headsets

- Logitech headsets
- Sennheiser headsets
- Apple AirPods
- Apple EarPods

Teladoc Health Patient App Terms

Waiting Rooms/Services

After you have checked in for your virtual visit, you will be placed in a virtual "waiting room", also called a "service". Your provider will be notified that you are waiting while they review your medical history.

Demographics

When entering information during the check-in process or during your virtual visit, you may see the term "demographics". This term refers to information about you if you are the patient or information about a patient you are assisting. This information includes your name, date of birth, marital status, and so forth.

Forms and Questionnaires Overview

During check-in during your virtual visit, or both, you may be presented with interactive questionnaires, surveys, and forms you need to sign. Ask your provider during your virtual visit if you have questions. See the following for more information:

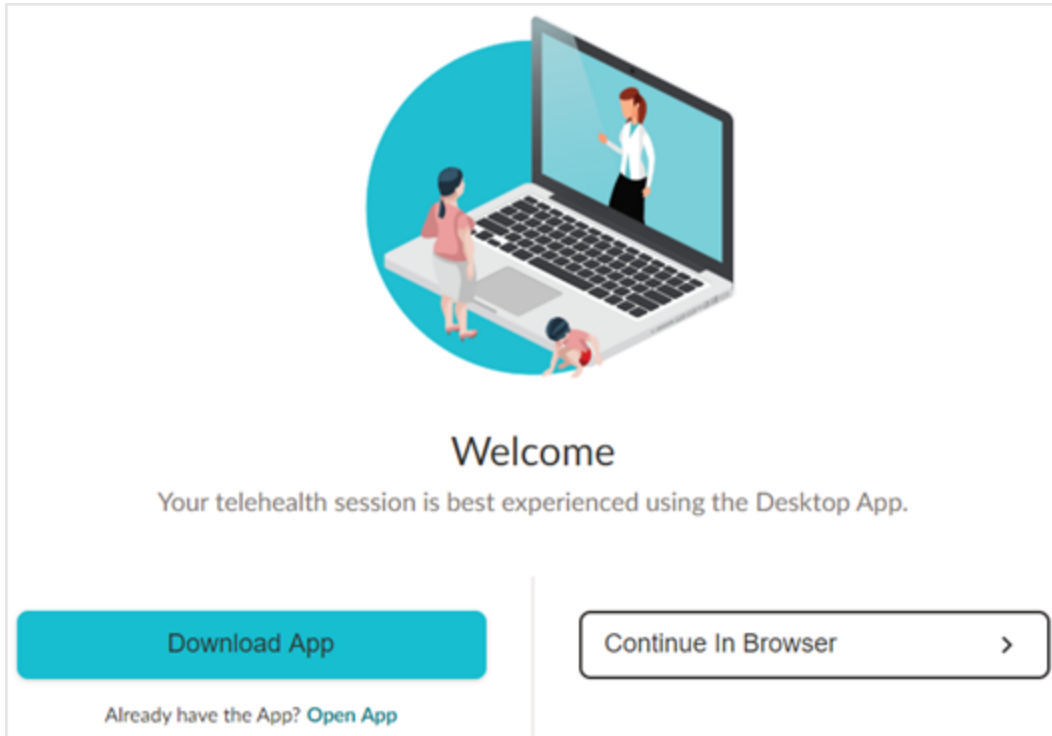
- ["Read and Complete Questionnaires" on page 62](#)
- ["Read and Sign Forms Electronically" on page 58](#)

Install the Patient App

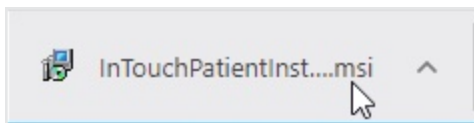
If this is the first time using the Patient App, you may be asked to install the Patient App on your smartphone, tablet, laptop, or desktop computer. The Patient App provides a better experience during virtual visits. The steps to install the Patient App are described below.

Patient App for Windows

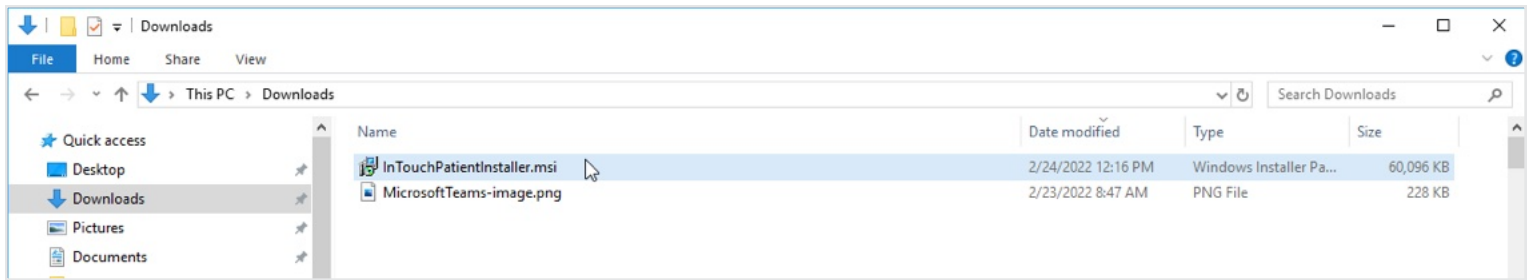
1. Click the link in the email or text message from your provider.



2. Click [Download App](#). The file [InTouchPatientInstaller.msi](#) will be downloaded to your Windows machine.
3. If you are using Chrome or Firefox, click [InTouchPatientInstaller.msi](#) in the lower left-hand corner of the browser window as shown below.



Or double-click file [InTouchPatientInstaller.msi](#) in your Downloads folder.



4. You may be asked by your anti-virus software if you want to continue the installation.

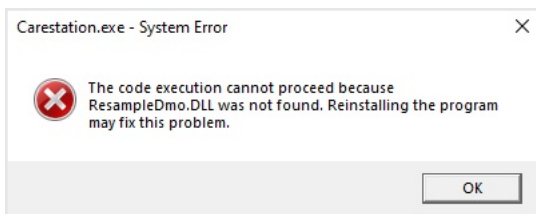


5. If so, follow the prompts to continue the installation. For example, click [More info](#) and then click [Run anyway](#) if you see the screenshot above.



Using Windows Patient App with Windows 11 N Edition

If you use Windows 11 N Edition you must install Microsoft's Media Feature Pack before attempting to run Windows Patient App. If you do not install the Media Feature Pack popup message similar to the following will display and Windows Patient App will quit.



Verify Media Feature Pack Installation

1. Click the Windows icon.
2. Click the Settings icon.

3. Click **Apps**.
4. Click **Optional features**.

Under installed features, search for "Media Feature Pack"; it should show up if it is installed. To verify if it is not installed, click the **View features** button next to **Add an optional feature**. From there you should be able to find "Media Feature Pack" if it is not already installed.

Download the Media Feature Pack

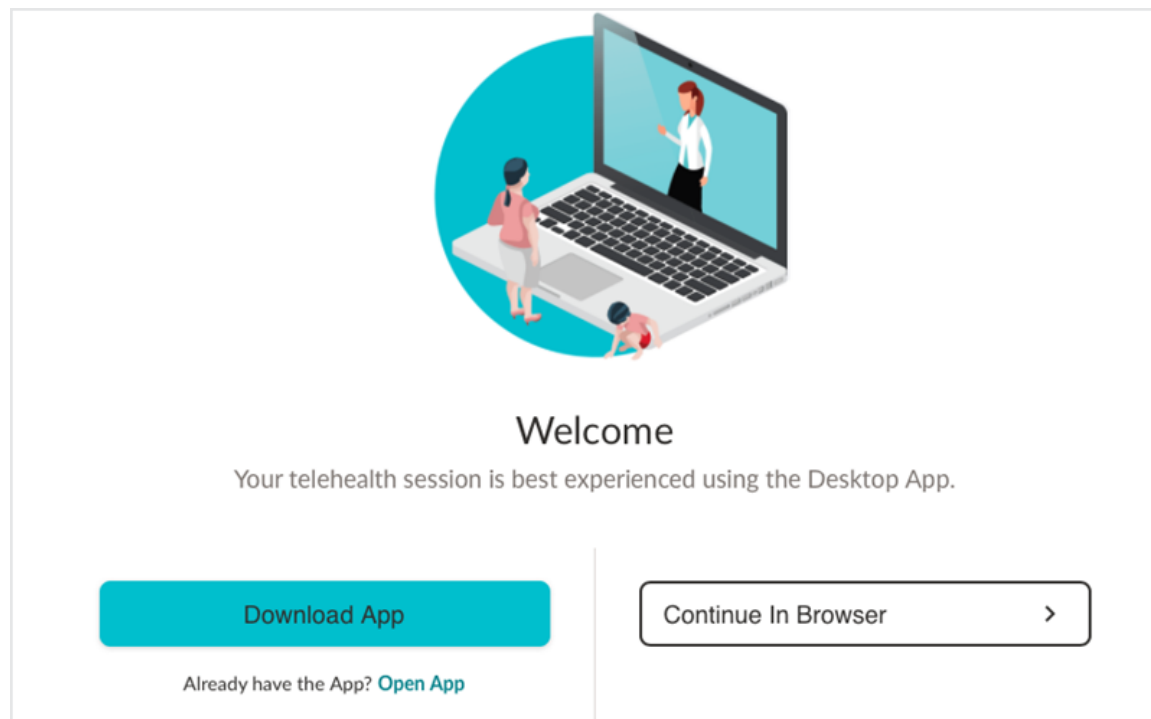
1. Click the Start button.
2. Click the Settings icon.
3. Click **Apps**.
4. Click **Optional features**.
5. Select **View features** next to **Add an optional feature**.
6. Select **Media Feature Pack**.

You must restart your computer to enable the update.

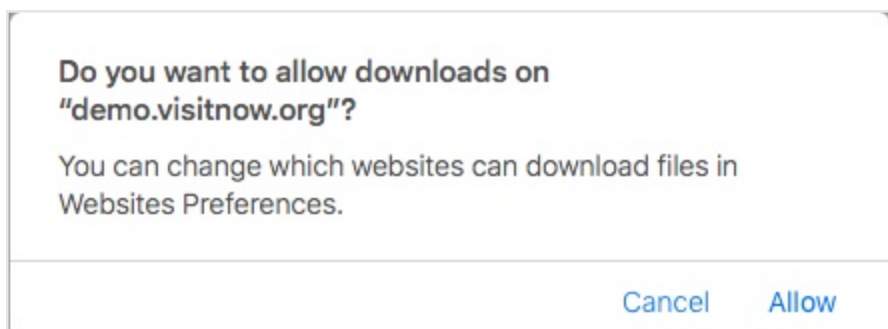
NOTE: See the Microsoft article [Media Feature Pack for Windows N](#) for more information.

Patient App for Mac

1. Click the link in the email or text message from your provider.

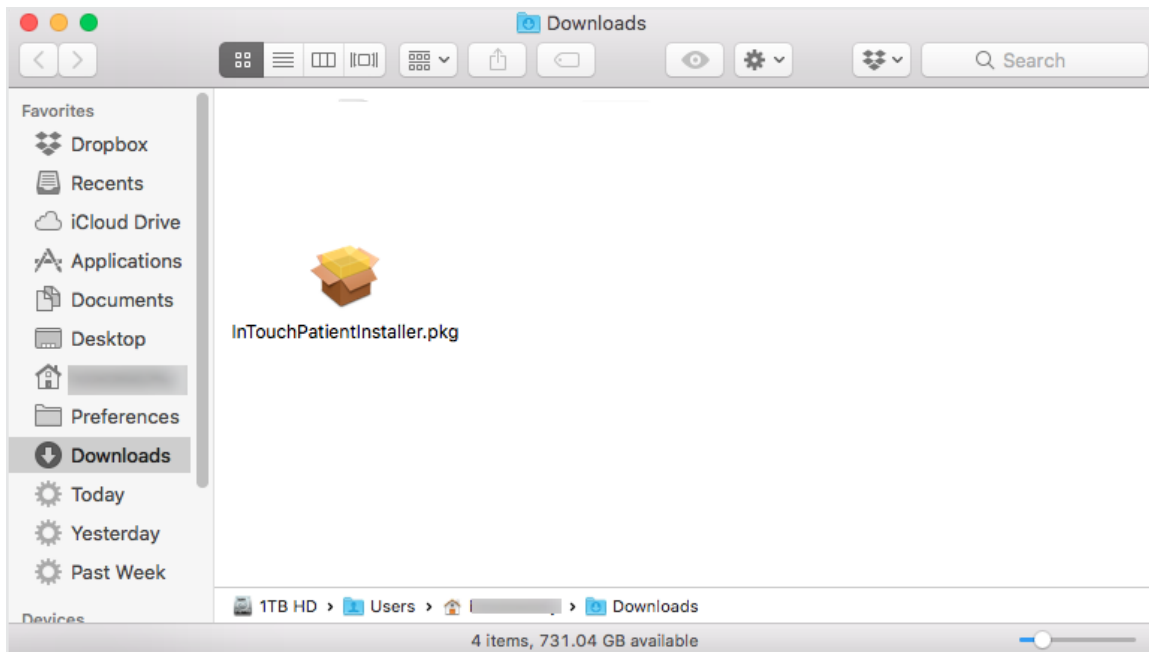


2. Click [Download App](#).
3. If the following prompt is displayed, click [Allow](#).

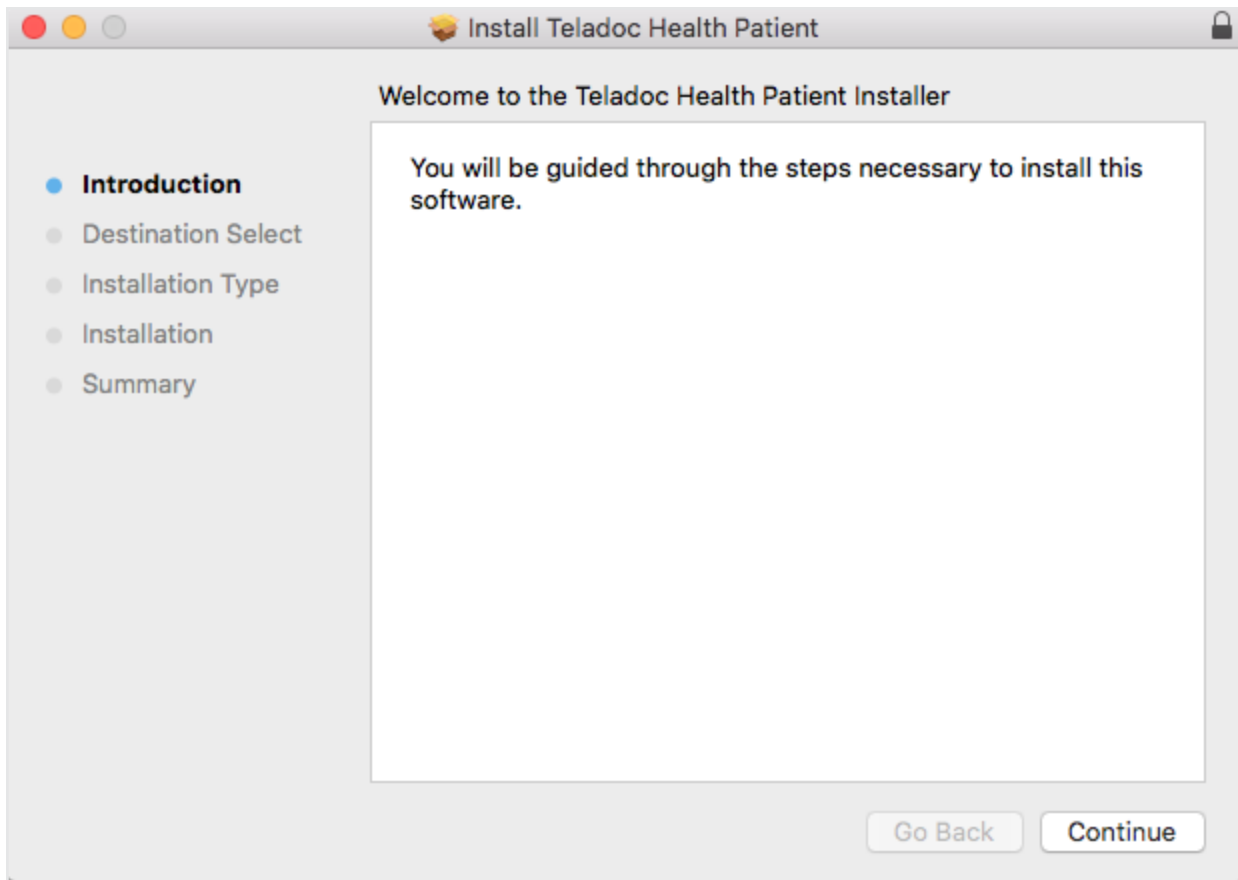


The file [InTouchPatientInstaller.pkg](#) will be downloaded to your Mac's Download folder.

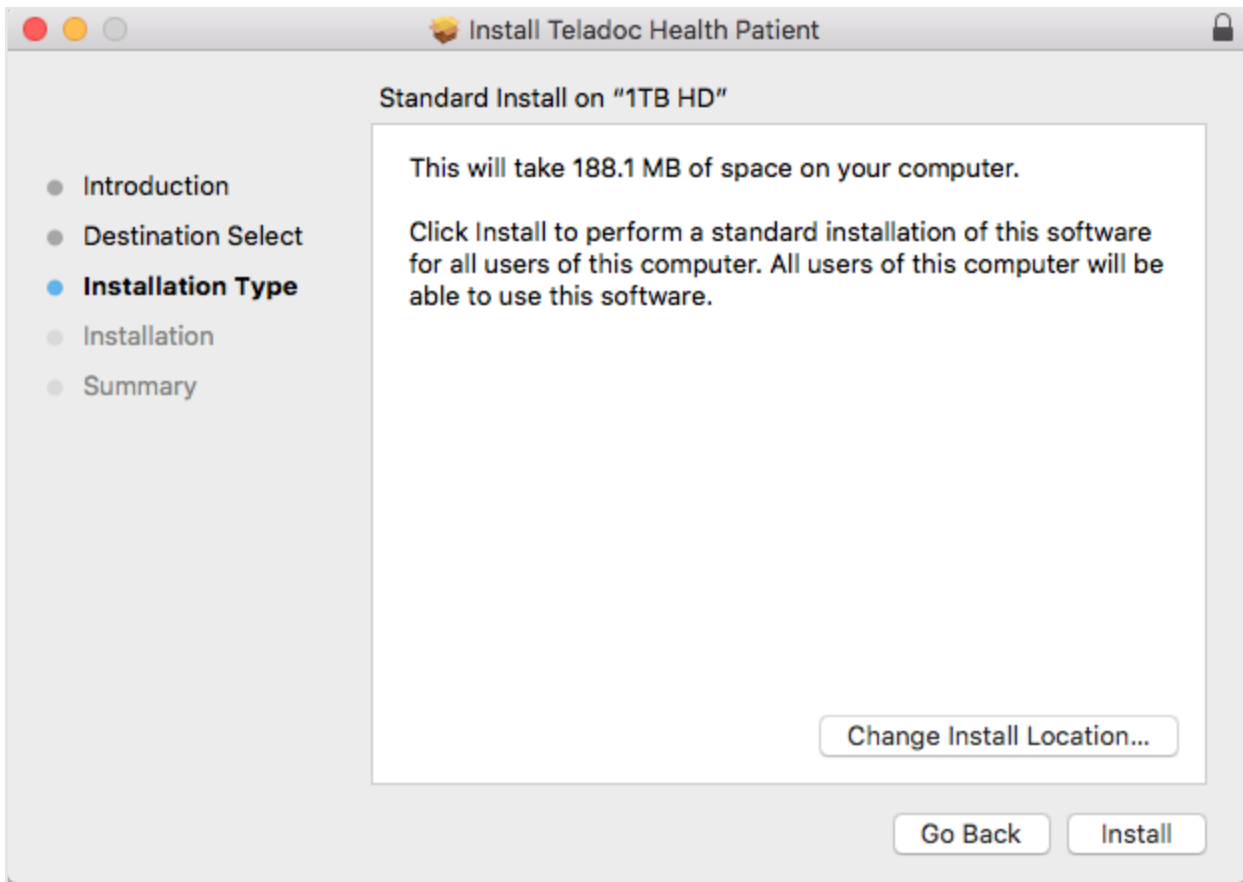
4. Double-click the file [InTouchPatientInstaller.pkg](#) in your Downloads folder.



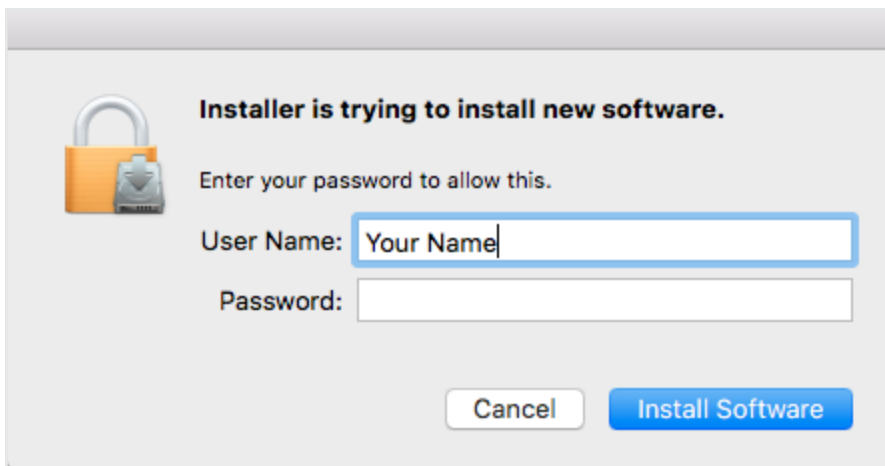
The following will be displayed.



5. Click **Continue**.

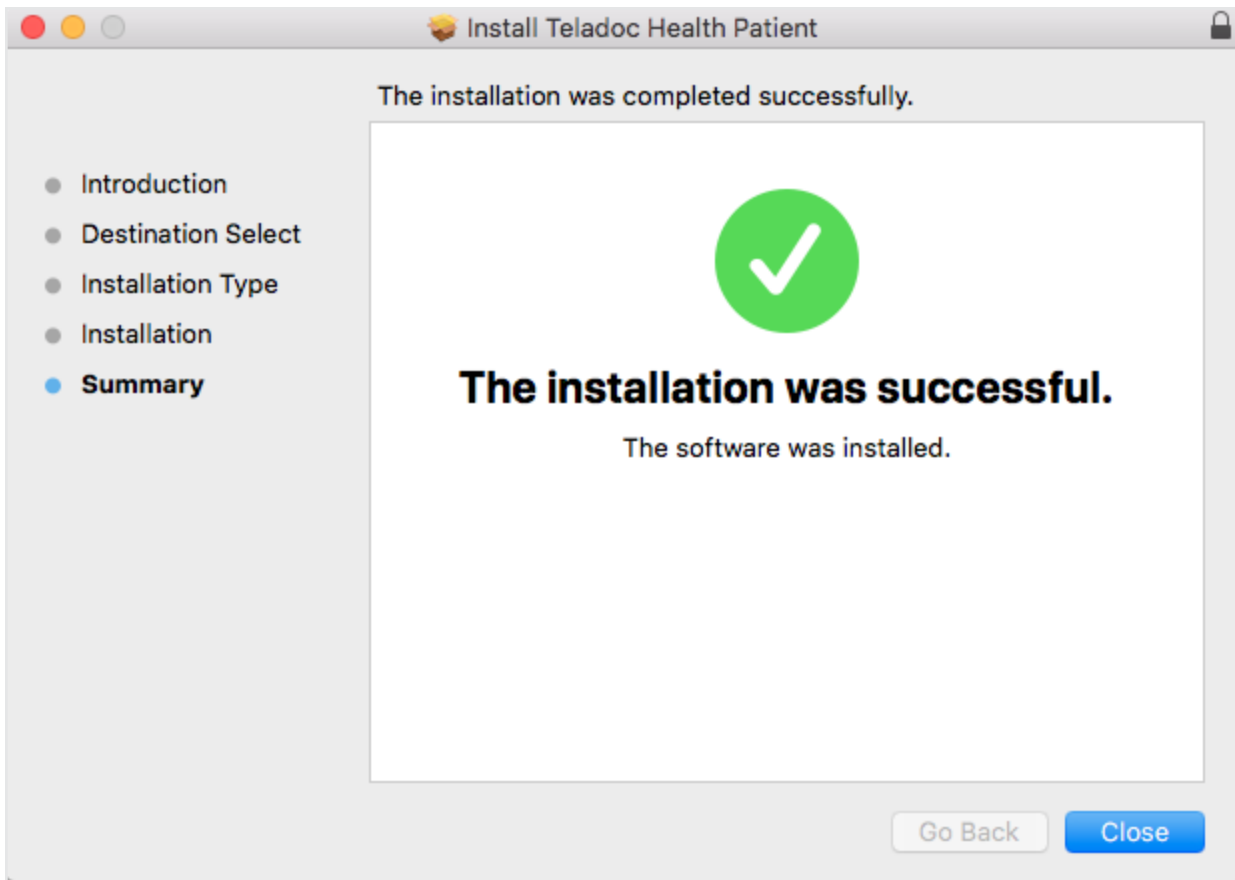


6. Click **Install**.

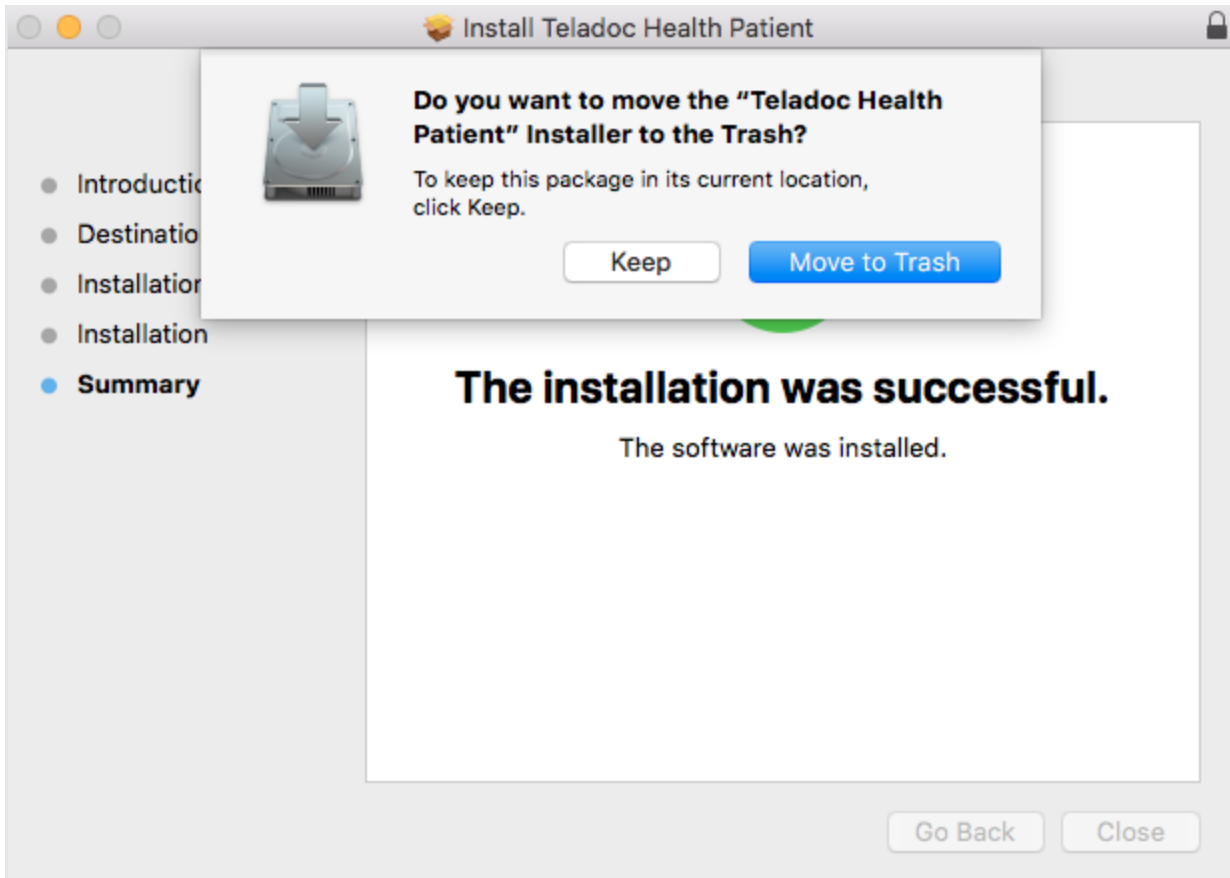


7. Enter your Mac user name and password.

8. Click **Install Software**. The installation may take several seconds. When complete, the following will be displayed.



9. Click [Close](#).

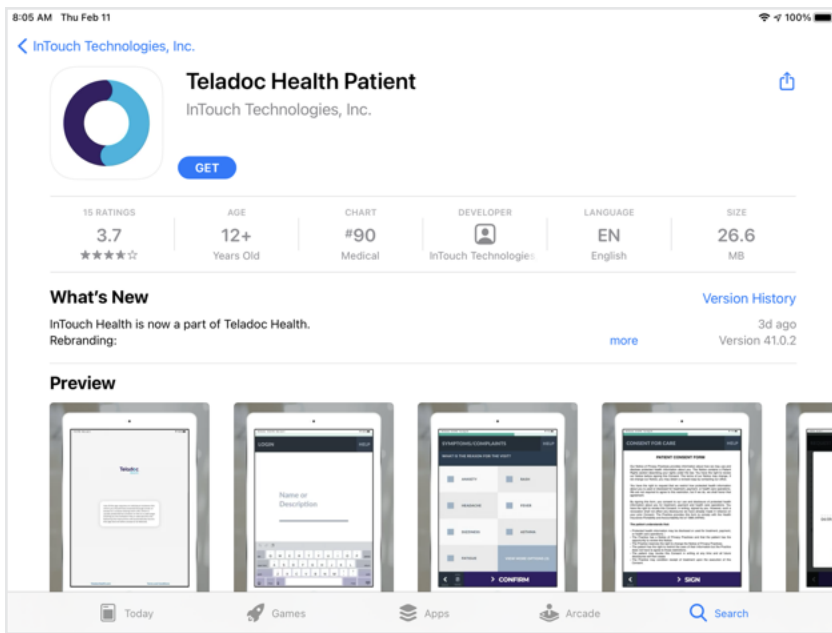


10. Click [Keep](#) to keep the installer file or [Move to Trash](#) to delete it.

iOS App

Install from the App Store

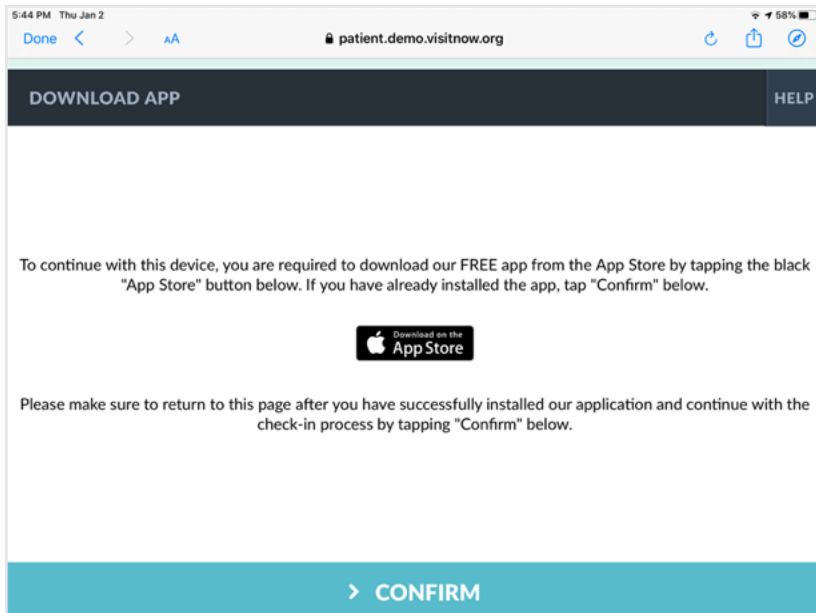
1. Tap the App Store icon ()
2. Tap [here](#) or enter [Teladoc Patient](#) in the search bar.



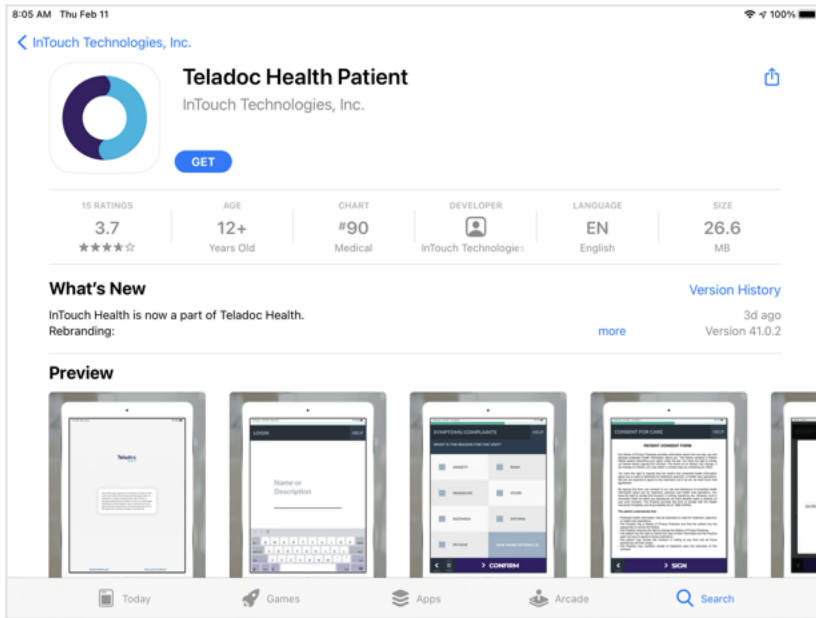
3. Tap **Get**.
4. Tap **Confirm**.

Install During Your First Check-In

1. Tap **Check-In**.

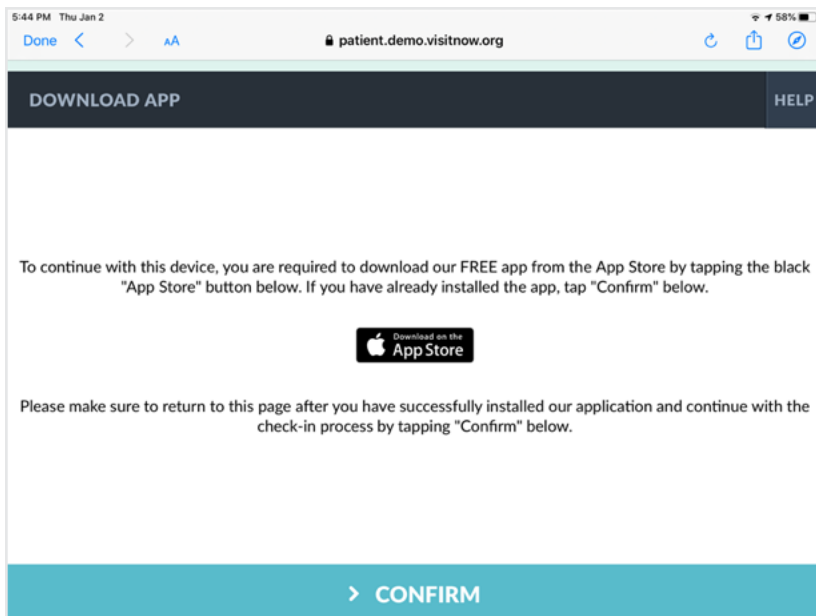


2. Tap the **Download on the App Store** button ().

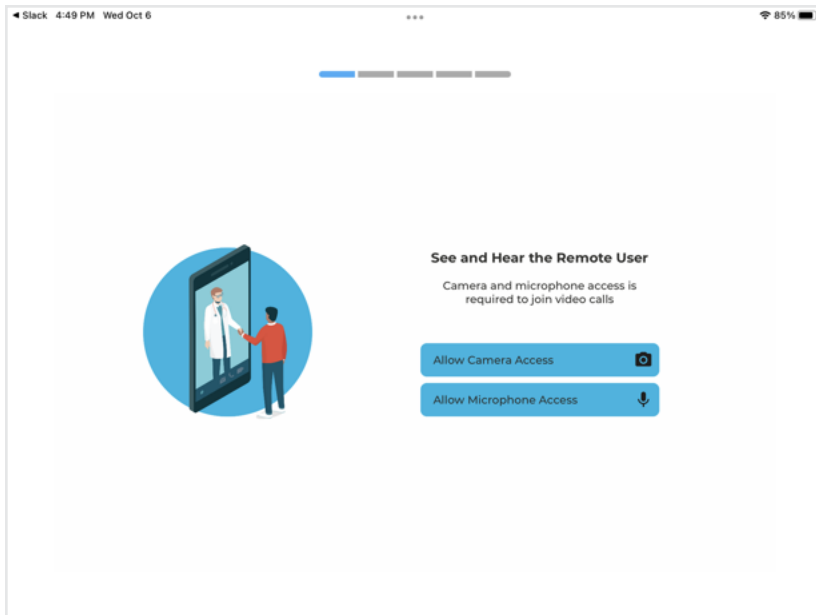


3. Tap **Get**.

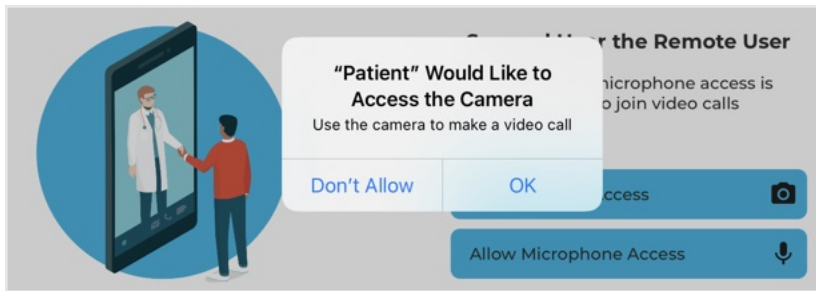
4. Tap **Confirm**. Please make sure to return to the following page in the browser after you have successfully installed our Patient app and continue with the check-in process by tapping **Confirm** below.



5. Tap **Open**.

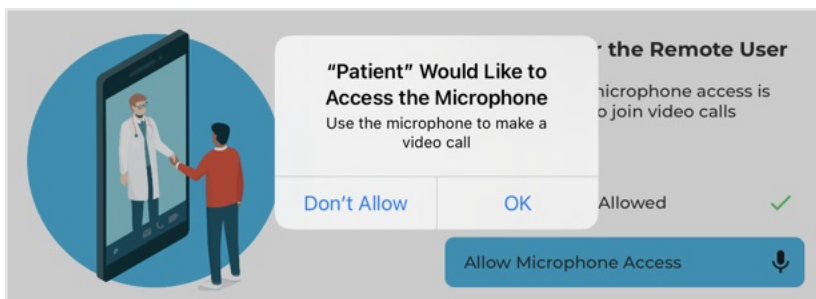


6. Tap **Allow Camera Access**.

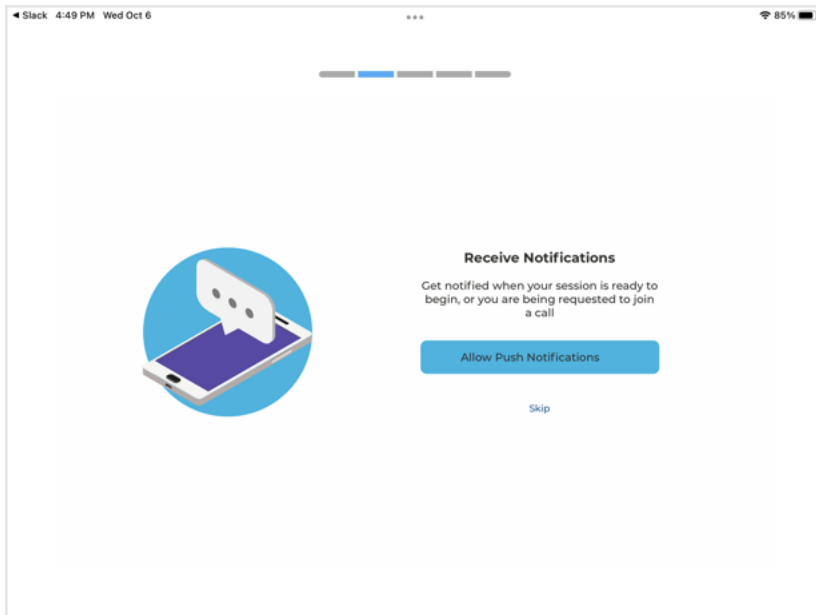


7. Tap **OK**. You cannot use the iOS Patient App unless you allow it to use your camera.

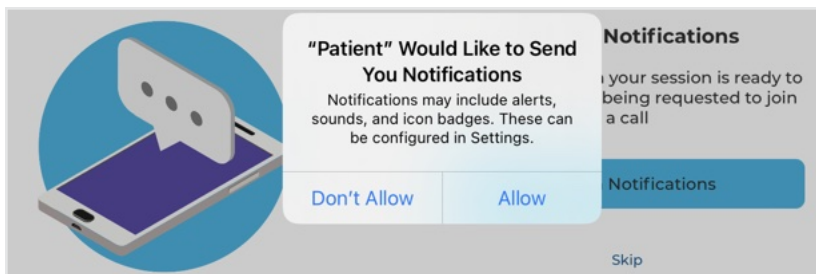
8. Tap **Allow Microphone Access**.



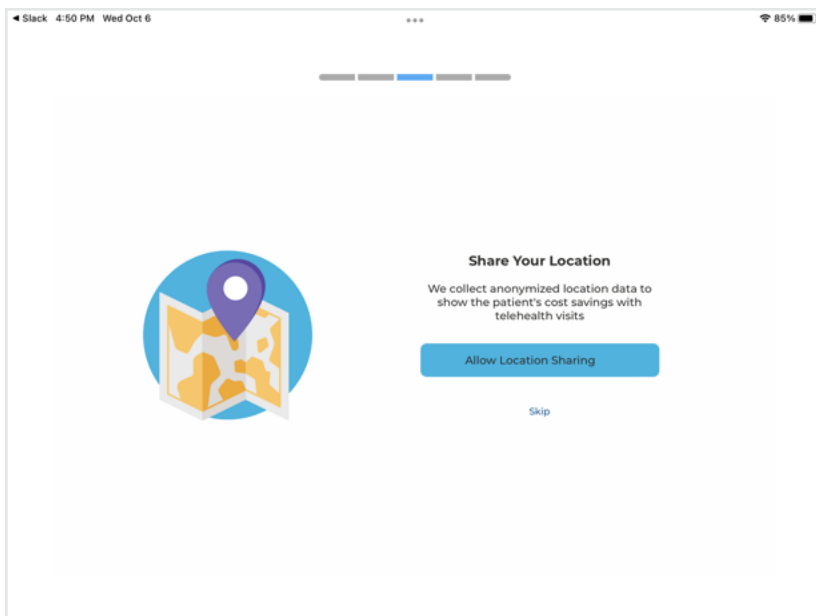
9. Tap **OK**. You cannot use the iOS Patient App unless you allow it to use your microphone.



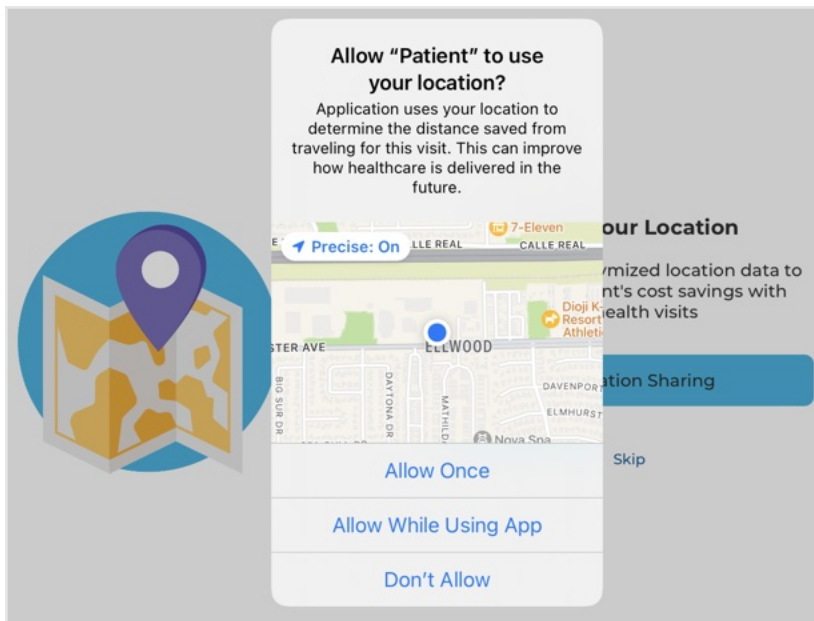
10. Tap **Allow Push Notifications**.



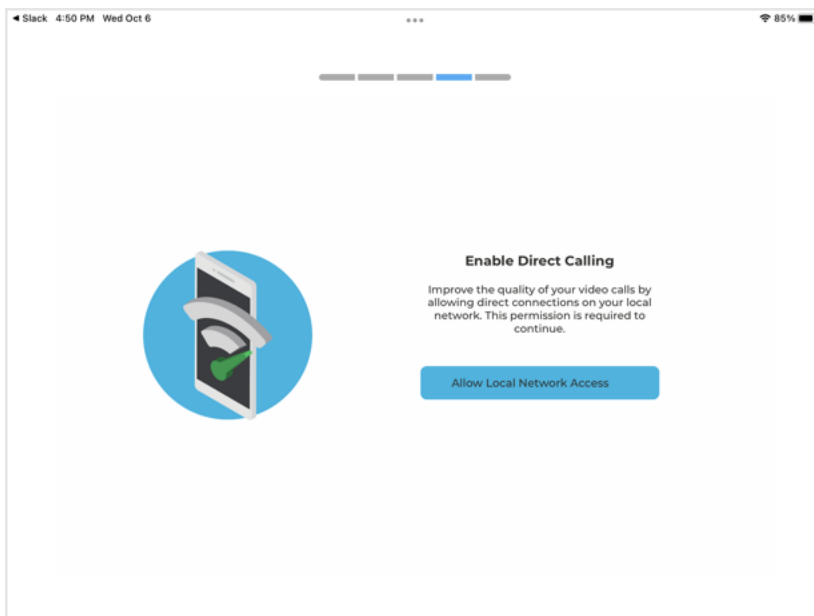
11. Tap **Allow**. This will keep you informed about your virtual visits.



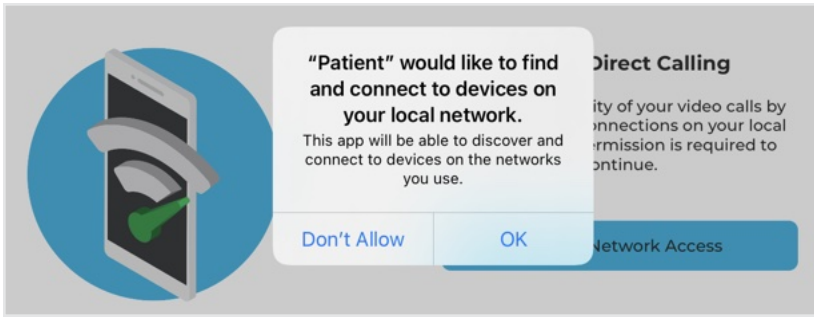
12. Tap **Allow Location Sharing**.



13. Tap **Allow Once** or **Allow While Using App** so your iPhone or iPad will remember your choice.



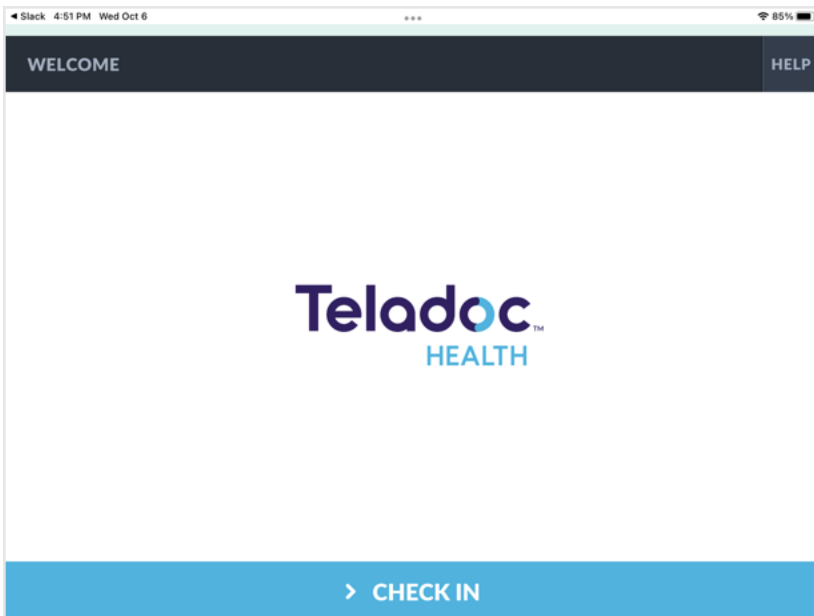
14. Tap **Allow Local Network Access**.



15. Tap **OK**. This can help improve the video quality of your virtual visit.



16. Tap **Get Started**.

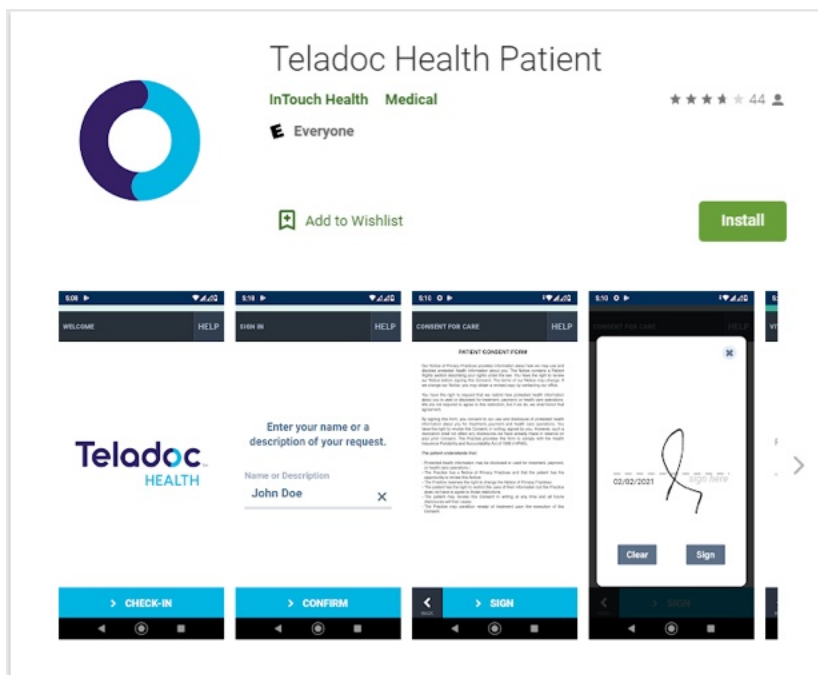


17. Click [Check In](#) and proceed with your check-in.

Android App

Install from the Google Play Store

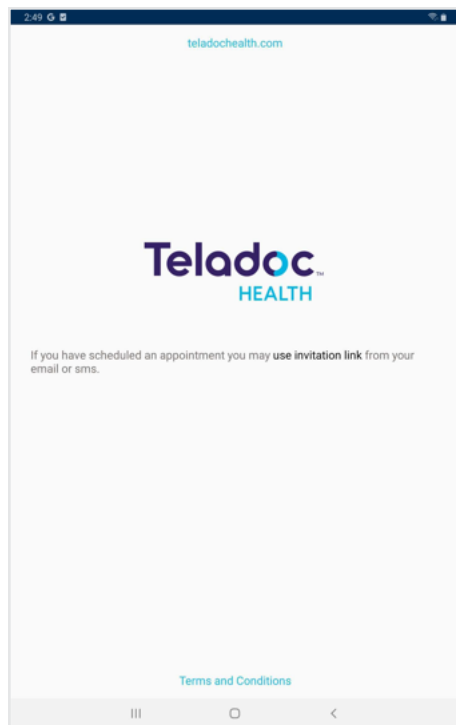
1. Tap the Play Store icon.
2. Tap [here](#) or enter [Teladoc Health Patient](#) in the search bar.



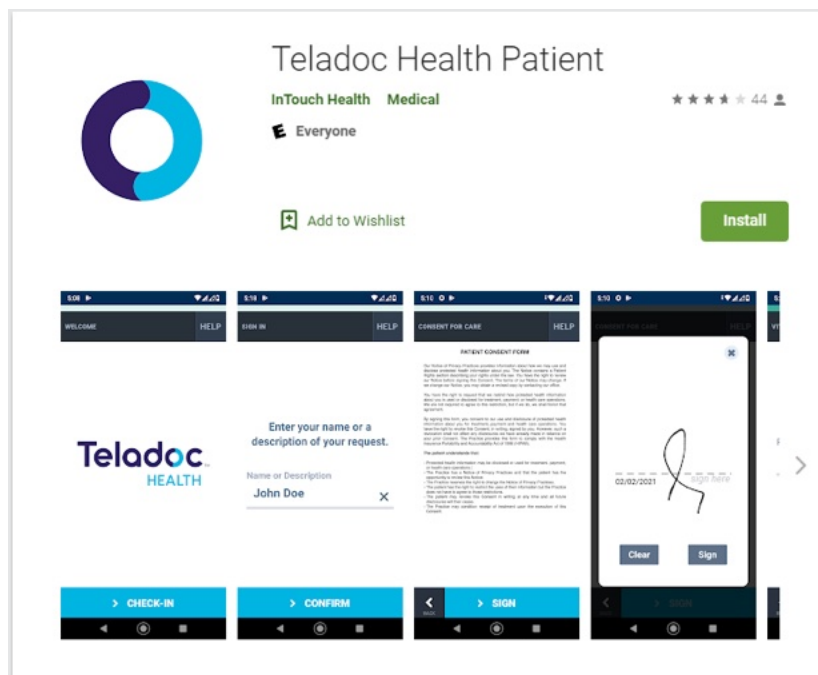
3. Tap [Install](#).

Install During Your First Check-In

1. Tap **Check-In**.



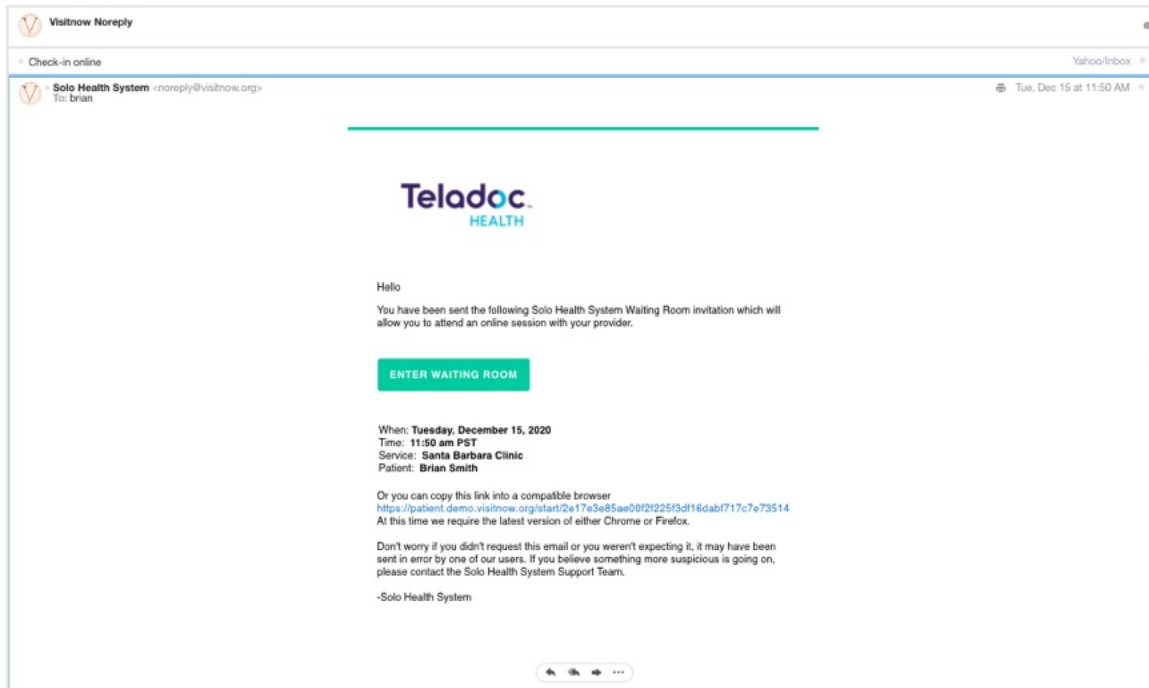
2. Tap the **Download on the Google Play Store** button.



3. Tap **Get**.
4. Tap **Confirm**.
5. Tap **Open**.
6. Proceed with your check-in.

Invitations

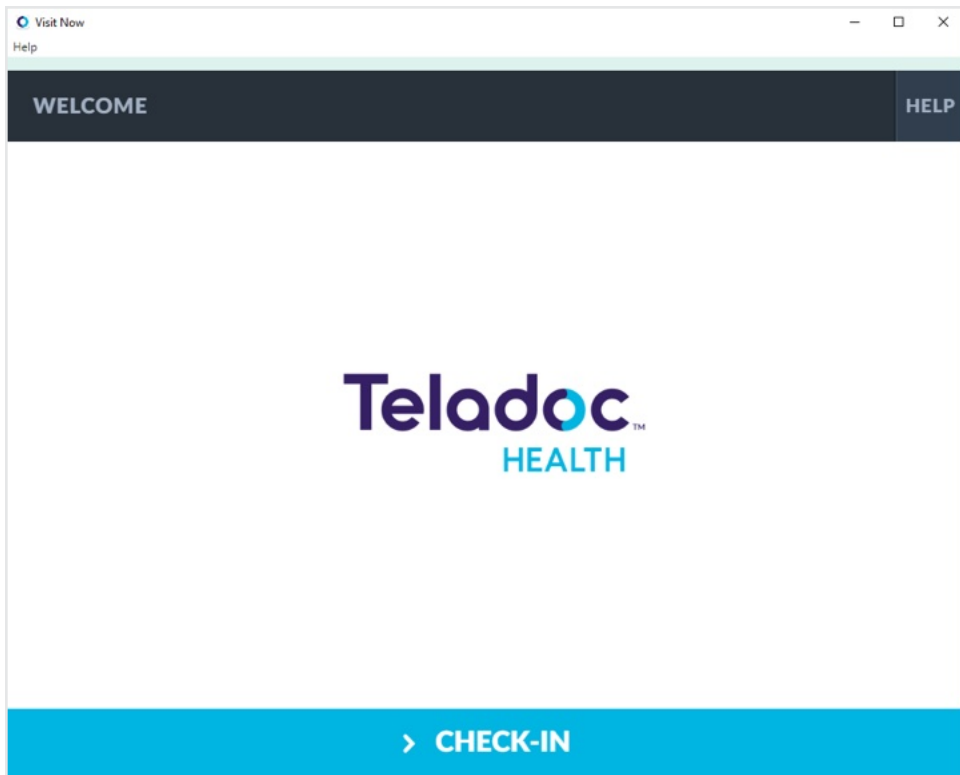
1. After your virtual visit has been created, you will receive a text or email invitation (example below) to the virtual visit.



2. Click **Enter Waiting Room** or the link in the text message or email.
3. Follow the steps in **["Check-In Steps" on page 39.](#)**

Receiving a Virtual Visit Invitation

1. After you click the link in the invitation email or text, you will see the following.



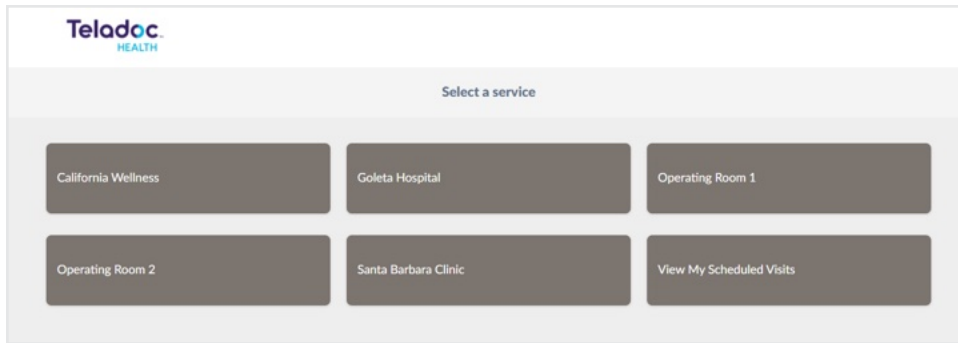
2. Click [Check In](#). You may see the following screen.

The screenshot shows a web browser window titled "Visit Now" with a "Help" link. The page has a dark header with "SIGN IN" on the left and "HELP" on the right. The main content area contains the instruction "Enter your name or a description of your request." Below this is a text input field with the placeholder text "Name or Description". At the bottom of the page is a large blue button with a right-pointing chevron and the text "CONFIRM".

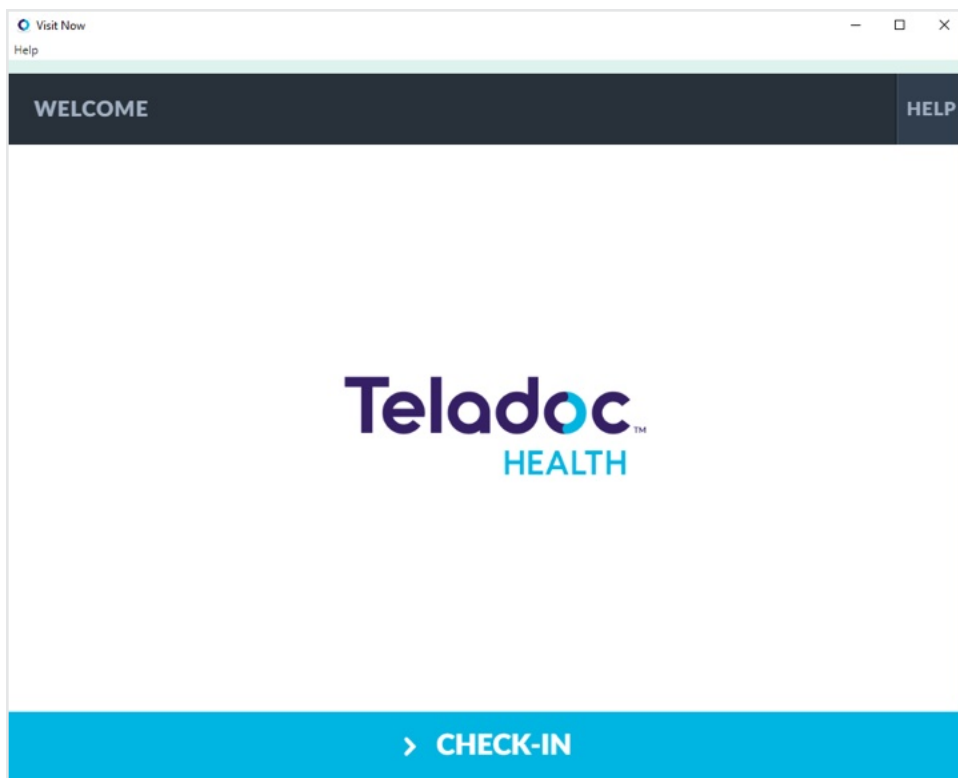
3. If displayed, enter your full, first name, middle name (optional), and last name, and click [Confirm](#) or [Skip](#) after each entry.
4. Continue with your check-in.

Scheduling an Appointment

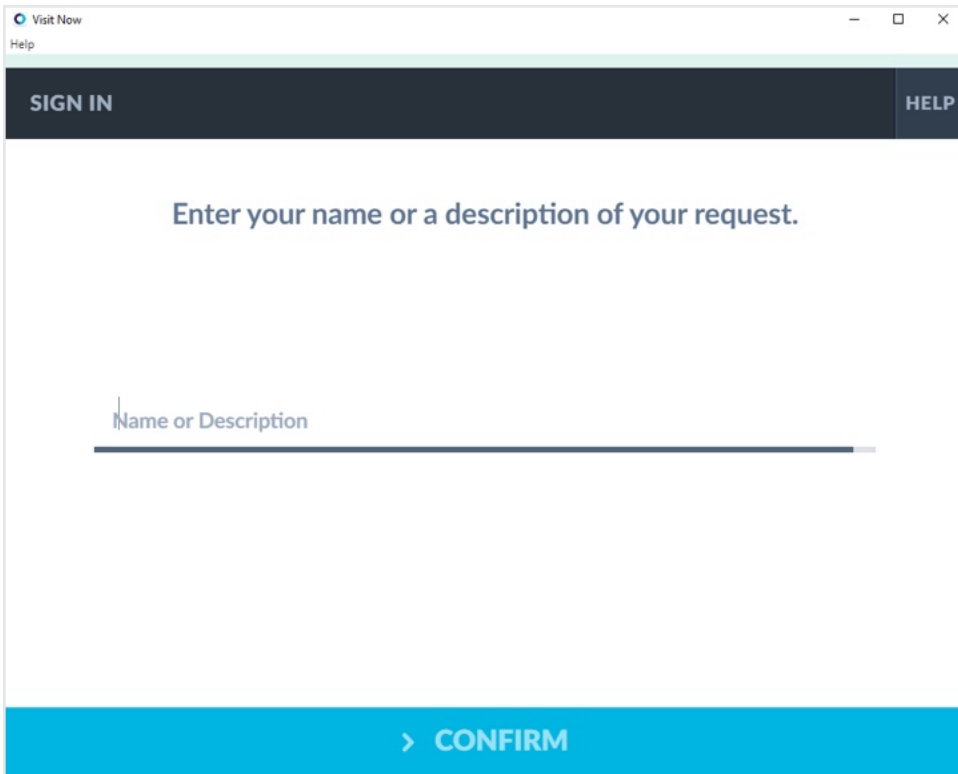
1. After you click the web link, your provider sent you will see the following.



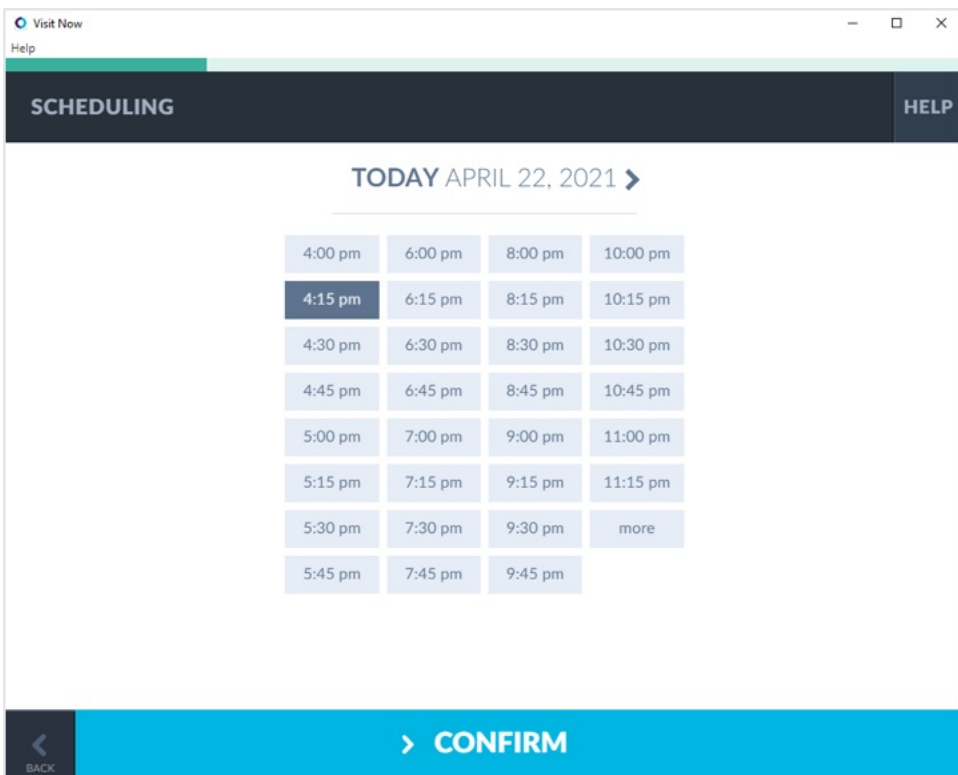
2. Select the practice (waiting room) you want.



3. Click [Check In](#). You may see the following screen.



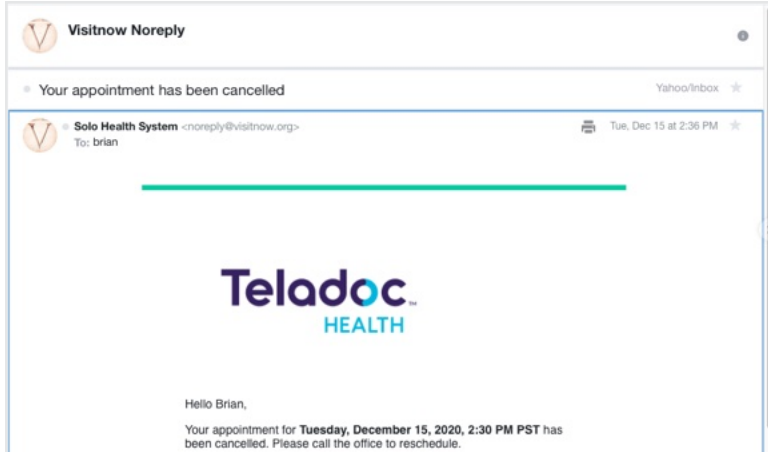
4. If displayed, enter your full, first name, middle name (optional), and last name, and click [Confirm](#) or [Skip](#) after each entry.



5. Enter the preferred day and time of your virtual visit.
6. Click **Confirm**.
7. Continue with your check-in.

Canceled Appointments

If your provider cancels your virtual visit, you will receive a text or email.



Contact your provider to reschedule.

Check In Process

Check-In Steps

After you receive your invitation and click the link in the email or text, you may be asked to perform check-in steps before your virtual visit. Depending on your provider, you may be asked to perform some or all of the following tasks.

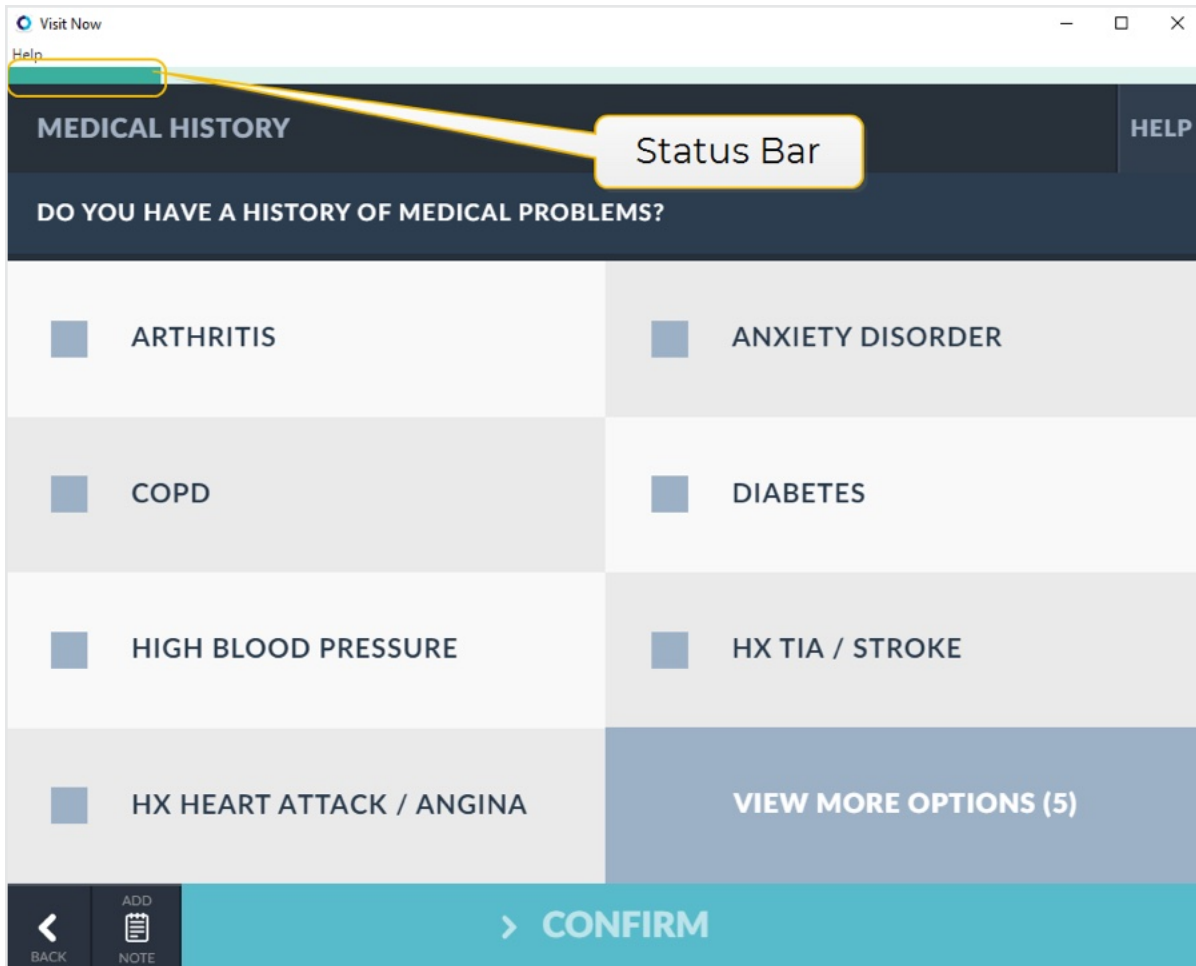
- If this is your first time using the Patient App, you may be asked to install it.
 - [Patient App for Windows](#)
 - [Patient App for Mac](#)
 - [iOS App](#)
 - [Android App](#)
- Your provider may give you the option of the Patient App for your device. If so, launch the Patient App on your device (recommended)
 - [Launch on Mac](#)
 - [Launch on Windows](#)
 - [Launch on iOS](#)
 - [Launch on Android](#)

NOTE: If you would rather use a browser, refer to ["Using a Browser" on page 46](#).

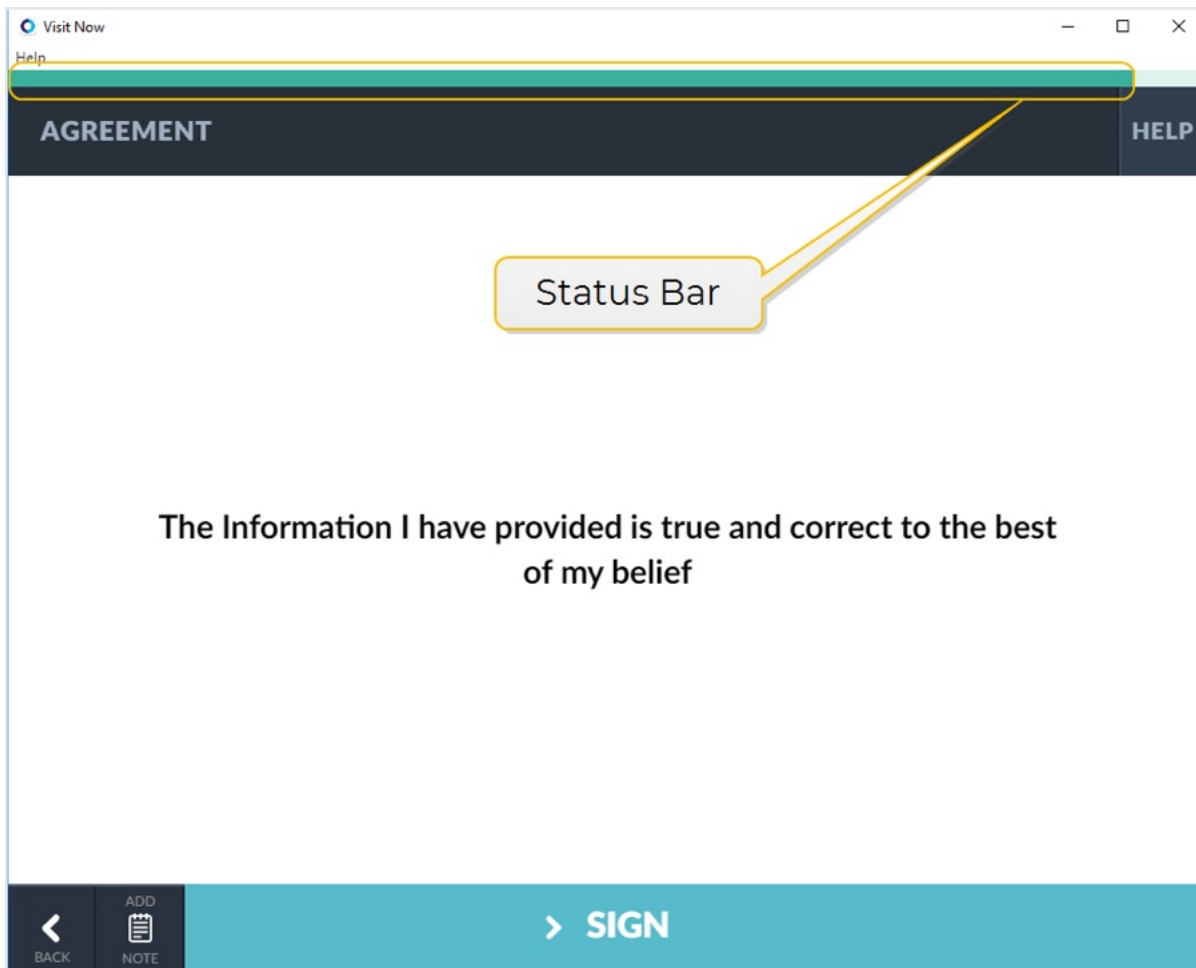
You may need to do some or all of the following:

- [Verify Your Identity](#)
- [Review and Edit Demographics](#)
- [Enter Your Reasons for Your Virtual Visit](#)
- [Review Your Appointment Summary](#)
- [Read and Sign Forms Electronically](#)
- [Enter Your Insurance](#)
- [Enter Your Payment](#)
- [Read and Complete Questionnaires](#)
- [Sign the Agreement](#)
- [Test Your Audio and Video](#)

As you complete your check-in process a green status bar at the top of the page increases until it is full length of the page. For example, the Date of Medical History form below is near the beginning of a check-in.



Whereas the Agreement form is toward the end of the check in.



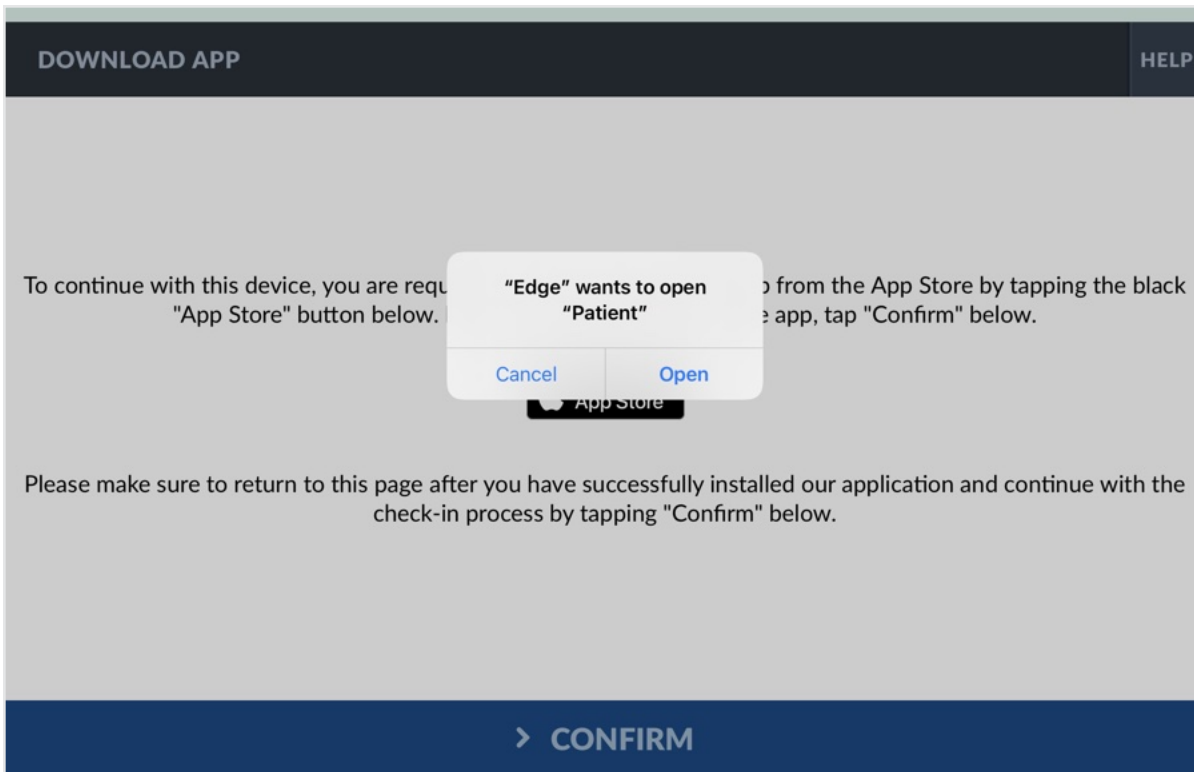
After you have completed all the steps required by your provider, you will be placed in a waiting room. Your provider will be informed that your virtual visit is ready to begin.

Launch the Patient App

Launch on iOS

NOTE: For an improved virtual visit experience, if you have not used the Patient App before you should perform the steps in ["iOS App" on page 22](#) before proceeding.

1. Click [Check-In](#).

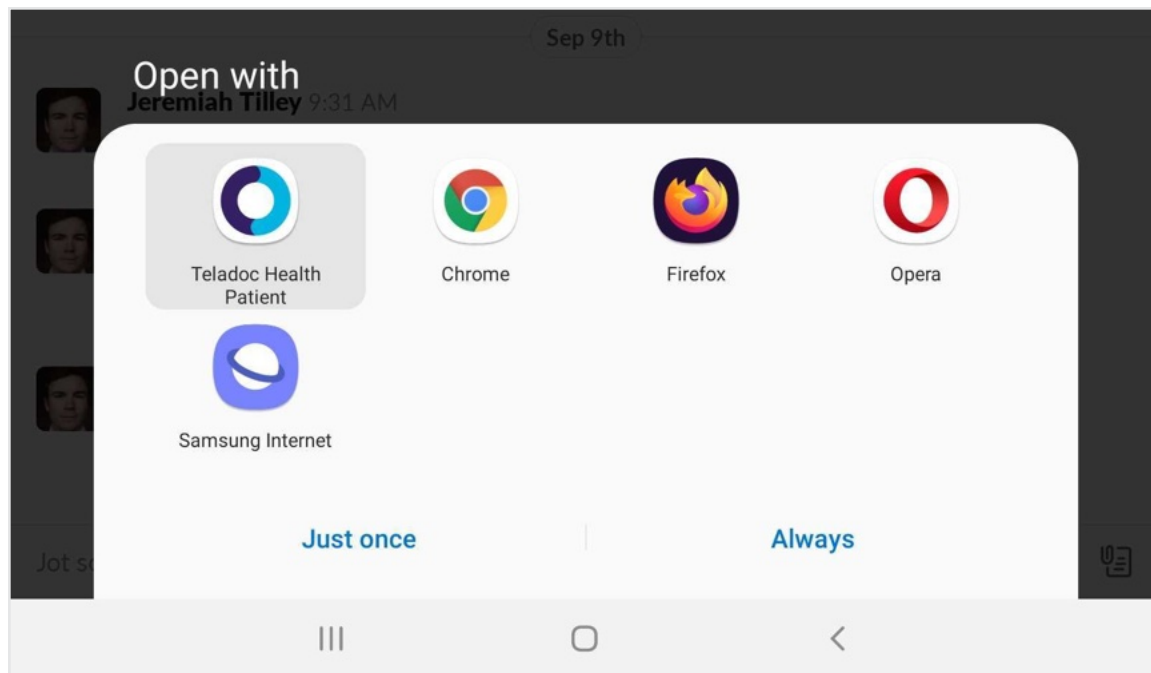


2. Tap **Open**.
3. Continue with your Check-In.

Launch on Android

NOTE: For an improved virtual visit experience, if you have not used the Patient App before you should perform the steps in ["Android App" on page 29](#) before proceeding.

1. Click **Check-In**.

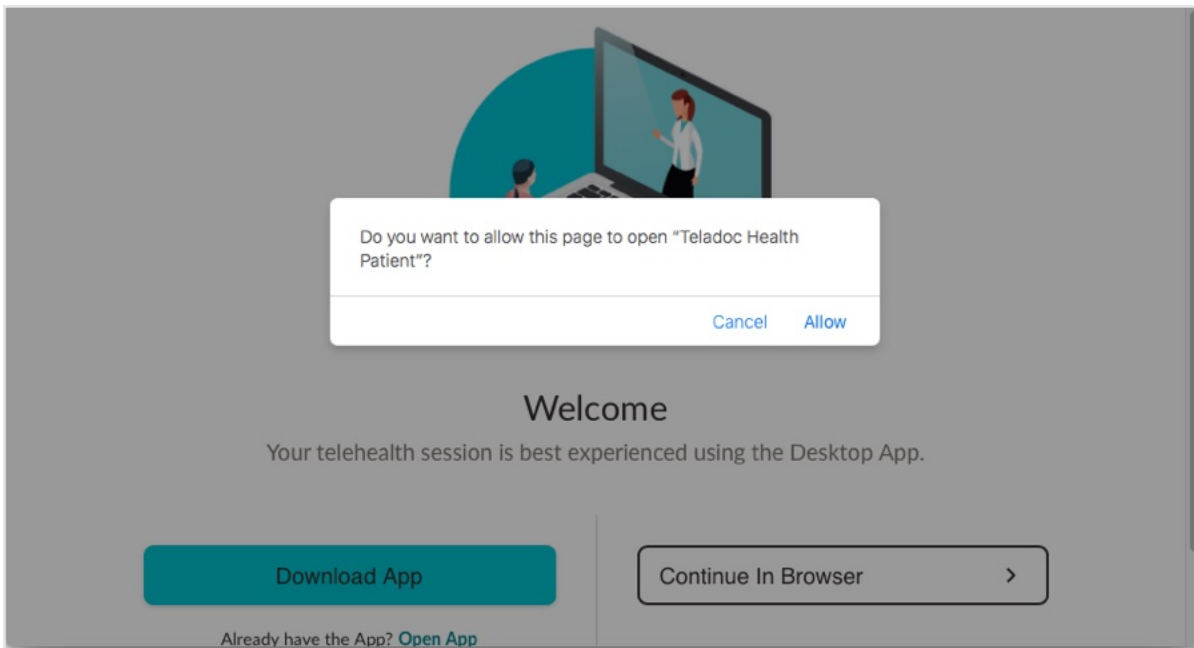


2. Tap **Teladoc Health Patient**.
3. Tap **Always**.
4. Continue with your Check-In.

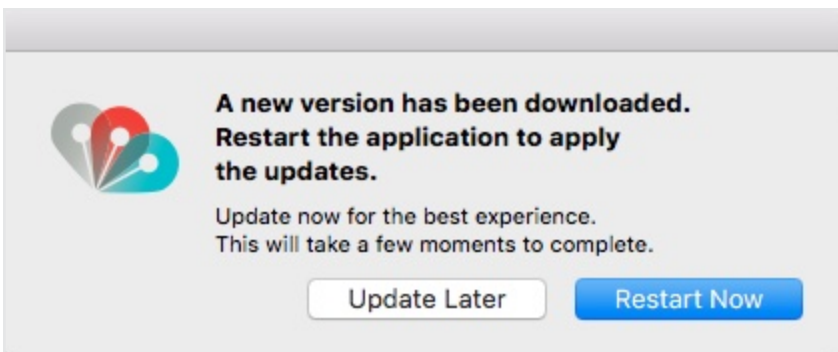
Launch on Mac

NOTE: For an improved virtual visit experience, if you have not used the Patient App before you should perform the steps in ["Patient App for Mac" on page 17](#) before proceeding.

1. Click **Check-In**.



2. Click [Allow](#).
3. If an update is available, click [Restart Now](#). The Patient App will update automatically.

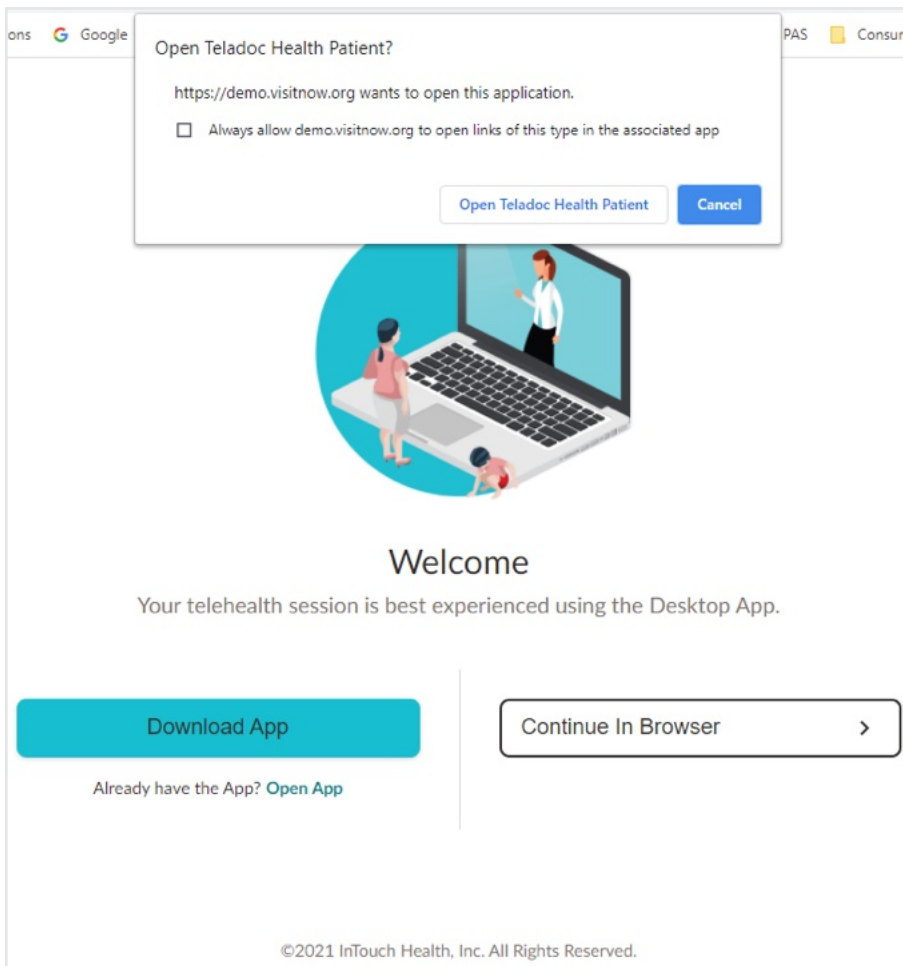


4. Continue with your Check-In.

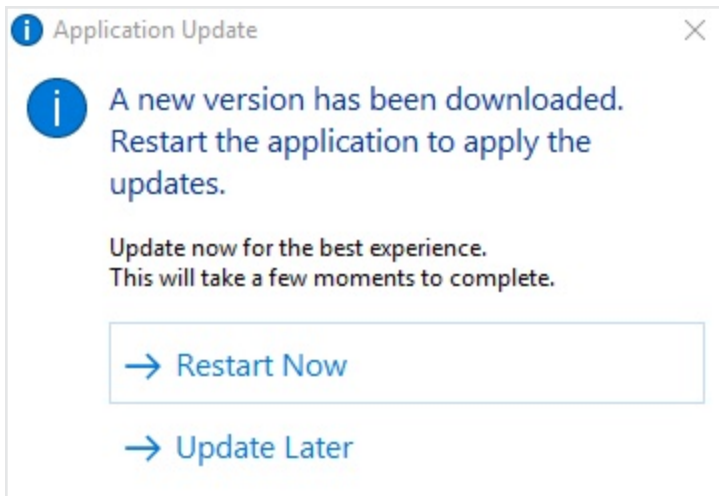
Launch on Windows

NOTE: For an improved virtual visit experience, if you have not used the Patient App before you should perform the steps in ["Patient App for Windows" on page 14](#) before proceeding.

1. Click [Check-In](#).



2. Click **Open Teladoc Health Patient**.
3. If an update is available, click **Restart Now**. The Patient App will update automatically.



4. Continue with your Check-In.

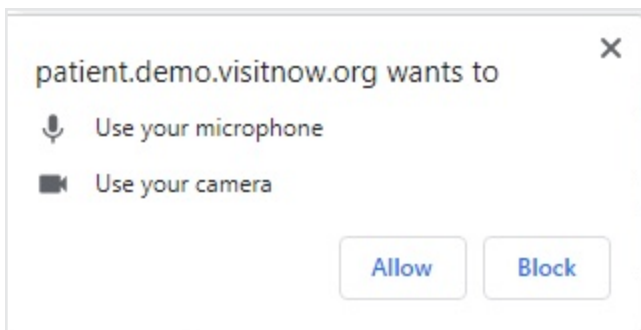
Using a Browser

- [Using the Chrome Browser](#)
- [Using the Firefox Browser](#)
- [Using the Safari Browser](#)

Using the Chrome Browser

NOTE: You can use the Chrome browser on Windows, Mac, and Android devices.

1. The first time you use the Patient App you will see the following popup window when you are in the waiting room at the end of your check-in:

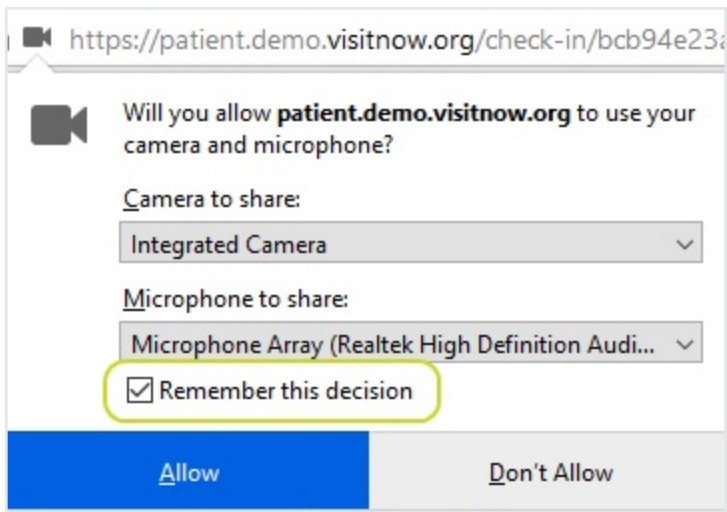


2. Make sure you click **Allow** or you will not be able to have a virtual visit with your provider.
3. Continue with the check-in process.

Using the Firefox Browser

NOTE: You can only use the Firefox browser on Windows devices.

1. The first time you use the Patient App you will see the following popup window when you are in the waiting room at the end of your check-in:

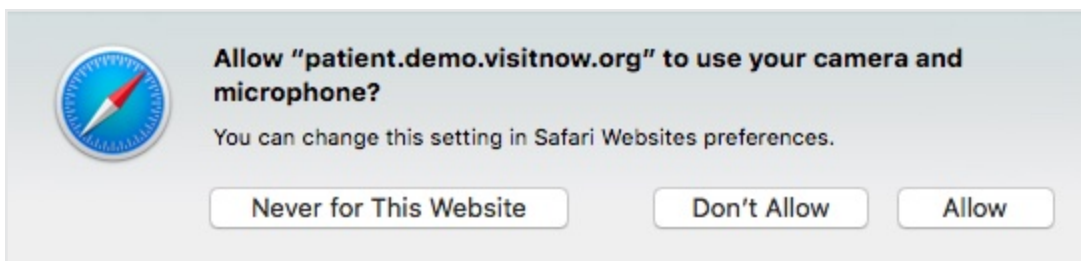


2. Make sure you select **Remember this decision** and then click **Allow** or you will not be able to have a virtual visit with your provider.
3. Continue with the check-in process.

Using the Safari Browser

NOTE: You can use the Safari browser on Macs, iPhones, and iPads.

1. The first time you use the Patient App you will see the following popup window when you are in the waiting room at the end of your check-in:



2. Make sure you click **Allow** or you will not be able to have a virtual visit with your provider.
3. Continue with the check-in process.

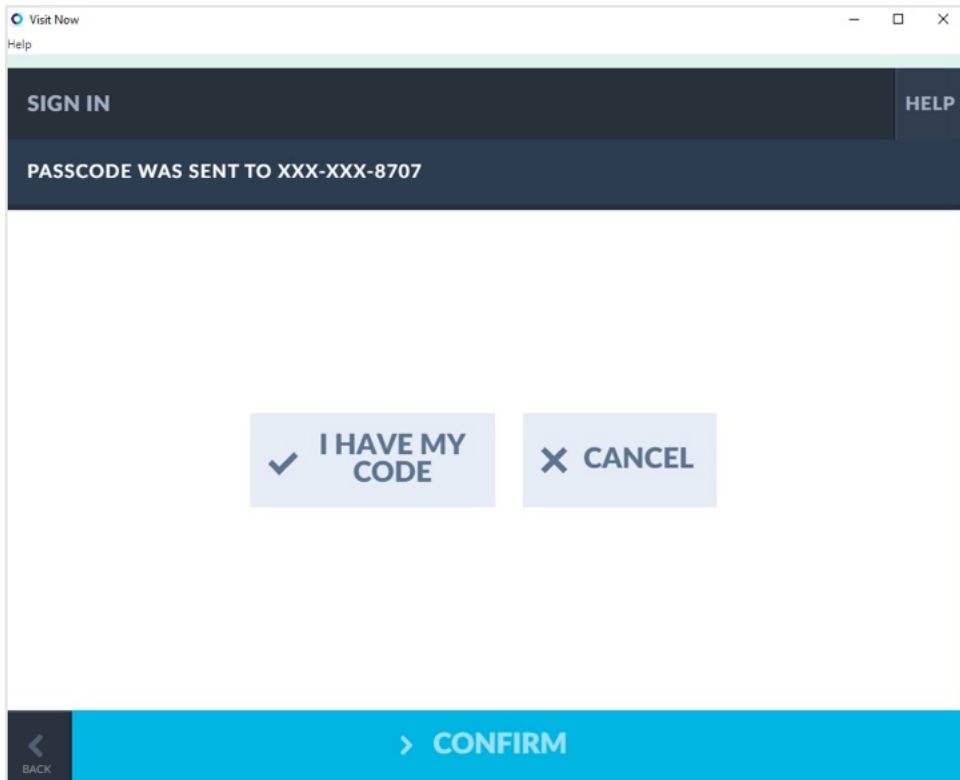
Verify Your Identity

You may need to verify your identity during the check-in process. This is known as "authentication". Your provider may authenticate you through either email or an access code.

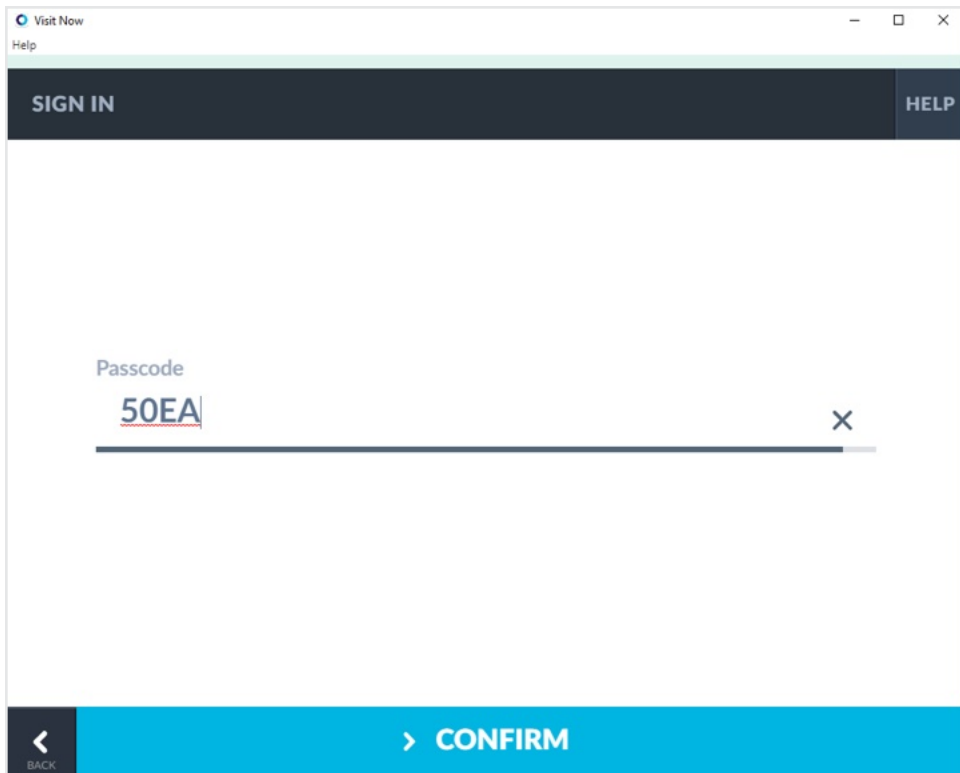
For example, you may see the following during the check-in process.

The screenshot shows a mobile application interface. At the top, there is a header bar with the text "PICK YOUR DELIVERY METHOD" on the left and a "HELP" button on the right. Below the header, there are two radio button options: "EMAIL" and "SMS (XXX-XXX-8707)". The "SMS" option is currently selected, indicated by a grey background behind it. At the bottom of the screen, there is a blue bar with a white left arrow and the word "BACK" on the left, and a white right arrow and the word "CONFIRM" on the right.

1. Select either **Email** or **SMS** (text message). If you select **SMS**, for example, a text message will be sent to your mobile device.



2. Click [I have my code](#).



3. Enter the access code. If you enter a code or email address that is not found, you will be prompted to complete demographic pages before being able to continue.
4. Continue with the check-in process.

Review and Edit Demographics

During the check-in process you may be asked to review and edit demographics about yourself or the patient you are assisting.

The screenshot shows a web browser window titled "Online Check-In" with a "Help" link. The main heading is "DEMOGRAPHICS" with a "HELP" button. The patient's name "Brian Davis" is displayed. Below the name, the fields "GENDER:" and "DOB: 01/01/1950" are visible. The demographic information is organized into a grid of fields, each with a pencil icon for editing:

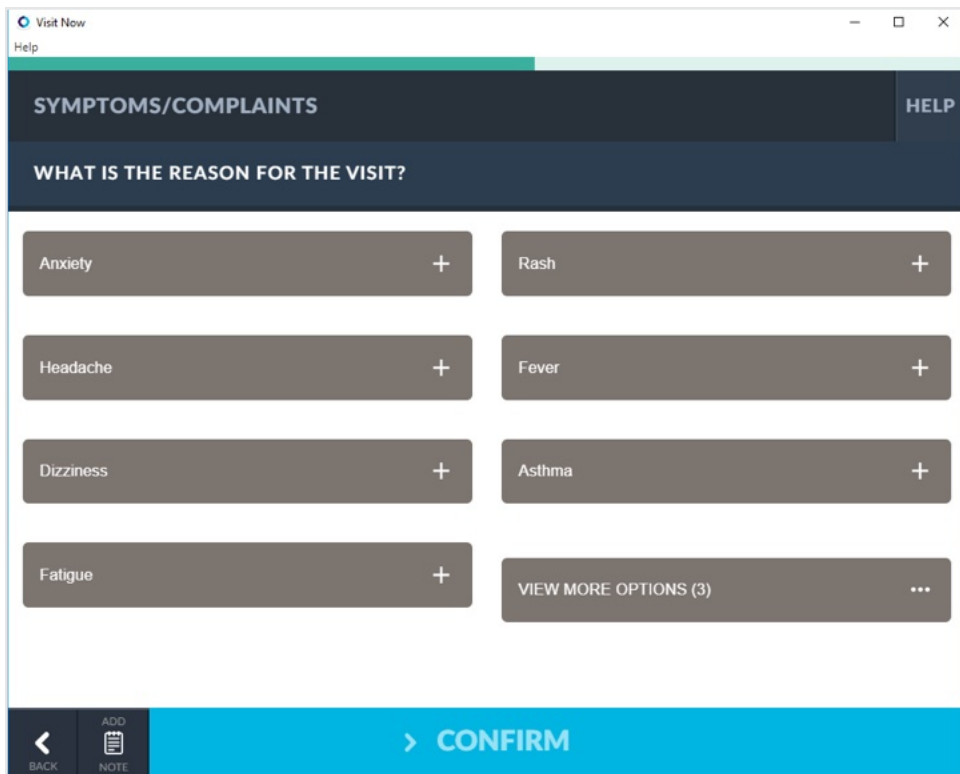
ADDRESS	PREFERRED LANGUAGE
PHONE	ETHNICITY
EMAIL bb@domain.com	RACE
EMERGENCY CONTACT	MARITAL STATUS

At the bottom, there is a blue bar with a "BACK" button on the left and a "CONFIRM" button on the right.

If you need to make changes, click the pencil icon. Click **Confirm** when you are done.

Enter Your Reasons for Your Virtual Visit

1. Your provider may ask you for the reasons for your virtual visit.



2. You can choose one or more reasons for your virtual visit. If you do not see what you would like to answer, click [View More Options](#) if present.
3. Once you are finished, click [Confirm](#).

Review Your Appointment Summary

Review your appointment summary. and then click [Proceed](#) when you are done.

Visit Now
Help

APPOINTMENT SUMMARY

Reason for visit: **Headache, Fever**
Scheduled time: **04:15 pm PDT**
Thursday, April 22, 2021

Your visit will start in:

00 00 26 02
days hours min sec

sms: send

email: send

url: copy

[BACK](#) [PROCEED](#)

On this page you can also send an email or text message to yourself and copy the URL of your virtual visit. If available, click **Proceed** to continue. However, if you are early your provider may ask you to come back later to continue with your check-in.

Online Check-In

Help

TELEHEALTH

HELP

Your visit will start in:

00 03 50 57
days hours min sec

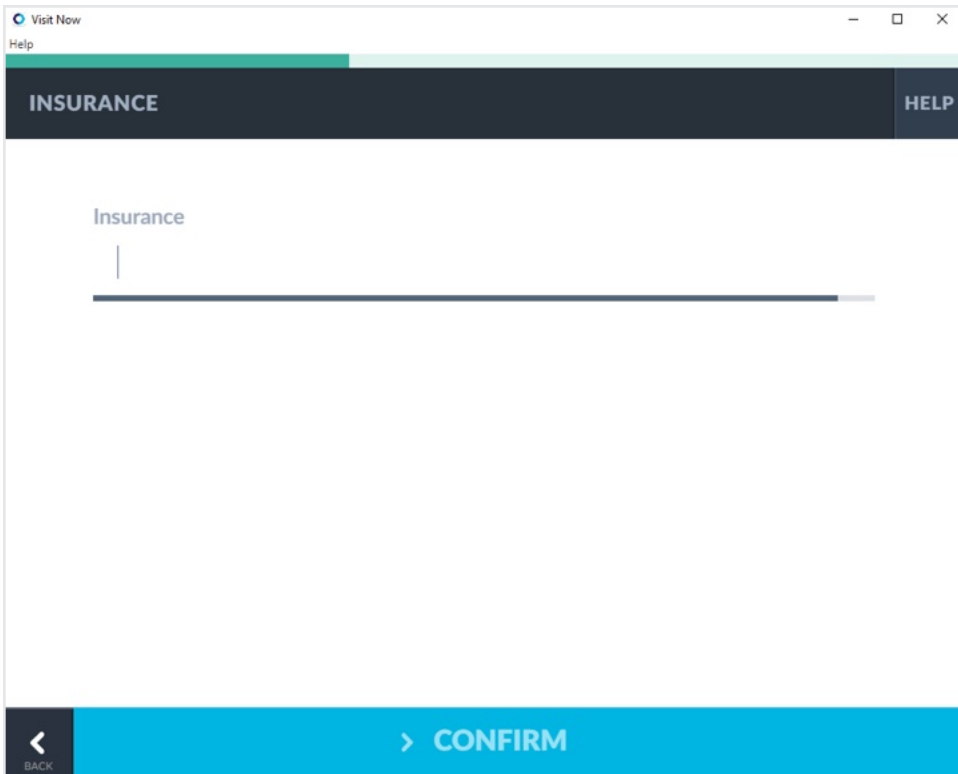
Your appointment was scheduled for **Tuesday, May 11, 2021, 3:00 PM PDT**. Please return no more than **60** minutes prior to your scheduled time. If you need to cancel or reschedule, please contact our office. Thank you.

BACK

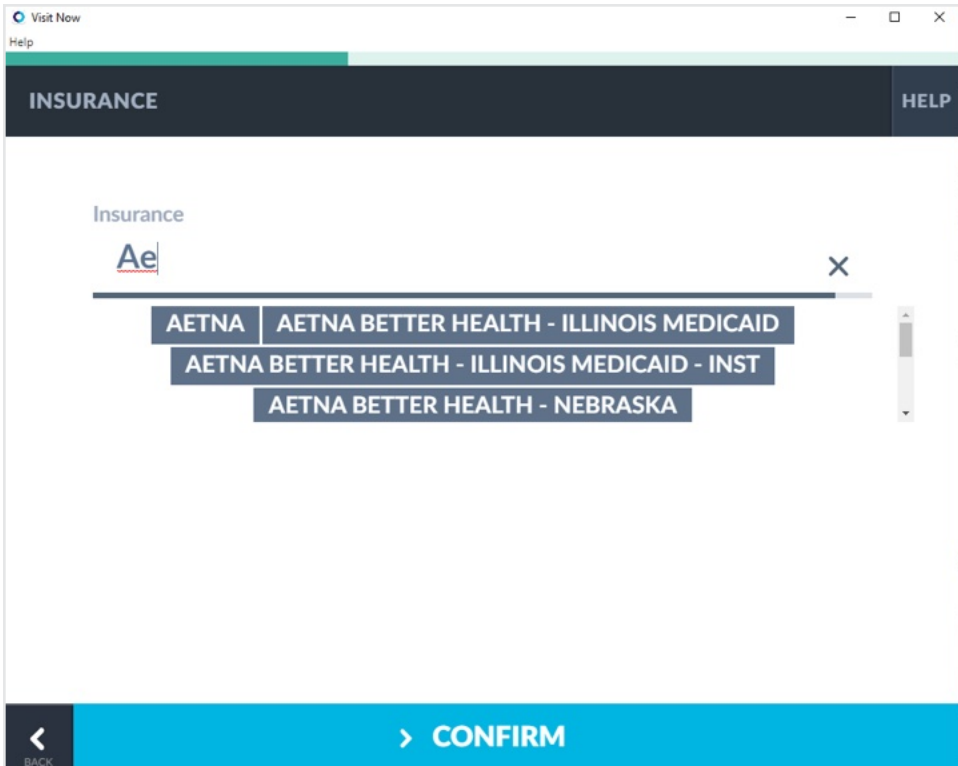
PROCEED

Enter Your Insurance

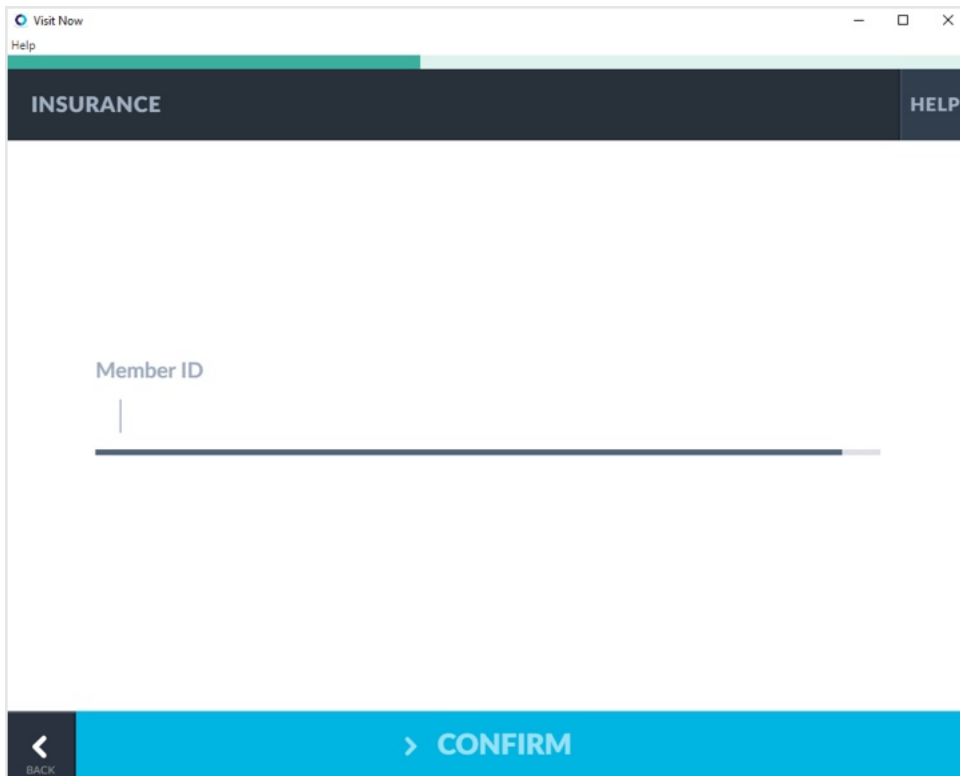
1. Your provider may ask for your insurance information.



2. Enter your insurance provider. Matching names will be displayed.



3. Select your insurance provider and then click **Confirm**.



The screenshot shows a mobile application window titled "Visit Now" with a "Help" link. The main header is "INSURANCE" with a "HELP" button on the right. Below the header is a large text input field labeled "Member ID". At the bottom of the screen is a blue navigation bar with a "BACK" button on the left and a "CONFIRM" button on the right.

- 4. Enter your member ID and then click **Confirm**.
- 5. Click **Confirm** to continue your check-in process.

Enter Your Payment

- 1. Your provider may need a payment for your virtual visit. Please have your credit or debit card ready before you proceed.

Visit Now
Help

PAYMENT HELP

Month Year CVC

BACK > PAY \$20.00

2. Enter the credit card number, CVV number, the expiration date, and your name as it appears on your credit card. Please note the following about CVV numbers:
- On Visa, MasterCard, and Discover cards this is a three-digit number on the back of the card.
 - On American Express cards this is a four-digit number on the front of the card.
- If all information on the card is valid then all fields will have a dark gray border as shown below.

Visit Now
Help

PAYMENT HELP

4111 1111 1111 1111

March 2023 123

< BACK > PAY \$20.00

This screenshot shows a payment form in a browser window titled "Visit Now". The form has a dark header with "PAYMENT" on the left and "HELP" on the right. Below the header, there is a text input field containing the card number "4111 1111 1111 1111". To the right of this field is a smaller input field containing "123". Below these are two more input fields: "March" and "2023". At the bottom of the form is a teal bar with a back arrow and "BACK" on the left, and a right arrow and "PAY \$20.00" on the right.

If there are any invalid or missing fields, they will have a red border as shown below.

Visit Now
Help

PAYMENT HELP

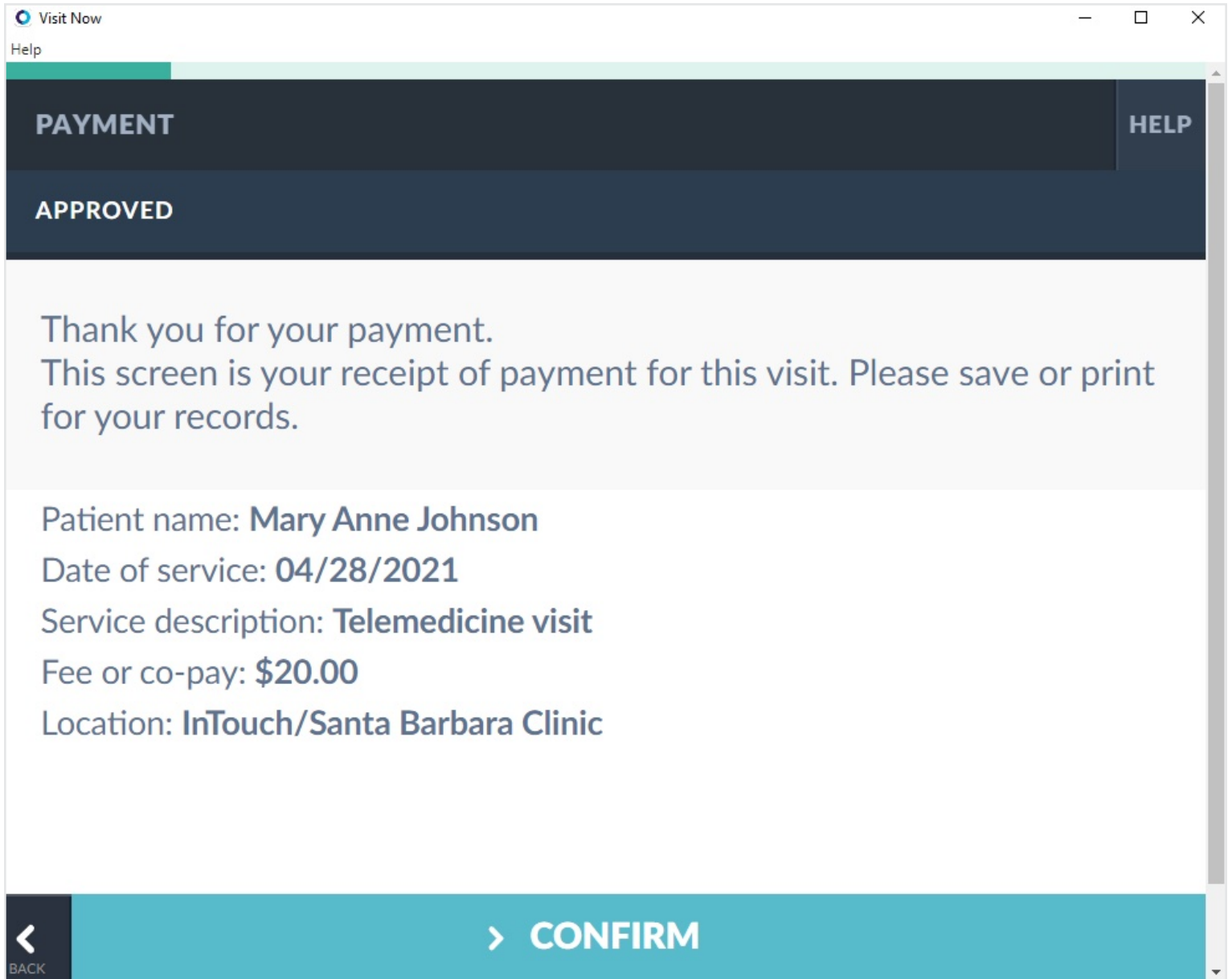
4111 1111 1111 00

March 2023 123

< BACK > PAY \$20.00

This screenshot shows the same payment form as above, but the card number input field now contains "4111 1111 1111 00". This field is highlighted with a red border, indicating it is invalid. The other fields and the bottom bar remain the same.

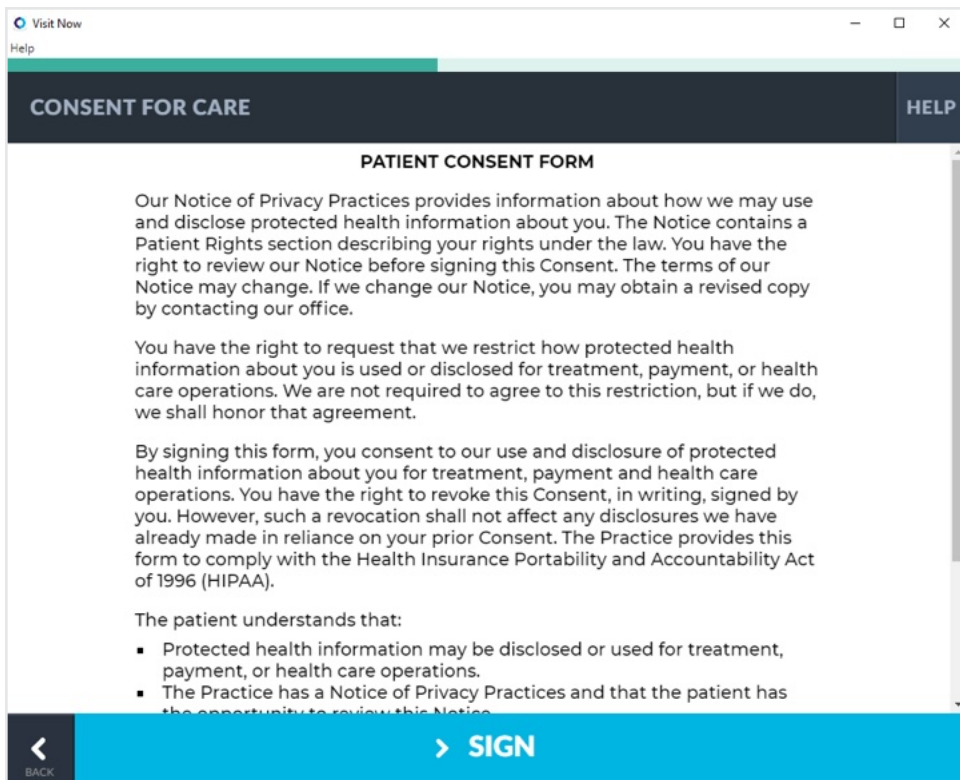
3. Click [Pay](#).



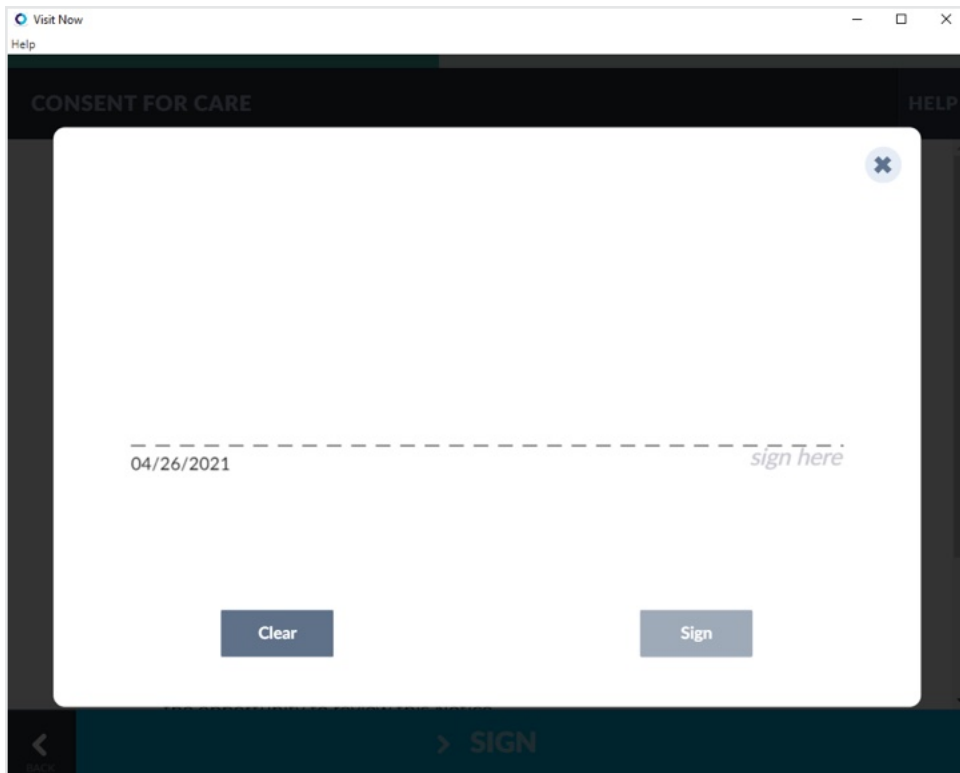
4. Click [Confirm](#).

Read and Sign Forms Electronically

You may be asked to review and sign one or more forms. For example, your provider may ask you to sign a Consent of Care form.



1. Carefully read the form and then click **Confirm**.



2. Use your mouse or touchscreen to enter your signature and then click **Sign**.

The screenshot shows a web browser window titled "Online Check-In" with a "Help" link in the top left corner. The main heading is "CONSENT FOR CARE" with a "HELP" button to its right. Below the heading is a question: "ARE YOU THE PATIENT FOR WHOM THIS VIRTUAL CONSULT IS FOR? IF YOU ARE COMPLETING THIS PROCESS ON BEHALF OF A PATIENT, CLICK NO." In the center of the screen are two buttons: "Yes" with a checkmark icon and "No" with an 'X' icon. At the bottom of the screen is a blue bar containing a "BACK" button with a left arrow and a "CONFIRM" button with a right arrow.

3. If you are the patient, click **Yes** and then click **Confirm**. There are no more steps. If you are assisting a patient, click **No** and then click **Confirm**.

Online Check-In

Help

HIPAA CONSENT

HELP

MY RELATION TO PATIENT IS ...

- Spouse
- Healthcare power of attorney
- Parent
- Legal guardian
- Adult child
- Adult brother/sister
- Guardian / legal custodian
- VIEW MORE OPTIONS (2) ...

BACK > CONFIRM

4. Select your relationship to the patient and then click **Confirm**.

Online Check-In

Help

CONSENT FOR CARE

HELP

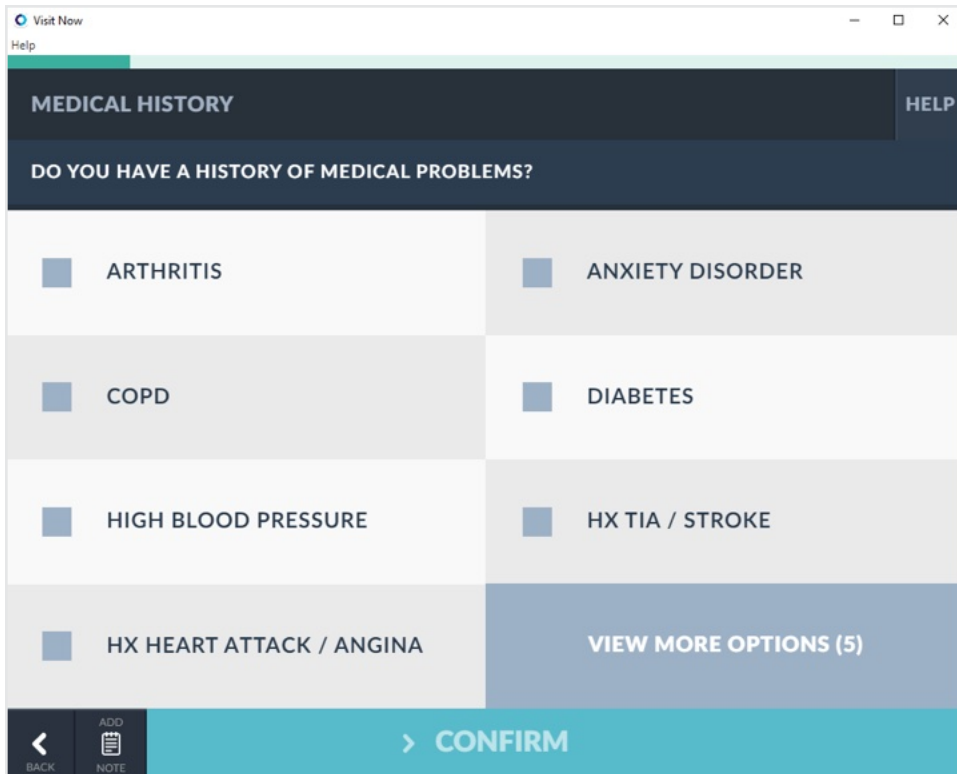
First & last name:

BACK > CONFIRM

5. Enter your and click **Confirm**.

Read and Complete Questionnaires

The following shows an example of a medical history questionnaire, which lets you easily answer questions by simply clicking or tapping the selection. Please note this shows sample forms and the forms you may see will function the same but will look different.

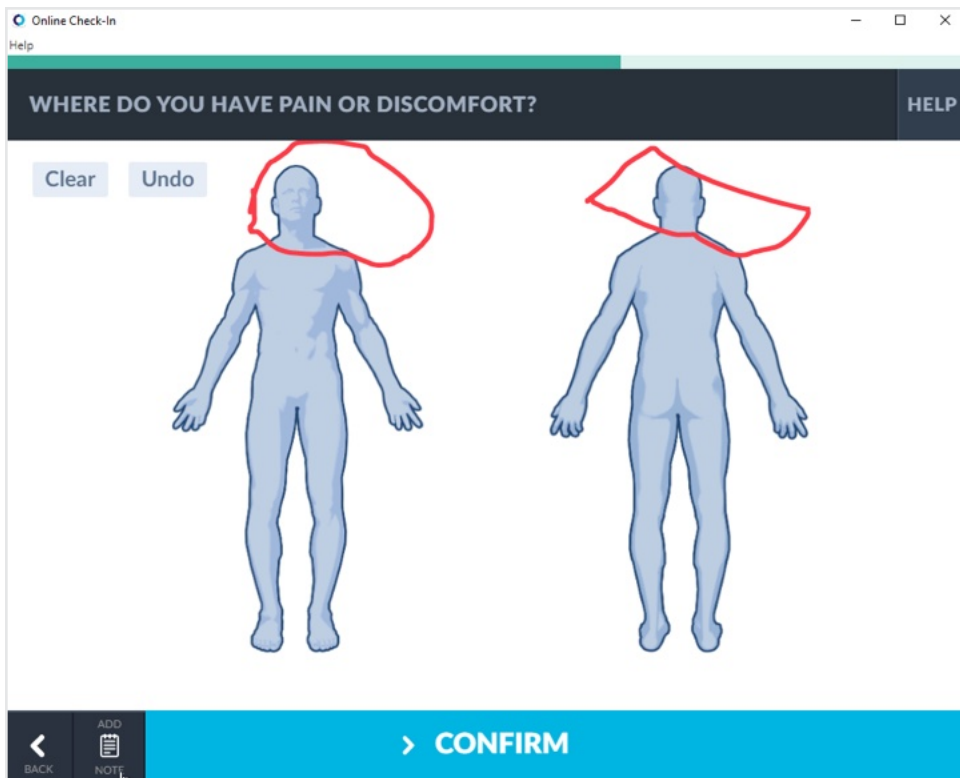



The screenshot shows a mobile application window titled "Visit Now" with a "Help" link. The main heading is "MEDICAL HISTORY" with a "HELP" button on the right. Below this is the question "DO YOU HAVE A HISTORY OF MEDICAL PROBLEMS?". The response options are arranged in a grid:

<input type="checkbox"/> ARTHRITIS	<input type="checkbox"/> ANXIETY DISORDER
<input type="checkbox"/> COPD	<input type="checkbox"/> DIABETES
<input type="checkbox"/> HIGH BLOOD PRESSURE	<input type="checkbox"/> HX TIA / STROKE
<input type="checkbox"/> HX HEART ATTACK / ANGINA	<input type="button" value="VIEW MORE OPTIONS (5)"/>

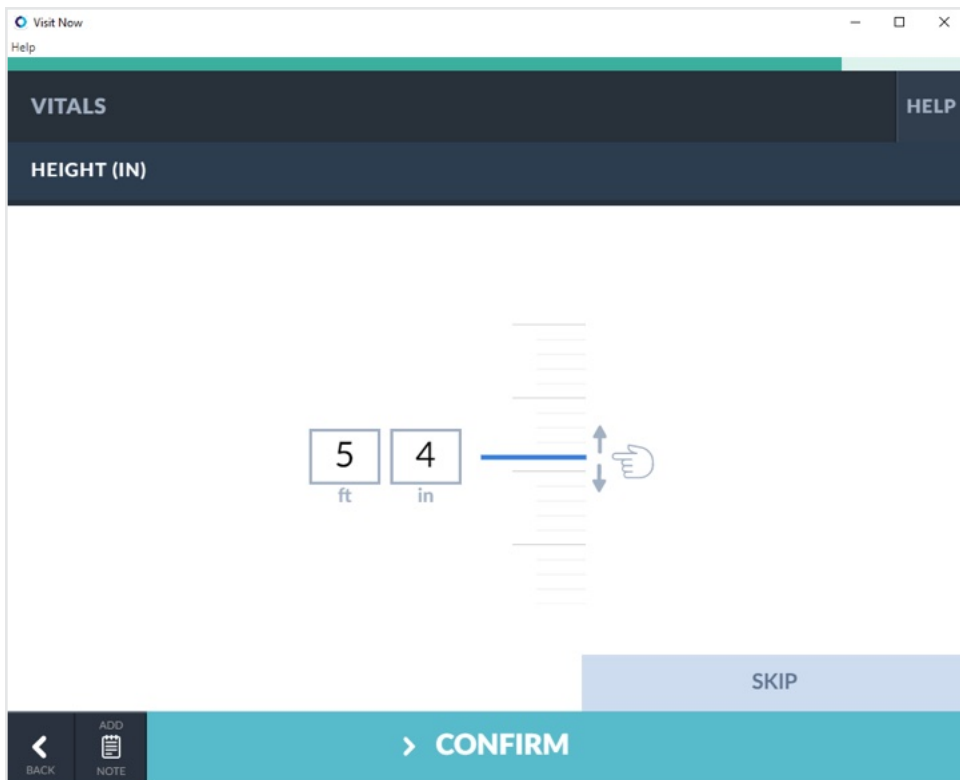
At the bottom, there is a navigation bar with a "BACK" button, an "ADD NOTE" button, and a large teal "CONFIRM" button.

Patient App questionnaires also provide other means of input, including graphical input where you can draw with your mouse or use a touchscreen.



If you want to re-enter or redo a questionnaire, you can click the back button ().

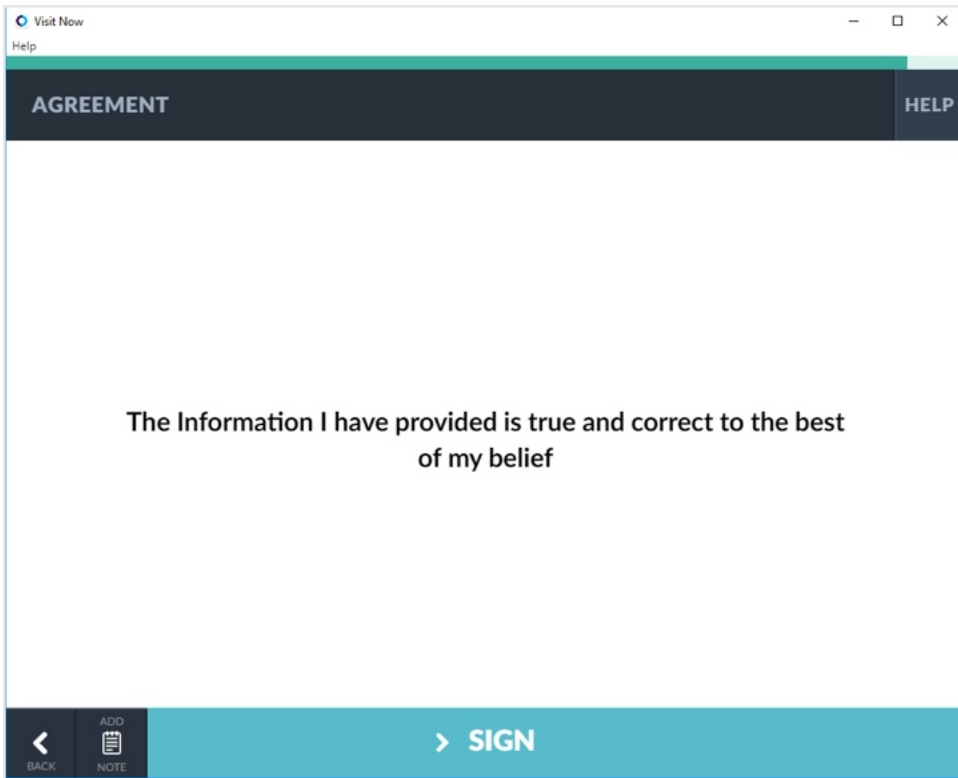
Some questionnaires, including height and weight, have sliders to help you enter data.



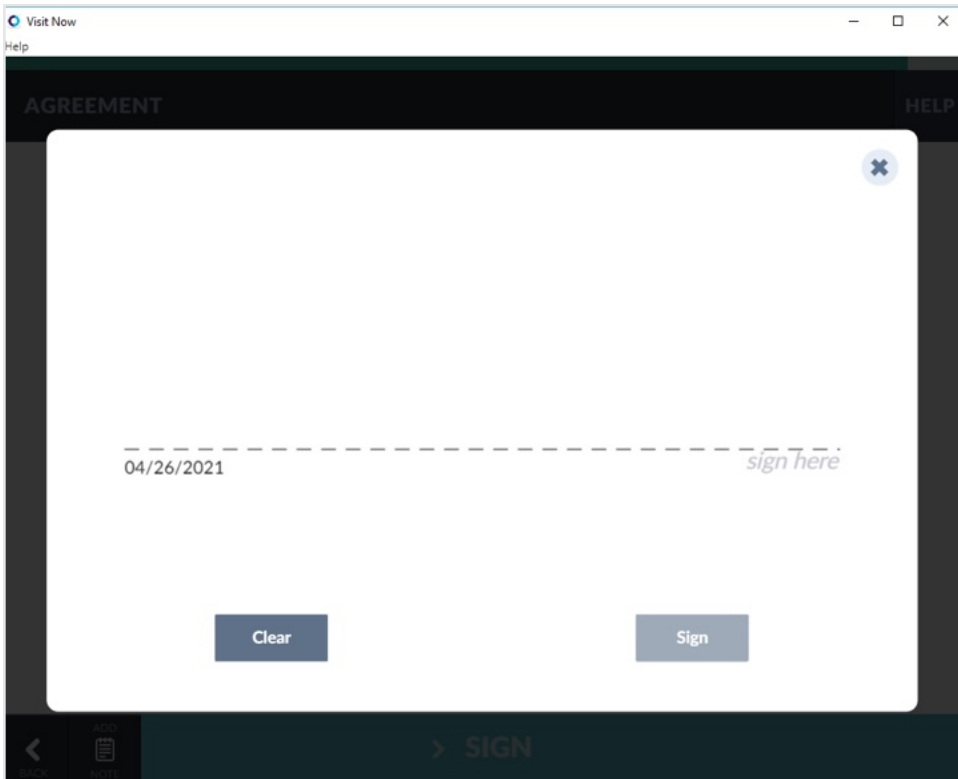
Click **Confirm** when you are done.

Sign the Agreement

1. After you have completed all of the forms and questionnaires and entered any insurance information or any payments, you will be asked to sign an agreement.



2. Click **Sign**.



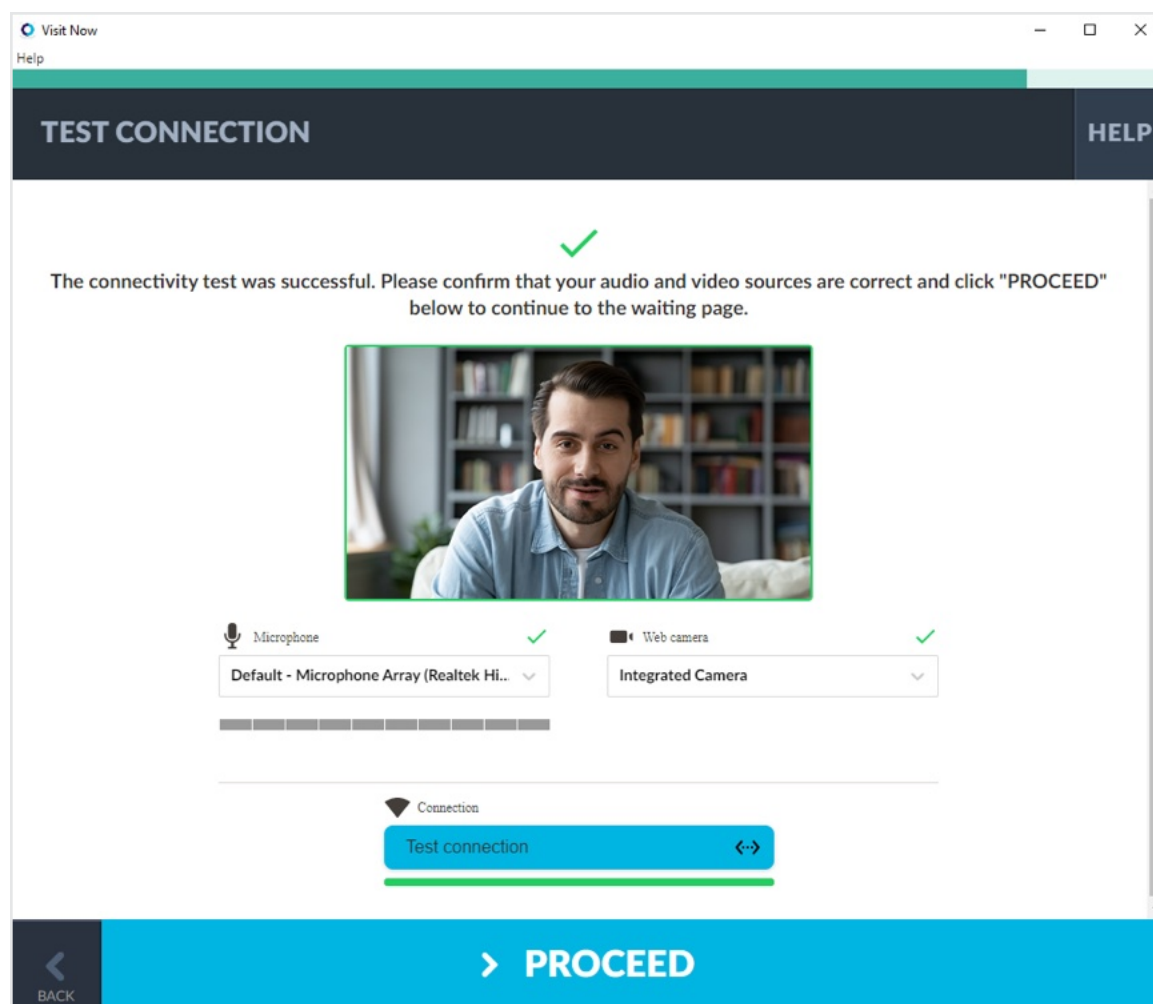
3. Enter your signature with a mouse or touchscreen.
4. Click [Sign](#).

Test Your Audio and Video

After you have completed all the steps in your check-in process, you will be placed in a virtual waiting room. Depending on your device type an audio and video test will start automatically or you can manually test your audio and video connections.

Before your provider arrives your audio and video connections will automatically be tested.

If your audio, video, and network connections are good, you will see a green checkmark and a message saying the test was successful.



If there are problems, error message will be displayed.

Troubleshooting

Refer to the following for more information.

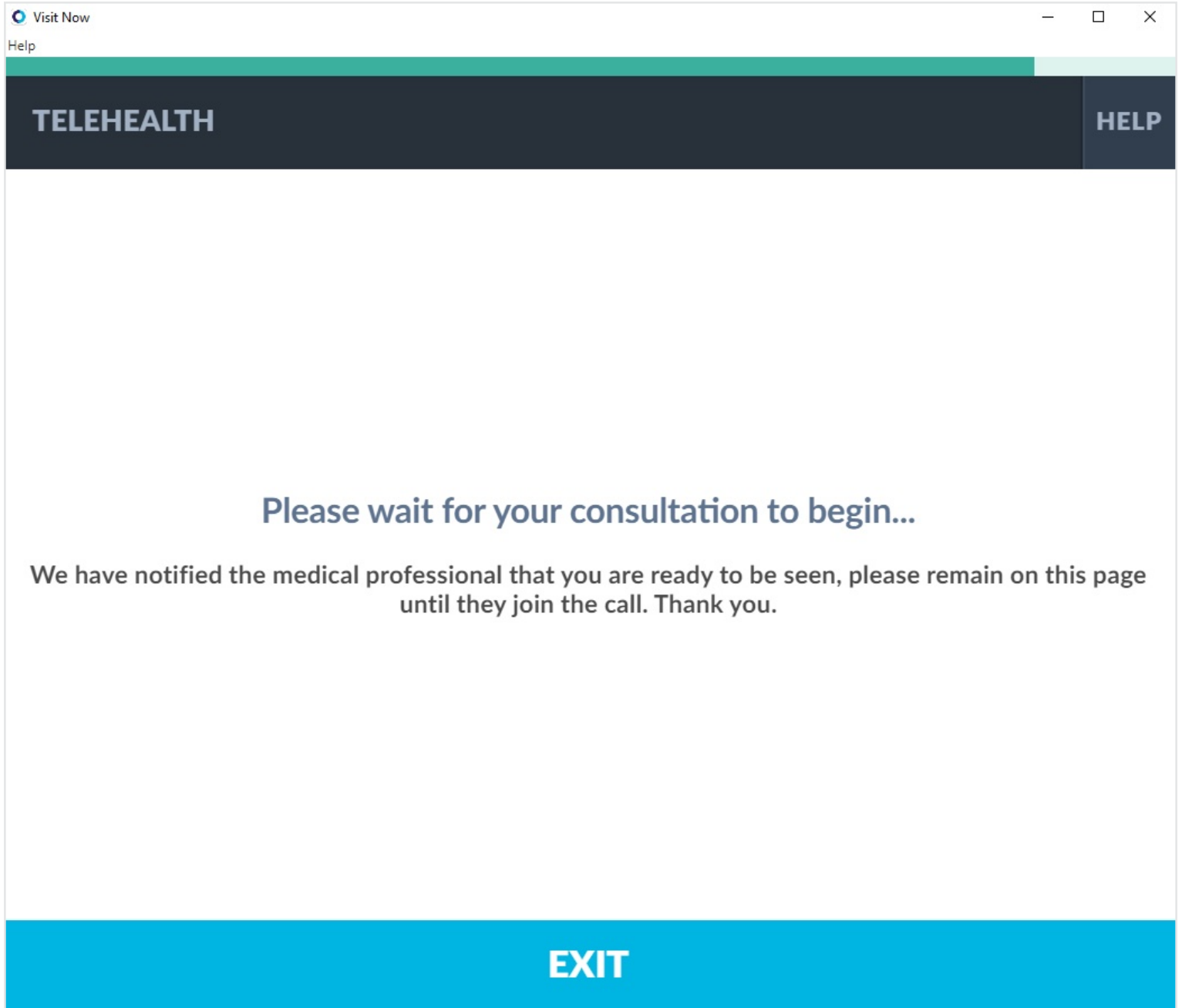
- ["Troubleshoot Network Issues" on page 85](#)
- ["Troubleshoot Audio and Video Issues" on page 91](#)

Virtual Visits

NOTE: Your camera and microphone might stop working if you lock the screen or answer phone call in the middle of your virtual visit.

Waiting Room Overview

After your check-in and your audio/video test is complete you will be placed in a virtual waiting room.



The screenshot shows a web browser window titled "Visit Now" with standard window controls. Below the browser title bar is a "Help" link. The main content area has a dark header with "TELEHEALTH" on the left and "HELP" on the right. The central text reads: "Please wait for your consultation to begin... We have notified the medical professional that you are ready to be seen, please remain on this page until they join the call. Thank you." At the bottom, there is a large blue button labeled "EXIT".

Your provider will start your virtual visit (consultation) soon. If you need to leave you can click [Exit](#) and then click [Yes](#) to leave the waiting room. However, you should wait for your provider to arrive.

Would you like to leave?

You will proceed to thank you page and can return later if you would like to.

No

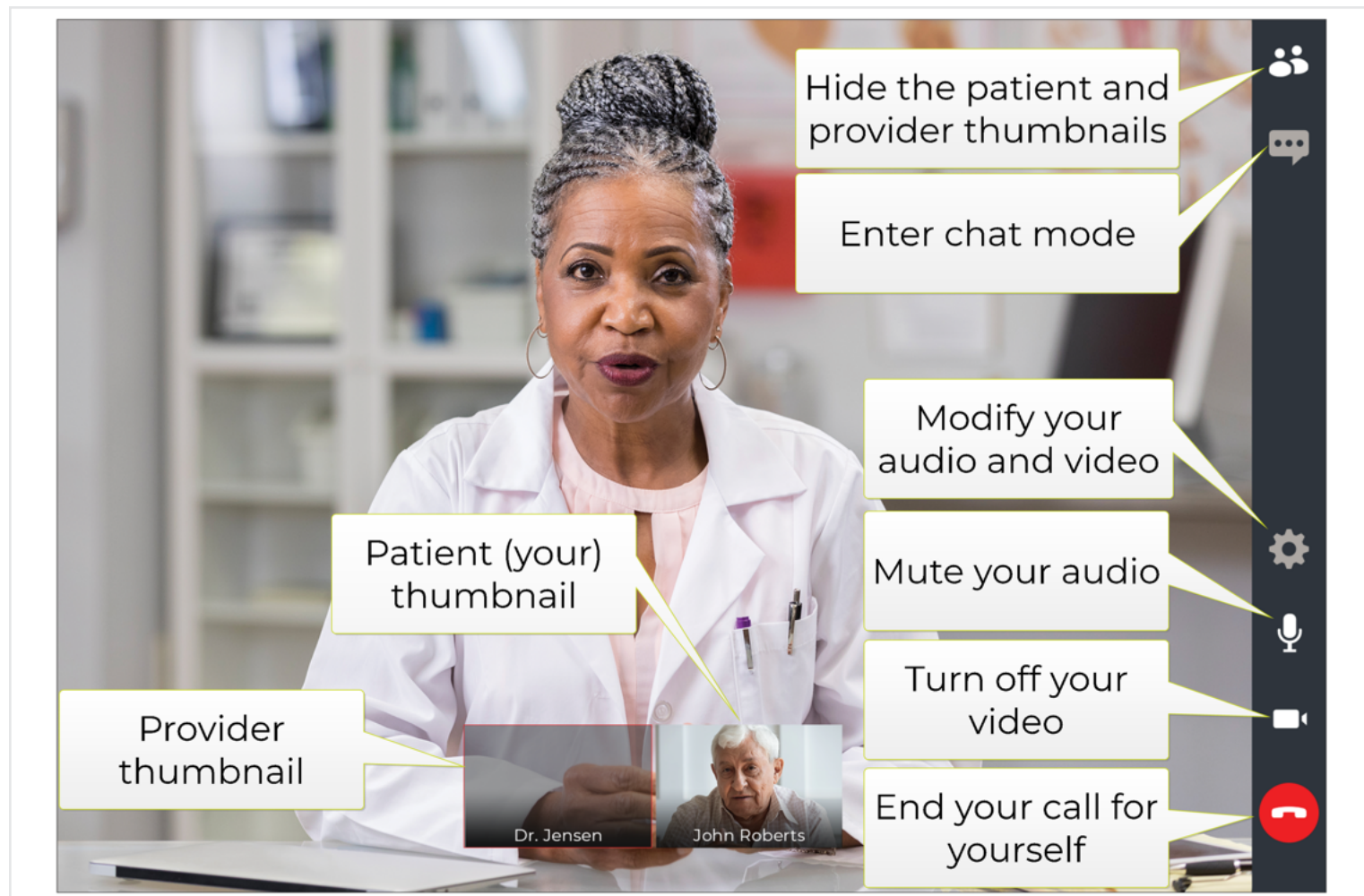
Yes, leave

If you clicked [Exit](#) by mistake click [No](#) to return to the waiting room. If you left the waiting room by mistake or if you were disconnected you can click the link in your invitation to return to the waiting room.

Virtual Visit Overview

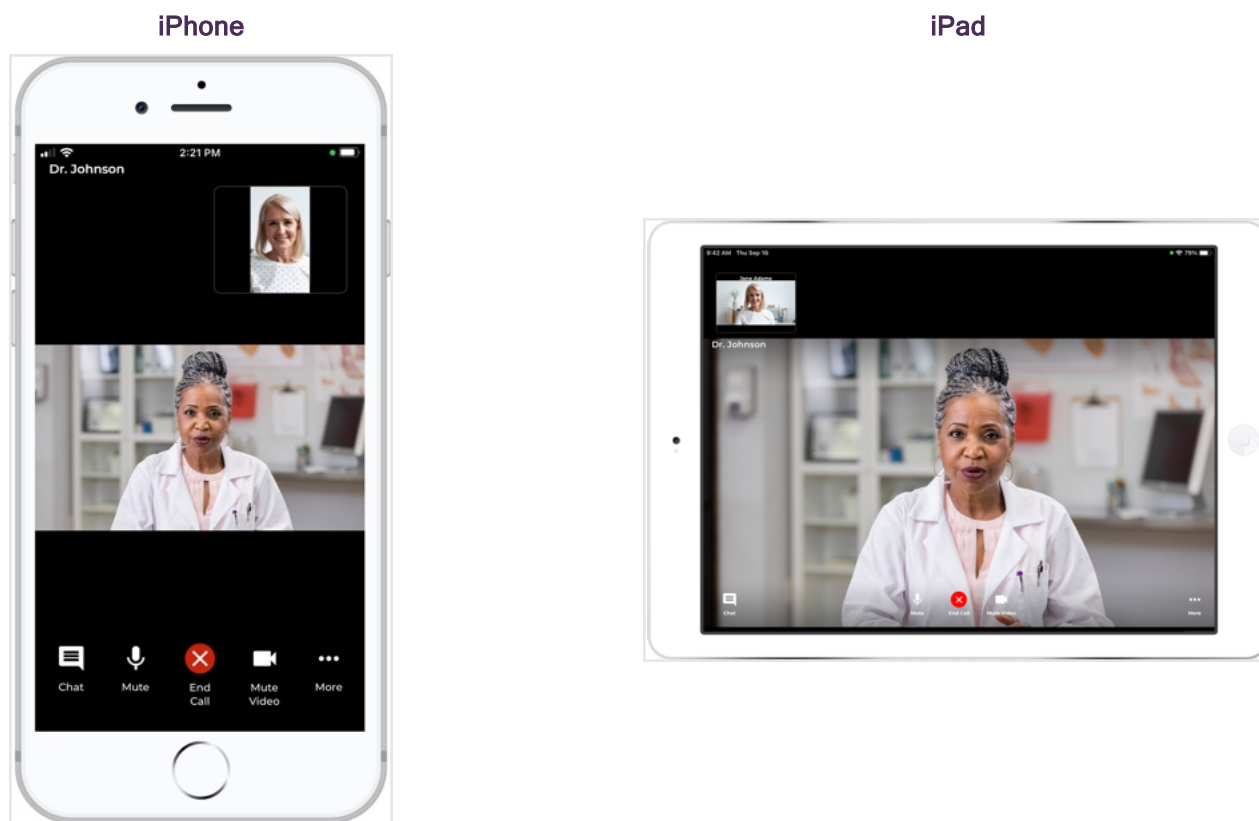
When your provider arrives, your virtual visit will begin.

A virtual visit on a Browser or Desktop



iPhone and iPad virtual visits

The Patient App operates the same way on the iPhone and iPad but the buttons look a little different. If you see two dots at the bottom of the screen swipe left or right to see other people on the call.

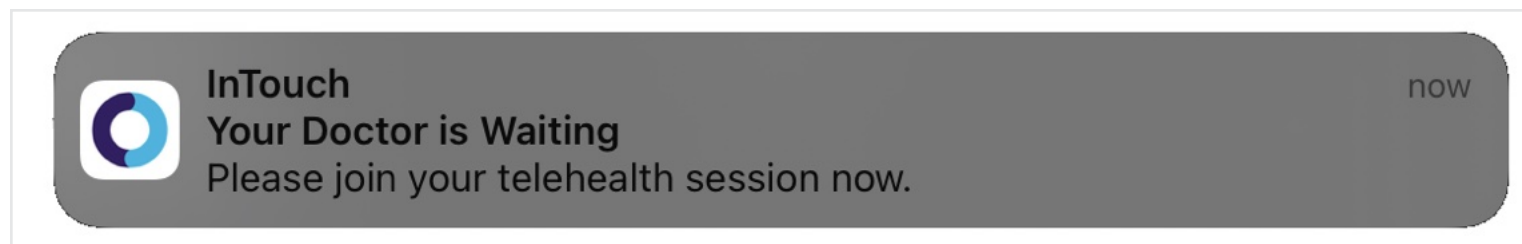


The window is divided into a main view of your provider in the center, thumbnails of participants at the bottom, and a menu bar on the right side to manage the virtual visit. On the iPhone and iPad this menu is at the bottom and your thumbnail is at the top. For example, you can click the Chat icon (🗨️) to start a chat session with your provider.

NOTE: Contact your provider if you have questions.

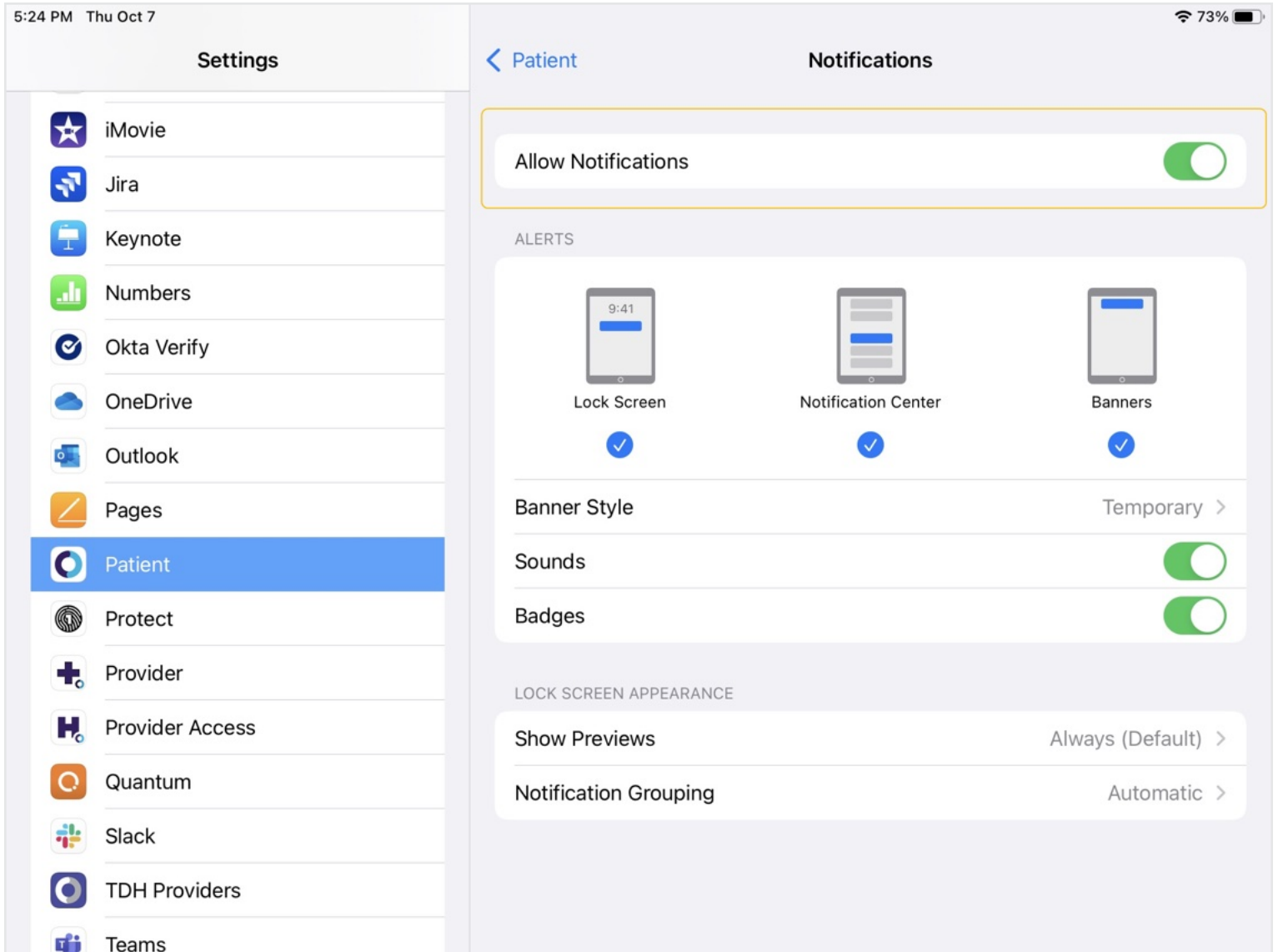
Push Notifications (iOS Patient App Only)

Your provider may send you push notifications to inform you about your virtual visit. For example, if you leave the app and your provider arrives you will get a notification that he or she has entered the waiting room.







If your provider has sent you notifications but you are not receiving them perform the steps below.

1. Tap **Settings**.
2. Tap **General**.
3. Tap **Patient**.
4. Tap **Notifications**.
5. Make sure **Allow Notifications** is enabled.




Notification Alerts

You may see icons next to your image, your provider's image, and on thumbnails.

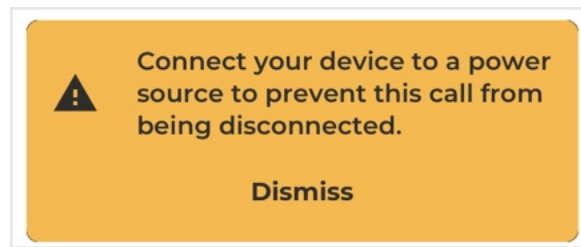
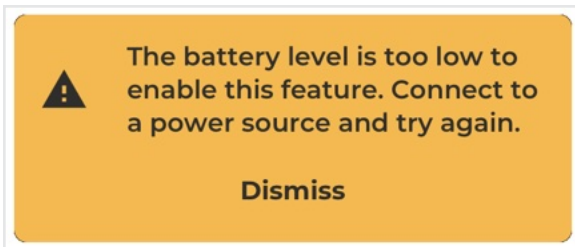
Icon	Definition
	The person currently speaking.
	This person's microphone is muted.
	This person's camera is off.
	A video, audio, network, or stream (unknown) problem has occurred.

Unmute Button (iPad Only)

In addition, if you have muted your microphone and you speak an unmute button () will be displayed. Click **Unmute** to unmute your microphone.

Battery Usage Notifications

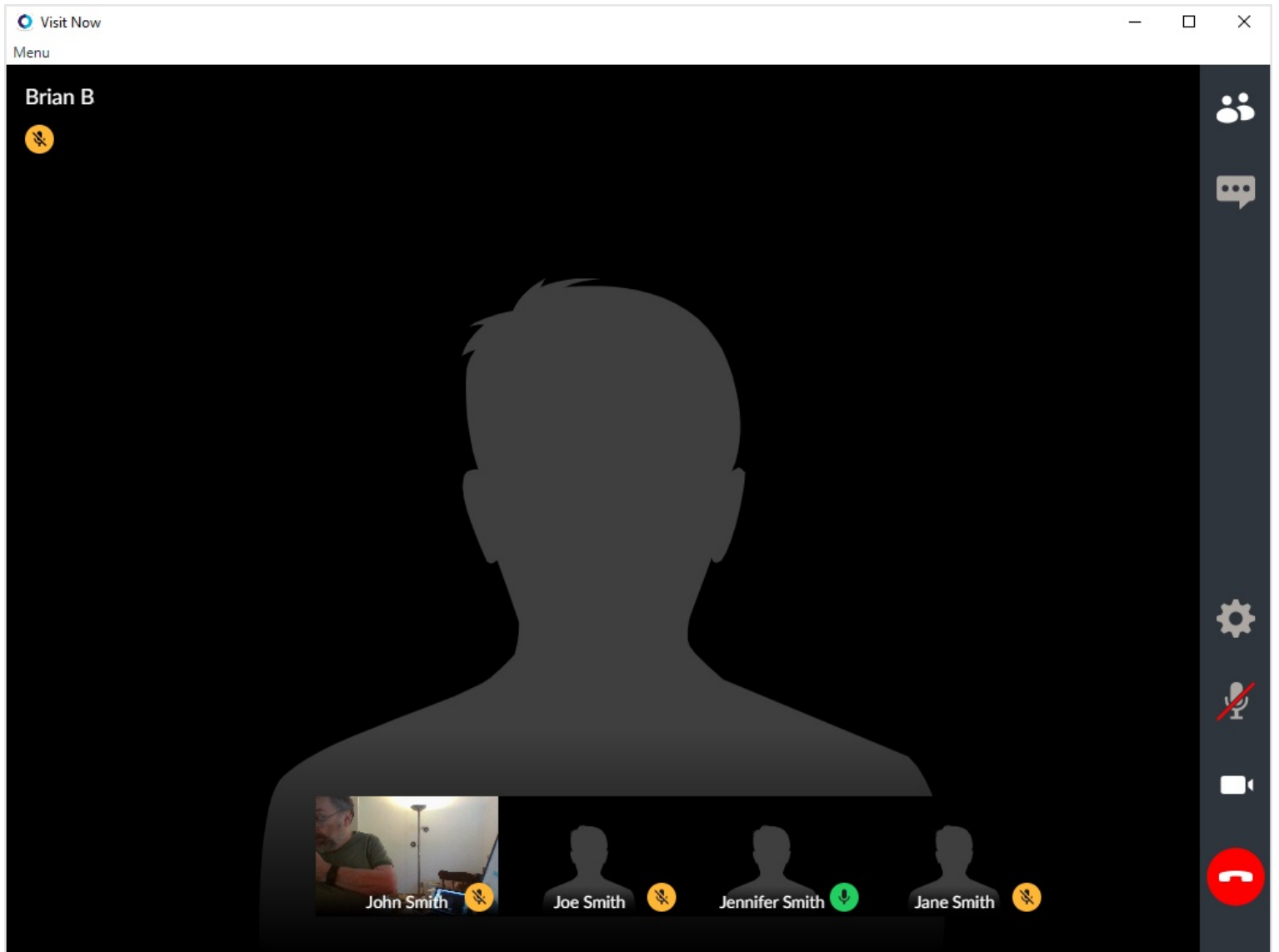
On iPhones and iPads using the iOS Patient App



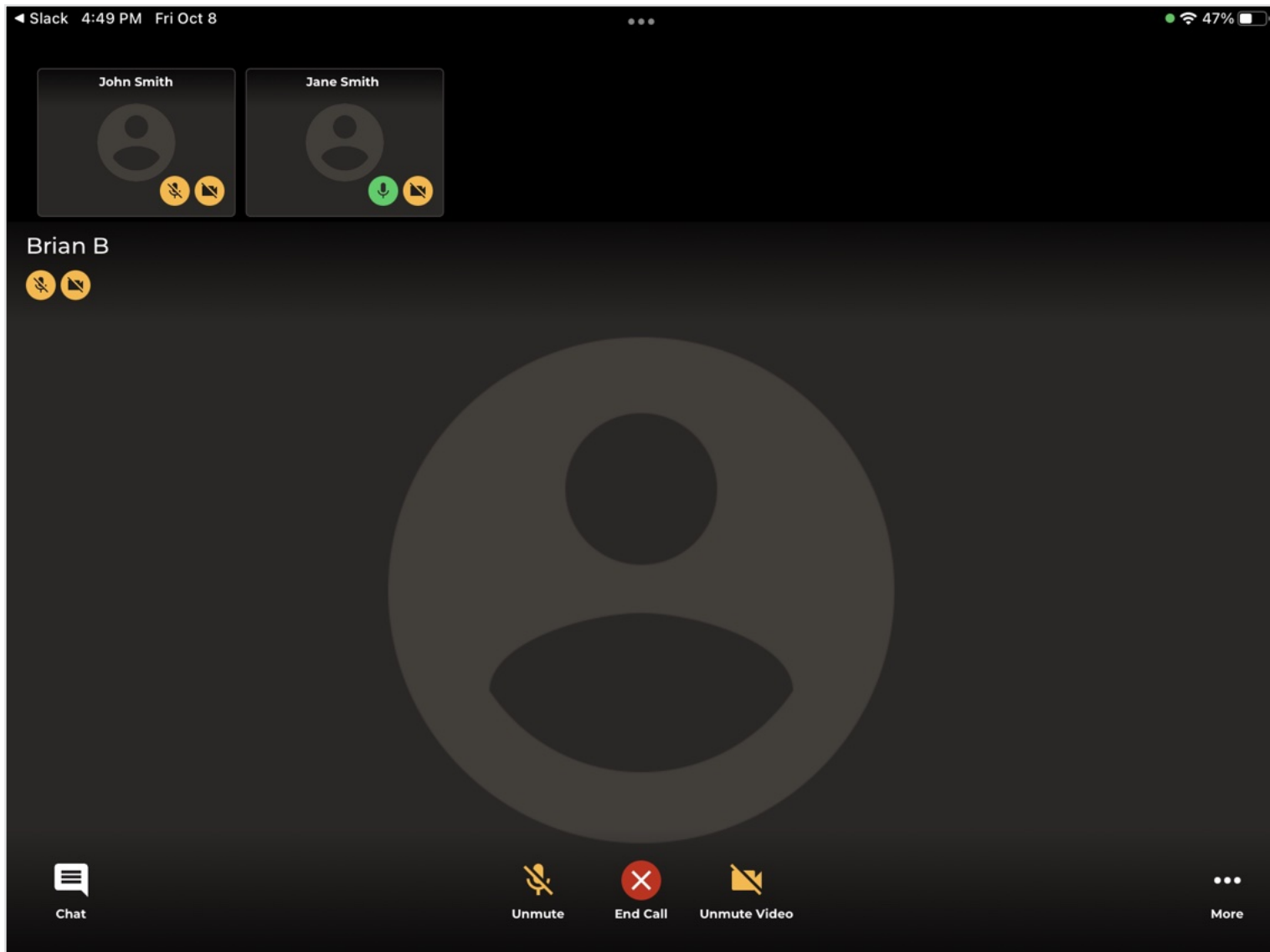
Connect your iPhone or iPad to a power source as soon as possible. If a power source is not readily available let your provider know.

Multi-Party Calls

In addition to you and your provider you can have multiple people on your virtual visit, including other providers, family members, guests, and interpreters. The person speaking will always be visible. Thumbnails are arranged by the order of when they last spoke. And you can click on a thumbnail to view that person in the main view.

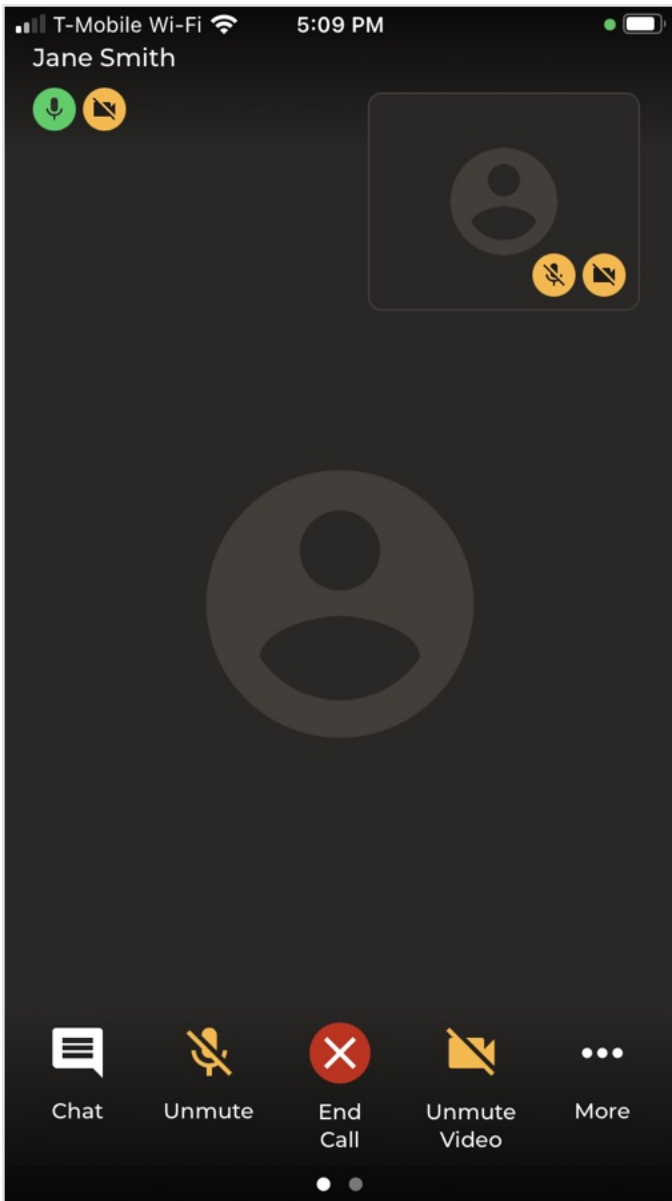


On iPads using the iOS Patient App you can view one person in the main view and up to four people in thumbnails at a time.

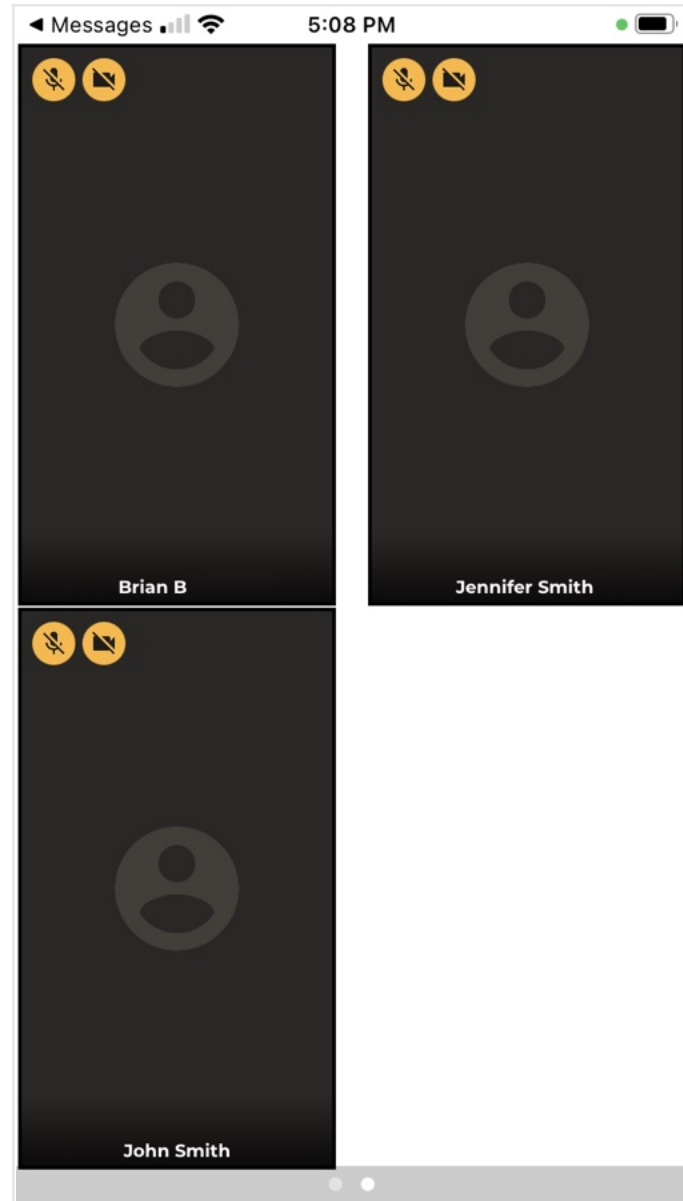


On iPhones using the iOS Patient App you can view one person in the main view and up to four people in a grid view at a time. Swipe to see other people on the call.

iPhone Main View

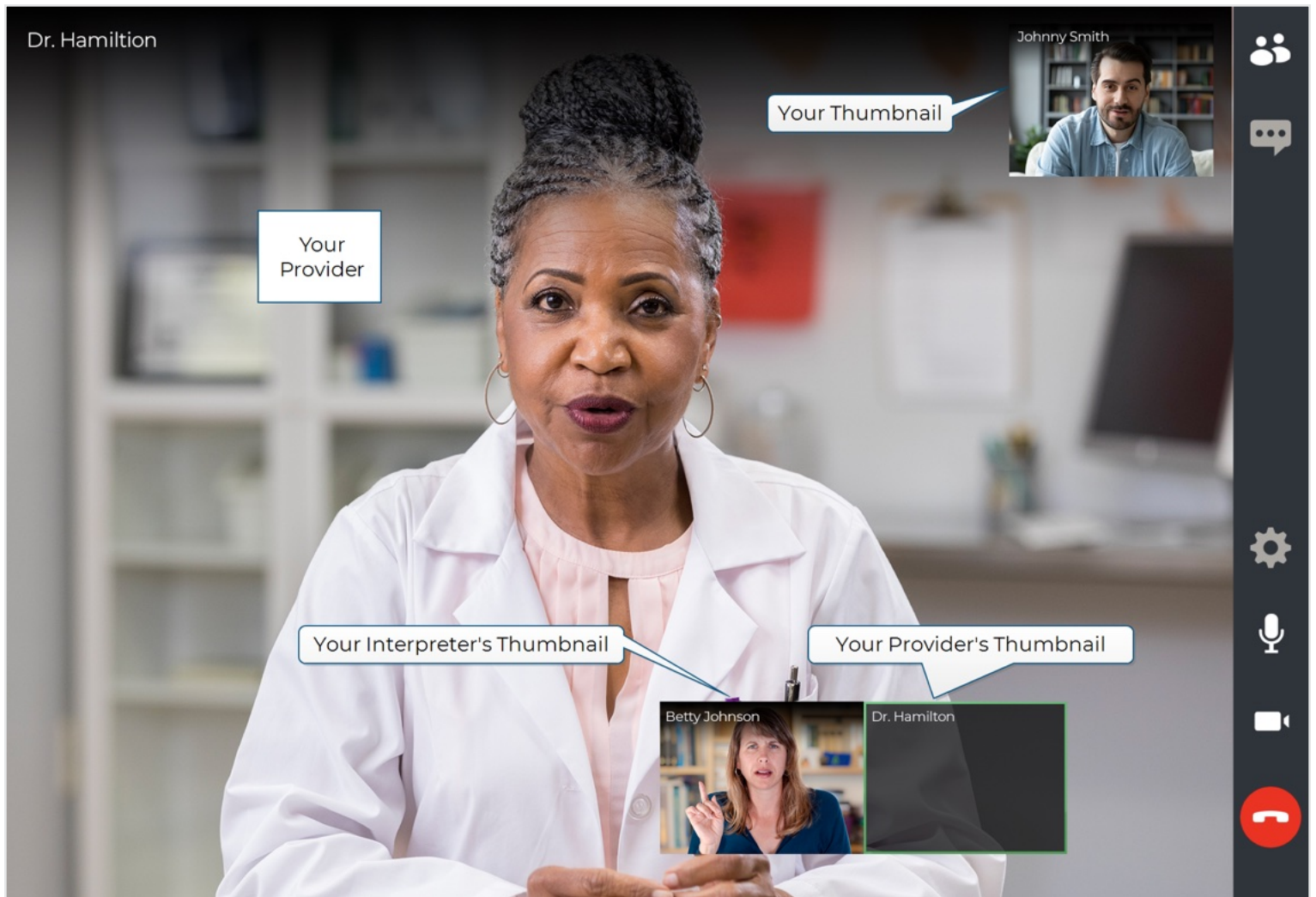


Other Callers



Interpreters

Your provider may invite an interpreter during your virtual visit. They are similar to other guests during your virtual visit. If you want to see the interpreter better you can click the interpreter's thumbnail to enlarge their image.



Blurring Your Background Screen

NOTE: You can only blur your background screen on the iPhone, iPad, Windows, and Mac Patient Apps. You cannot blur the background on a browser or on the Android Patient App.

iPhone and iPad

Required Hardware

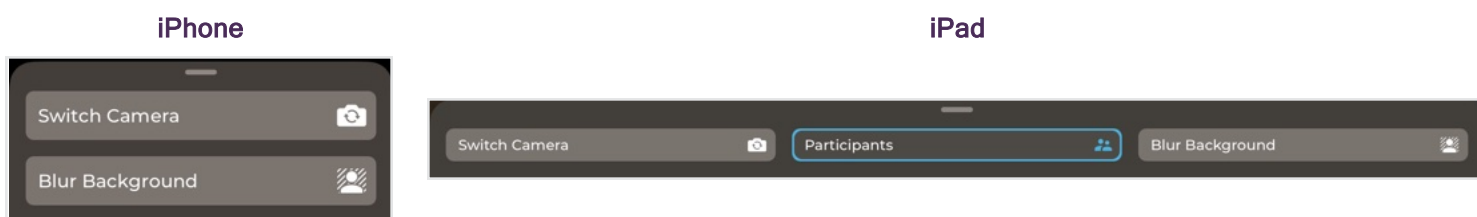
Only iPhones and iPads with an A12 processor or later support background blurring. The following iPhones and iPads are supported.

- iPhones:
 - iPhone XS, XS Max, and XR
 - iPhone 11, 11 Pro, and 11 Pro Max

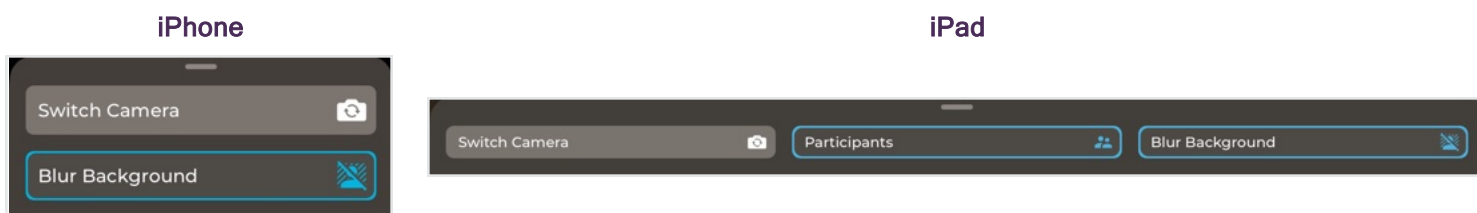
- iPhone SE (second generation)
- iPhone 12, 12 Mini, 12 Pro, and 12 Pro Max
- iPhone 13, 13 Mini, 13 Pro, and 13 Pro Max
- iPads:
 - iPad (8th generation and later)
 - iPad Mini (5th generation and later)
 - iPad Air (third generation and later)
 - iPad Pro 11-inch (third generation and later)
 - iPad Pro 12.9-inch (third generation and later)

Enabling and Disabling Background Screen Blurring

1. Tap the **More** button. The More menu will open at the bottom the screen.




2. Tap **Blur Background**. The Blue Background button will change to blue and your background screen will be blurred.

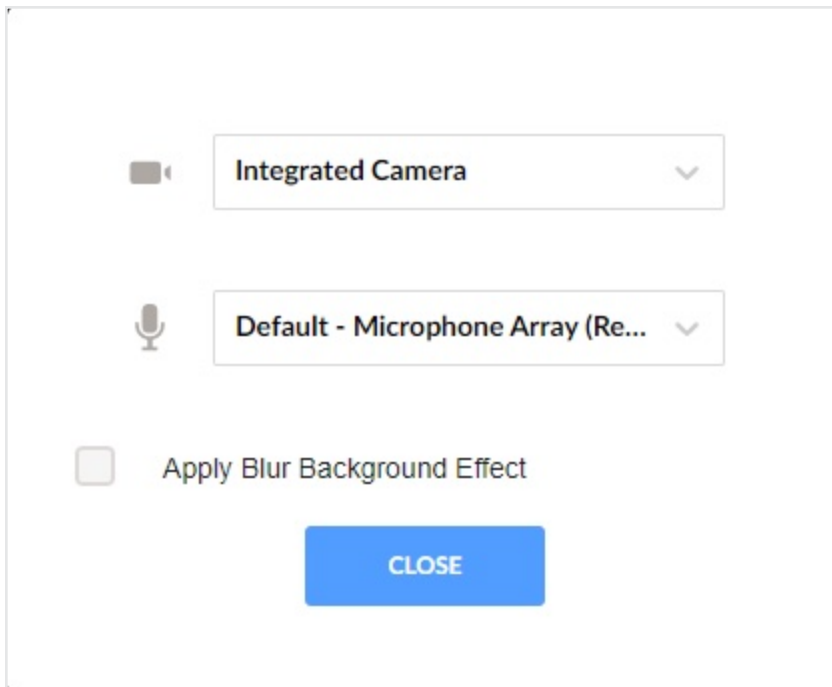


3. Tap the horizontal bar at the top of the More menu to close it.

To remove the blur background, tap the Blur Background button again.

Windows and Mac



1. Click the gear icon ().



2. Select [Apply Blur Background Effect](#).
3. Click Close.

To remove the blur background, click the gear icon and then deselect [Apply Blur Background Effect](#).

End Your Virtual Visit

1. Either you or your provider can end your virtual visit. If you want to end the virtual visit, click red phone icon (), or the red X () on the iPhone and iPad.

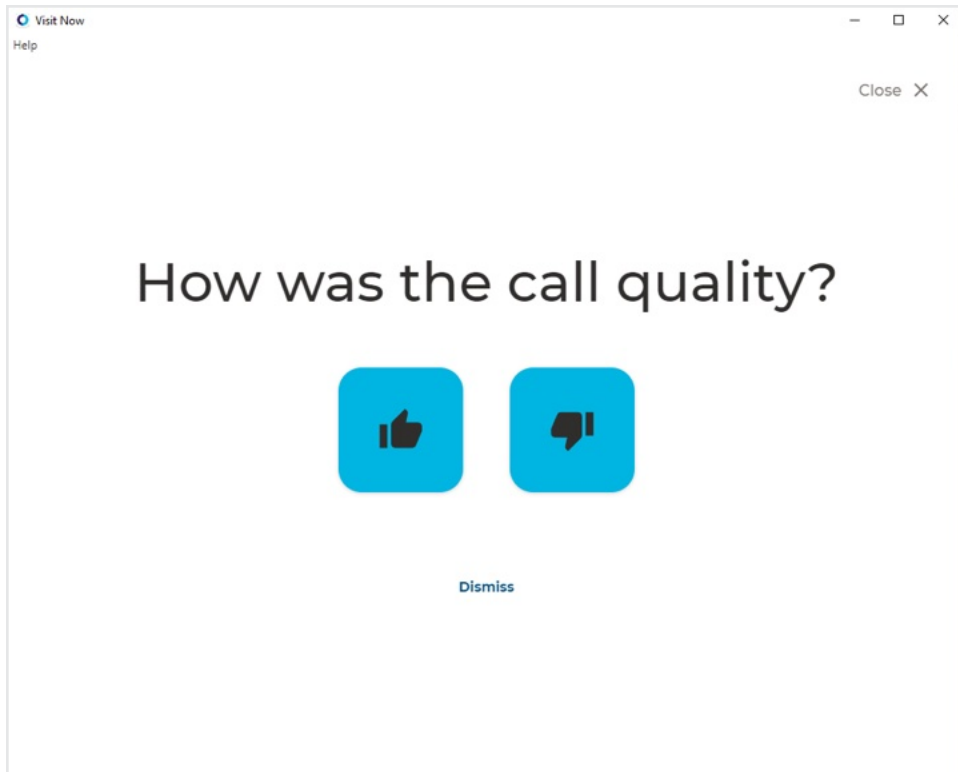
Browsers, Windows, and Mac	iPad and iPhone
<p data-bbox="120 163 630 212">Do you want to end the call?</p> <div data-bbox="94 464 656 537">CANCELEND</div>	<div data-bbox="829 233 1430 470"><p data-bbox="883 285 1370 327">Do you want to end the call?</p>CancelEnd</div>

2. Click [End](#) to end your virtual visit.

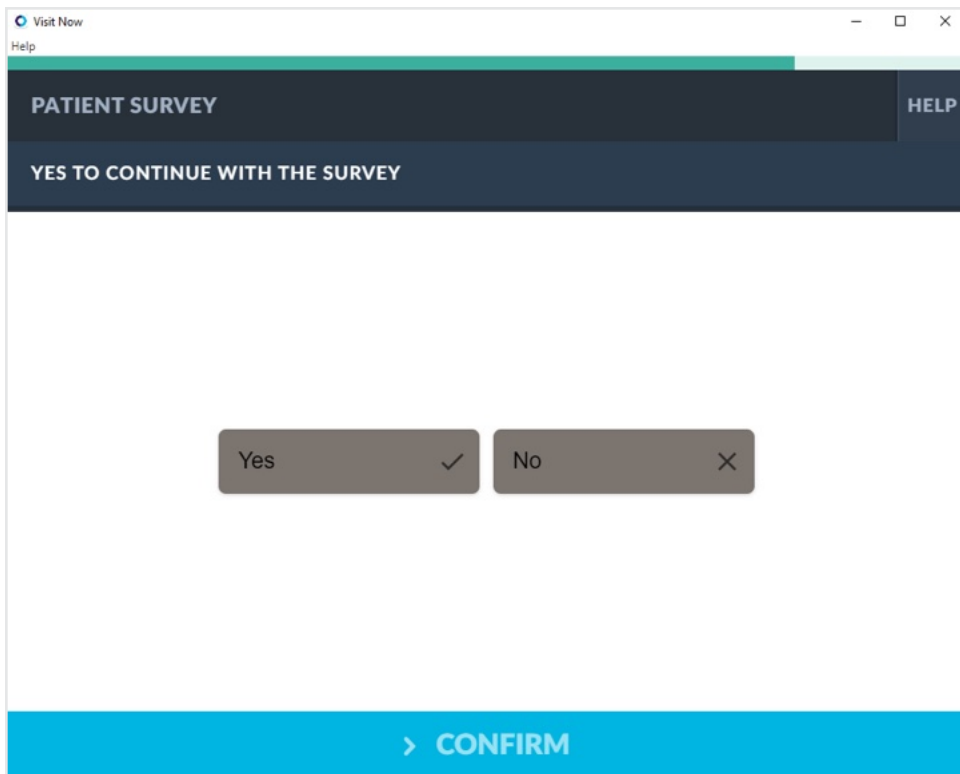
After Your Virtual Visit

Surveys

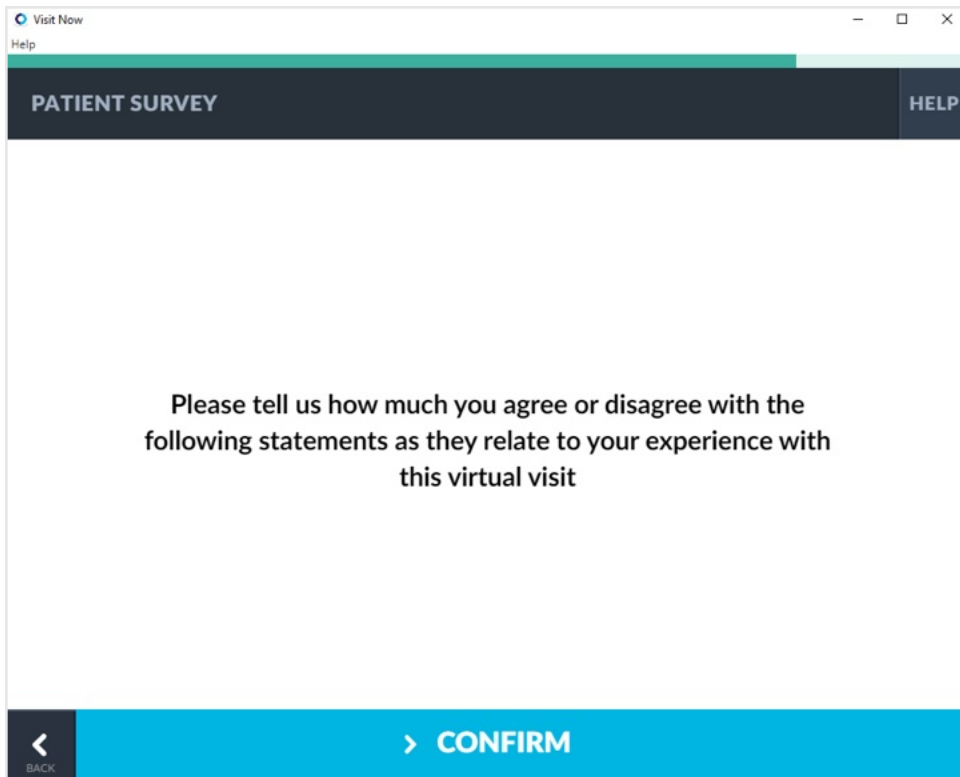
1. After you have finished your virtual visit you may be prompted to complete a survey about your experience. These surveys help your provider understand how they can make future virtual visits better.



2. Click the Thumbs Up button.



3. Click **Yes**.



4. Click **Confirm**.

Visit Now

Help

PATIENT SURVEY

HELP

THE AUDIO AND VIDEO QUALITY WAS APPROPRIATE FOR CLEAR COMMUNICATION

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

BACK

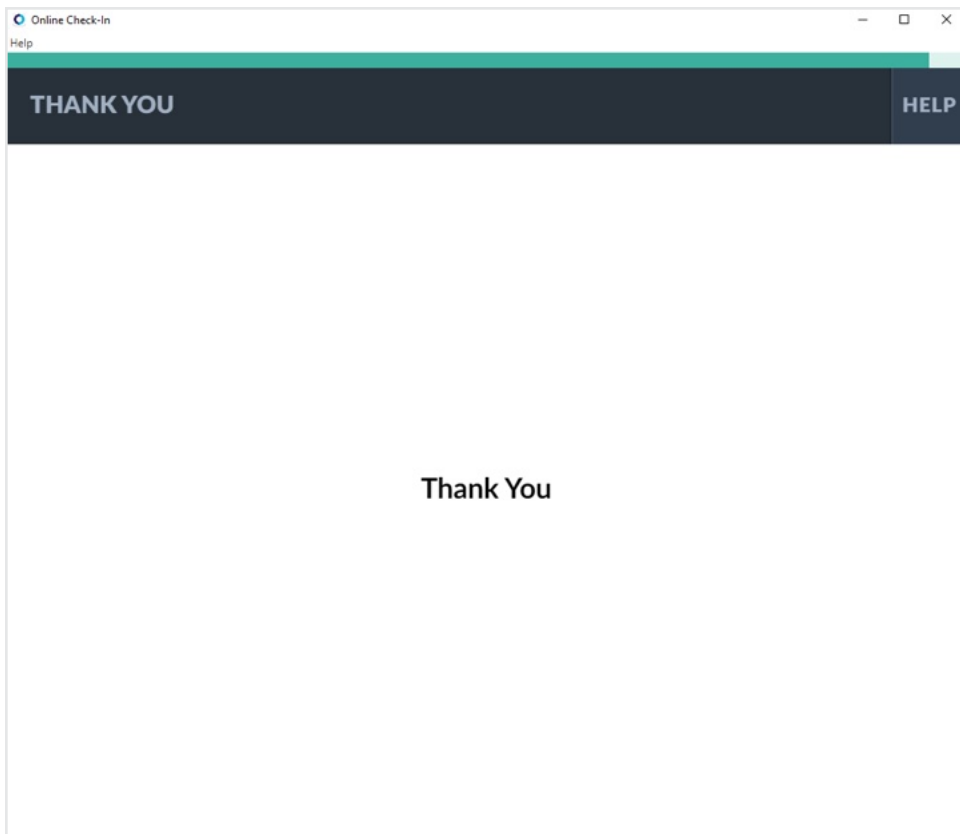
CONFIRM

5. Make your selection and then click **Confirm**. Repeat this for any other statement pages.

6. When you are done a Thank You page will be displayed.

Thank You Page

After your virtual visit is over, a Thank You page will be displayed.



You can close your Patient App or your browser tab.

Follow-Up Virtual Visits

If you need a follow-up virtual visit your provider can send you a new invitation. Do not use the invitation for the virtual visit you just completed because it will be expired and cannot be used again.

Troubleshooting

NOTE: If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- [Troubleshoot Network Issues](#)
- [Troubleshoot Audio and Video Issues](#)

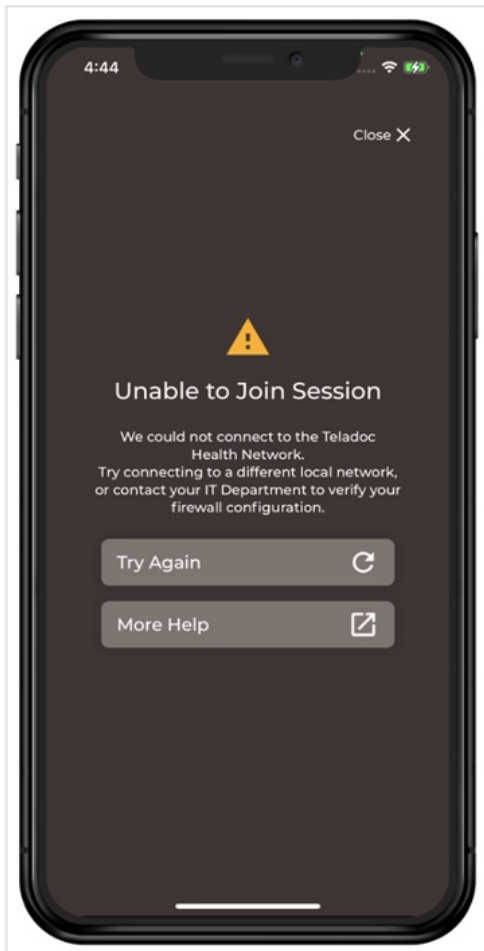
Troubleshoot Network Issues

NOTE: If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- [Troubleshoot Network Issues for iOS](#)
- [Troubleshoot Network Issues for Android](#)
- [Troubleshoot Network Issues for Windows](#)
- [Troubleshoot Network Issues for Mac](#)

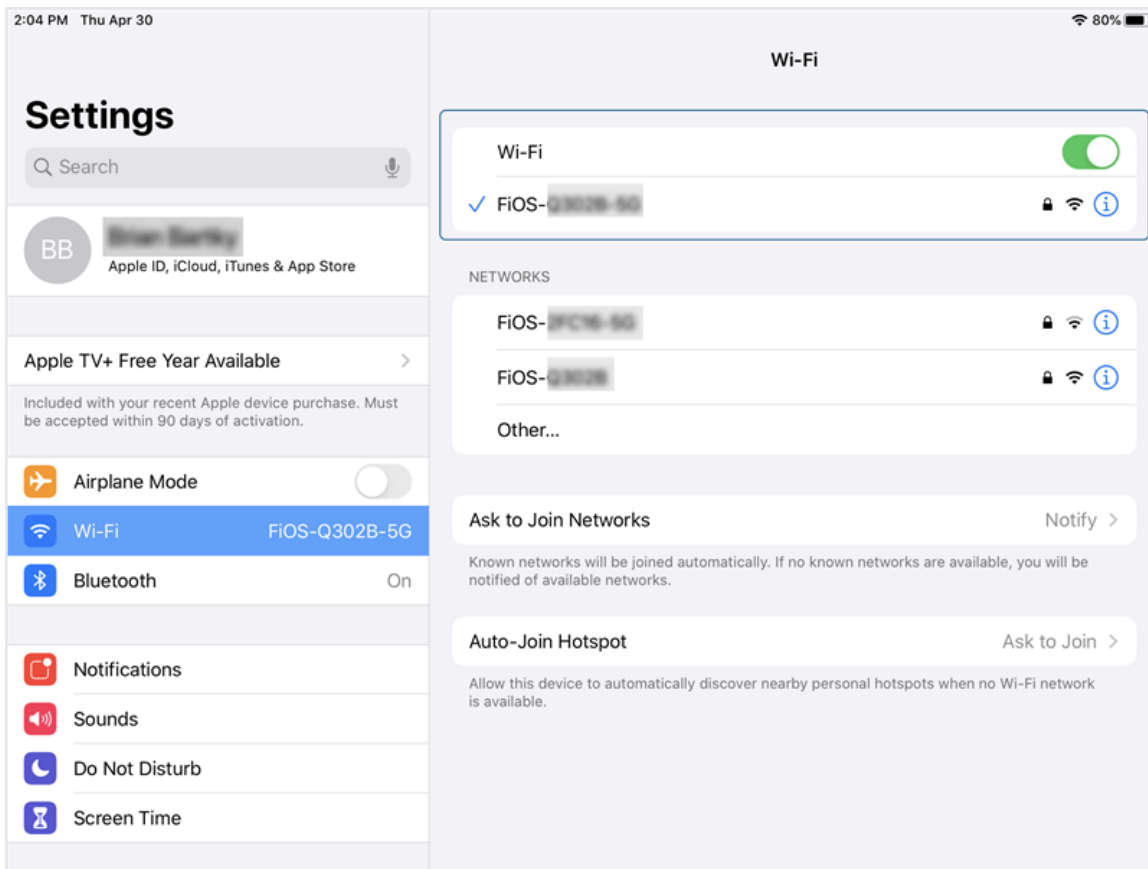
Troubleshoot Network Issues for iOS

If you see the following on the iOS Patient App you may have network issues.



Try performing the steps below to resolve them.

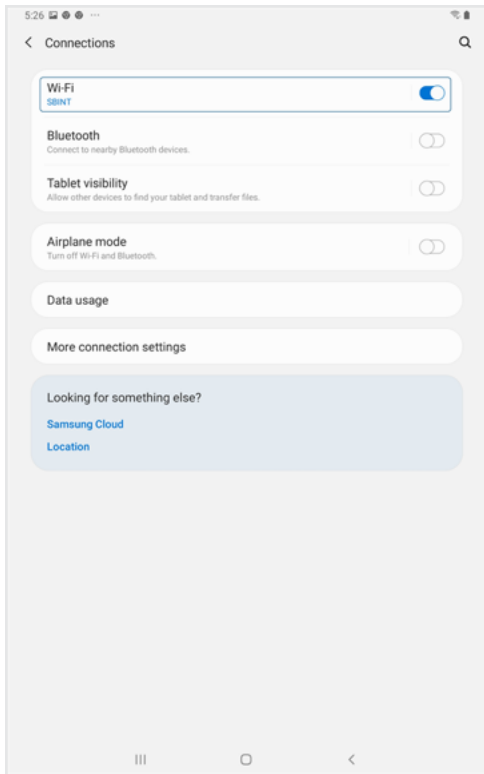
1. If using Wi-Fi, make sure your Wi-Fi is enabled on your phone and you are connected to the fastest possible network.



2. If you are using cellular, and Wi-Fi is available, switch to Wi-Fi.
3. If you are using Wi-Fi, identify the location of the wireless router in your area and move closer to it.
4. If using cellular data and the connection seems poor, try restarting your cellular data.
5. If using cell data try turning off your phone and turning it on again

Troubleshoot Network Issues for Android

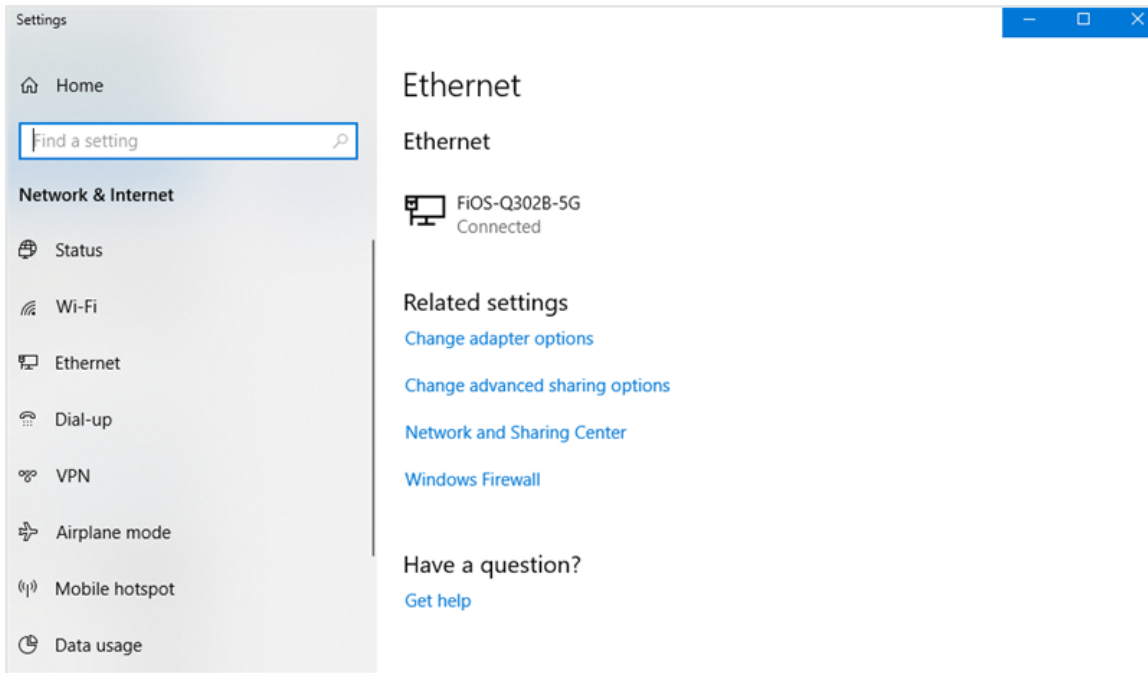
1. If using Wi-Fi, make sure your Wi-Fi is enabled on your phone and you are connected to the fastest possible network.



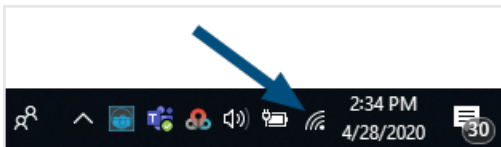
2. If you are using cellular, and Wi-Fi is available, switch to Wi-Fi.
3. If you are using Wi-Fi, identify the location of the wireless router in your area and move closer to it.
4. If using cellular data and the connection seems poor, try restarting your cellular data.
5. If using cell data try turning off your phone and turning it on again.

Troubleshoot Network Issues for Windows

1. If using Ethernet, make sure your connection is good.
 - a. Open Settings.
 - b. Click **Network & Internet**.
 - c. Click **Ethernet**.
 - d. Make sure you have a valid Ethernet connection.



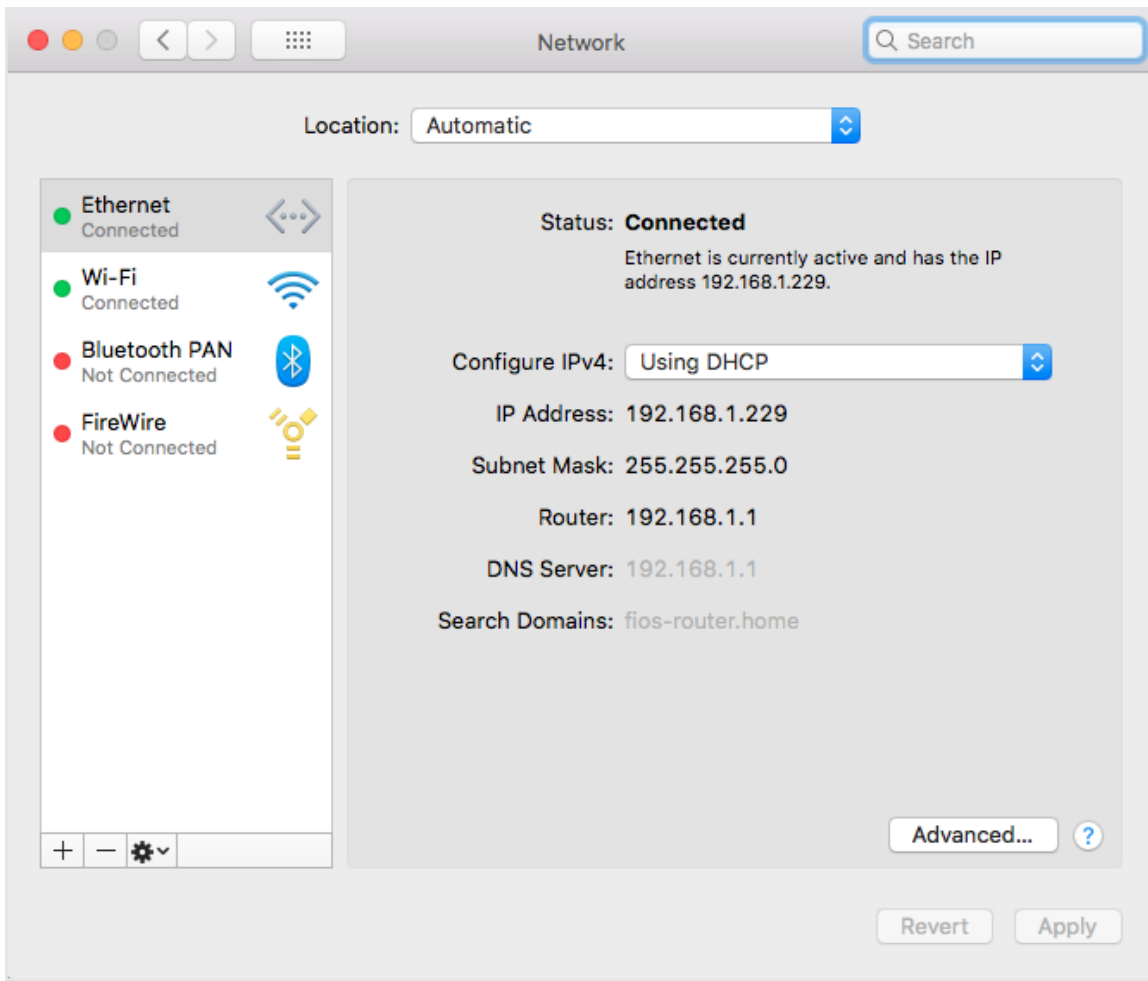
2. If using Wi-Fi, make sure your Wi-Fi is enabled and you are connected to the fastest possible network. If your Wi-Fi is enabled it will be displayed in the Task Bar as shown below.



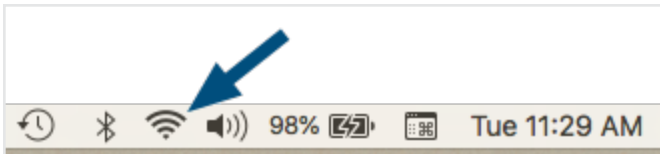
3. If you are using Wi-Fi, identify the location of the wireless router in your area and move closer to it.
4. If you are still having issues, refer to [Fix Wi-Fi connection issues in Windows](#) or contact your Internet Service Provider.

Troubleshoot Network Issues for Mac

1. If using Ethernet, make sure your connection is good.
 - a. Launch System Preferences.
 - b. Click **Network**.
 - c. Make sure you see a green dot next to Ethernet as shown below.



2. If using Wi-Fi, make sure your Wi-Fi is enabled and you are connected to the fastest possible network. If your Wi-Fi is enabled it will be dark with several arcs and not grayed out as shown below.



3. If you are using Wi-Fi, identify the location of the wireless router in your area and move closer to it.
4. If you are still having issues, refer to [Connect your Mac to the internet](#) or contact your Internet Service Provider.

Troubleshoot Audio and Video Issues

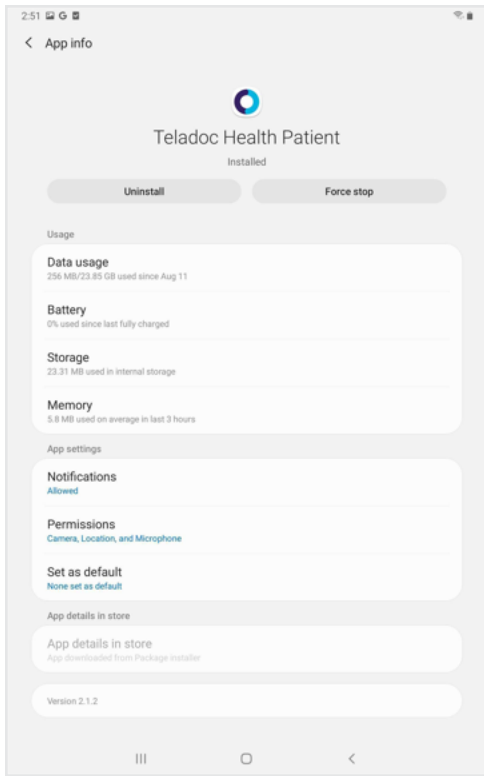
NOTES: Make sure no other apps are using your mic or camera before trying any of the links below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

- [Troubleshoot Audio/Video for the Android App](#)
- [Troubleshoot Audio/Video for the iOS App](#)
- [Troubleshoot Audio/Video for the Mac](#)
- [Troubleshoot Audio/Video for the Windows App](#)
- [Troubleshoot Audio/Video Issues for Windows Chrome](#)
- [Troubleshoot Audio/Video for Android Chrome](#)
- [Troubleshoot Audio/Video for Firefox](#)
- [Troubleshoot Audio/Video for Safari](#)

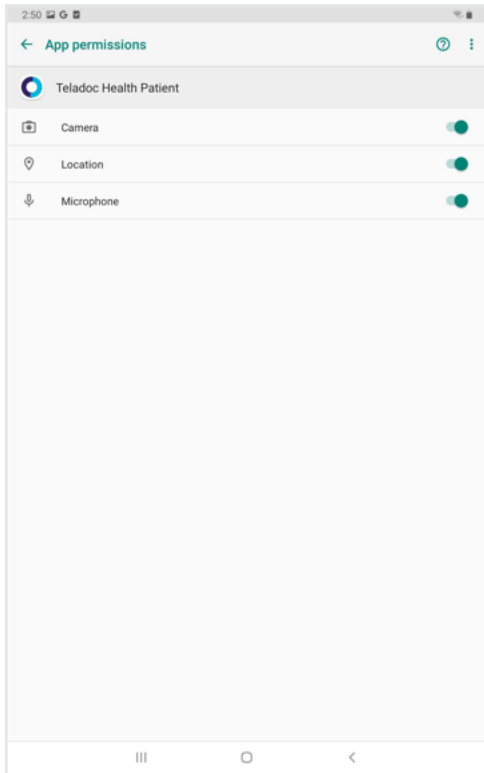
Troubleshoot Audio/Video for the Android App

NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)
2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons, you will need to click on the icons to make sure that they are enabled.
3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:
4. Tap **Apps**.
5. Tap **Teladoc Health Patient**.



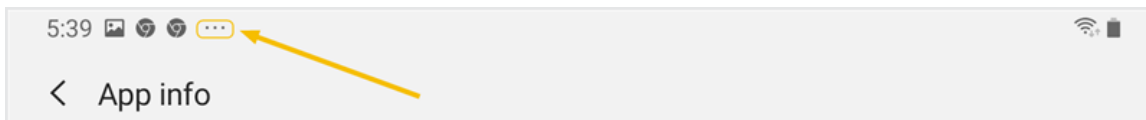
6. Tap **Permissions**.



7. Make sure the Camera and Microphone are enabled as shown above.
8. Return to the virtual visit.
9. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.
10. You are all set for your video session with your medical professional!

Verify the Android Patient App is Up to Date

1. Tap the Google Play Store app.
2. Tap the menu - the button with three horizontal lines in the upper left hand corner - on your device.



3. Tap **My apps and games**.
4. Tap **Teladoc Health Patient**.
5. Tap **Update**.

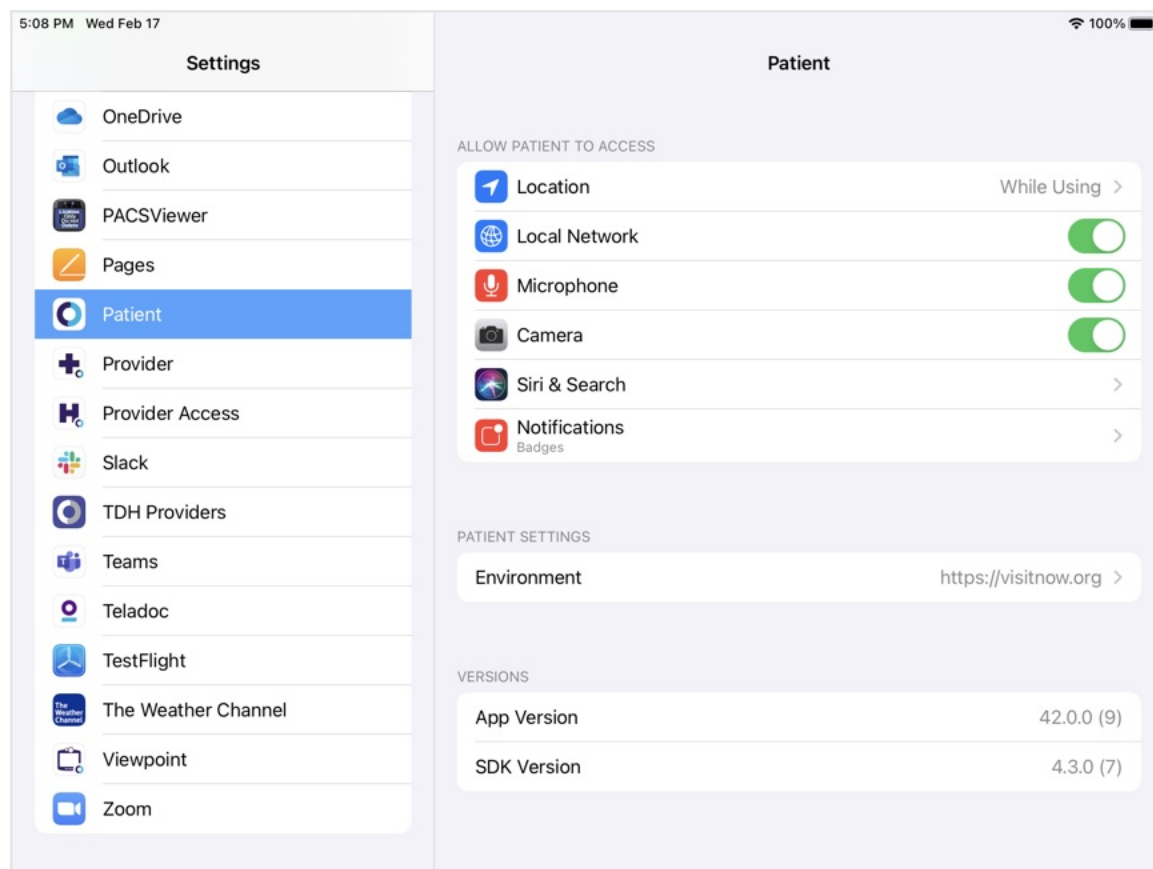
Troubleshoot Audio/Video for the iOS App

NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

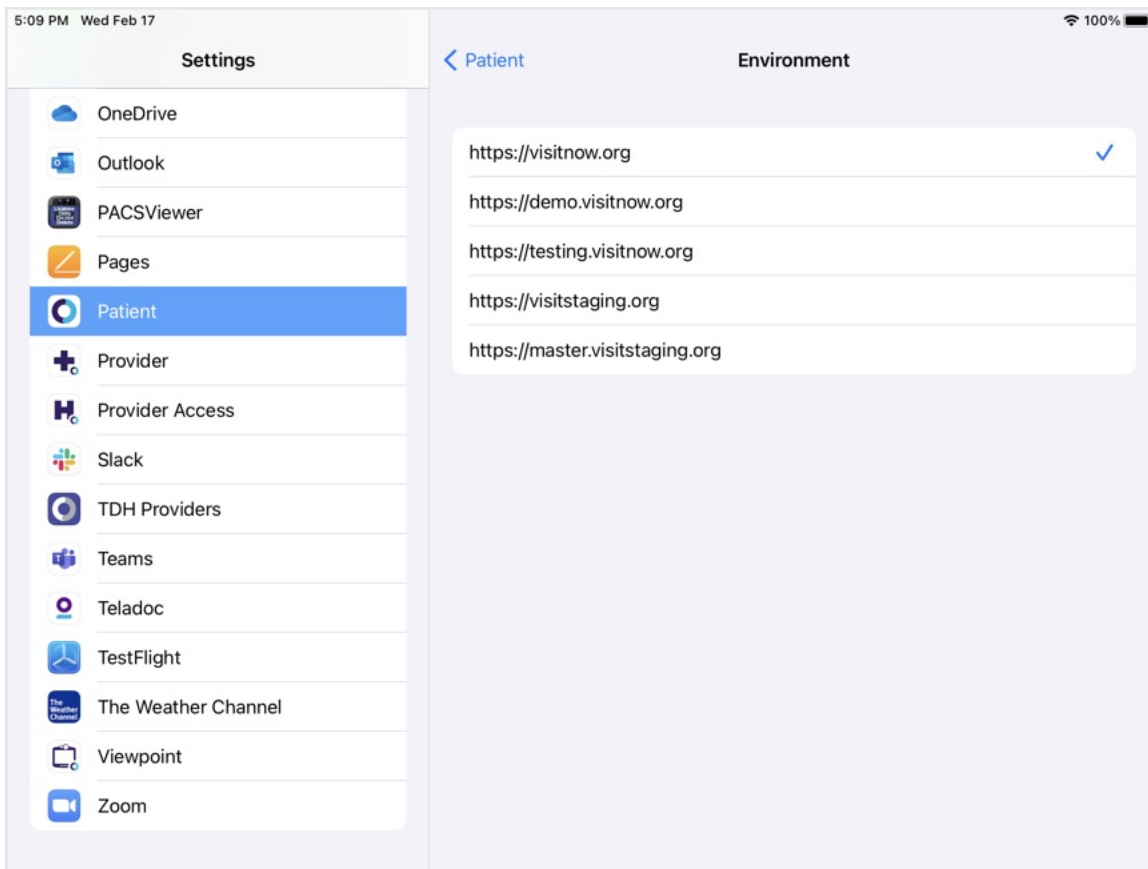
- [Verify the Practice](#)
- [Verify That Your App is Up to Date](#)
- [Verify Microphone](#)
- [Verify the Camera](#)

Verify the Practice

1. Tap the Settings icon.
2. Tap **Patient**.



3. Ensure that the correct practice URL is selected.



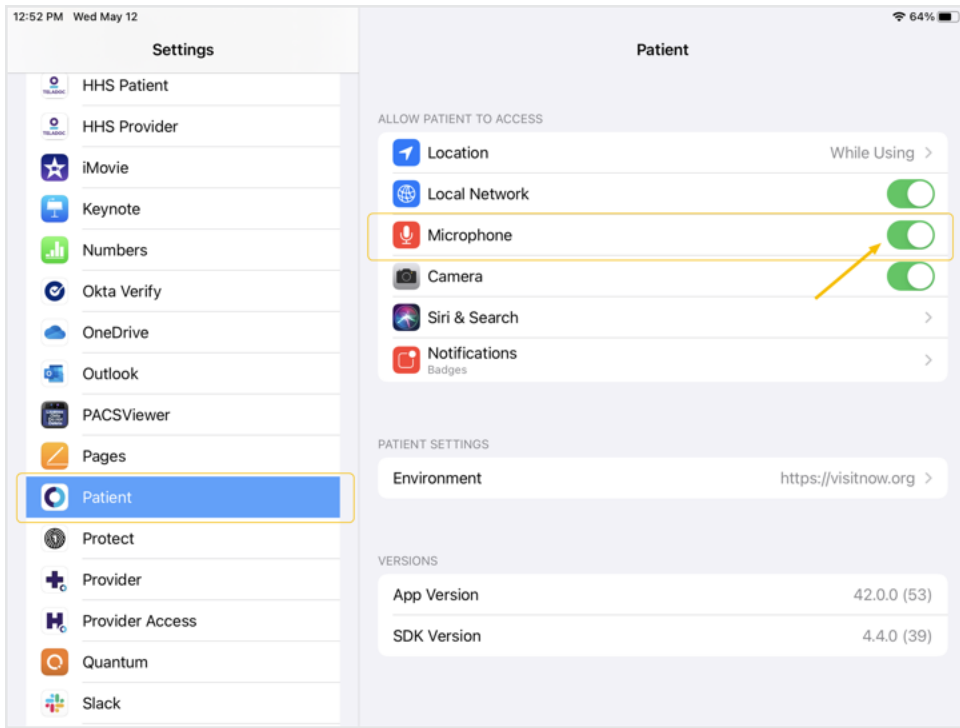
Verify That Your App is Up to Date

1. Tap the App Store app.
2. Tap **Updates**.
3. If shown, tap **Update** next to the Teladoc Health Patient App icon.

Verify Microphone

Follow the steps below to test your audio.

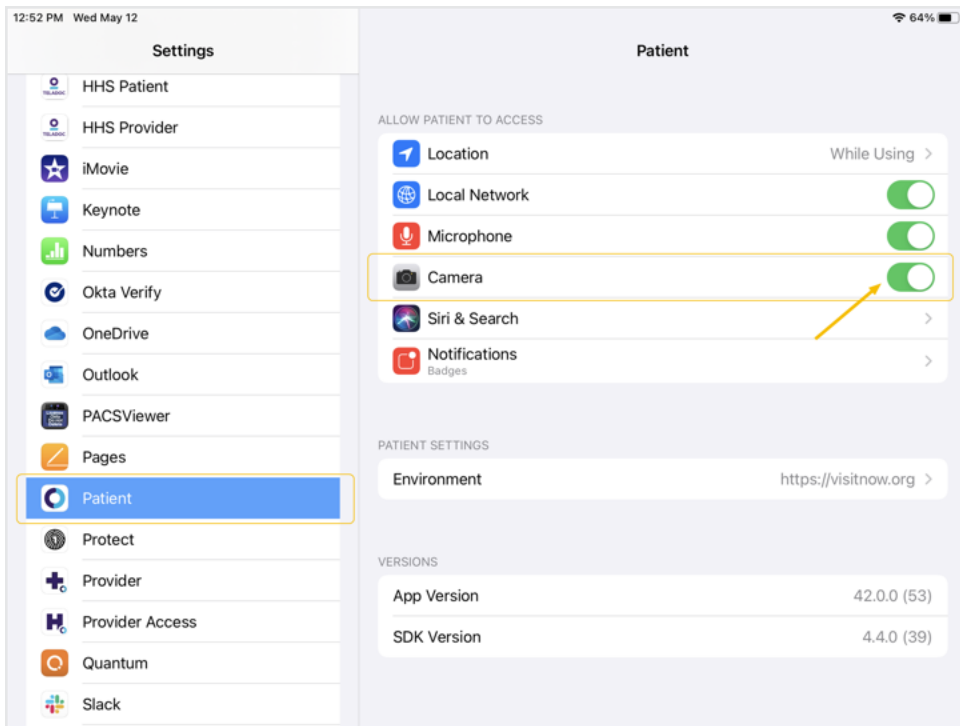
1. Tap the Settings app.
2. Tap **Patient**.



3. Make sure the Microphone is enabled (green). If not, tap the slider to enable it.

Verify the Camera

1. Tap the Settings app.
2. Tap **Patient**.



3. Make sure the Camera is enabled (green). If not, tap the slider to enable it.

Troubleshoot Audio/Video for the Mac

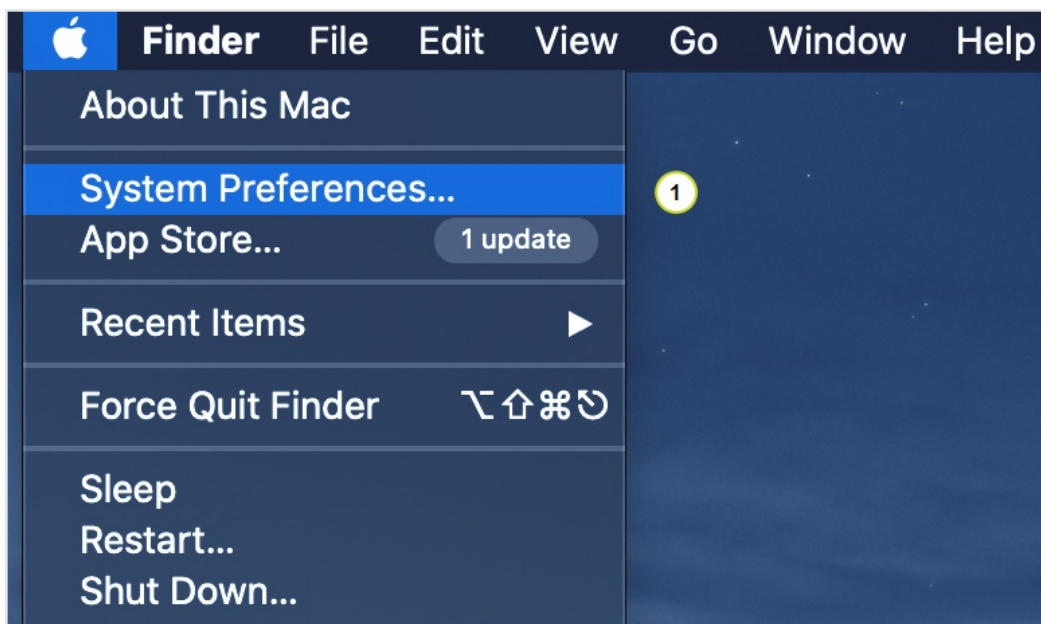
NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

Follow the steps below to enable audio and video for the Mac.

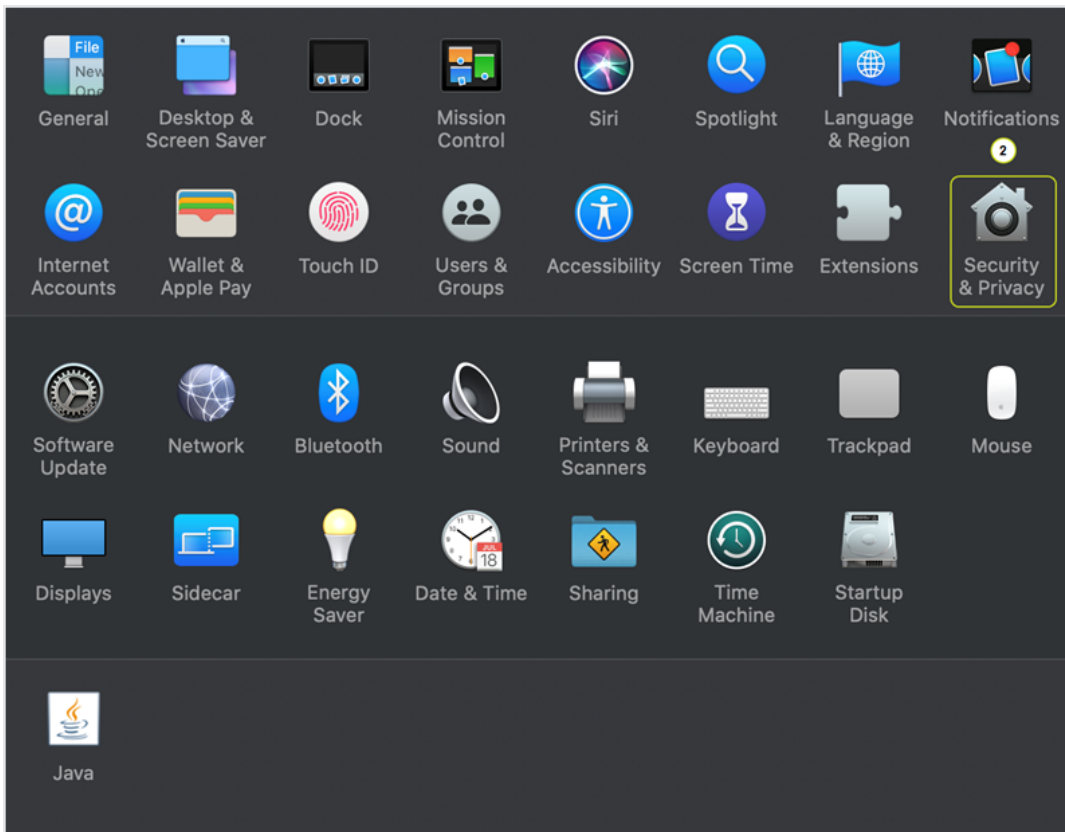
- [Troubleshoot Video for Mac](#)
- [Troubleshoot Audio for Mac](#)

Troubleshoot Audio for Mac

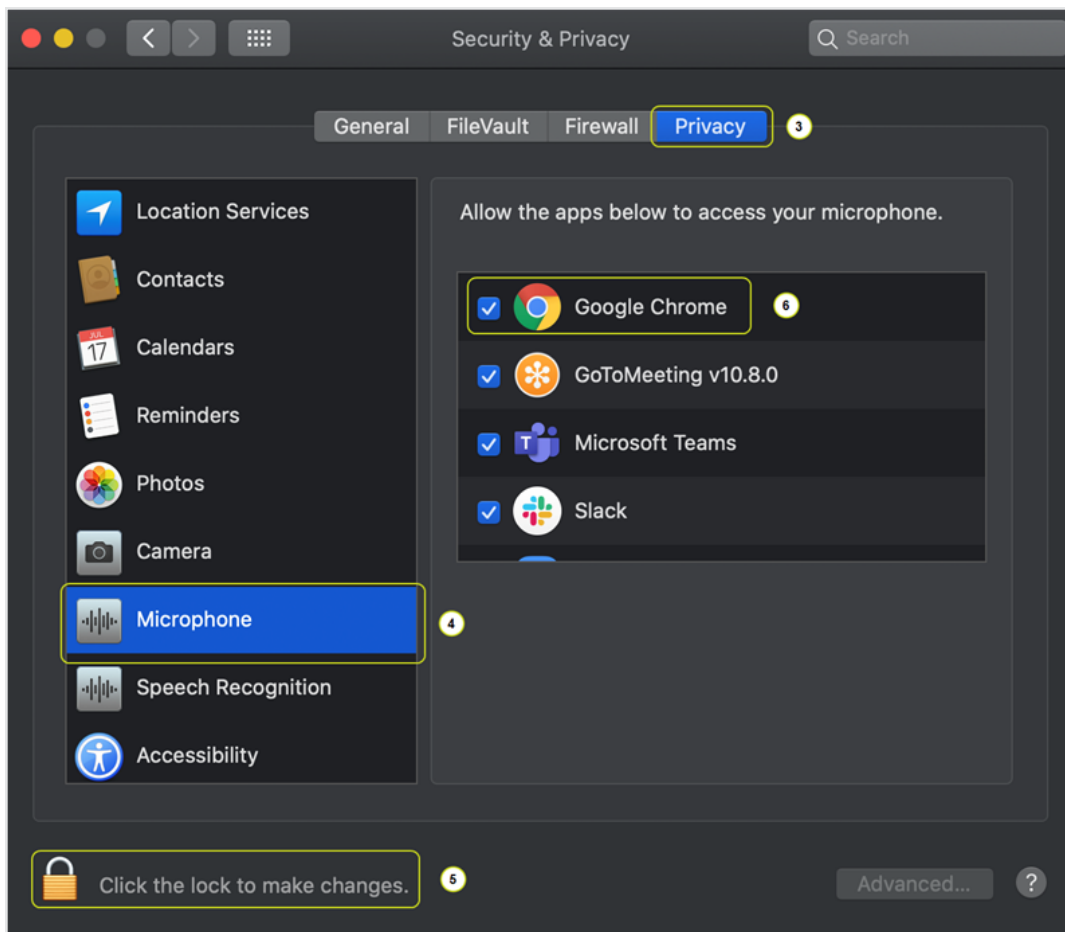
1. Click the **System Preferences** icon in the Dock or select **System Preferences** in the Tool Bar.



2. Click **Security & Privacy**.



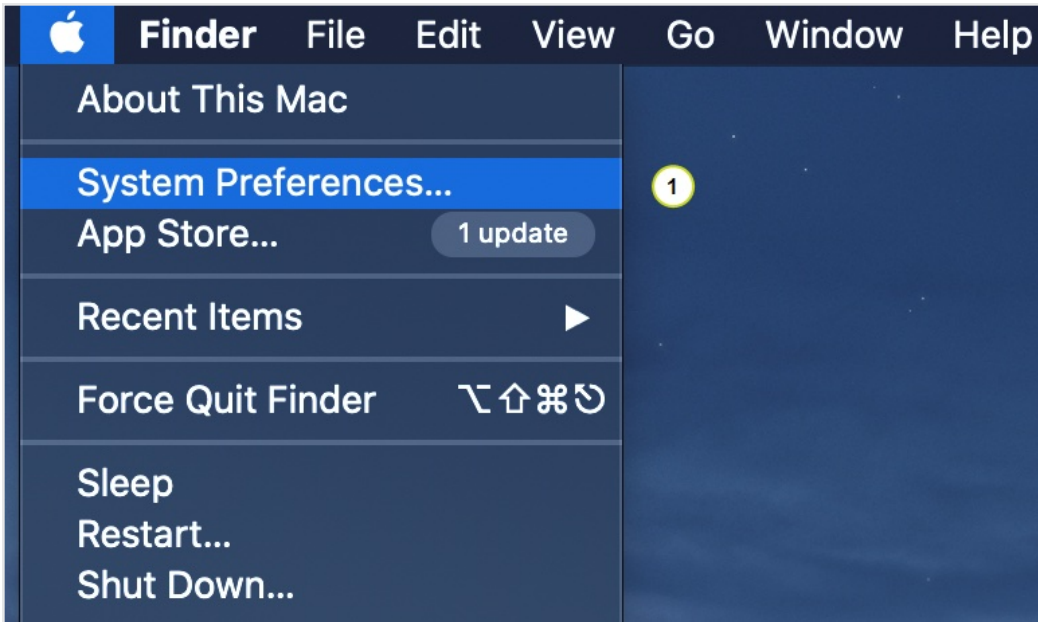
3. Click [Privacy](#).



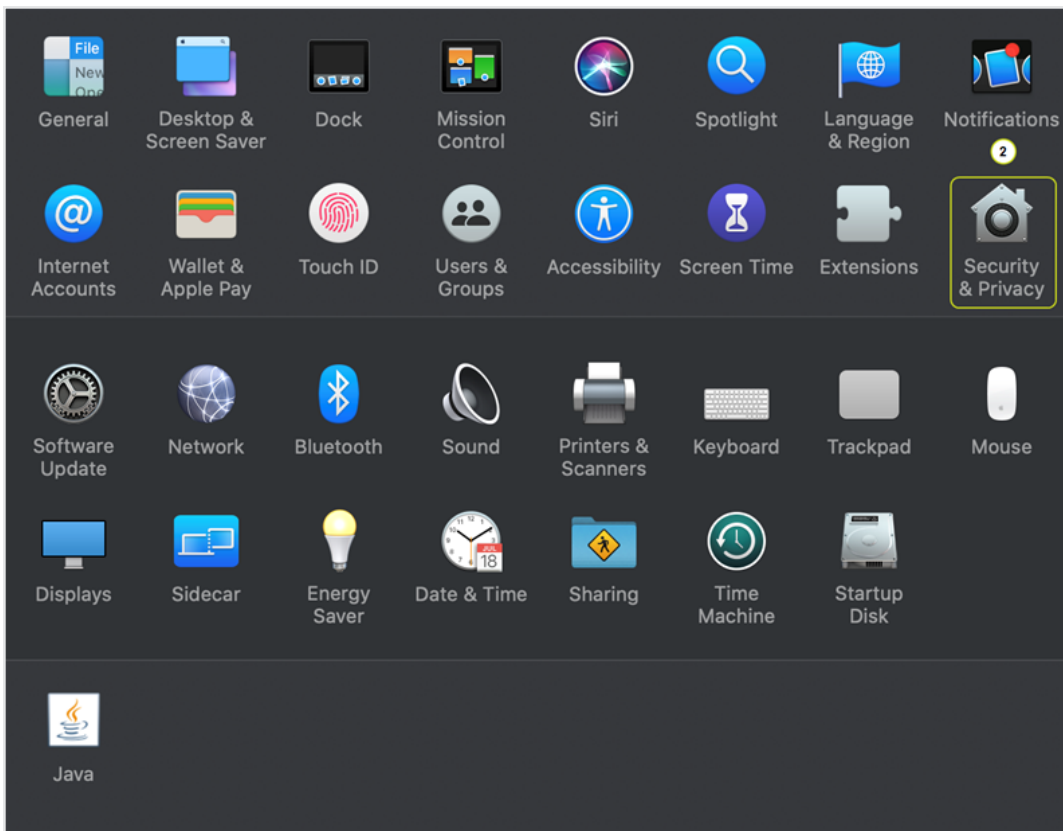
4. Click **Microphone**.
5. Click the lock icon. Enter your Mac username and password when prompted.
6. Click the browser app that you will use for virtual visits. For example, if you are using Chrome click **Google Chrome**.

Troubleshoot Video for Mac

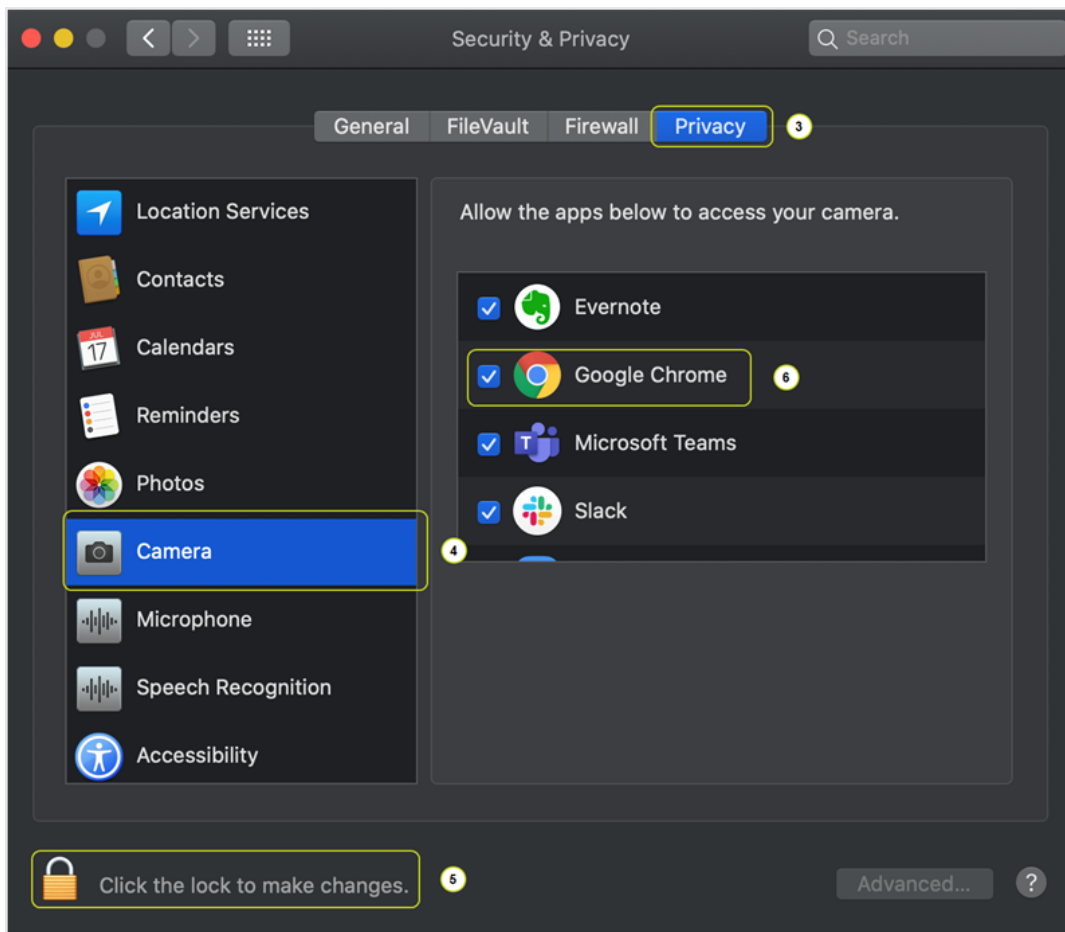
1. Click the **System Preferences** icon in the Dock or select **System Preferences** in the Tool Bar.



2. Click **Security & Privacy**.



3. Click **Privacy**.



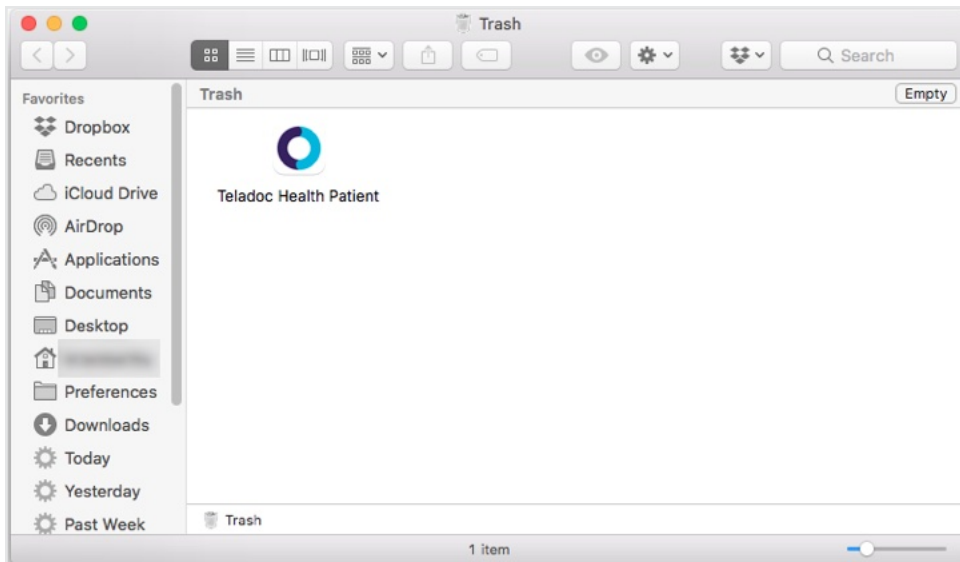
4. Click **Camera**.
5. Click the lock icon. Enter your Mac username and password when prompted.
6. Click the browser app that you will use for virtual visits. For example, if you are using Chrome click **Google Chrome**.

Uninstall the Patient App for Macs

1. Open the Applications folder.



2. Drag **Teladoc Health Patient** to the trash.
3. Empty the trash.



The next time you check in for a virtual visit make sure you install the Patient App. See ["Patient App for Mac" on page 17](#) for more information.

Troubleshoot Audio/Video for the Windows App

NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

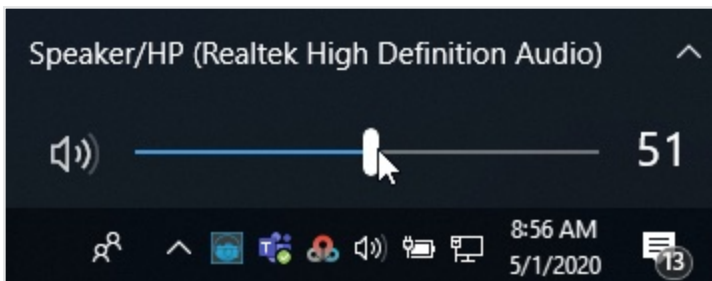
- [Verify Audio](#)
- [Verify Camera](#)
- [Uninstall the Patient App for Windows](#)

Verify Audio

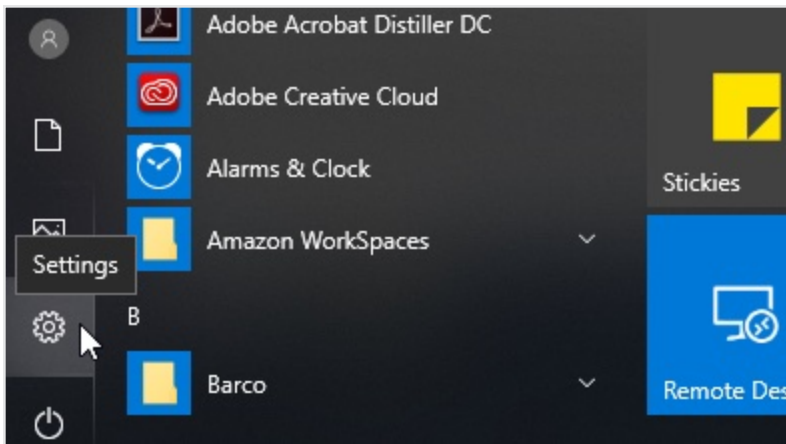
1. Click the speaker icon in the Task Bar.



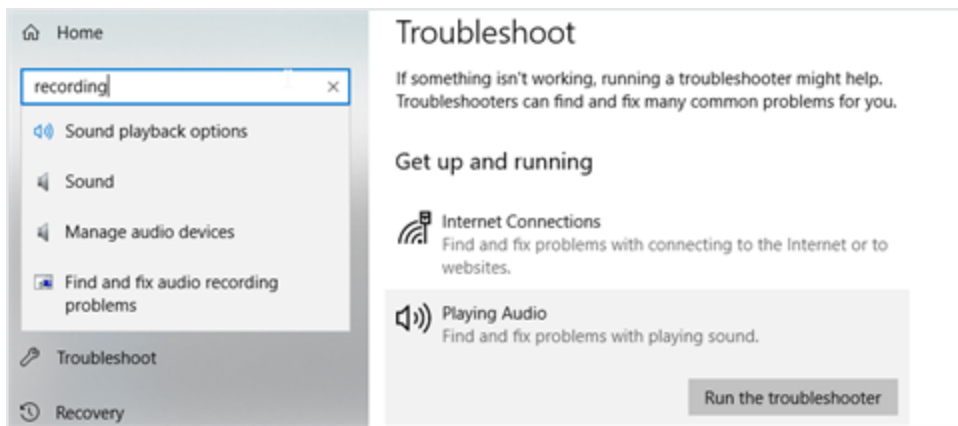
2. Adjust the slider so that the volume is loud enough for you to hear.



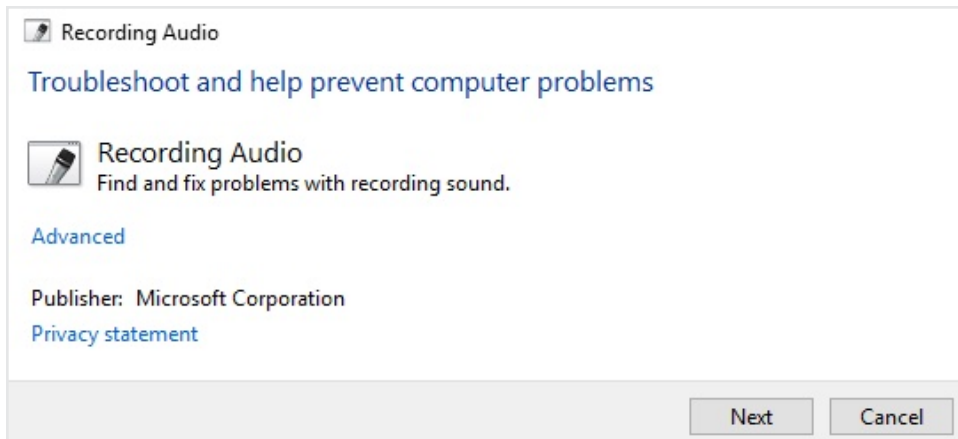
3. Click the Windows icon and select **Settings**.



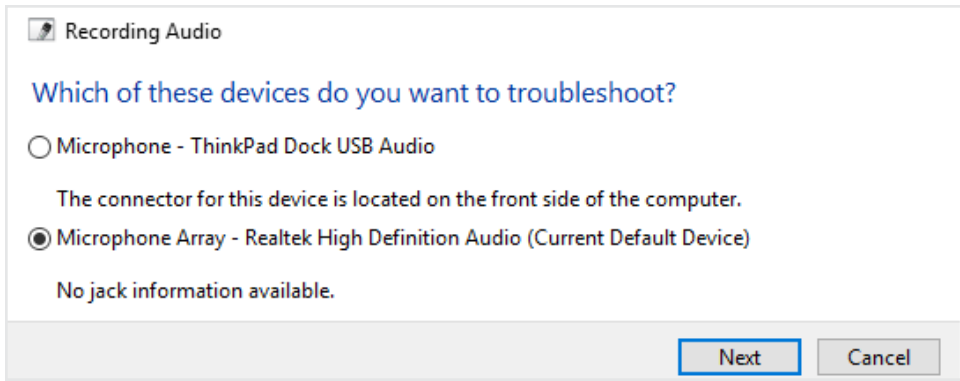
4. Enter **recording** in the search window.



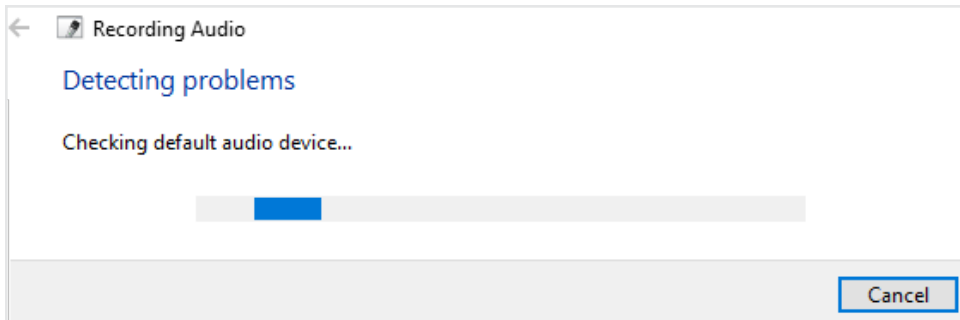
5. Select **Find and fix audio recording problems**.



6. Click **Next**.



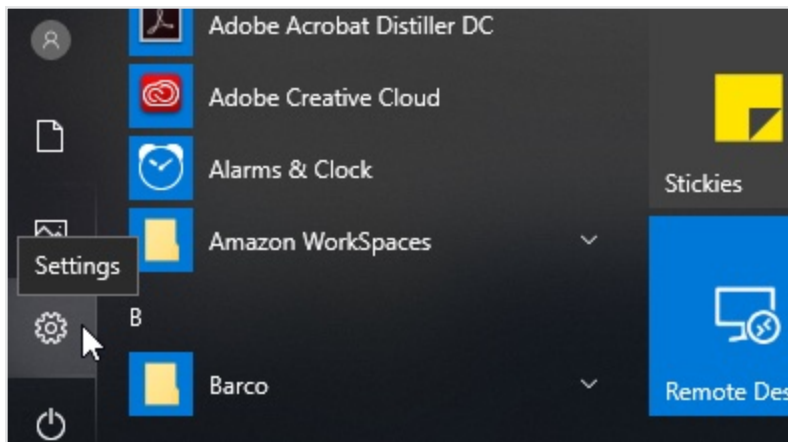
7. Make sure the correct microphone is selected and then click **Next**.



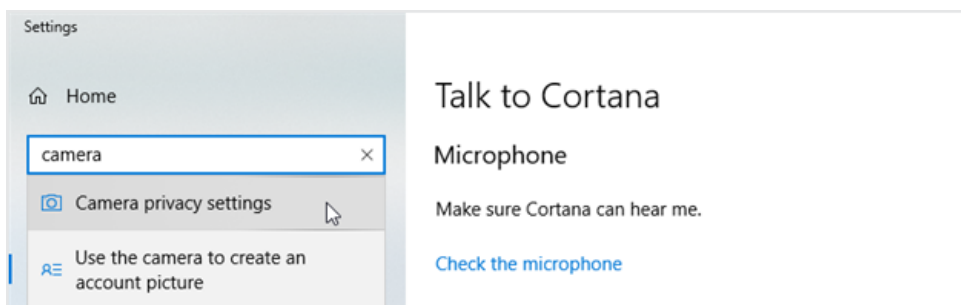
8. Follow any recommended steps.

Verify Camera

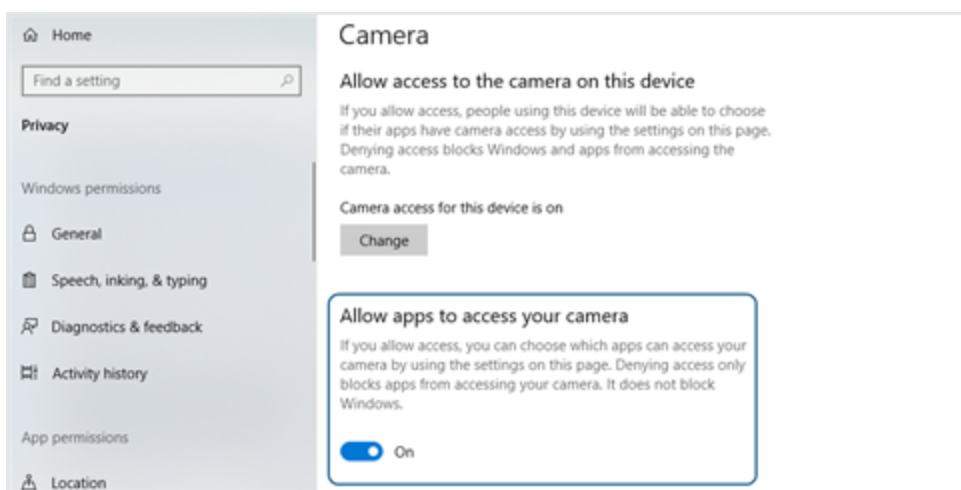
1. Click the Windows icon and select **Settings**.



2. Enter **camera** in the search window.



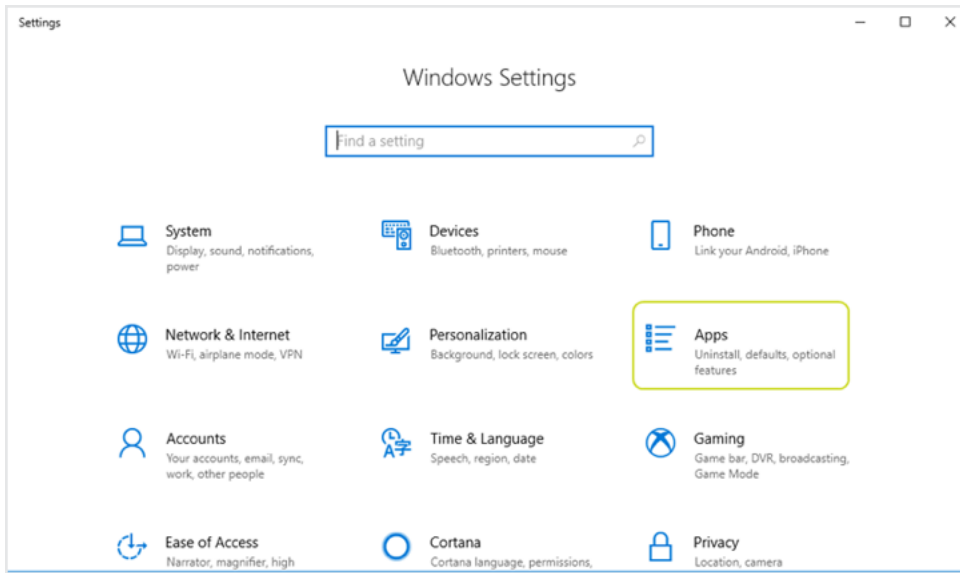
3. Click **Camera privacy settings**.



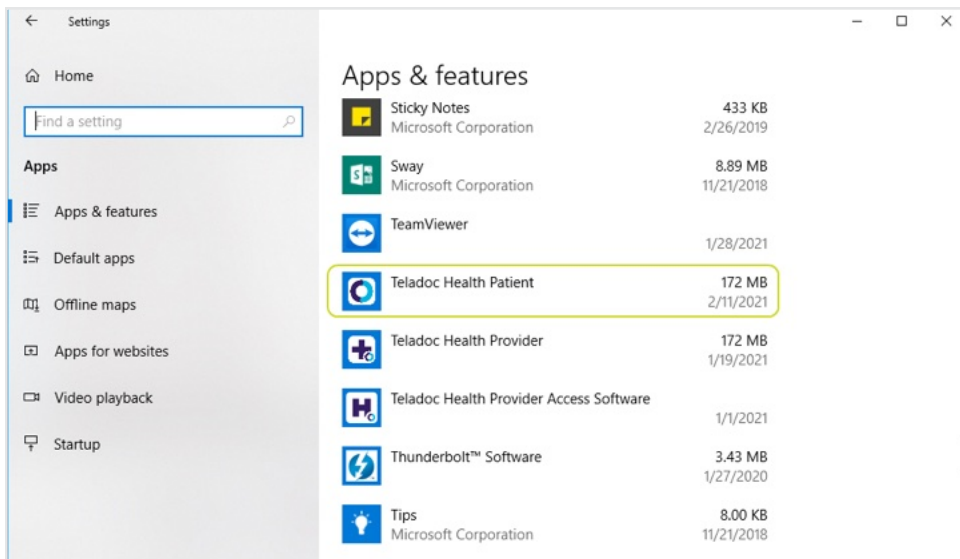
4. Make sure "Allow apps to access your camera" is set to **On**.

Uninstall the Patient App for Windows

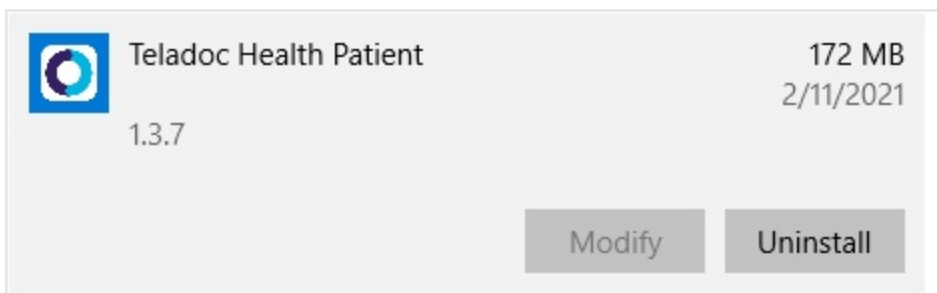
1. Open **Settings**



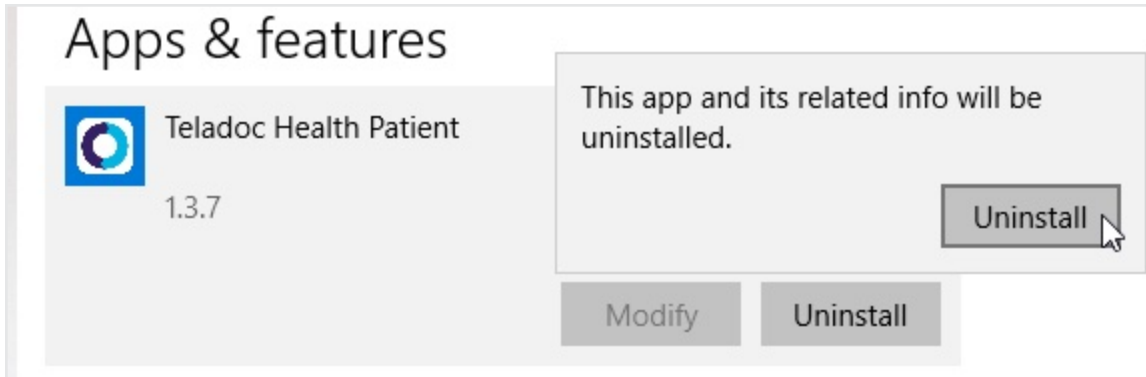
2. Click **Apps**.



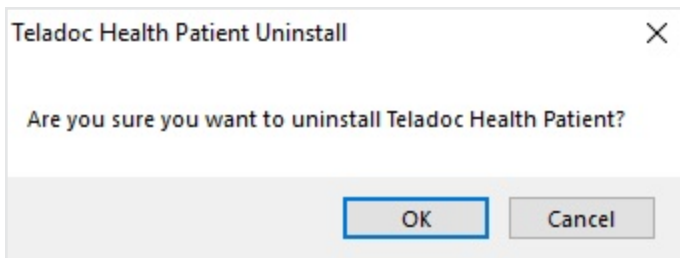
3. Click **Teladoc Health Patient**.



4. Click **Uninstall**.



5. Click **Uninstall**. A Windows confirmation message will be displayed.
6. Click **Yes**.



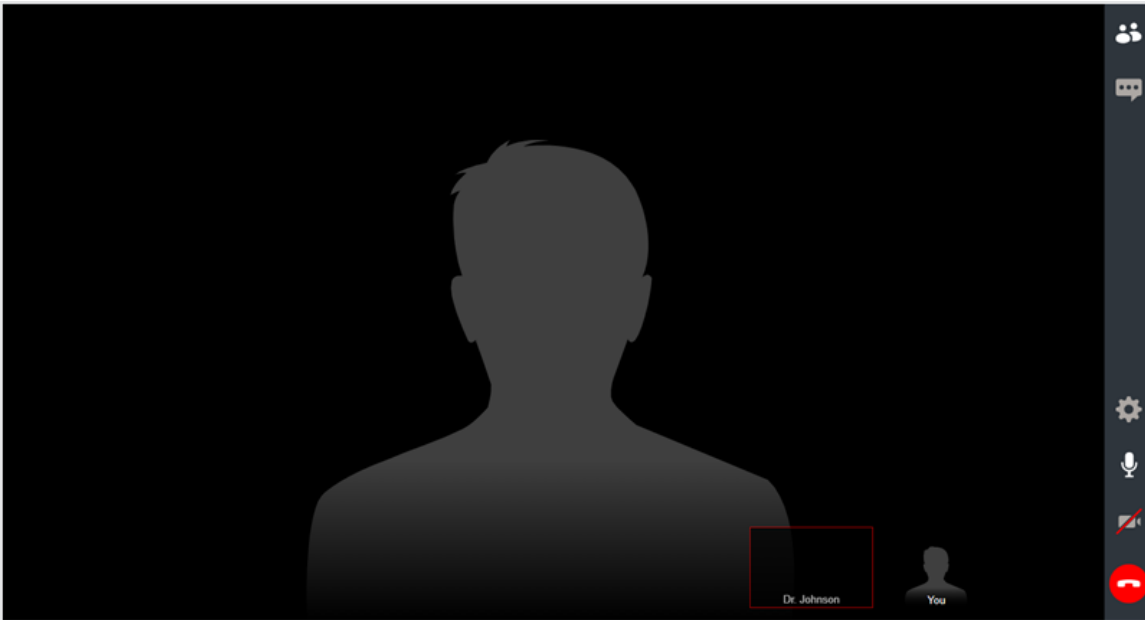
7. Click **OK**.

The next time you check in for a virtual visit make sure you install the Patient App. See ["Patient App for Windows" on page 14](#) for more information.

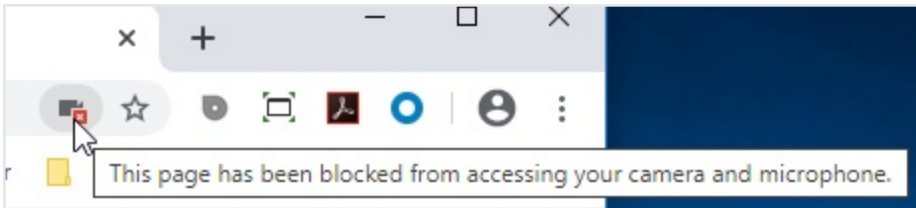
Troubleshoot Audio/Video Issues for Windows Chrome

NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

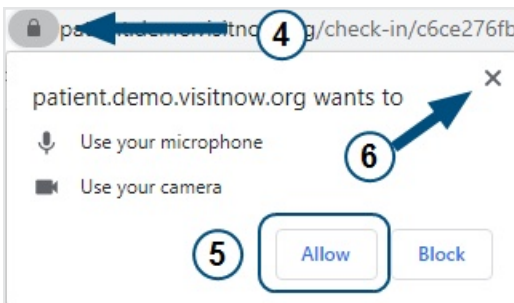
1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)



2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), click on the icons to make sure that they are enabled.
3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:



4. Click the lock icon in the upper left-hand corner.



5. Click [Allow](#).
6. Click the **X** to close this popup and to return to the virtual visit.
7. Click the refresh button.

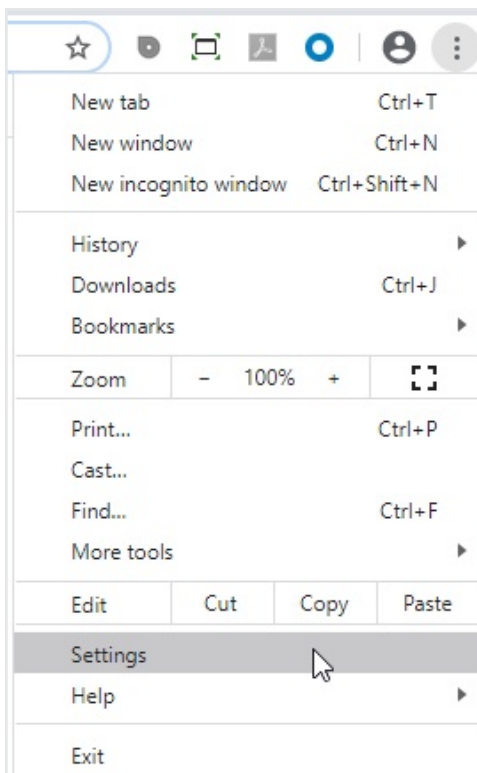


8. You are all set for your video session with your medical professional!

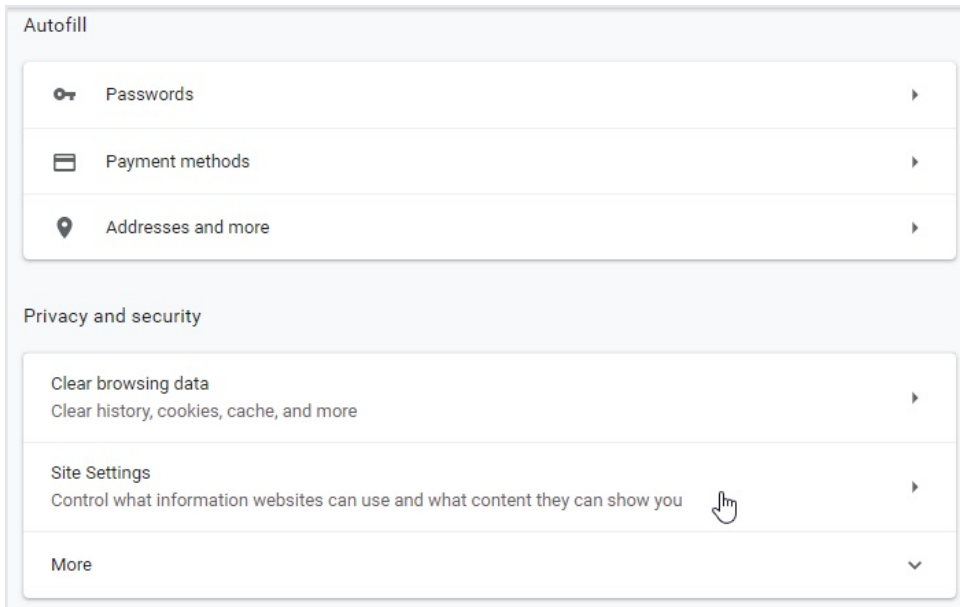
Advanced Audio/Video for Windows Chrome

If you are still having issues with your audio or video connection, follow the steps below.

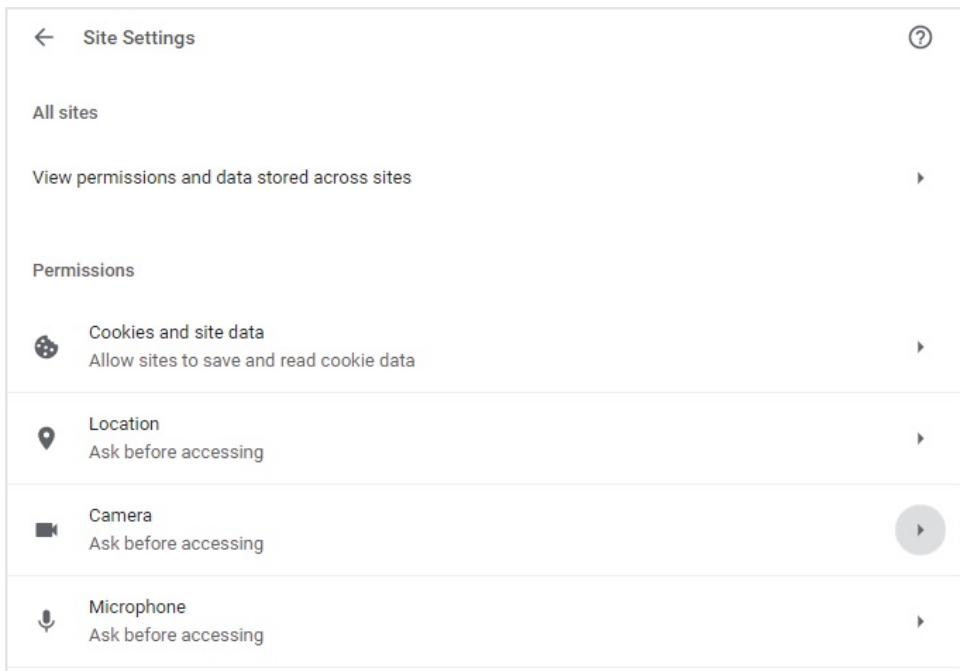
1. Click the three vertical dots in the upper right hand corner of your browser window and select [Settings](#).



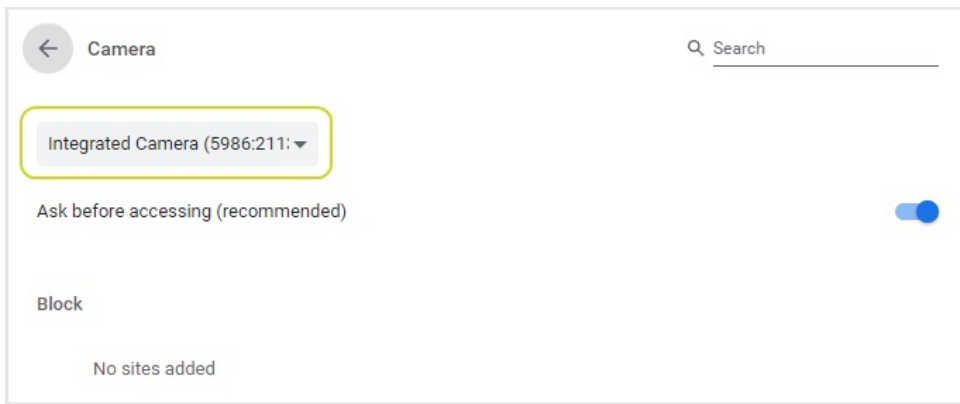
2. Under Privacy and security, click [Site Settings](#).



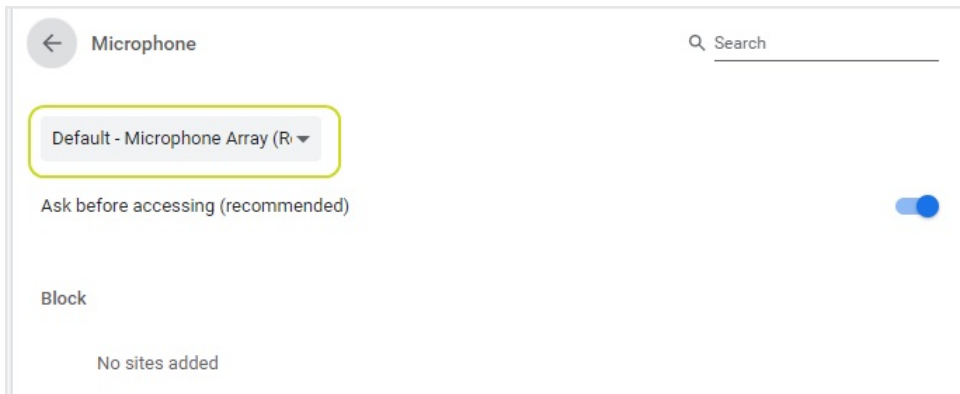
3. Select **Camera** or **Microphone**, as appropriate.



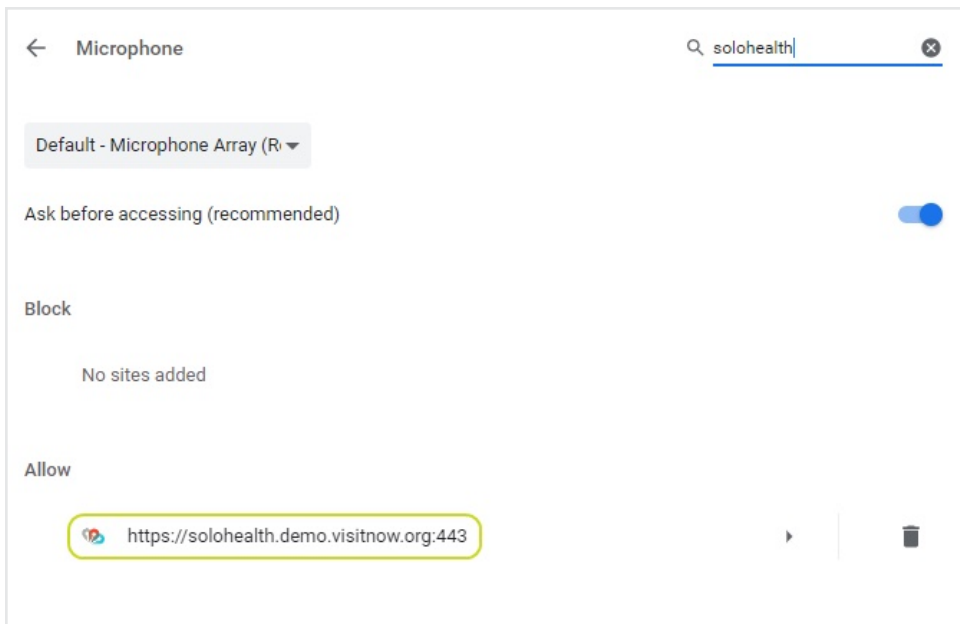
4. If you are having video issues, make sure the correct camera has been selected.



5. If you are having audio issues, make sure the correct microphone has been selected.



6. For both audio and video issues, make sure the URL used for your virtual visits is under the Allow list and not under the Block list. If it is under the Block list, click the trashcan icon.



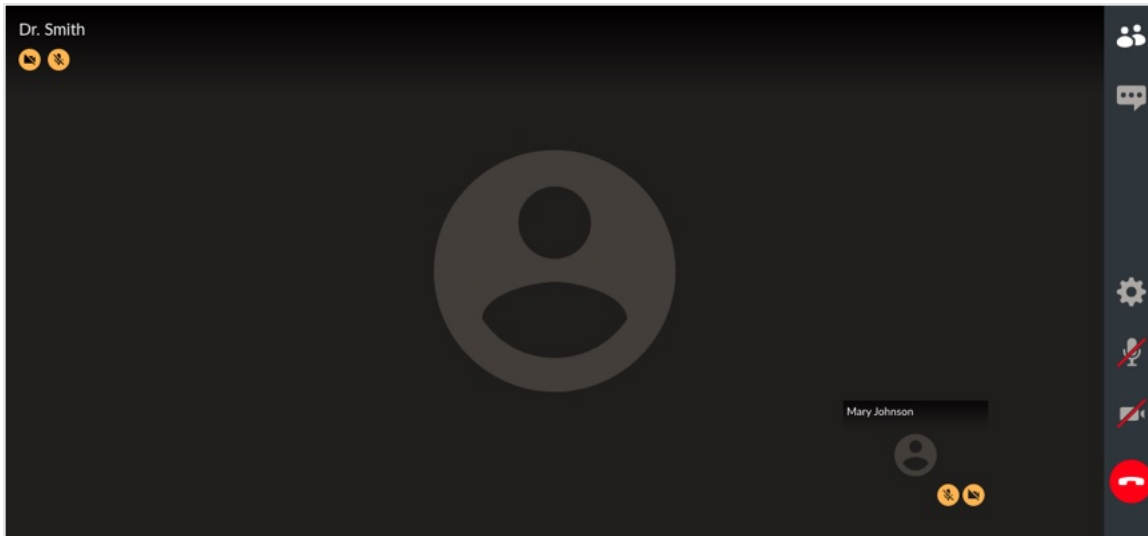
If you are still having audio issues, video issues, or both make sure you are running the latest version of Chrome. Click the appropriate link below for more information.

- [Update the Desktop Version of Google Chrome](#)
- [Update Google Chrome on Android Devices](#)

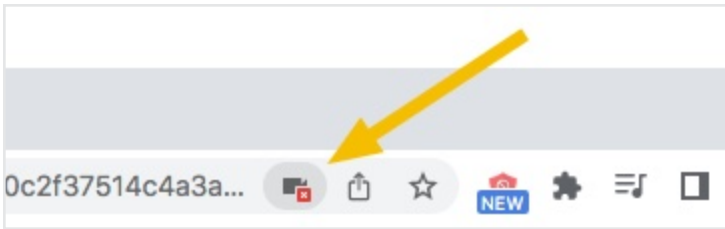
Troubleshoot Audio/Video Issues for Mac Chrome

NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

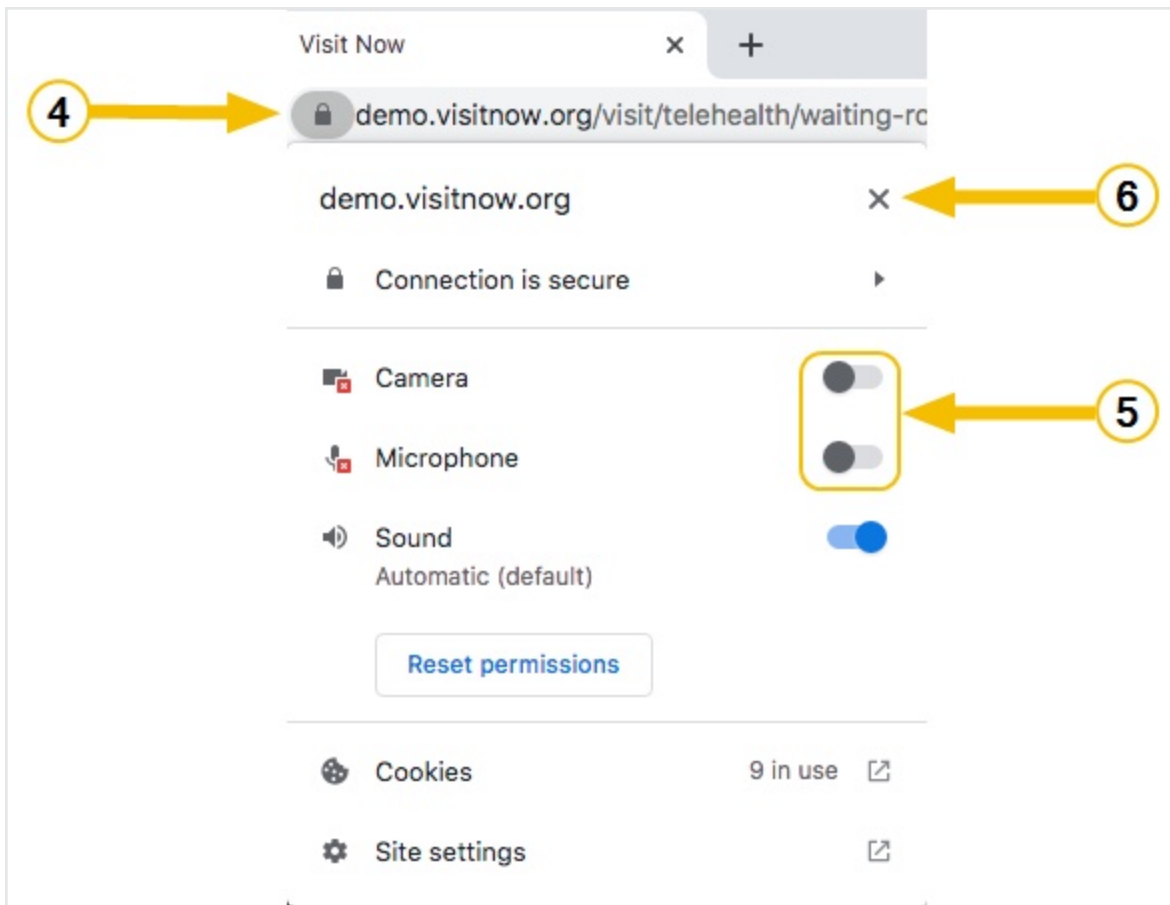
1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)



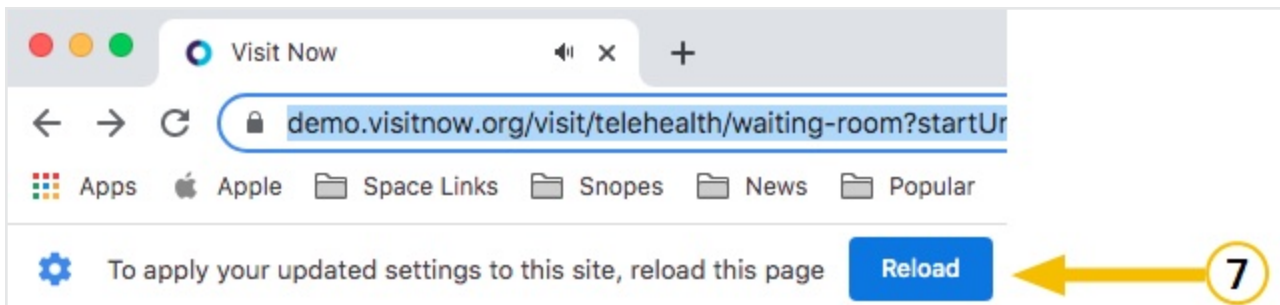
2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), click on the icons to make sure that they are enabled.
3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:



4. Click the lock icon in the upper left-hand corner.



5. Click the slider next to Camera, Microphone, or both.
6. Click the **X** to close this popup and to return to the virtual visit.
7. Click **Reload**.

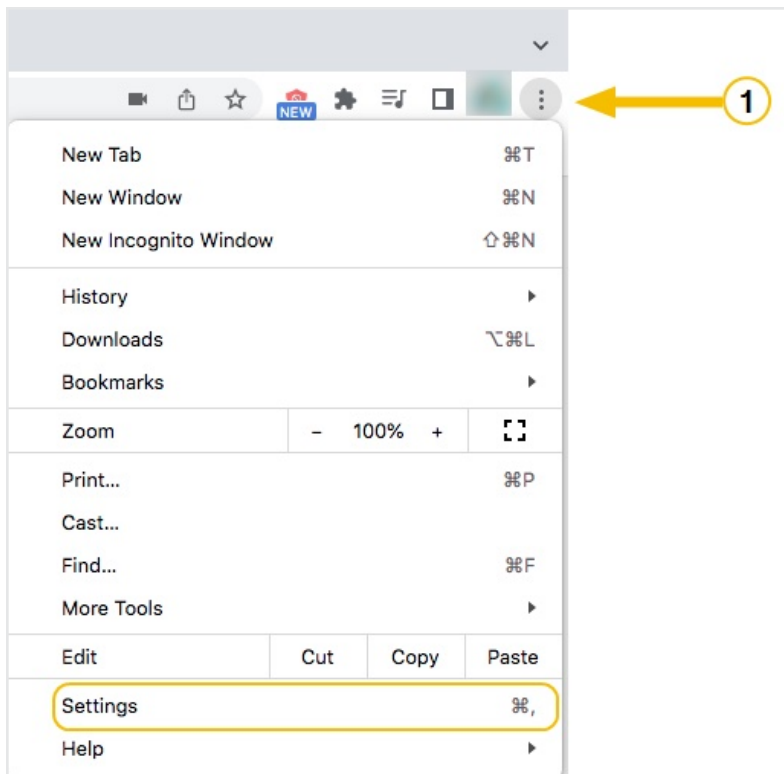


8. You are all set for your video session with your medical professional!

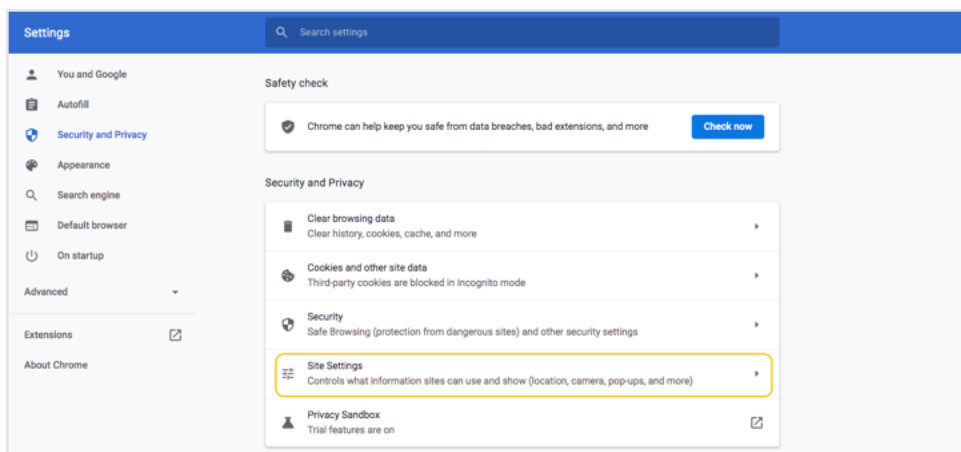
Advanced Audio/Video for Mac Chrome

If you are still having issues with your audio or video connection, follow the steps below.

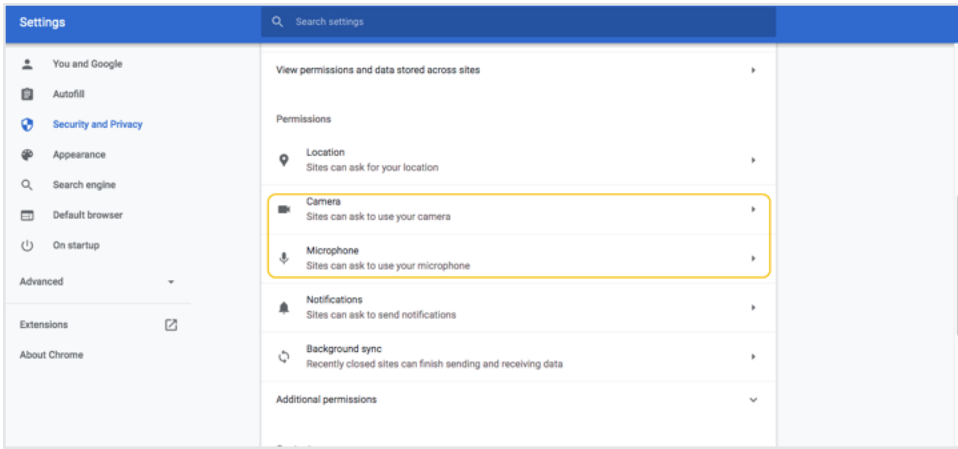
1. Click the three vertical dots in the upper right hand corner of your browser window and select **Settings** or press the Command key and then press the comma.



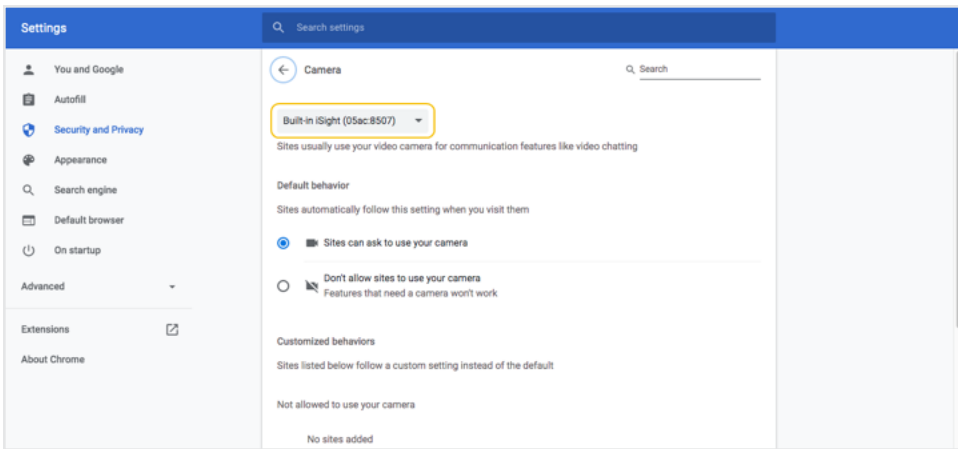
2. Under Security and Privacy, click **Site Settings**.



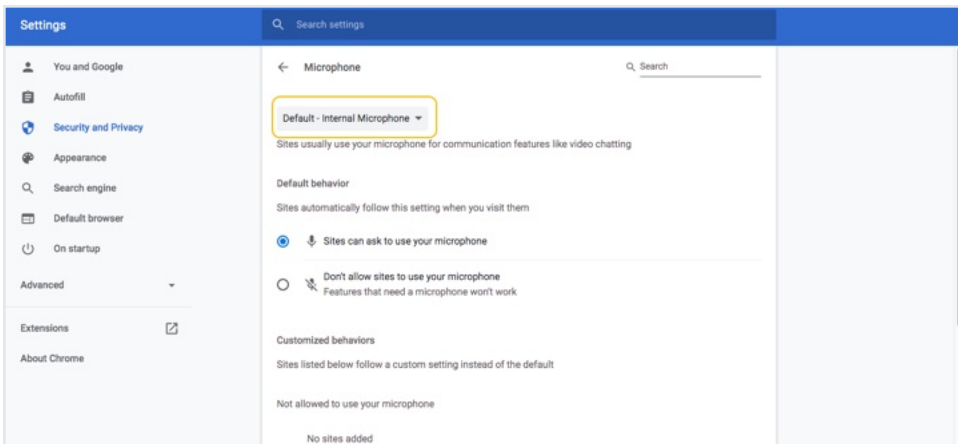
3. Select **Camera** or **Microphone**, as appropriate.



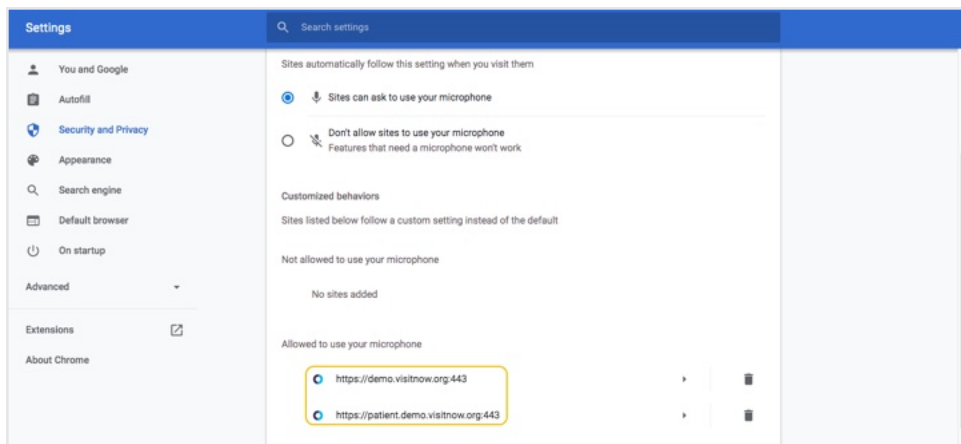
4. If you are having video issues, make sure the correct camera has been selected.



5. If you are having audio issues, make sure the correct microphone has been selected.



6. For both audio and video issues, make sure the URL used for your virtual visits is under the Allowed list and not under the Block list. If it is under the Not Allowed list, click the trashcan icon.



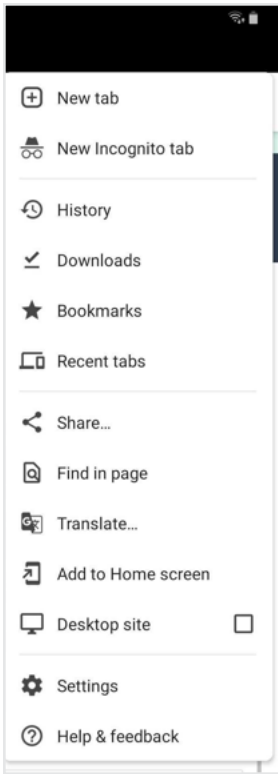
If you are still having audio issues, video issues, or both make sure you are running the latest version of Chrome. Click the appropriate link below for more information.

- [Update the Desktop Version of Google Chrome](#)
- [Update Google Chrome on Android Devices](#)

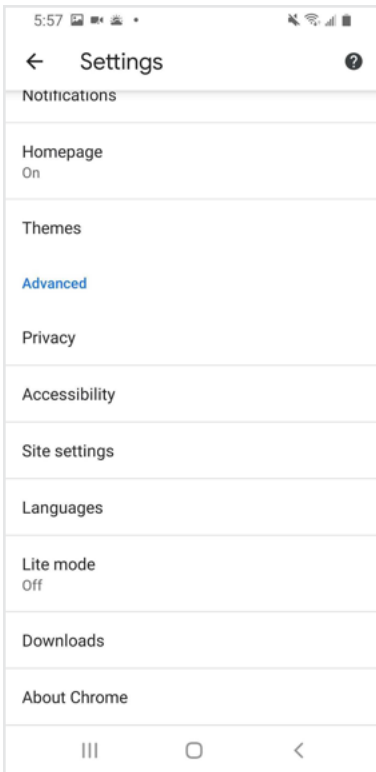
Troubleshoot Audio/Video for Android Chrome

NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

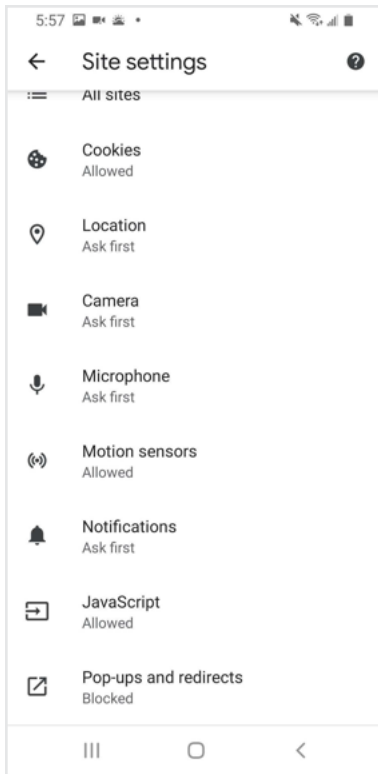
1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)
2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons, you will need to click on the icons to make sure that they are enabled.
3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:
4. Tap the three dots on browser.
5. Tap **Settings**.



6. Tap **Site Settings**.



7. Make sure your camera and microphone can be used.

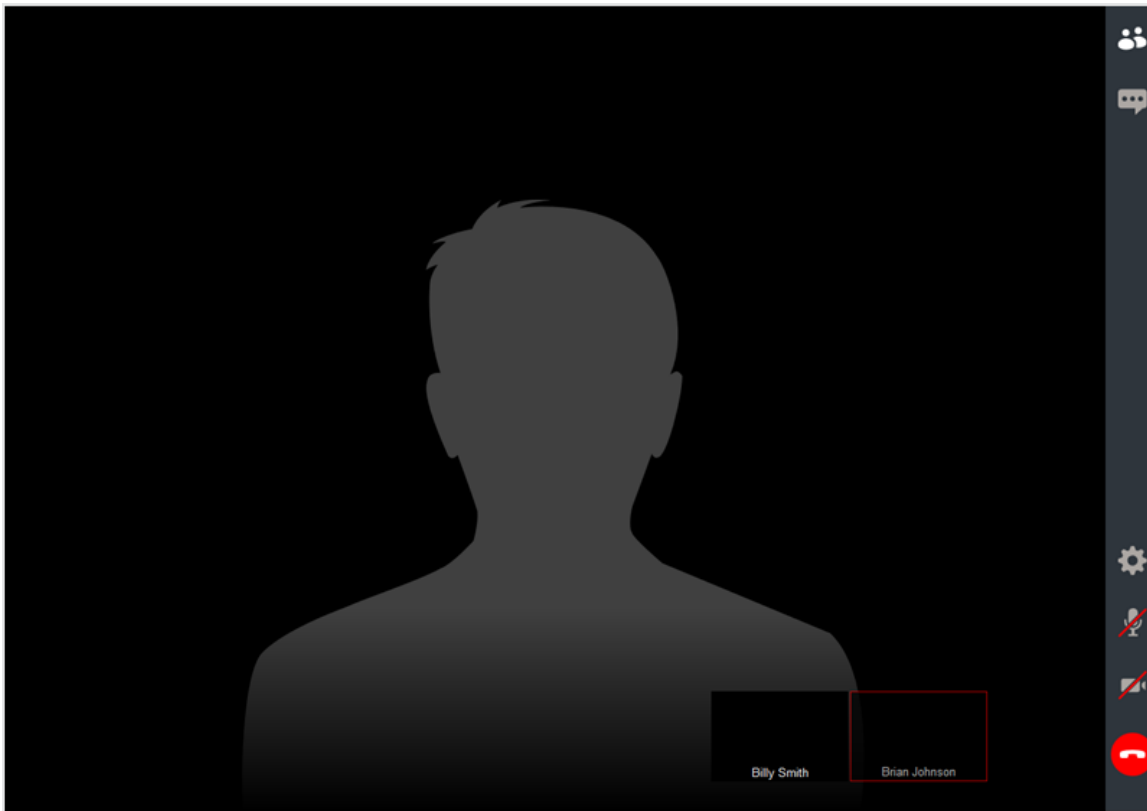


8. Return to the virtual visit.
9. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.
10. You are all set for your video session with your medical professional!

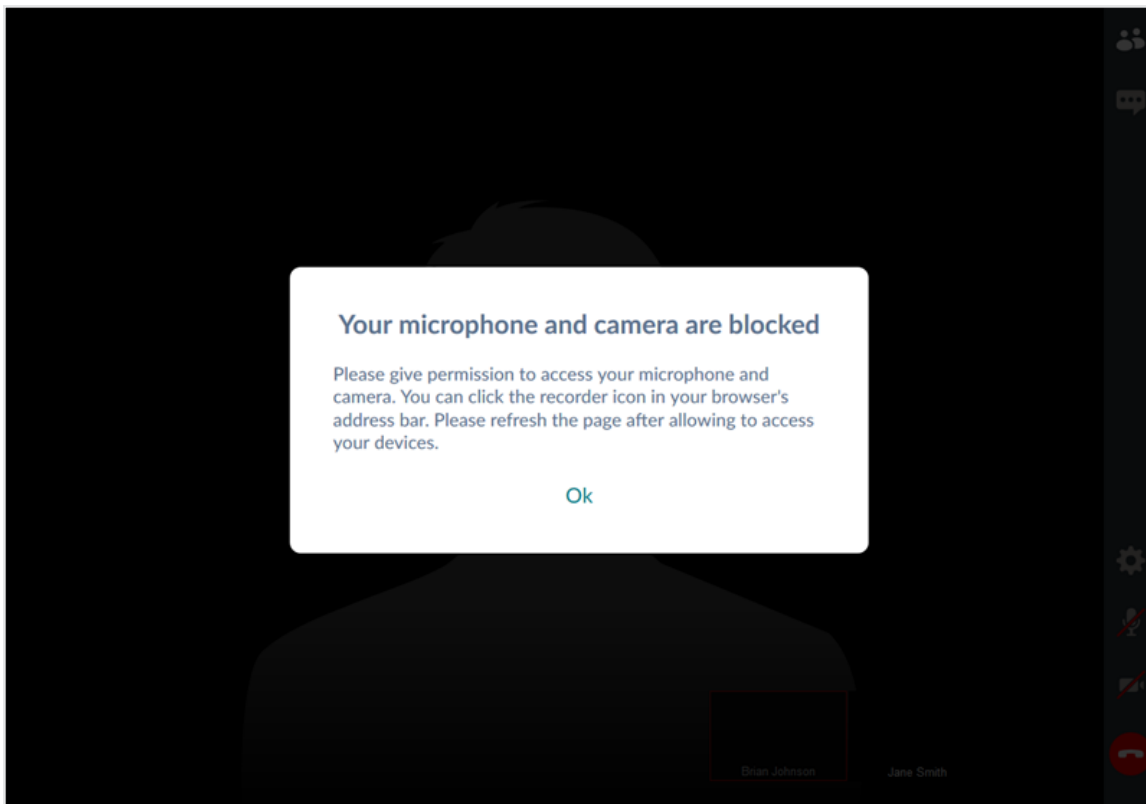
Troubleshoot Audio/Video for Firefox

NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

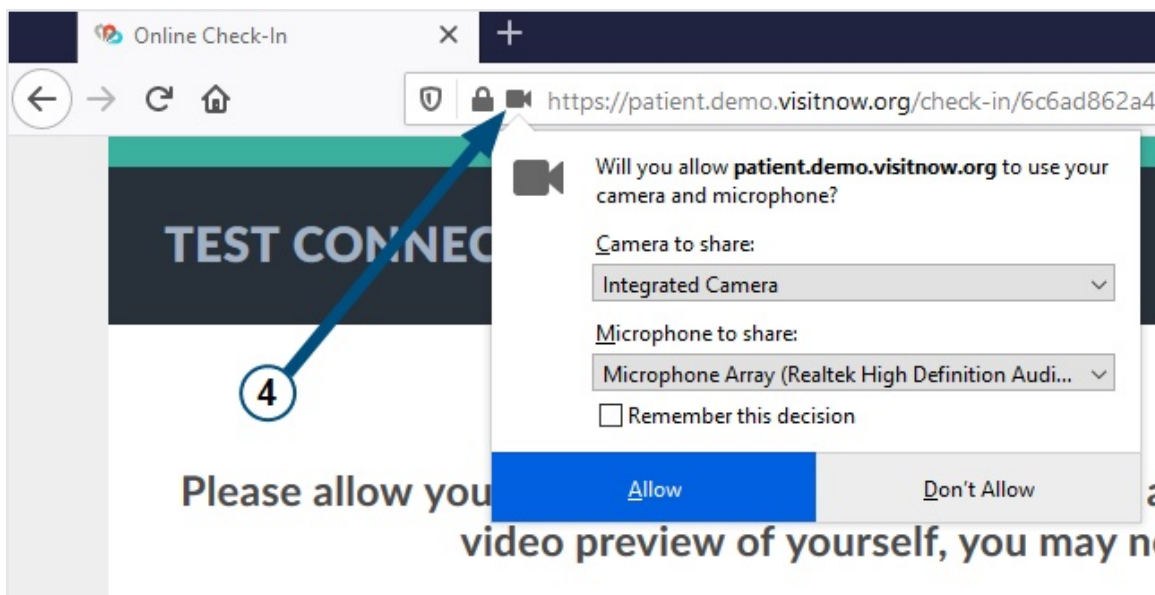
1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)



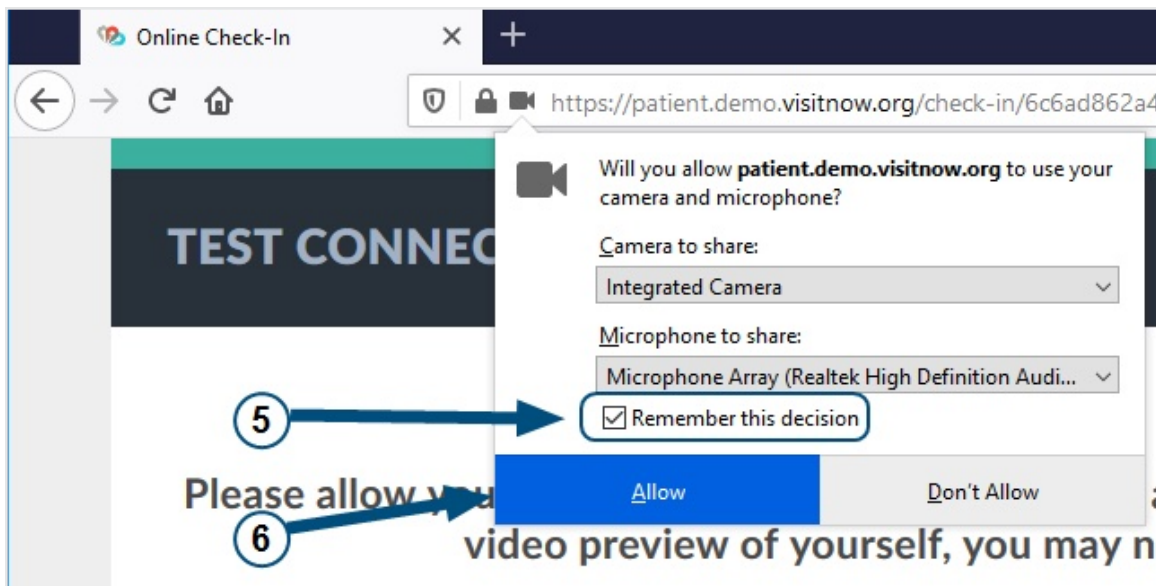
2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), click on the icons to make sure that they are enabled.
3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:



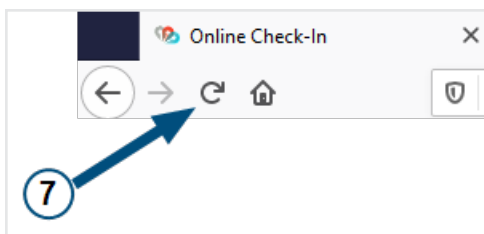
4. Click the camera icon.



5. Select **Remember this decision**.



6. Click **Allow** to return to the virtual visit.
7. Click the refresh button.

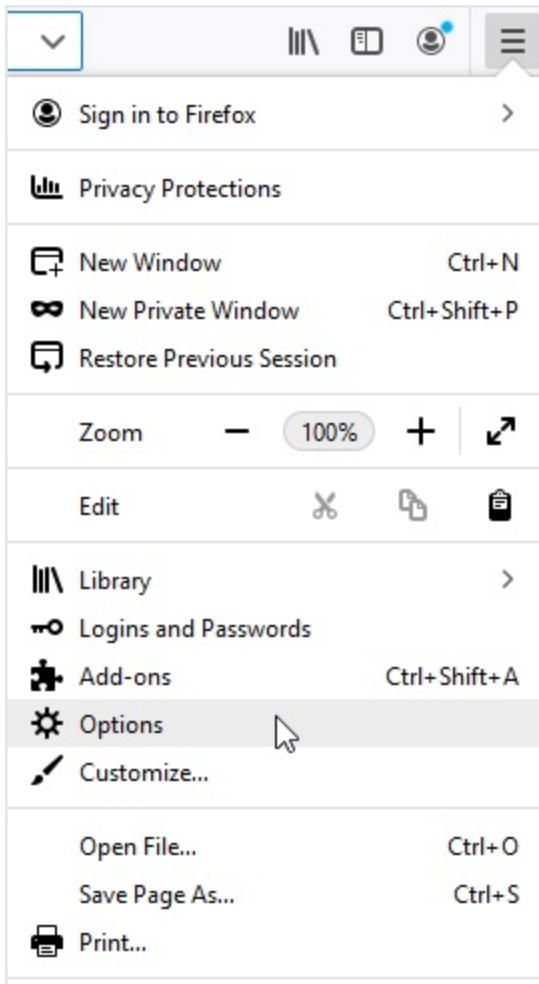


8. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.
9. You are all set for your video session with your medical professional!

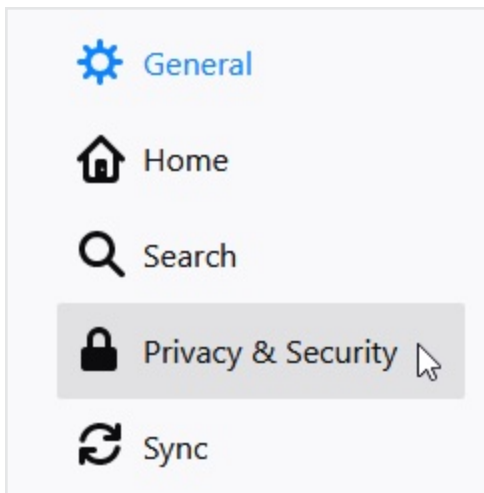
Advanced Troubleshooting for Firefox

If you are still having issues with your audio or video connection, follow the steps below.

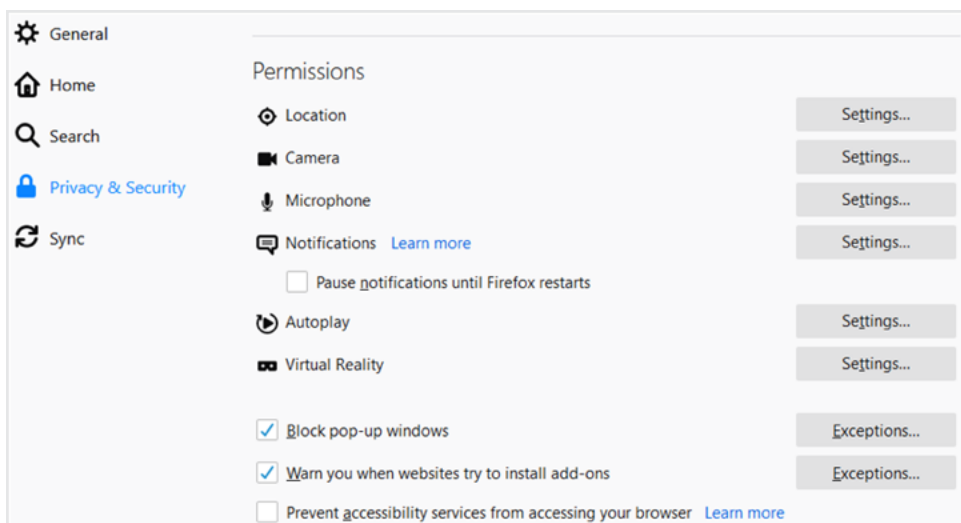
1. Click the three horizontal lines in the upper right hand corner of your browser window and select **Options**.



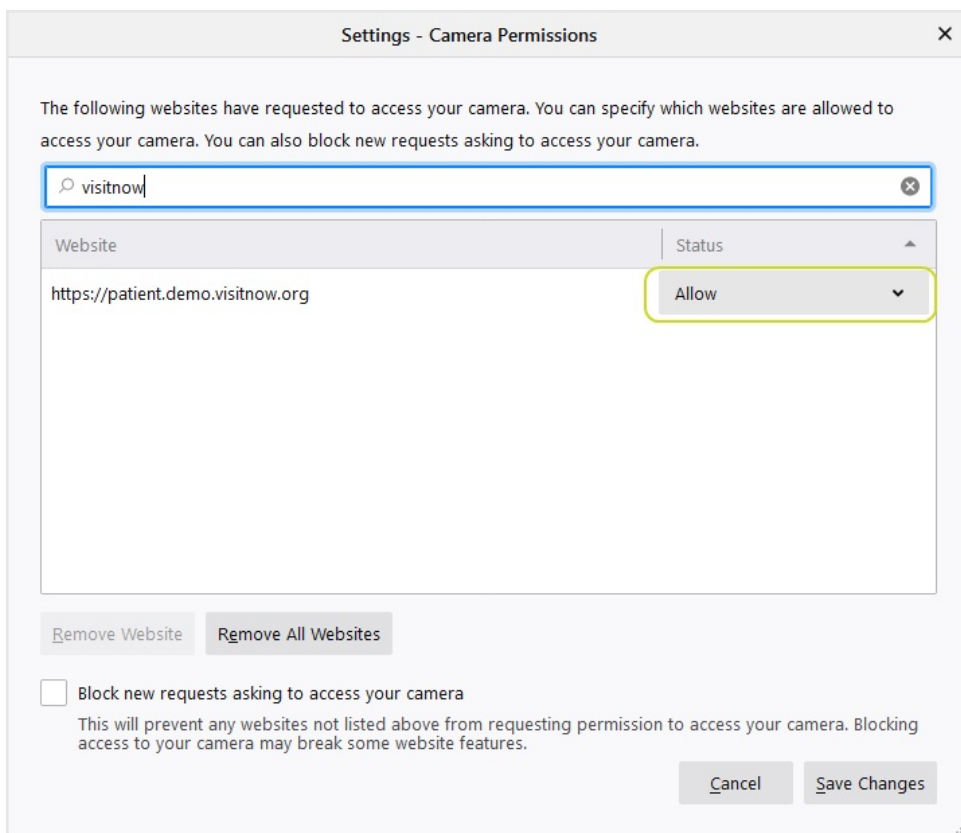
2. In the left sidebar select **Privacy & Security**.



3. Click **Settings** in the Camera or Microphone row, as appropriate.



4. For both audio and video issues, make sure **Allow** has been selected for the URL used for your virtual visits.



If you are still having audio issues, video issues, or both, make sure you are running the latest version of Firefox. Click the appropriate link below for more information.

- [Update the Desktop Version of Mozilla Firefox](#)
- [Install and Update Mozilla Firefox on Android Devices](#)

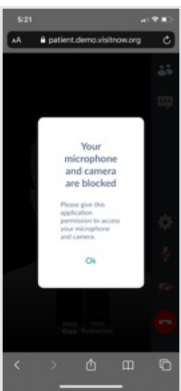
Troubleshoot Audio/Video for Safari

NOTES: Make sure no other apps are using your mic or camera before trying any of the steps below. If you are still experiencing issues after following these troubleshooting instructions, please contact your healthcare provider.

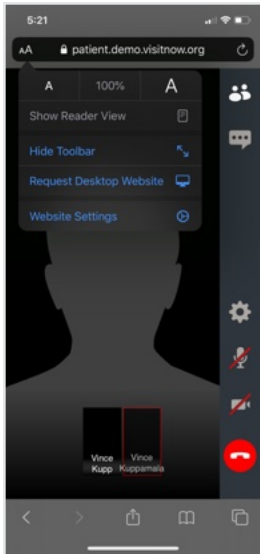
1. If your medical professional or another participant says that they cannot see or hear you during a video session, please check to see that you can see yourself in the video thumbnail and check the mic and camera icons on the right-side of the page to ensure that they are turned on (no red slash mark)



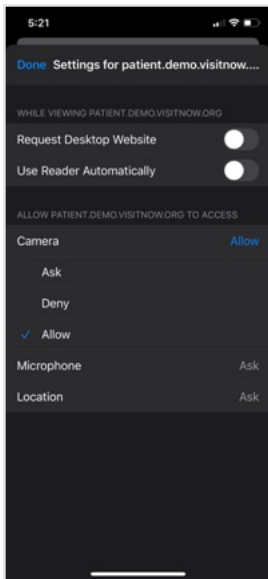
2. If you cannot see yourself in the thumbnail or see red slashes over the mic or camera icons (as above), you will need to click on the icons to make sure that they are enabled.
3. If you get a message indicating that your browser does not have access to your mic or camera, then please follow the instructions below:



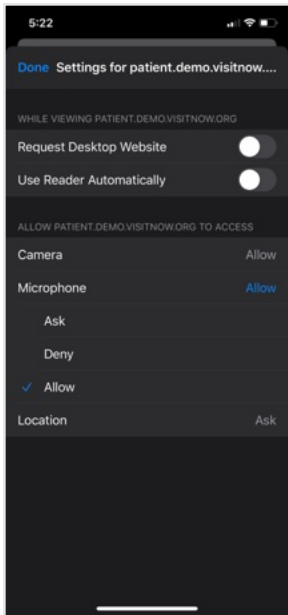
4. Click the icon at the top of your screen with the letters “AA” and click [Website Settings](#).



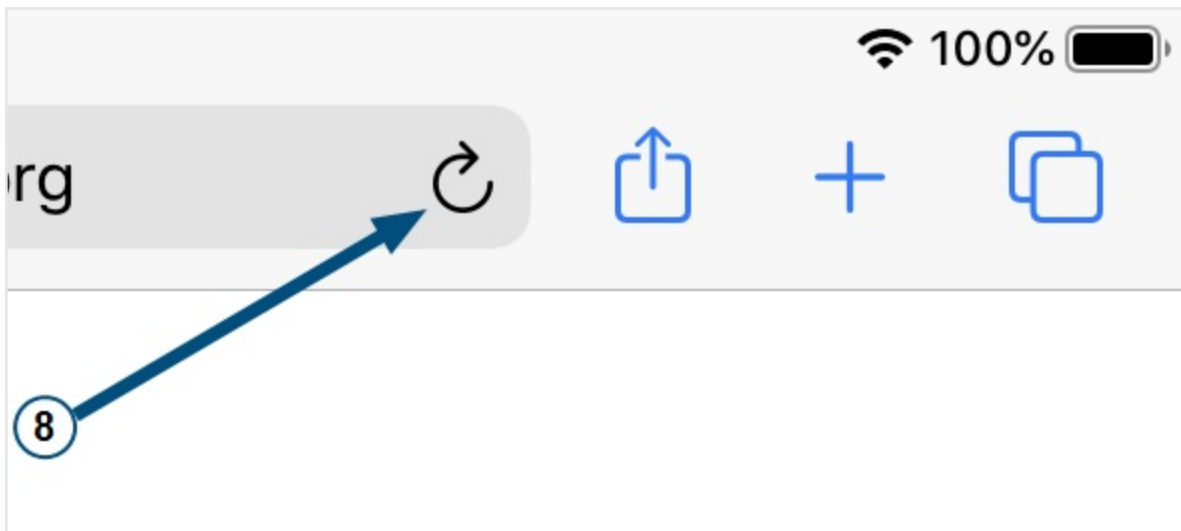
5. Under “Camera” please ensure that [Allow](#) is checked.



6. Under “Microphone” please ensure that [Allow](#) is checked.



7. Click **Done** in the top left to return to the virtual visit.
8. Click the refresh button.



9. Click on the camera and microphone icons on the right-side of the virtual visit and ensure that the red slashes are removed and that you can see yourself in the thumbnail at the bottom of the page.
10. You are all set for your video session with your medical professional!

Contact Your Healthcare Provider for Assistance

If you have questions, contact your healthcare provider.

LEARN MORE

TeladocHealth.com | engage@teladochealth.com



About @ Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

© Teladoc Health, Inc. All rights reserved.